

**CITY OF HENDERSON, NEVADA - RESIDENT SURVEY (n=1,000)**

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of GRA, a public opinion research firm. We're conducting a survey concerning some issues in your community and we would like to get your opinions. This should just take a few minutes of your time. (IF NEEDED:) This is a study about issues of importance in your community-- it is a survey only and I am not selling anything.

(IF THE INDIVIDUAL INDICATES THAT THEY ARE AN EMPLOYEE OF THE CITY, AN APPOINTED OFFICIAL, OR A CITY COUNCIL MEMBER, THANK THEM FOR THEIR TIME, POLITELY EXPLAIN THAT THE FOCUS OF THIS SURVEY IS ON THE PUBLIC'S PERCEPTION OF CITY SERVICES, AND TERMINATE THE INTERVIEW.)

- i. For statistical reasons, I would like to speak to the youngest adult male currently at home that is at least 18 years of age. (Or youngest female depending on statistics of previous completed interviews)

(IF THERE IS NO MALE/FEMALE AT LEAST 18 AVAILABLE, THEN ASK:)

Ok, then I'd like to speak to the youngest adult female currently at home that is at least 18 years of age.

(IF THERE IS NO MALE/FEMALE AT LEAST 18 AVAILABLE, THEN ASK FOR CALLBACK TIME)

[PLEASE EXPLAIN IF AN OLDER RESPONDENT/FEMALE ASKS WHY THEY ARE NOT INVITED TO PARTICIPATE IN THE SURVEY – THIS IS BECAUSE THE SURVEY RESULTS ARE MEANT TO BE REPRESENTATIVE OF THE ENTIRE ADULT POPULATION OF THE CITY OF HENDERSON AND CURRENTLY WE HAVE COMPLETED ENOUGH SURVEYS WITH RESIDENTS SHARING YOUR DEMOGRAPHIC CHARACTERISTICS – THANK YOU FOR YOUR TIME]

- ii. When someone locally asks you where you live, what do you say? (DON'T READ CHOICES)

Henderson -----	77%
Green Valley-----	10%
Las Vegas-----	6%
Sun City Anthem -----	1%
Other (Specify: _____)-----	3%
DK/NA-----	3%

iii. Did you recently complete and mail back a survey from the City of Henderson?

Yes ----- 0% (THANK & TERMINATE)  
No ----- 100% (CONTINUE)

iv. What is your home zip code?

89011 ----- 0% (SKIP TO Q1)  
89012 ----- 12% (SKIP TO Q1)  
89014 ----- 18% (SKIP TO Q1)  
89015 ----- 33% (ASK Qv)  
89052 ----- 15% (SKIP TO Q1)  
89074 ----- 22% (ASK Qvi)  
89123 ----- 1% (SKIP TO Qvii)  
89124 ----- 0% (SKIP TO Qvii)  
Other (Specify: \_\_\_\_\_) ----- 0% (TERMINATE)  
(DON'T READ) Refused ----- 0% (TERMINATE)

v. Do you live east or west of Boulder Highway?

East ----- 55% (SKIP TO Q1)  
West ----- 33% (SKIP TO Q1)  
(DON'T READ) DK/NA ----- 12% (SKIP TO Q1)

vi. Do you live east or west of Green Valley Parkway?

East ----- 43% (SKIP TO Q1)  
West ----- 48% (SKIP TO Q1)  
(DON'T READ) DK/NA ----- 9% (SKIP TO Q1)

vii. Do you live within the boundaries of the City of Henderson?

Yes ----- 100% (CONTINUE)  
No ----- 0% (TERMINATE)



1. How long have you lived in the City of Henderson?

Less than 1 year ----- 13%  
1-4 years ----- 36%  
5-9 years ----- 20%  
10-14 years ----- 15%  
15 years or longer ----- 16%  
(DON'T READ) DK/NA ----- 0%

2. When you first moved to Henderson, did you move here from another city in Nevada, another state, or another country? (IF ANOTHER STATE ASK:) What state was that?

Another city in Nevada-----	29%
California -----	20%
Arizona-----	3%
Florida-----	2%
Texas-----	3%
Illinois-----	3%
Utah-----	3%
New York-----	3%
Washington-----	2%
Colorado-----	2%
Oregon-----	1%
Another state (Specify: ____)-	21%
Another country-----	2%
Have lived in Henderson my whole life-----	4%
(DON'T READ) Refused-----	1%

3. If you work in Clark County, which of the following best describes where you work? (READ RESPONSES)

Henderson (including Green Valley)-----	27%
Las Vegas Strip-----	9%
Downtown Las Vegas-----	5%
North Las Vegas-----	5%
Howard Hughes Center-----	1%
Summerlin-----	2%
McCarran Airport area-----	7%
Boulder City-----	1%
East Las Vegas-----	2%
All over the county-----	3%
Other area in Clark County (Specify: ____)-	2%
Work in Nevada outside Clark County-----	2%
Work outside Nevada-----	2%
Currently unemployed/ retired-----	27%
(DON'T READ) DK/NA-----	4%

4. Generally speaking, are you satisfied or dissatisfied with the job the City of Henderson is doing to provide services? (GET ANSWER, THEN ASK:) Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

Very satisfied ----- 49%  
 Somewhat satisfied ----- 40%  
 Somewhat dissatisfied ----- 4%  
 Very dissatisfied ----- 3%  
 (DON'T READ) DK/NA ----- 5%

5. What do you feel is the most important issue facing residents of Henderson?  
 (DON'T READ. ONE RESPONSE ONLY)

Activities for youth ----- 1%  
 Bike and walking paths ----- 0%  
 Crime prevention/ safety ----- 9%  
 Cultural arts opportunities ----- 0%  
 Library facilities ----- 0%  
 Local job opportunities ----- 1%  
 Open space preservation ----- 0%  
 Parks and recreation ----- 1%  
 Physical appearance of the community ----- 1%  
 Manage/control growth and development - 22%  
 Public transportation ----- 1%  
 Repair streets and roads ----- 3%  
 Traffic congestion ----- 14%  
 Improving the quality of education ----- 4%  
 Improving school facilities ----- 2%  
 Availability of affordable housing (not low  
 Income housing) ----- 2%  
 Availability of low income housing ----- 0%  
 City-resident communication ----- 0%  
 Revitalizing downtown ----- 0%  
 Availability of water ----- 9%  
 Water quality ----- 8%  
 Gaming/casinos ----- 0%  
 Taxes ----- 1%  
 Inflation ----- 1%  
 Other (Please specify: \_\_\_\_\_) ----- 5%  
 No important issue/everything fine ----- 2%  
 Not sure ----- 11%

6. Overall, would you say the quality of life in Henderson is getting better, getting worse, or staying about the same?

Getting better----- 37%  
 Getting worse ----- 17%  
 Staying about the same ----- 42%  
 (DON'T READ) DK/NA/Refused ----- 4%

7. Now, I'd like to ask you about different things that may contribute to your quality of life in Henderson. Please tell me if the following items are extremely important, very important, somewhat important, or not at all important to your quality of life.

Here's the (first/next) one: \_\_\_\_\_. (READ ITEM AND ASK:) Is this extremely important, very important, somewhat important, or not at all important to your quality of life in Henderson?

RANDOMIZE

	<u>Extremely Important</u>	<u>Very Important</u>	<u>Swt. Important</u>	<u>Not at all Important</u>	<u>(DON'T READ) DK/NA</u>
A. Overall appearance and cleanliness -----	24%	60%	15%	1%	0%
B. Overall feeling of safety -----	40%	51%	8%	1%	0%
C. Quality of drinking water -----	37%	49%	10%	3%	1%
D. Recreational opportunities -----	14%	45%	35%	6%	1%
E. Condition of streets and roads -----	22%	60%	17%	1%	0%
F. Arts and cultural opportunities -----	8%	32%	47%	12%	1%
G. Sense of community -----	12%	44%	38%	5%	1%
H. Availability of public transportation	10%	24%	36%	28%	3%
I. Affordability of housing -----	24%	49%	19%	7%	1%
J. Shopping opportunities -----	10%	39%	42%	8%	1%
K. Air quality -----	33%	55%	11%	2%	0%
L. Availability of job opportunities -----	20%	44%	21%	12%	4%

8. Please think about the sense of community that you feel living in Henderson. Would you say that you feel a very strong sense of community, a somewhat strong sense of community, a somewhat weak sense of community, a very weak sense of community, or no sense of community at all?

Very strong----- 17%  
 Somewhat strong-----50%  
 Somewhat weak -----22%  
 Very weak ----- 6%  
 None at all----- 5%  
 (DON'T READ) DK/NA ----- 1%

9. Please tell me whether you agree or disagree with each of the following statements about the Henderson community.

Here's the (first/next) one: \_\_\_\_\_. (READ ITEM AND ASK:) Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the statement?

RANDOMIZE

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>(DON'T READ) DK/NA</u>
A. I can recognize most of the people who live in my community-----	13%	33%	8%	34%	12%	1%
B. Very few of my neighbors know me -----	18%	36%	4%	31%	11%	1%
C. I have almost no influence over what this community is like -	16%	33%	9%	32%	8%	2%
D. My neighbors and I want the same things from this community -	20%	47%	11%	9%	3%	11%
E. If there is a problem in this community, people who live here can get it solved -----	16%	51%	10%	13%	5%	6%
F. It is very important for me to feel a sense of community with other residents -----	24%	50%	10%	13%	3%	1%

10. Now I'm going to ask you about a number of services provided by the City of Henderson. For each of the services I read, please tell me whether the service is extremely important to you, very important, somewhat important, or not at all important.

Here's the (first/next) one: \_\_\_\_\_. (READ ITEM AND ASK:) Do you think this service is extremely important, very important, somewhat important, or not at all important?

RANDOMIZE

	<u>Extremely Important</u>	<u>Very Important</u>	<u>Sw. Important</u>	<u>Not at all Important</u>	<u>(DON'T READ) DK/NA</u>
A. Repairing and maintaining local streets and roads -----	33%	56%	10%	0%	0%
B. Revitalizing the downtown area -----	14%	28%	39%	18%	1%
C. Preventing floods -----	33%	48%	15%	4%	1%
D. Providing and maintaining street lights -----	27%	54%	18%	2%	0%
E. Providing graffiti removal services -----	25%	46%	24%	4%	1%
F. Managing the City's finances -----	40%	47%	9%	2%	2%
G. Informing the community about services and events -----	14%	42%	39%	5%	0%

11. For the same list of services I just read, I'd like you to tell me how satisfied you are with the job the City of Henderson is doing to provide the service.

Would you say you are satisfied or dissatisfied with the City's efforts to: \_\_\_\_\_? (GET ANSWER AND THEN ASK:) Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

RANDOMIZE		<u>Very Satisfied</u>	<u>Swt. Satisfied</u>	<u>Swt. Dissat.</u>	<u>Very Dissat.</u>	<u>(DON'T READ) DK/NA</u>
A.	Repair and maintain local streets and roads -----	38%	39%	15%	7%	1%
B.	Revitalize the downtown area -----	21%	48%	11%	5%	15%
C.	Prevent floods -----	49%	37%	5%	1%	8%
D.	Provide and maintain street lights -----	53%	36%	6%	2%	2%
E.	Provide graffiti removal services ---	38%	41%	8%	4%	9%
F.	Manage the City's finances -----	23%	46%	8%	3%	21%
G.	Inform the community about services and events -----	41%	43%	10%	3%	3%

12. Now I have a short list of recreation services that I'd like to read. Here's the (first/next) one \_\_\_\_\_ (READ ITEM AND ASK:) Do you think this service is extremely important, very important, somewhat important, or not at all important?

RANDOMIZE		<u>Extremely Important</u>	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not at all Important</u>	<u>(DON'T READ) DK/NA</u>
A.	Providing recreation programs for youth -----	35%	46%	14%	3%	1%
B.	Providing recreation programs for adults -----	16%	36%	39%	9%	1%
C.	Providing recreation programs for seniors -----	21%	42%	29%	7%	2%
D.	Preserving open space -----	27%	41%	25%	7%	1%
E.	Maintaining parks and recreation facilities -----	32%	52%	15%	1%	1%
F.	Increasing the number of trails and walking paths -----	17%	32%	38%	12%	1%

13. Would you say you are satisfied or dissatisfied with City's efforts to \_\_\_\_\_?  
 (READ ITEM THEN ASK:) Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

RANDOMIZE

	<u>Very Satisfied</u>	<u>Swt. Satisfied</u>	<u>Swt. Dissat.</u>	<u>Very Dissat.</u>	<u>(DON'T READ) DK/NA</u>
A. Provide recreation programs for youth-----	39%	40%	6%	3%	12%
B. Provide recreation programs for adults-----	34%	47%	7%	2%	11%
C. Provide recreation programs for seniors-----	32%	41%	6%	3%	18%
D. Preserve open space-----	23%	46%	15%	9%	7%
E. Maintain parks and recreation facilities-----	53%	38%	4%	2%	3%
F. Increase the number of trails and walking paths-----	23%	48%	11%	4%	13%

14. Let's talk about growth and economic issues in the City. For each of the following, please tell me whether the issue is extremely important to you, very important, somewhat important, or not at all important.

Here's the first/next one: Do you think \_\_\_\_\_ is extremely important, very important, somewhat important, or not at all important?

RANDOMIZE

	<u>Extremely Important</u>	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not at all Important</u>	<u>(DON'T READ) DK/NA</u>
A. Providing affordable housing-----	31%	41%	21%	6%	1%
B. Managing residential growth and development-----	39%	43%	14%	3%	1%
C. Increasing job opportunities-----	29%	47%	19%	5%	1%
D. Improving the business climate in Henderson-----	23%	45%	25%	4%	3%
E. Regulating commercial development-----	27%	40%	24%	6%	2%
F. Reducing traffic congestion-----	45%	44%	9%	1%	1%

15. For the same list of items I just read, I'd like you to tell me how satisfied you are with the job the City of Henderson is doing.

Would you say you are satisfied or dissatisfied with the City's efforts to: \_\_\_\_\_? (GET ANSWER AND THEN ASK:) Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

RANDOMIZE		<u>Very Satisfied</u>	<u>Swt. Satisfied</u>	<u>Swt. Dissat.</u>	<u>Very Dissat.</u>	<u>(DON'T READ) DK/NA</u>
A.	Provide affordable housing	18%	48%	18%	7%	9%
B.	Manage residential growth and development	21%	42%	19%	11%	6%
C.	Increase job opportunities	18%	50%	12%	7%	14%
D.	Improve the business climate in Henderson	24%	55%	7%	3%	11%
E.	Regulate commercial development	20%	48%	16%	8%	9%
F.	Reduce traffic congestion	14%	41%	22%	19%	3%

Next, I'd like to talk about a number of Police and Fire Department services.

16. For each of the following, please tell me whether the issue is extremely important to you, very important, somewhat important, or not at all important.

Here's the first/next one: Do you think \_\_\_\_\_ is extremely important, very important, somewhat important, or not at all important?

RANDOMIZE		<u>Extremely Important</u>	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not at all Important</u>	<u>(DON'T READ) DK/NA</u>
A.	Providing crime prevention programs	35%	45%	18%	2%	1%
B.	Enforcing traffic laws	32%	42%	22%	4%	0%
C.	Enforcing animal control laws	22%	36%	35%	6%	1%
D.	Maintaining a low crime rate	52%	44%	4%	0%	1%
E.	Providing neighborhood police patrols	32%	45%	20%	2%	1%
F.	Dispatching personnel quickly and efficiently	51%	43%	3%	1%	2%
G.	Facilitating neighborhood watch programs	23%	39%	32%	4%	2%
H.	Preparing the City for emergencies	41%	41%	15%	2%	1%
I.	Investigating criminal activity	44%	48%	7%	1%	1%
J.	Providing fire protection and prevention services	49%	45%	6%	0%	1%
K.	Providing emergency medical services	54%	41%	4%	0%	1%
L.	Providing code enforcement services to ensure residential properties are adequately maintained	25%	38%	30%	5%	2%

17. For the same list of items I just read, I'd like you to tell me how satisfied you are with the job the City of Henderson is doing.

Would you say you are satisfied or dissatisfied with the City's efforts to \_\_\_\_\_? (READ ITEM FIRST, GET ANSWER AND THEN ASK:) Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

RANDOMIZE

	<u>Very Satisfied</u>	<u>Swt. Satisfied</u>	<u>Swt. Dissat.</u>	<u>Very Dissat.</u>	<u>(DON'T READ) DK/NA</u>
A. Provide crime prevention programs -----	28%	47%	10%	2%	13%
B. Enforce traffic laws -----	39%	40%	10%	8%	3%
C. Enforce animal control laws -----	33%	43%	9%	4%	11%
D. Maintain a low crime rate -----	38%	46%	8%	3%	5%
E. Provide neighborhood police patrols -----	31%	42%	15%	5%	7%
F. Dispatch personnel quickly and efficiently -----	44%	34%	6%	5%	11%
G. Facilitate neighborhood watch programs -----	24%	45%	11%	5%	15%
H. Prepare the City for emergencies -	32%	43%	6%	3%	16%
I. Investigate criminal activity -----	33%	43%	7%	4%	13%
J. Provide fire protection and prevention services -----	57%	33%	3%	1%	6%
K. Provide emergency medical services -----	53%	34%	3%	1%	10%
L. Provide code enforcement services to ensure residential properties are adequately maintained -----	28%	45%	11%	5%	12%

Next, I'd like to ask you about the level of service provided by City employees.

18. Which City departments have you interacted with in the past year? (IF HESITATE, READ LIST) (CHECK ALL THAT APPLY)

City Manager's Office -----	3%	(CONTINUE)
City Attorney's Office -----	2%	(CONTINUE)
City Clerk's Office -----	6%	(CONTINUE)
Municipal Court -----	4%	(CONTINUE)
Community Development Department -----	4%	(CONTINUE)
Convention Center and Visitor's Bureau -----	4%	(CONTINUE)
Economic Development -----	2%	(CONTINUE)
Finance Department -----	2%	(CONTINUE)
Human Resources -----	4%	(CONTINUE)
Information Technology -----	1%	(CONTINUE)
Parks and Recreation -----	23%	(CONTINUE)
Utility Services Department -----	19%	(CONTINUE)
Neighborhood Services Department -----	2%	(CONTINUE)
Public Works Department -----	7%	(CONTINUE)
Police Department -----	22%	(CONTINUE)
Building and Fire Safety Department (not Fire Dept.) -----	5%	(CONTINUE)
Fire Department -----	9%	(CONTINUE)
Animal Control -----	1%	(CONTINUE)
City Council/ Mayor -----	1%	(CONTINUE)
Library -----	1%	(CONTINUE)
DMV -----	3%	(CONTINUE)
Other (Specify: _____) -----	2%	(CONTINUE)
None -----	35%	(SKIP TO Q20)
(DON'T READ) DK/NA -----	1%	(SKIP TO Q20)

19. Please tell me how you rate the following aspects of service provided by City employees?<sup>1</sup>

Here's the first/next one: Would you rate the \_\_\_\_\_ by City employees as excellent, good, fair, poor, or very poor?

RANDOMIZE		Excellent	Good	Fair	Poor	Very Poor	(DON'T READ) DK/NA
A.	Timeliness of response -----	30%	39%	16%	6%	5%	4%
B.	Courtesy -----	40%	43%	10%	3%	2%	3%
C.	Competency in handling the issue -----	32%	42%	14%	4%	4%	5%
D.	Professionalism -----	39%	40%	13%	3%	3%	3%

<sup>1</sup> Respondents who mentioned "DMV" were filtered out of the analysis for Q19.

20. Are you satisfied or dissatisfied with the City's efforts to communicate with residents through public notices, the Internet, and other means? (GET ANSWER, THEN ASK:)  
 Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

Very satisfied -----	37%	(SKIP TO Q22)
Somewhat satisfied -----	42%	(SKIP TO Q22)
Somewhat dissatisfied -----	10%	(SKIP TO Q22)
Very dissatisfied -----	4%	(CONTINUE)
(DON'T READ) DK/NA -----	7%	(SKIP TO Q22)

21. Why are you very dissatisfied with the City's efforts to communicate with residents?

Don't receive any information from City ----	68%
Government officials inefficient -----	14%
Personal reason -----	7%
City doesn't want to communicate with residents -----	5%
DK/ Refused -----	4%
City doesn't communicate with everyone ----	2%

22. How would you prefer to access information about City services? Over the phone, in person, on the Internet using the City's website, through a City mailer or newsletter, in the newspaper, on the radio, or on television? (READ RESPONSES AND ACCEPT FIRST RESPONSE ONLY)

Phone -----	9%
In-person -----	4%
Internet/ City's website -----	31%
Mailer/ Newsletter -----	35%
Newspaper -----	10%
Radio -----	2%
Television -----	7%
(DON'T READ) DK/NA -----	2%

23. Next I would like to read you a list of four general issues that cover some of the many topics we've discussed today. For each issue, I'd like you to think about the present conditions and the quality of life in the City and give it a letter grade-- like a school report card. You may give an A, B, C, D, or F, and for grades A through D you may specify a plus or a minus if you would like. And just so we are clear, an A would represent a grade of 'excellent', whereas an F would represent a grade of 'failing'. What grade would you give \_\_\_\_\_? (RECORD A GRADE FOR EACH ITEM USING THE SCALE BELOW.)

**RANDOMIZE**

A. The economic health of the City—which includes the availability of jobs and job skills training programs.

(A+)	-----	1%
(A)	-----	10%
(A-)	-----	2%
(B+)	-----	8%
(B)	-----	38%
(B-)	-----	5%
(C+)	-----	4%
(C)	-----	20%
(C-)	-----	2%
(D+)	-----	0%
(D)	-----	3%
(D-)	-----	1%
(F)	-----	1%
DK/NA/Refused	-----	7%

B. The transportation system of the City—which includes the freeways, local streets and roads, and the public transit system.

(A+)	-----	1%
(A)	-----	9%
(A-)	-----	2%
(B+)	-----	6%
(B)	-----	30%
(B-)	-----	8%
(C+)	-----	4%
(C)	-----	22%
(C-)	-----	3%
(D+)	-----	0%
(D)	-----	8%
(D-)	-----	1%
(F)	-----	4%
DK/NA/Refused	-----	2%

C. The housing in the City—which includes the availability and affordability of a variety of housing types such as condominiums, single family homes, and apartments.

(A+)	-----	2%
(A)	-----	18%
(A-)	-----	3%
(B+)	-----	5%
(B)	-----	32%
(B-)	-----	5%
(C+)	-----	3%
(C)	-----	20%
(C-)	-----	2%
(D+)	-----	0%
(D)	-----	5%
(D-)	-----	1%
(F)	-----	2%
DK/NA/Refused	-----	3%

D. The environment of the City—which includes the preservation of open space and natural habitat and air and water quality.

(A+)	-----	1%
(A)	-----	13%
(A-)	-----	2%
(B+)	-----	7%
(B)	-----	33%
(B-)	-----	5%
(C+)	-----	3%
(C)	-----	21%
(C-)	-----	3%
(D+)	-----	0%
(D)	-----	7%
(D-)	-----	1%
(F)	-----	4%
DK/NA/Refused	-----	1%

24. In the past six months, have you heard, read, or seen any news story, advertisement, or announcement about the City of Henderson’s 50 year anniversary? (CODE NOT SURE AS ‘NO’)

Yes	-----	53%	(CONTINUE)
No	-----	47%	(SKIP TO QA)
Refused	-----	0%	(SKIP TO QA)

25. What do you remember about the news story, advertisement, or announcement?

Specific recall ----- 58%  
General recall ----- 30%  
No recall ----- 12%

**To wrap things up, I have a few background questions for comparison purposes.**

A. Have you ever visited the City's website?

Yes ----- 45% (CONTINUE)  
No ----- 55% (SKIP TO QC)  
(DON'T READ) DK/NA ----- 0% (SKIP TO QC)

B. How many times would you say you've visited the City's website in the last 12 months?

None ----- 5%  
One ----- 13%  
Two ----- 24%  
Three ----- 14%  
Four ----- 10%  
Five or more ----- 33%

C. Please tell me how many children under 19 live in your household.

None ----- 60%  
One ----- 17%  
Two ----- 13%  
Three ----- 6%  
Four + ----- 3%  
(DON'T READ) Refused ----- 1%

D. Do you own or rent the unit in which you live?

Rent ----- 23% (SKIP TO QG)  
Own ----- 76% (CONTINUE)  
(DON'T READ) Refused ----- 1% (SKIP TO QG)

E. Do you belong to a Homeowners' Association?

Yes ----- 64% (CONTINUE)  
No ----- 34% (SKIP TO QG)  
(DON'T READ) DK/NA ----- 2% (SKIP TO QG)

F. What's the name of your Homeowners' Association? See verbatim responses.

G. I am going to read some income categories. Please stop me when I reach the category that best describes your total household income.

\$20,000 or under ----- 5%  
\$20,001-\$40,000 ----- 16%  
\$40,001-\$60,000 ----- 21%  
\$60,001-\$80,000 ----- 19%  
\$80,001-\$100,000 ----- 12%  
\$100,001-\$120,000 ----- 6%  
\$120,001-\$140,000 ----- 4%  
\$140,001 or more ----- 6%  
(DON'T READ) Refused ----- 12%

H. In what year were you born? Recoded to age.

18-24 years ----- 11%  
25-34 years ----- 17%  
35-44 years ----- 21%  
45-54 years ----- 19%  
55-59 years ----- 8%  
60-64 years ----- 7%  
65+ years ----- 14%  
Refused ----- 3%

I. Record respondent's gender (DO NOT ASK):

Male ----- 49%  
Female ----- 51%

PHONE: \_\_\_\_\_

DATE OF INTERVIEW: \_\_\_\_\_ VALIDATED BY: \_\_\_\_\_

INTERVIEWER: \_\_\_\_\_ NUMBER: \_\_\_\_\_