RESIDENT SATISFACTION SURVEY

2019

CITY OF ONTARIO

Conducted by

ROSE INSTITUTE OF STATE AND LOCAL GOVERNMENT
CLAREMONT MCKENNA COLLEGE

About the Rose Institute

The Rose Institute of State and Local Government, located on the campus of Claremont McKenna College, was founded in 1973. An unmatched resource for information on California state and local government, the Institute maintains extensive demographic, economic, and political databases on the Southern California region. Under the direction of nationally recognized faculty and staff, students from Claremont McKenna College play a significant role in researching, interpreting, and presenting data. The Institute specializes in four areas: legal and regulatory analysis, demographic studies, survey research, and fiscal analysis. In addition, the Rose Institute partners with the Lowe Institute of Political Economy to host an annual Inland Empire Vision conference, focused on analysis of Southern California's Inland Empire region for local governments and business leaders. Please see RoseInstitute.org for more information.

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EXECUTIVE SUMMARY

The City of Ontario commissioned the Rose Institute of State and Local Government to conduct a survey of resident satisfaction, gauge public opinion on city priorities and challenges facing the city, and evaluate the performance of specific municipal departments and services.

The survey results indicate that residents are generally very happy with life in Ontario. A robust 85.8% are very satisfied or satisfied with city services. Almost three-quarters of them give the community a ranking of 8, 9, or 10 on a 10-point scale and 78.8% say that Ontario is headed in the right direction.

The feeling of satisfaction for city services in general is reflected in the survey results for specific departments. The Fire Department and Integrated Waste Department scored the highest levels of satisfaction, with ratings of very satisfied or satisfied from 92.8% of residents. The Police Department is a close third with ratings of very satisfied or satisfied from 88.6% of residents.

Maintaining a robust community that is physically safe and prepared for emergencies is the most important priority for Ontario residents. A full 85.6% of respondents identify it as very important. Improving streets (76.2%) and addressing homelessness (72.4%) are the next most important priorities for Ontario residents.

Ontario residents rely on print media more than any other as sources of information about the city. Ontario Living Magazine is the most often used source, cited by 189 respondents.

More than half of the respondents are employed, either in Ontario (17.6%) or in another city (37.2%). The vast majority of them (87.6%) commute to their jobs. The 10 Freeway and the 60 Freeway are the most heavily used commuting routes.

A large majority of residents (83%) shop for groceries within five miles of their home. Value-priced department stores are the most common places for residents to shop for clothing and household items (Walmart/Target/Kohls cited by 41.2% of respondents). More than half of residents (59.6%) have been to Ontario International Airport at least once last year, with most of them going 1-5 times.

With respect to demographics, 51.4% of respondents identify as Hispanic, 34.4% as White, 6.4% as Other, 5.4% as Black, and 2.4% as Asian. Respondents also skew to older age groups. Please see the Methodology section below and Appendix V for a detailed discussion of these demographic variables.

METHODOLOGY

The Rose Institute of State and Local Government worked with City of Ontario staff to draft the survey instrument. Interviewing Service of America administered the survey by telephone to gather responses from 500 Ontario city residents from March 27 – May 1, 2019. A total of 350 respondents were reached on their land lines (40 from a list of random digit landlines and 310 drawn from a random sample of listed land lines). The remaining 150 respondents were surveyed on their cell phones (7 from a list of random digit cell phone numbers and 143 from an enhanced cell phone list which cross-listed geographic information to target Ontario residents).

One quarter of the respondents (127 of the 500) elected to do the survey in Spanish. The average time to complete the survey was 14.2 minutes.

This sample of Ontario residents includes a higher proportion of people over the age of 55 than Ontario's population does, according to U.S. Census Data. The population from age 20-55 in Ontario should be 35.8%; in the survey sample, it is 70.1%. We constructed a set of weights which then increase the value of the younger respondents by 1.957 and scale down the value of older respondents by a factor of 0.466. Applying weights based on age, we find there are no practical differences between the weighted and unweighted results at all. For this reason we present unweighted data in this report. Please see Appendix V for details on this analysis.

Our variable for race and ethnicity has re-coded some of the original categories offered on the survey for ease of analysis. We recognize that many individuals have complex identities which are not easily represented with fixed answers to short survey questions. Survey respondents could choose among several categories, and select multiple options; even then, the available responses are somewhat limited. Yet individuals must be grouped in some way to be analytically useful. Categories with too few respondents mean that any cross-tabulation with other survey questions will rely too much on the voices of a very small number of people, producing potentially misleading results.

We have followed the convention of the U.S. Census Bureau and treated "race" as something apart from "Hispanic" identity. Someone of any race who also selected "Hispanic" has been put in the "Hispanic" category. Respondents who selected "white" or "black" but did not select "Hispanic" are categorized as "White Alone" or "Black Alone," again echoing the language of the U.S. Census. Although "Chinese" and "Korean" appear in the response list as separate items, along with "Asian / Pacific Islander," there are very few responses across these three categories; for those who selected one of these, but did not select "Hispanic," they are grouped together in "Asian Alone." Anyone not fitting into those specific categories is counted as "Other." Overall, 85.8% of the respondents were either "White Alone" or "Hispanic."

The typical reported "margin of error" for a survey of this size is ±4.[1] This is, though, a commonly misunderstood number: it does not guarantee that the true proportion of responses for any given

[1] For an excellent and non-technical short description of how these types of numbers are calculated, see: Wheelan, Charles. 2013. *Naked Statistics: Stripping the Dread from the Data*. New York: W.W. Norton & Co. Chapter 10, "Polling."

question is within four percentage points of what is listed in the report. Using the typical conventions of survey researchers, it means that (1) if the same study had been run twenty times under ideal circumstances then (2) we would only expect the true proportion of interest would to be outside the numbers reported ±4 one of those twenty times. The key words here are: “ideal circumstances.” The margin of error takes into account the known quantity of variation in responses we should expect in randomly collecting a sample of this size from a larger population. However, mathematical computation for the margin of error will not capture all types of error, and so the reported numbers may be off from the truth by more than ±4 in ways that are hard to guess.

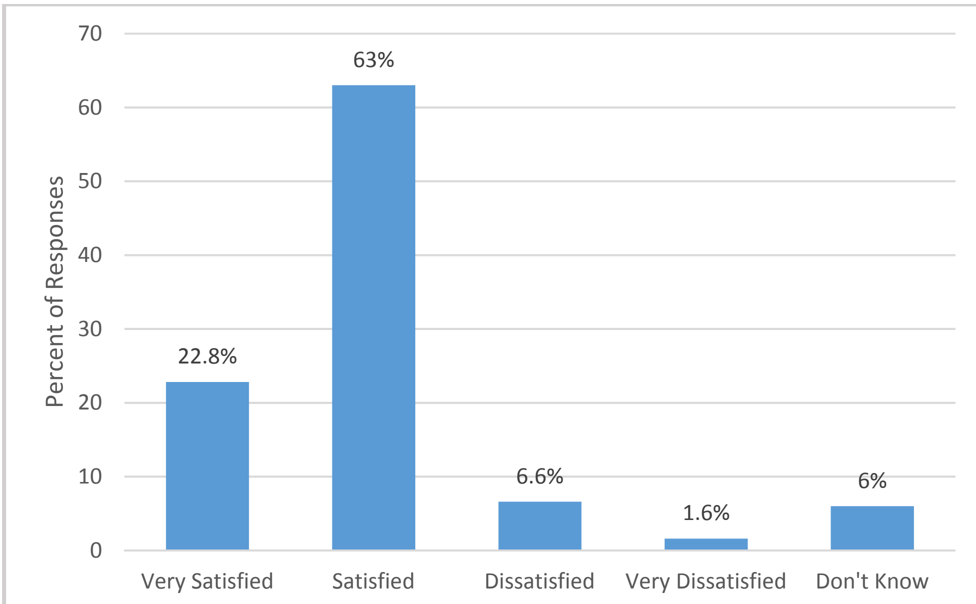
The best advice we can offer about survey data of this type is to interpret results cautiously and to use the data as one of many pieces of information for a decision-making process. What we have here is systematically collected data in a study in which many members of the Ontario community had an opportunity to participate: this is a better method of collecting some types of information than the other available alternatives. In a world of no perfect options, these sorts of survey methods generate relatively large samples and at least provide opportunities for participation to people otherwise unlikely to engage with the city. Even in an era of falling survey participation rates, public opinion research of this type remains a standard tool for researchers and practitioners because the results are useful and useable.

Note: Due to rounding, some charts below may not sum to 100. Please see Appendix I for Frequency Tables for each question and Appendix II for Cross Tabulations.

SATISFACTION AND ISSUES OF CONCERN

Residents are generally very happy with life in Ontario. They are satisfied with city services, rank the city highly, and feel safe.

Figure 1: General Feelings on City Services (Q2)



Residents express a high degree of satisfaction with Ontario city services generally, with 22.8% saying they are very satisfied and another 63% satisfied. Only 8.2% said they are dissatisfied or very dissatisfied. Another 6% did not know.

By age group, residents consistently rate their general feelings on city services as very satisfied or satisfied, with the aggregate for the two categories ranging from 82.9% to 87.3% for residents aged 35 to 65+. The two younger age groups fall outside that range. A total of 76.4% of the 25-34 year old respondents are very satisfied or satisfied with city services. Interestingly, that total is lower than for older age groups not because of a higher feeling of dissatisfaction, but because of a higher response of “Don’t Know,” 17.6% compared to 4.3%-7.9% for the older age groups. The 18-24 age group reports 92.3% very satisfied or satisfied.

Men and women are equally satisfied with city services, with 86% of men very satisfied or satisfied and 85.7% percent of women in those two categories.

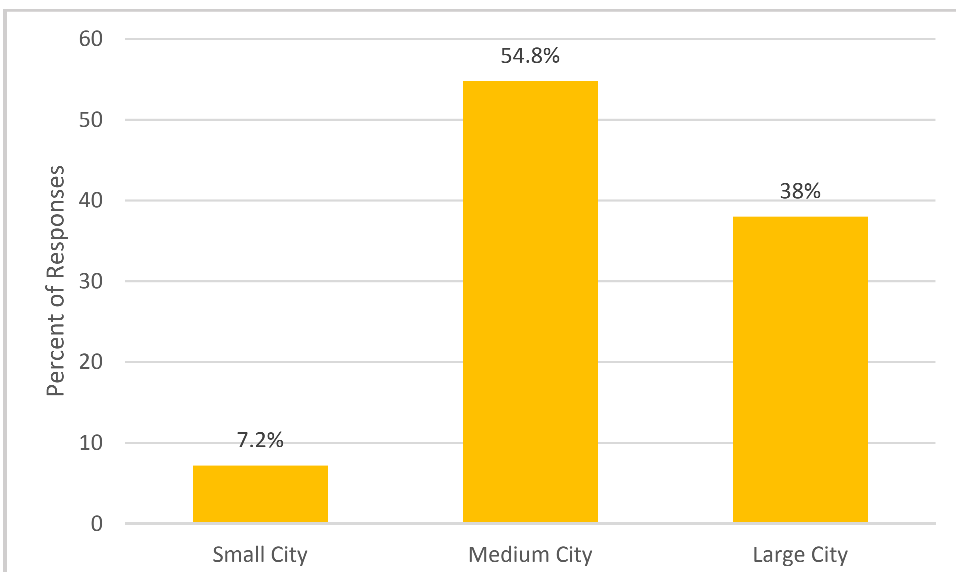
With respect to voting in city elections, engaged residents tend to be happier with city services. Among those who always vote in city elections, 26.2% are very satisfied and 59.3% are satisfied. Those who mostly vote are 26% very satisfied and 64.9% satisfied. Fewer of those who rarely or never

vote report being very satisfied (16.7% and 16.5%, respectively), but the percentage in the satisfied category (69.4% and 66.0%) is slightly higher than the respondents overall (63.0%).
The distribution by income shows that respondents with a household income of less than $25,000 are very satisfied (13.1%) or satisfied (63.6%). Those numbers rise in the $25,001-$50,000 category (18.3% very satisfied, 65.2% satisfied) and the $100,000+ category (21.9% very satisfied, 62.5% satisfied). Respondents with a household income of $50,001-$100,000 report the highest levels of satisfaction (35.4% very satisfied, 59.3% satisfied).

Distribution by race is consistent with the overall result. Asians report the highest level of satisfaction, with 100% very satisfied or satisfied, but note that Asian comprise only 2.4% of the survey sample. All of the other categories are very satisfied or satisfied near the overall rate of 85.8%, with Whites at 90.1%, Blacks at 85.2%, Hispanics at 82.8%, and those in the other category at 81.3%.

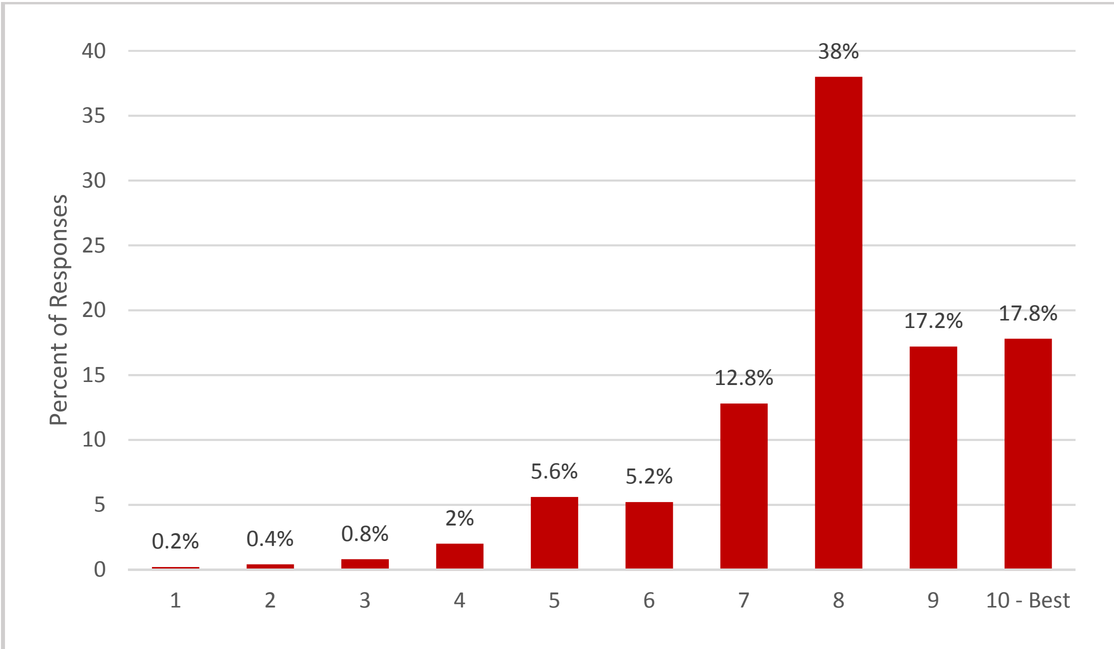
Home owners have a slightly higher level of satisfaction than renters, with 26.4% very satisfied and 60.9% satisfied, compared to 14.8% very satisfied and 67.7% satisfied for renters.

Figure 2: Characterization of Ontario (Q41)



More than half of respondents (54.8%) think of Ontario as a medium size city and another 38% think of it as a large city.

Figure 3: Ontario Community Ranking (Q18)



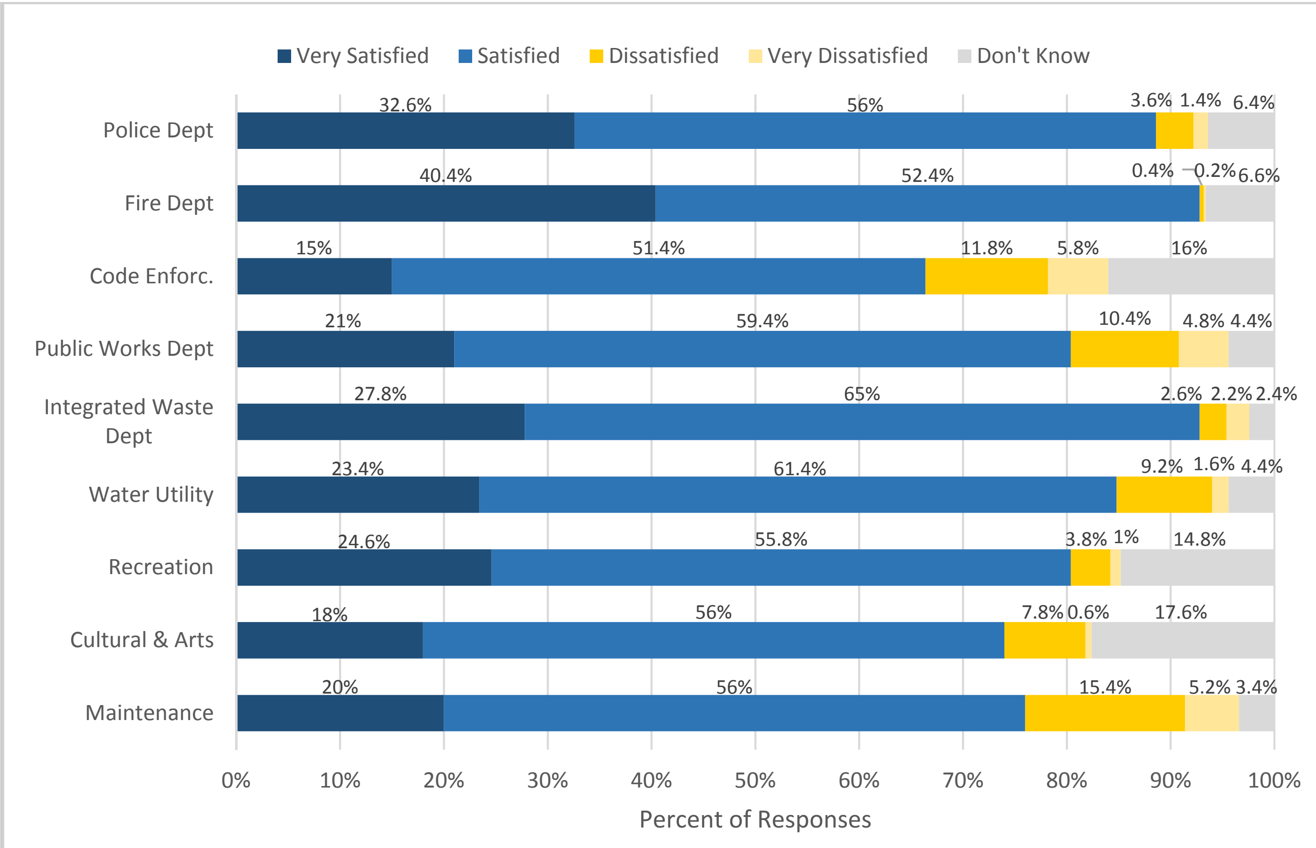
The vast majority of respondents give Ontario a high ranking on a 10-point scale. With 10 being the best, 17.8% rated the city as 10, 17.2% as 9, and 38.0% as 8 for a total of 73% assigning a rating of 8-10. A total of 23.5% ranked the city 5-7 and the remaining 3.4% ranking 1-4.

Of those ranking the city with the highest mark (10), 48.3% are in the 65+ age group. The income distribution in this subset closely reflects the distribution of the survey sample, with 25.8% having a household income of less than $25,000, 20.2% with household income of $25,001-$50,000, and 23.6% with household income of $50,001-$100,000. The distribution for the most popular ranking of 8 is similar (20.5%, 21.1%, 24.7%).

Overall, 73% of respondents give the city a rating of 8, 9, or 10. Within each category of race, more Hispanics (82.5%) give the city marks 8-10 than Whites (63.3%) or Blacks (66.6%).

Among renters, 76.7% give the city a rating of 8, 9, or 10, while 71.3% of home owners do.

Figure 4: Satisfaction with City Departments (Q3-Q8, Q9, Q10, Q13)



The feeling of satisfaction for city services in general is reflected in the survey results on specific departments. The Fire Department and Integrated Waste Department scored the highest levels of satisfaction, the Code Enforcement Department the lowest.

Police Department. The vast majority of respondents (88.6%) are satisfied with the Police Department, with 32.6% saying they are very satisfied, 56.0% saying that they are satisfied. A small portion (3.6%) report being dissatisfied and another 1.4% say they are very dissatisfied.

Fire Department. The Fire Department gets very high marks from Ontario residents, with 92.8% saying they are very satisfied (40.4%) or satisfied (52.4%). Less than 1% report being dissatisfied with the Fire Department.

Code Enforcement Department. The Code Enforcement Department gets the lowest satisfaction marks, with 66.4% saying they are very satisfied (15.0%) or satisfied (51.4%). Another 11.8% say they are dissatisfied and 5.8% are very dissatisfied.

Department of Public Works. Twenty-one percent of respondents are very satisfied and 59.4% are satisfied with the Department of Public Works. Another 10.4% are dissatisfied and 4.8% are very dissatisfied.

Integrated Waste Department. The Integrated Waste Department ties the Fire Department for highest satisfaction marks, with a total of 92.8% of residents saying they are very satisfied (27.8%) or satisfied (65.0%). Only 4.4% report being dissatisfied or very dissatisfied with the department.

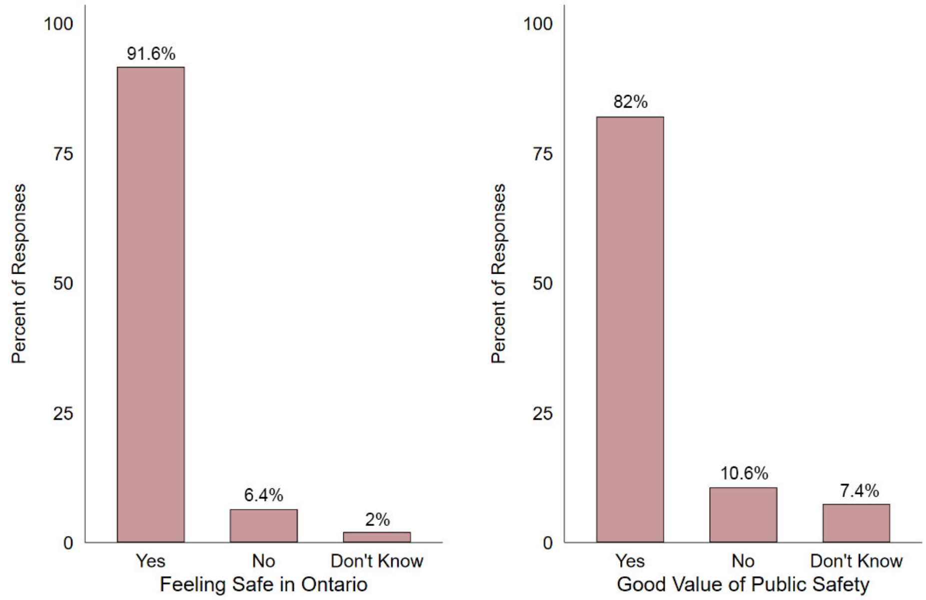
Water Utility. The vast majority (84.8%) of residents are very satisfied (23.4%) or satisfied (61.4%) with the Water Utility. Just over 9% are dissatisfied and 1.6% are very dissatisfied.

Recreation Offerings. Just over 80% of respondents are very satisfied (24.6%) or satisfied (55.8%) with the Recreation Offerings in Ontario. A small portion report being dissatisfied (3.8%) or very dissatisfied (1%).

Culture or Arts Activities. Almost three-quarters of Ontario residents are very satisfied (18%) or satisfied (56%) with culture or arts related offerings in Ontario. Just under 8% say they are dissatisfied.

Maintenance of City Streets, Sidewalks, and Parks. Just over three-quarters of residents are very satisfied (20%) or satisfied (56%) with the level of maintenance on city streets, sidewalks, and city parks. Another 15.4% report being dissatisfied and 5.2% say they are very dissatisfied.

Figure 5: Feeling About Public Safety (Q11, Q12)



The overwhelming majority of residents (91.6%) feel safe in Ontario; 6.4% do not feel safe and 2% don't know.

Sorted by age group, the 65+ set have the strongest feeling of safety, with 95.6% of those senior citizens saying that they feel safe in Ontario. The age group with the lowest response for feeling safe is 25-34 at 82.6%; another 5.9% of this age group don't know. Among the 18-24 year olds, 84.6% say they feel safe in Ontario and 15.4% say they do not.

There is no real difference in the responses across gender; 90.5% of males and 92.5% of females say they feel safe. The feeling of safety is also consistent across race, with 93% of Whites, 92.6% of Blacks, 90.7% of Hispanics, and 91.7% of Asians saying they feel safe in Ontario. Similarly, the responses for renters (91%) and homeowners (91.9%) are virtually identical.

There is, however, some variation across income levels. Almost all (98.2%) of the households with income of $50,001-$100,000 reported feeling safe. This group is followed by those who don't know or declined to state their income (94.1% feel safe), those with household income of less than $25,000 (90.7%), and those with a household income of $25,001-$50,000 (87.8%). Among the respondents with the highest household income ($100,000+), 84.4% say they feel safe in Ontario.

Ontario residents feel they are getting good value for their public safety dollar, with 82% answering Yes when asked this question. Examining the responses by age group shows those who declined to state their age to be the least positive (66.7%) and the 45-54 year olds the most positive (86.8%).

Responses across household income on the question of good value for public safety dollar range from 78.5% for the less than $25,000 income group to 86.7% for the $50,001-$100,000 income group.

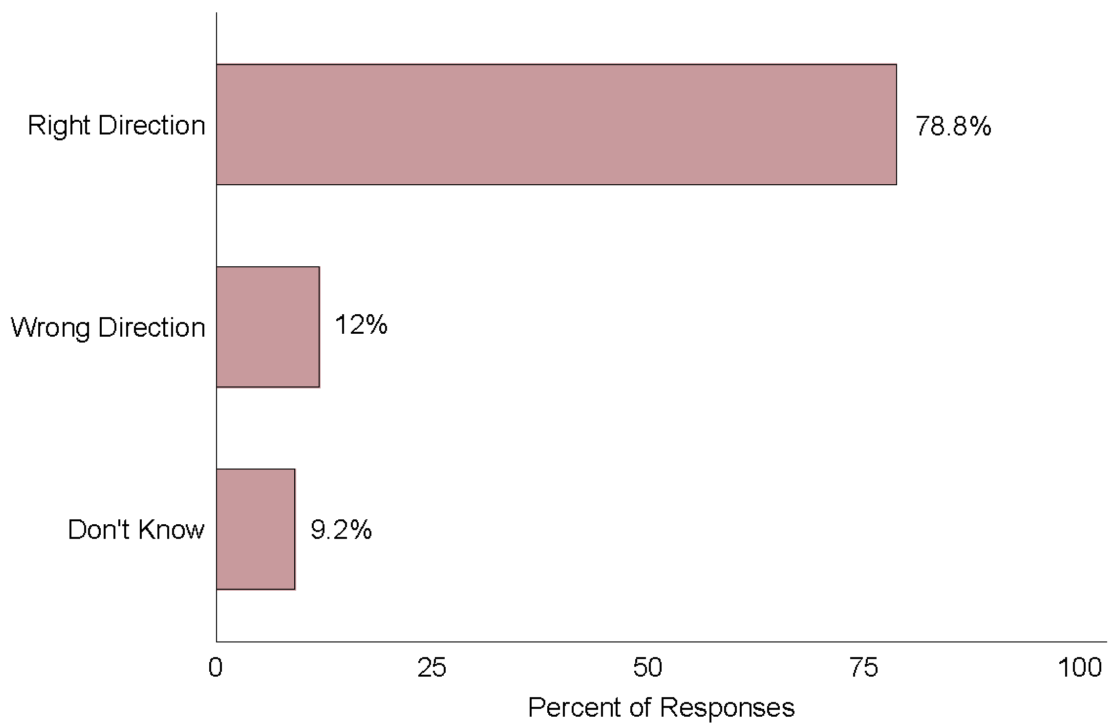
There is also some variation across race on the question of good value for public safety dollar. Almost all Asian respondents (91.7%) answered Yes. 83.7% of Hispanics, 82.6% Whites, and 77.8% of Blacks say they are getting good value for their public safety dollar. Those who identify as Other or decline to identify by race have the lowest positive response at 65.6%.

Figure 6: Living in Ontario - Like Best/Least (Q14, Q15)

Responses for what residents like best about living in Ontario are fairly evenly distributed across the choices. Location is what 18% of the respondents like best, followed closely by Community (17%). Quality of Life (13.8%), Affordability (13%), Safety (11.2%), and Atmosphere/Family Orientation (11%) make up the next group of responses. A small portion of respondents (3.6%) say Shopping is the thing they like the best. “I don’t know” is the most common response in the Other category, cited by 2.8% of respondents. Please see Appendix ___ for a full list of responses.

A healthy 32.8% of residents say there is nothing they like least about living in Ontario. Commuting/Traffic gets the most responses at 18.6%. Another 7.6% say Local Government/Taxation is the thing they like least, 7% cite Affordability, 5% Quality of Life, 4.6% Atmosphere/Environment, and 2.8% Safety. There is a large category (21.6%) of Other responses to this question. “Don’t know” is the most common response in the Other category, cited by 2.8% of respondents. “Homelessness” is the next most frequent issue, cited by 2%.

Figure 7: Ontario’s Direction (Q16)



More than three-quarters of residents (78.8%) say that things in the city of Ontario are headed in the Right Direction. Another 12% say they are headed in the Wrong Direction and 9.2% Don’t Know.

Age group responses range from 73.5% of 25-34 year olds to 85.1% of 35-44 year olds saying that Ontario is heading in the Right Direction.

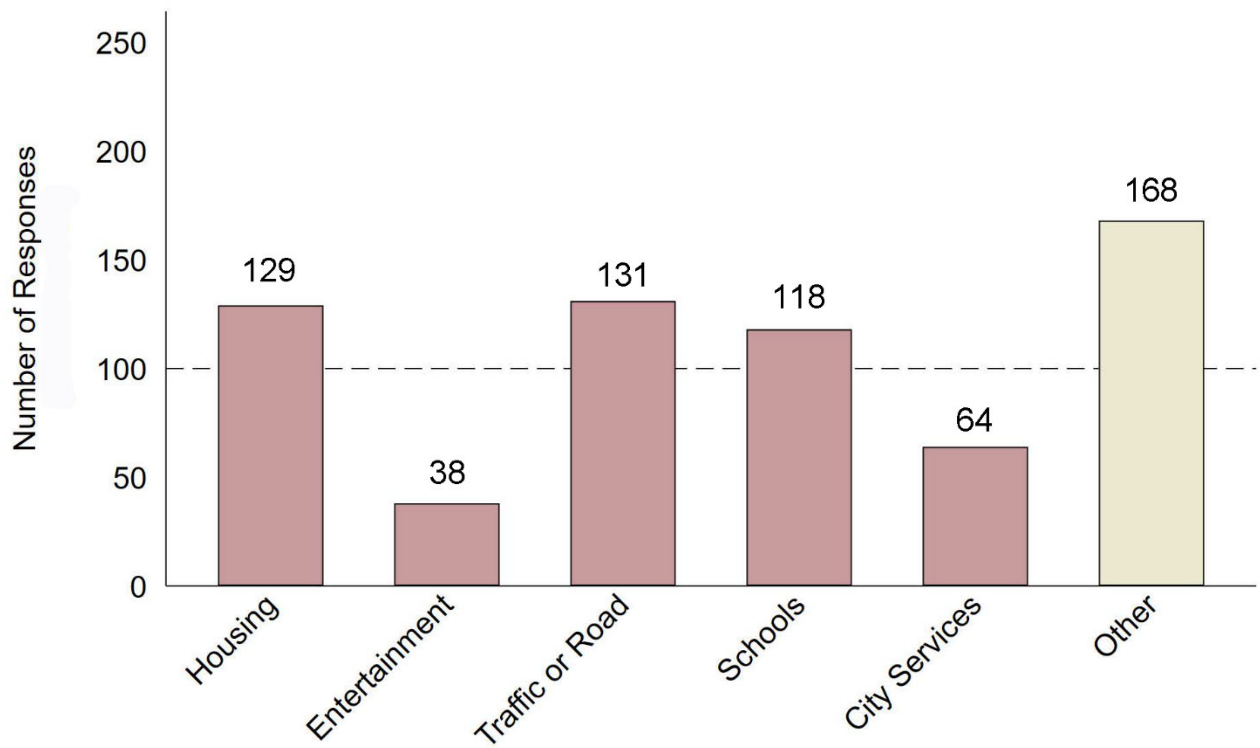
The response by gender is almost the same with 78.3% of Males and 79.2% of Females saying that Ontario is heading in the Right Direction.

Across household income, Right Direction responses range from 72.2% for the $25,001-$50,000 group to 84.1% for the %50,001-$100,000 group.

Sorted by Race, Right Direction responses are 79.1% for Whites, 85.2% for Blacks, 79.4% for Hispanics, 91.7% for Asians, and 62.5% for Other or decline to state.

Right Direction responses from Renters (76.8%) and Home Owners (79.7%) are closely matched.

Figure 8: Suggestions to Improve Ontario – multiple responses (Q17)

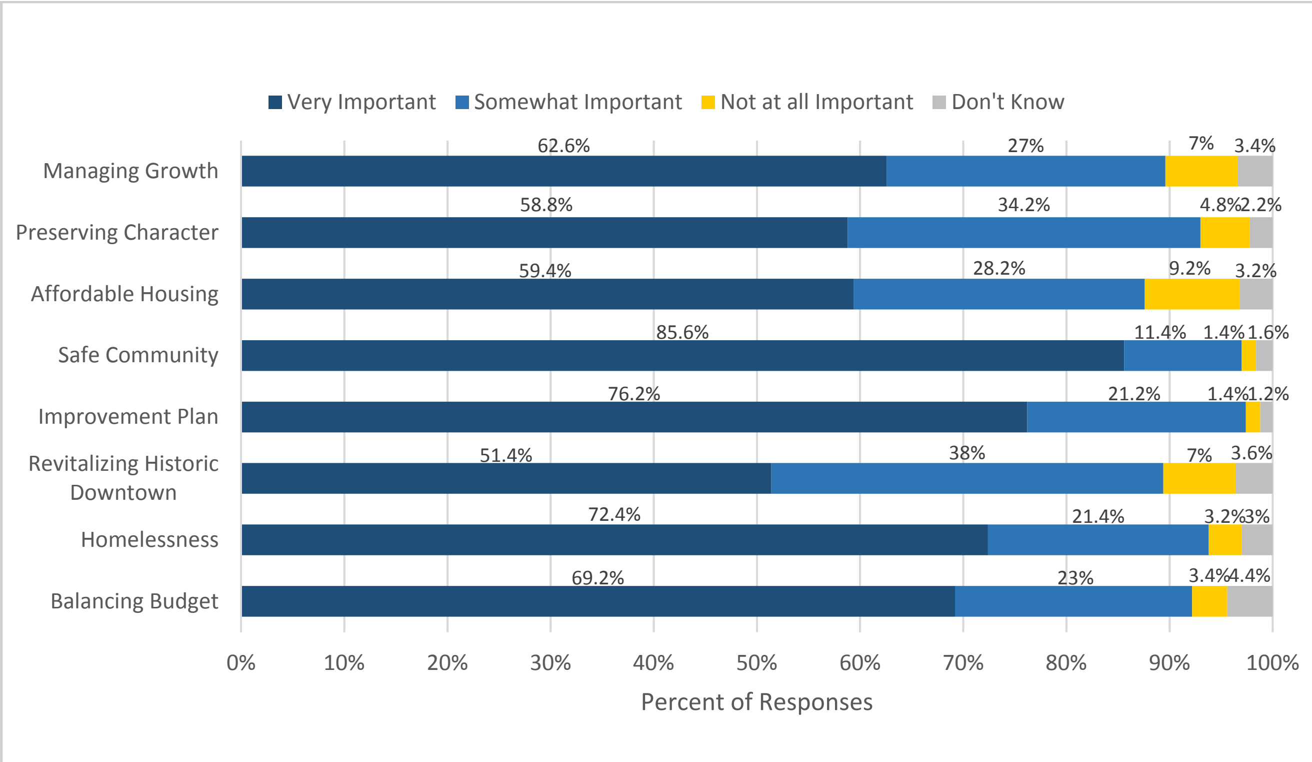


Full text of 'other' suggestions included as an appendix.
83% made only one suggestion, 9% made two, and 6% made more than two.

Question 17 asks respondents for their suggestions to improve Ontario from a list of choices. Respondents could choose more than one answer and the survey logged 648 suggestions. Traffic/Road Improvements is at the top of the list chosen 131 times. Affordable Housing is next with 129, Improve Schools follows with 118. The next highest issue is Better City Services with 64, followed by Entertainment Options with 38.

The Other category has 168 entries, but 41 of those are “Don’t Know or No Suggestions.” The rest cover a wide range of topics, with a few people suggesting better police protection, shopping choices, or complaints about airport noise. Please see Appendix IV for the full list of responses.

Figure 9: City Priorities (Q25-Q32)



Community safety is the most important priority for Ontario residents. A full 97% of respondents identify it as very important or somewhat important. Improving streets and addressing homelessness are the next most important priorities for Ontario residents.

Managing new development and growth. Almost two-thirds of respondents (62.6%) identify managing new development and growth as a very important city priority. Another 27% say it is somewhat important, while 7% say it is not at all important.

Preserving the character of existing neighborhoods. Over half (58.8%) of respondents identify preserving the character of existing neighborhoods, including historic neighborhoods, as a very important priority for the city. Another 34.2% say it is somewhat important, while 4.8% say it is not at all important.

Providing affordable housing options. Over half (59.4%) of respondents identify providing affordable housing options as a very important priority for the city. Another 28.2% say it is somewhat important, while 9.2% say it is not at all important.

Maintaining a robust community that is physically safe and prepared for emergencies. Safety and preparedness is the highest priority for Ontario residents with 85.6% of respondents identifying it as a very important priority for the city. Another 11.4% say it is somewhat important, while only 1.4% say it is not at all important.

Maintaining a robust improvement plan for streets, traffic, and water service. Maintaining a robust improvement plan for streets, traffic, and water service is the second most strongly supported priority, with 76.2% of respondents identifying it as a very important priority for the city. Another 21.2% say it is somewhat important, while only 1.4% say it is not at all important.

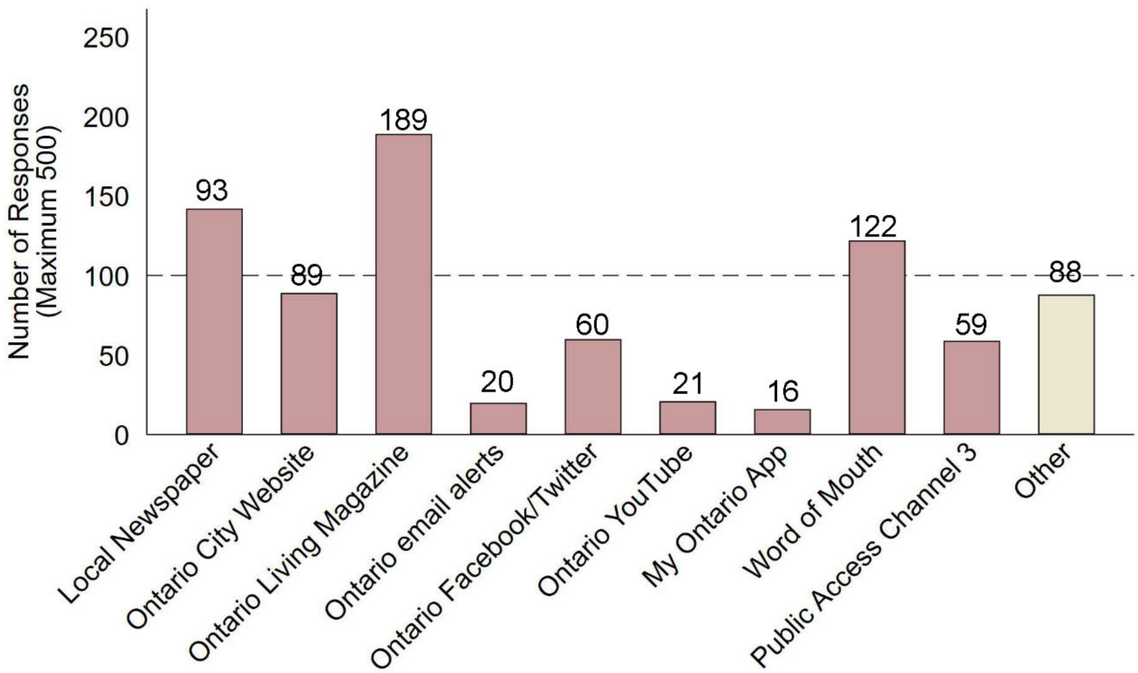
Revitalizing historic downtown Euclid Avenue. Just over half (51.4%) of the respondents identify revitalizing Historic Downtown Euclid Avenue with shopping, housing, and entertainment options as very important. Another 38% say it is somewhat important, while 7% say it is not at all important.

Addressing homelessness in our community. Almost three-quarters (72.4%) of the respondents identify the need to address homelessness in the community as very important. Another 21.4% say it is somewhat important, while 3.2% say it is not at all important.

Balancing the city budget on an annual basis. Balancing the city budget on an annual basis is very important to 69.2% of respondents. Another 23% say it is somewhat important, while 3.4% say it is not at all important.

INFORMATION SOURCES

Figure 10: Information Sources – multiple responses (Q19)



Full text of 'other' suggestions included as an appendix.
62% listed only one source, 26% listed two, and 12% listed more than two.

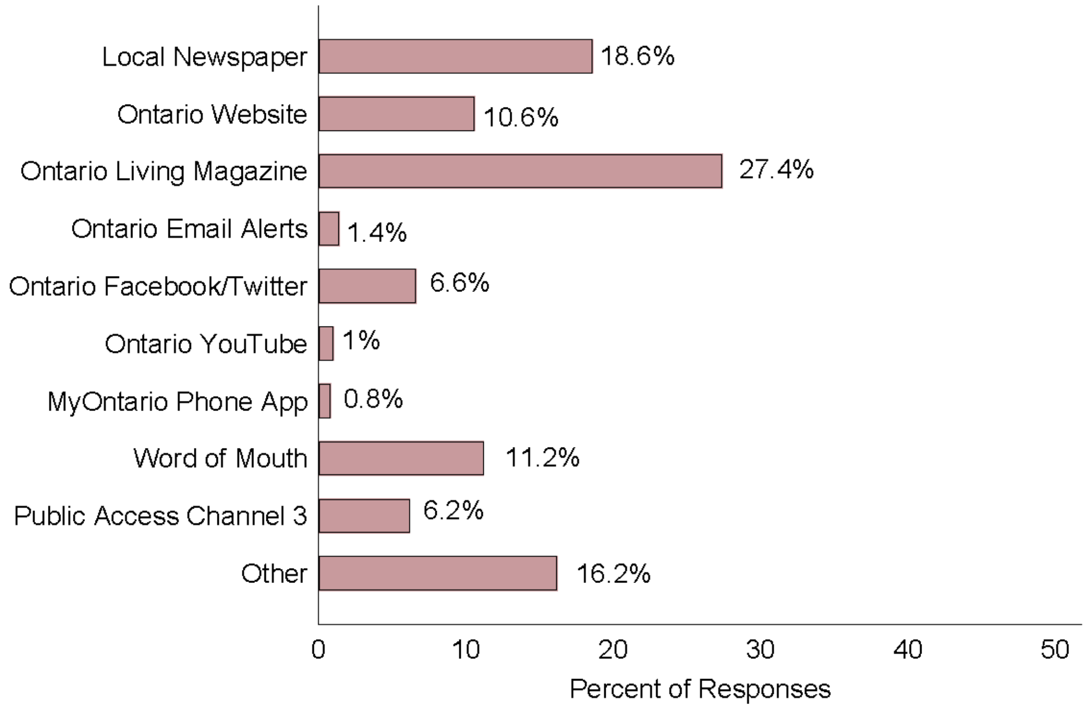
Ontario residents rely on print media more than any other as sources of information about the city. The most often used source is Ontario Living Magazine, cited by 189 respondents. Usages of Ontario Living Magazine by age group closely tracks the age distribution of the respondent pool.

Local newspapers is the next most used with 142 responses. Word of mouth is not far behind with 122. Sorted by age group, the 65+ set use local newspapers in slightly higher proportion (46.5%) compared to their distribution in survey pool (40.6%) and the 35-44 age group in slightly lower proportion (9.4% of survey pool, 4.9% newspaper usage).

The MyOntario App is the least used source, cited by 16 people, despite that fact that 211 say that they know about it. See Figure 12.

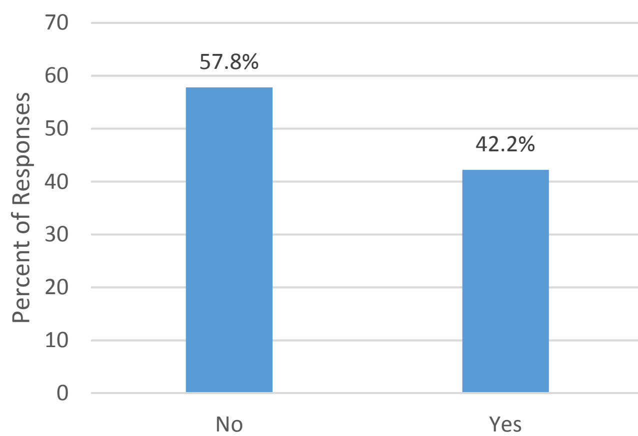
Among the Other responses are 15 requesting TV or Channel 34 and 8 requesting mail. Please see Appendix IV for a complete list

Figure 11: Best Liked Information Sources (Q20)



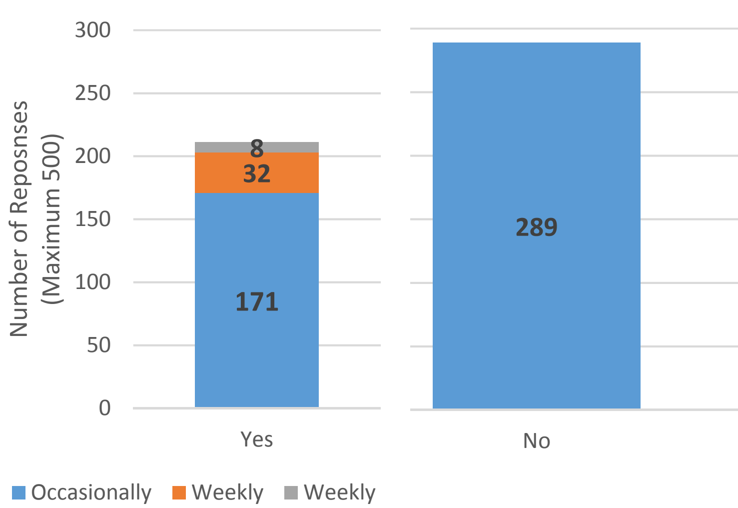
More than one quarter of respondents (27.4%) pick Ontario Living Magazine as the best liked source of information about the city. Local newspapers is next with 18.6%, followed by Other (16.2%), word of mouth (11.2%), and the Ontario website (10.6%). Very few people (9%) say there is an alternative source of information not on the list offered. See Q22

Figure 12: Knowledge of MyOntario App (Q21)



Just under one half of the respondents (42.2%) know about the MyOntario App that can be used to report various needs to the city. Among those who know about it, the age distribution closely reflects the distribution of the respondent pool, meaning that it is not the case that knowledge of the App is concentrated among younger residents. As noted above, usage of the MyOntario App is low, only 16 respondents out of the 500. It is interesting to note that 11 of those 16 are women and nine of the 16 are 55+.

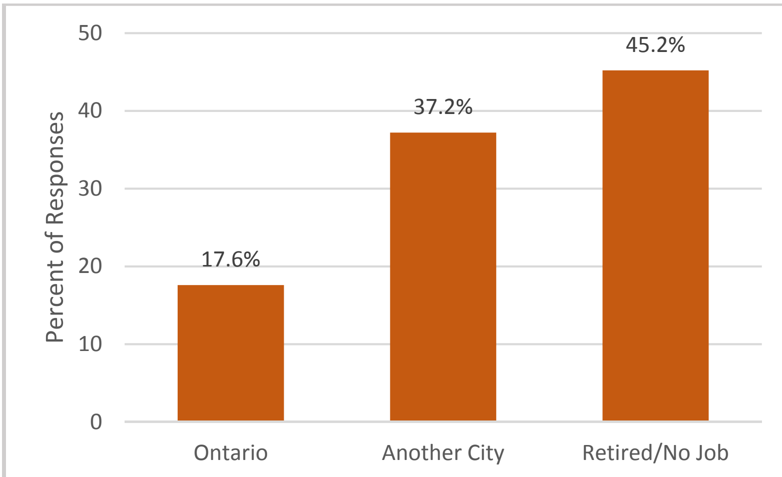
Figure 13: Use of City Website (Q23, Q24)



Knowledge of the city website parallels that of the MyOntario App, also at 42.2%. Of the people who know of it, the vast majority (171 people or 81%) use it occasionally. Another 32 or 15.2% use it weekly and 8 or 3.8% use it daily.

EMPLOYMENT AND COMMUTE

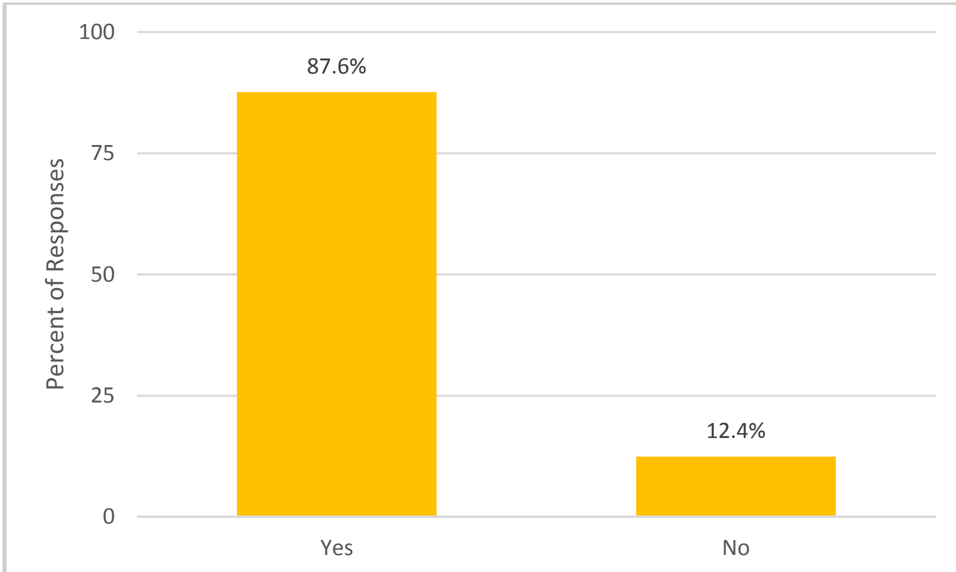
Figure 14: City of Employment (Q34)



Almost half of the respondents (45.2%) are retired or do not have a job. Another 17.6% work in Ontario and 37.2% work in another city so about one-third of those employed work in Ontario.

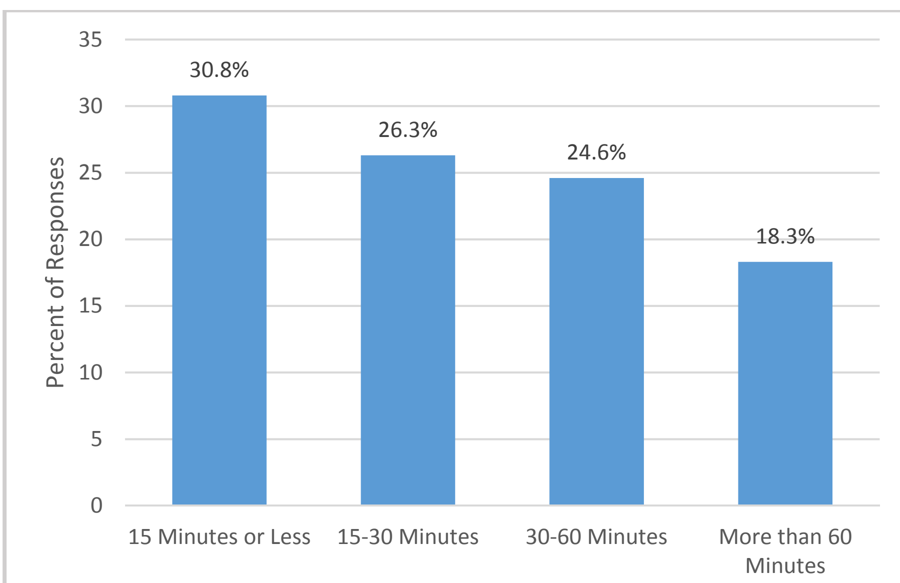
People with higher household income are more likely to work in another city. For example, among those with household income 100,000+, 32.8% are not working, 30.7% are working in another city, and 11.9% are working in Ontario. Similarly, for the $50,001-$100,000 level, 41.6% are not working, 54.7% work in another city, and 10.6% work in Ontario. Among those with household income less than $25,000, 54.2% are not working, 22.4% work in another city, and 23.4% work in Ontario.

Figure 15: Commute to Job (Q35)



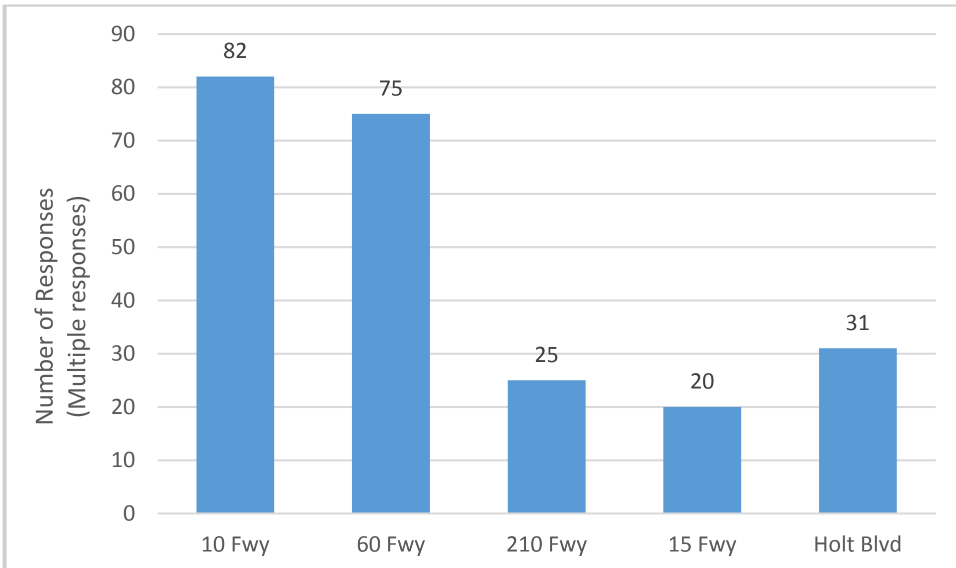
The vast majority of working respondents (87.6%) commute to their jobs.

Figure 16: Length of Commute (Q36)



The majority of working respondents have commutes of 30 minutes or less (30.8% 15 minutes or less, 26.3% 15-30 minutes). Another 24.6% commute 30-60 minutes and 18.3% for more than an hour. More affluent households constitute a disproportionate share of the category with the longest commutes. Households with income $100,000+ account for 27.3% of respondents with commutes longer than 60 minutes, although they are only 16.7% of the survey pool. Households with incomes $25,001-$50,000 are under-represented in that category. They make up 27.5% of the survey pool, but only 15.9% of the respondents with commutes longer than 60 minutes.

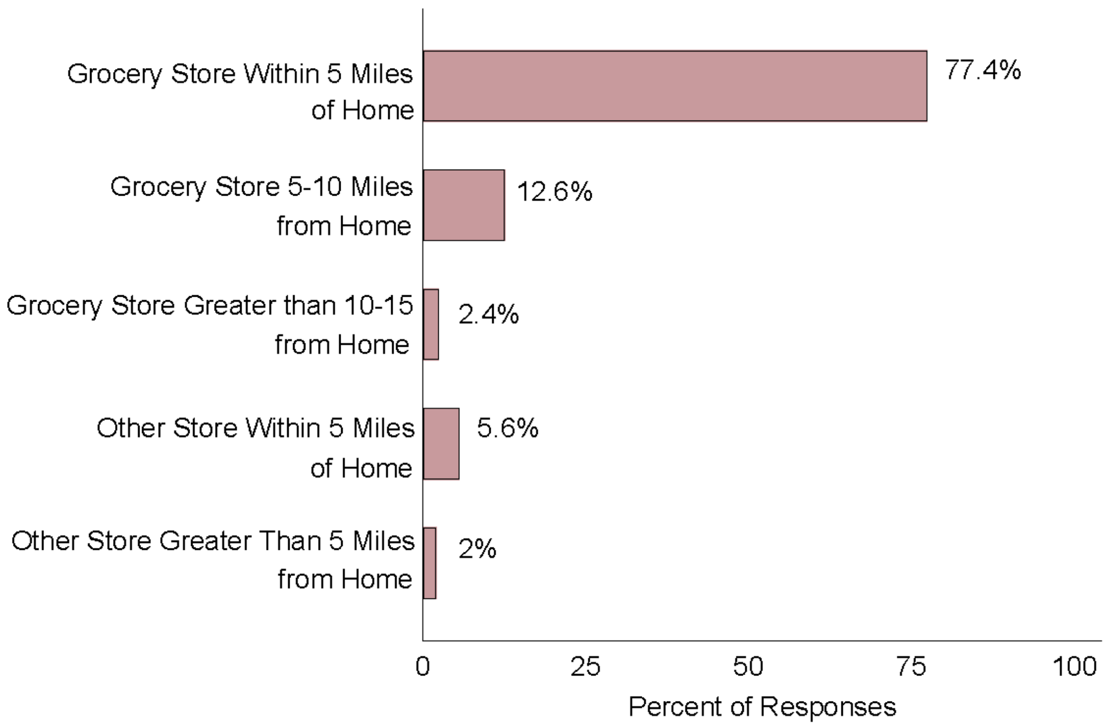
Figure 17: Commuting Routes (Q37)



The 10 Freeway is the most used route for commuters, closely followed by the 60 Freeway. If we look only at people who commute to work, 34.2% of them use the 10 Freeway, 31.3% use the 60 Freeway, 10.4% use the 210 Freeway, 12.9% use Holt Avenue and 8.3% use the 15 Freeway. Please note that respondents may use more than one route.

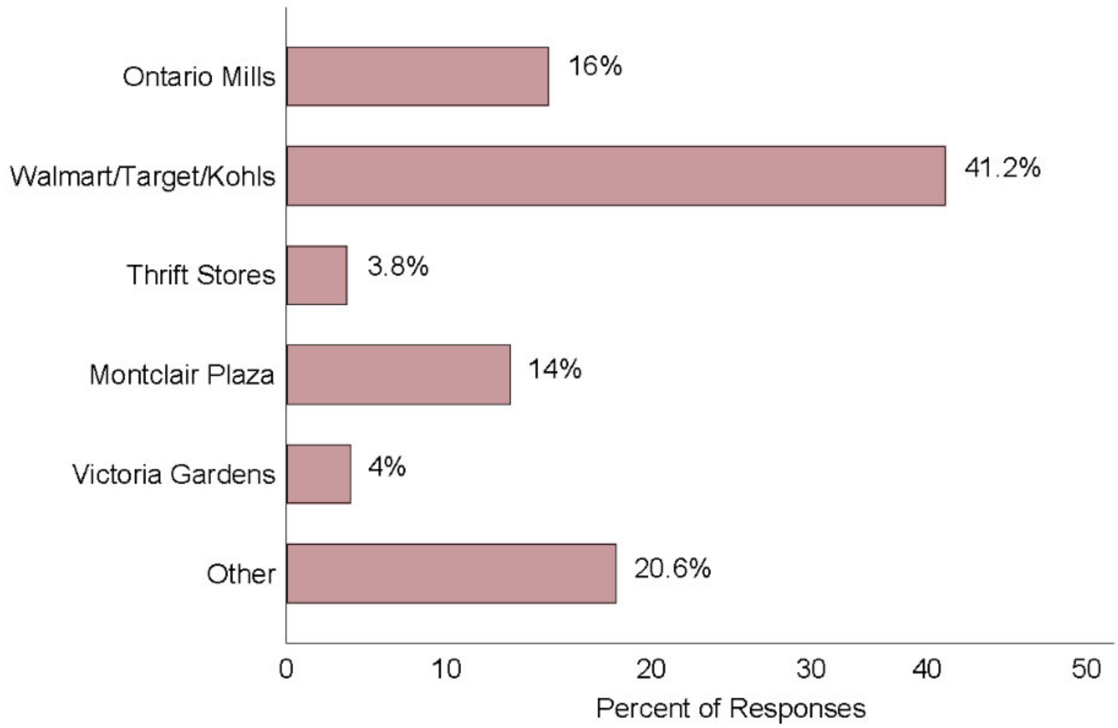
COMMERCE

Figure 18: Shopping for Food (Q38)



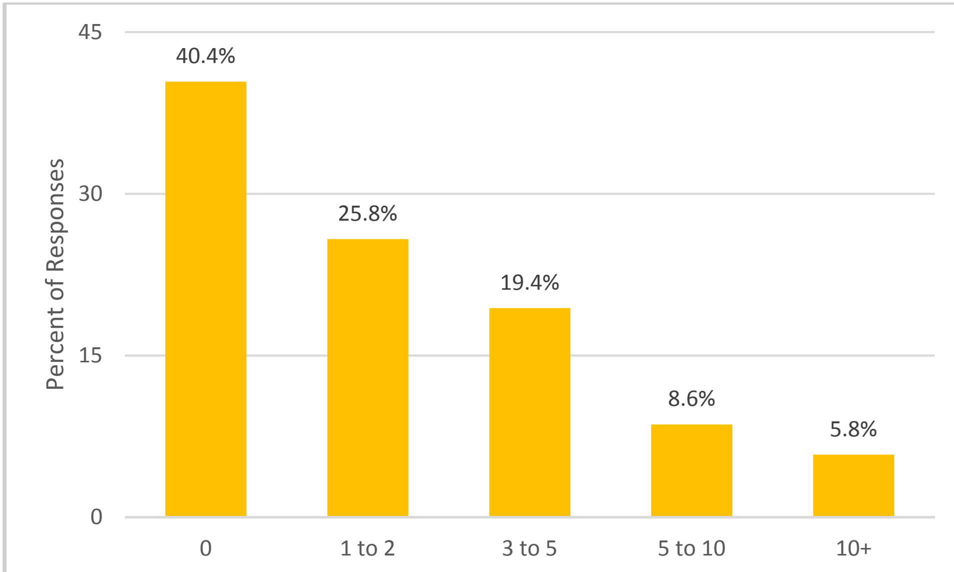
Most Ontario residents shop for food fairly close to home, 77.4% of them buy groceries from a grocery store within 5 miles of home.

Figure 19: Shopping for Clothing and Household Items (Q39)



Value priced department stores are the most common places for residents to shop for clothing and household items, with Walmart/Target/Kohls cited by 41.2% of respondents. Ontario Mills was next at 16.4%, followed by Montclair Plaza at 14%. The most frequent response in the Other category is online shopping, but it is only at 2.8%.

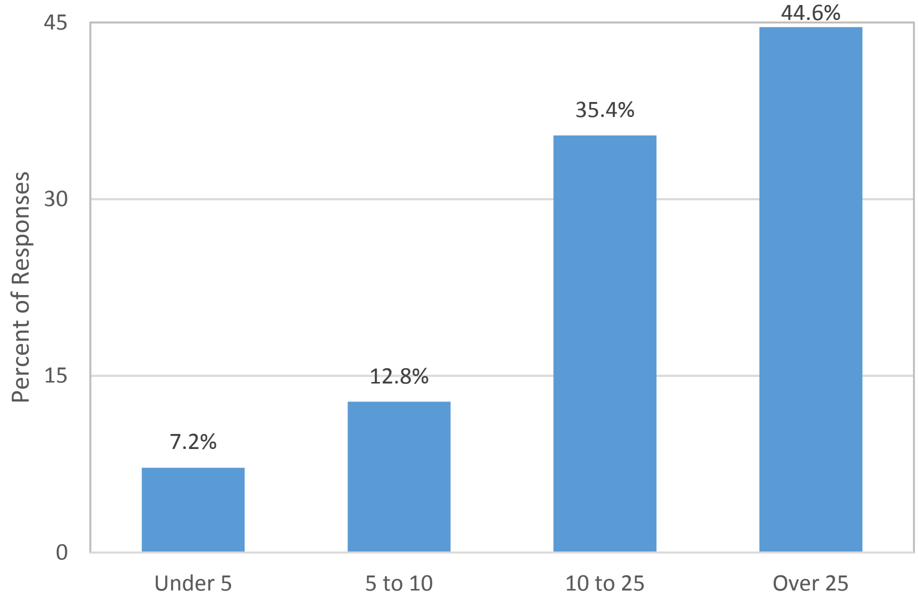
Figure 20: Trips to Ontario International Airport (Q40)



When asked if they went to Ontario International Airport last year, either leaving or returning from a flight or to give someone else a ride to or from the airport, 40% of respondents report that they did not go at all. Another quarter of the pool (25.8%) report that they went 1-2 times and 19.4% went 3-5 times. More affluent residents make more trips to the airport. Among those who went 5-10 times, 34.9% are from households in the $50,001-$100,000 income bracket and 30.2% are in the $100,000+ bracket. Among the super users who make more than 10 trips, 37.9% are from households in the $50,001-$100,000 income bracket and 34.5% are in the $100,000+ bracket.

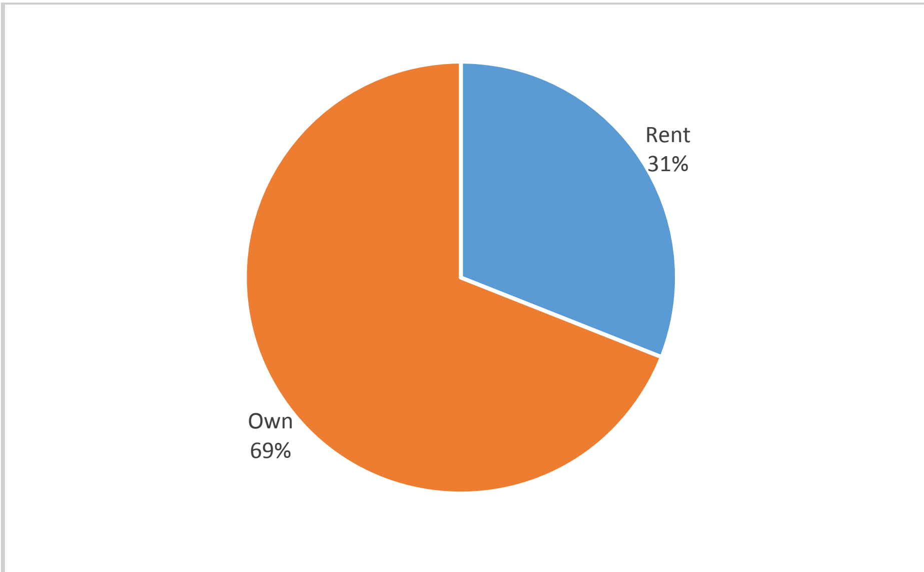
DEMOGRAPHICS

Figure 21: Years in Ontario (Q1)



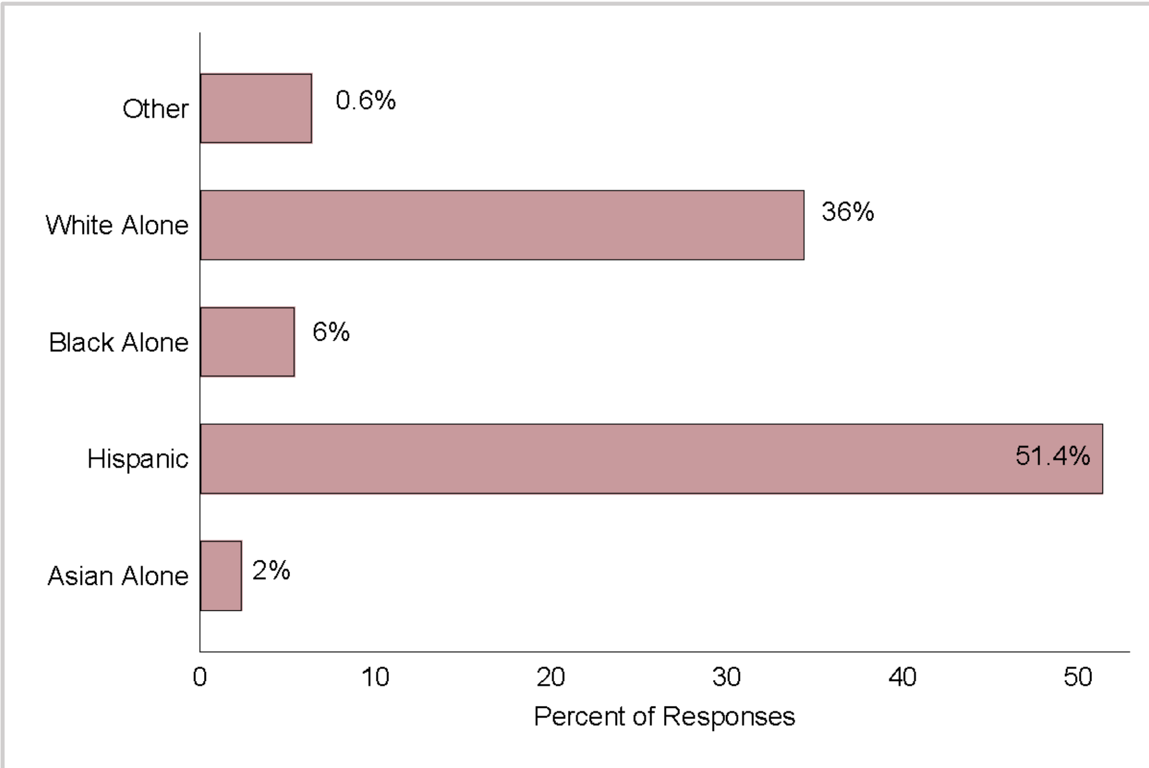
Almost half (44.6%) of the survey pool have lived in Ontario for over 25 years. Another 35.4% have lived there for 10-25 years and 12.8% for 5-10 years. Only 7.2% have lived in Ontario for under 5 years.

Figure 22: Home Ownership (Q33)



Sixty-nine percent of respondents own their homes and 31% rent. Home ownership is more common among older residents, with 25.8% of homeowners in the 55-64 age group and 45.8% of homeowners in the 65+ age group. Hispanics and Whites make up equal portions of the homeownership pool (42.3% for Hispanics, 42.6% for Whites).

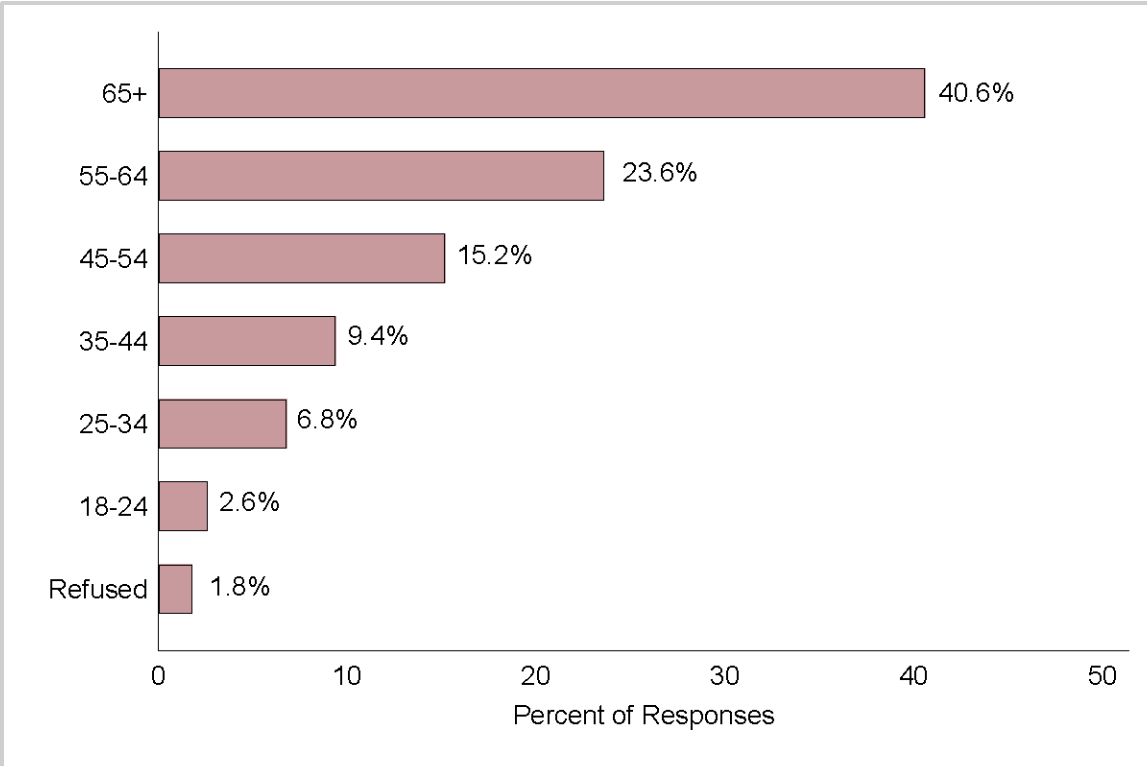
Figure 23: Race (Q42 - Recoded)



More than half of the survey respondents (51.4%) identify as Hispanic and one-third identify as White Alone. Overall, 85.8% of the respondents are either "White Alone" or "Hispanic" (in some combination, or by itself).

Please see discussion in Methodology and Appendix V on the recoding of this variable.

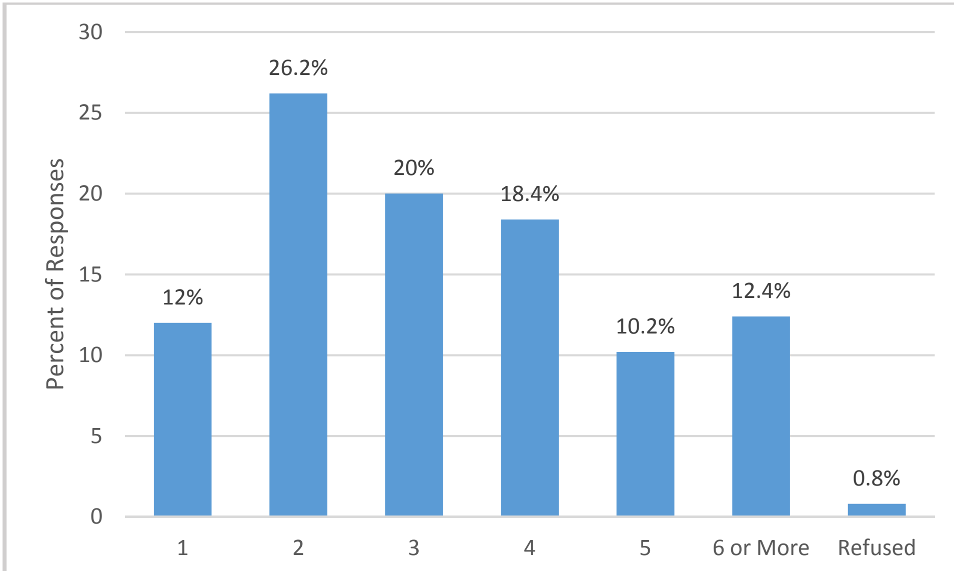
Figure 24: Respondent Age Group (Q43)



The respondent pool skews toward older residents; 40.6% are 65+ years old and 23.6% are in the 55-64 age group. Sorted by Race, White Alone residents make up a larger portion of the 65+ age group (46.3%) than their proportion in the respondent pool (34.4%). Hispanic residents make up a smaller portion of the 65+ pool (39.4%) than they do of the overall respondent pool (51.4%).

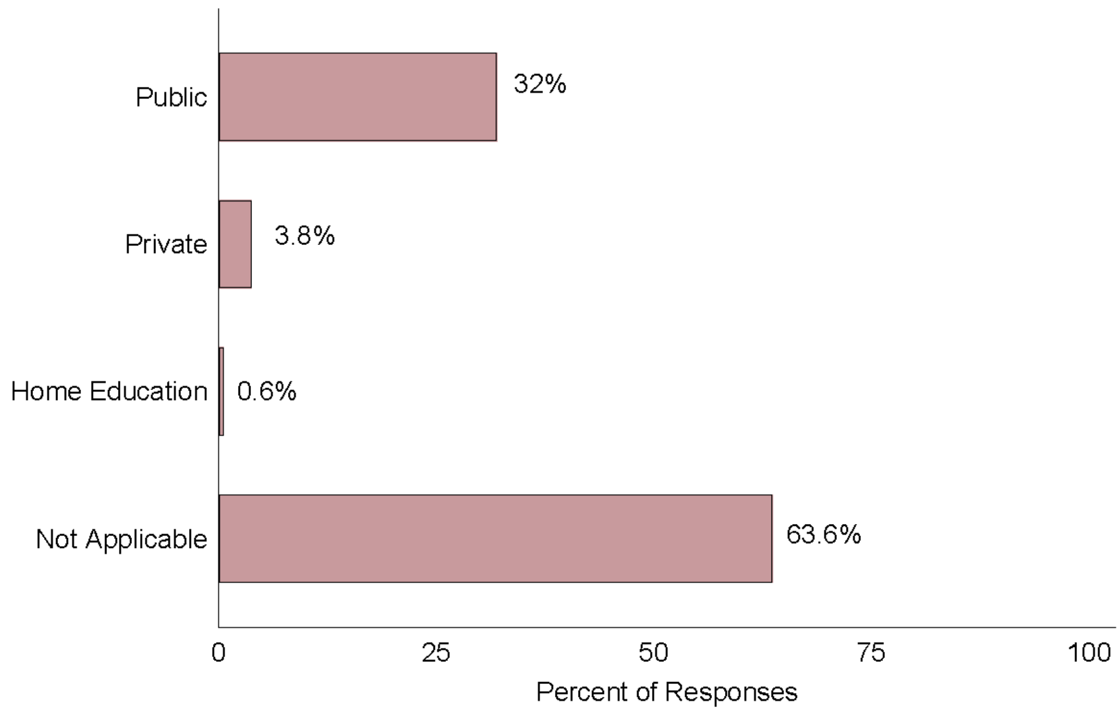
Please see discussion in Methodology and Appendix V on the decision not to weight the age variable.

Figure 25: Household Size (Q44)



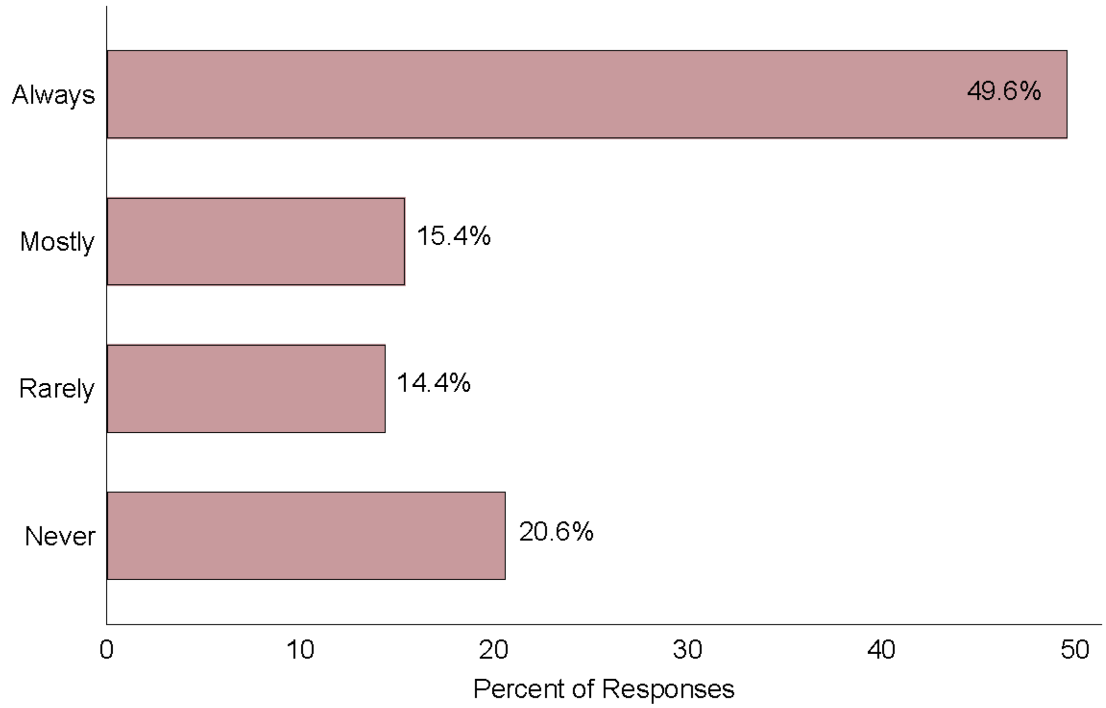
More than half the respondents live in households of 2-4 people, 26.2% in households of 2, 20% in households of 3, and 18.4% in households of 4. Only 12% live alone.

Figure 26: Type of School (Q45)



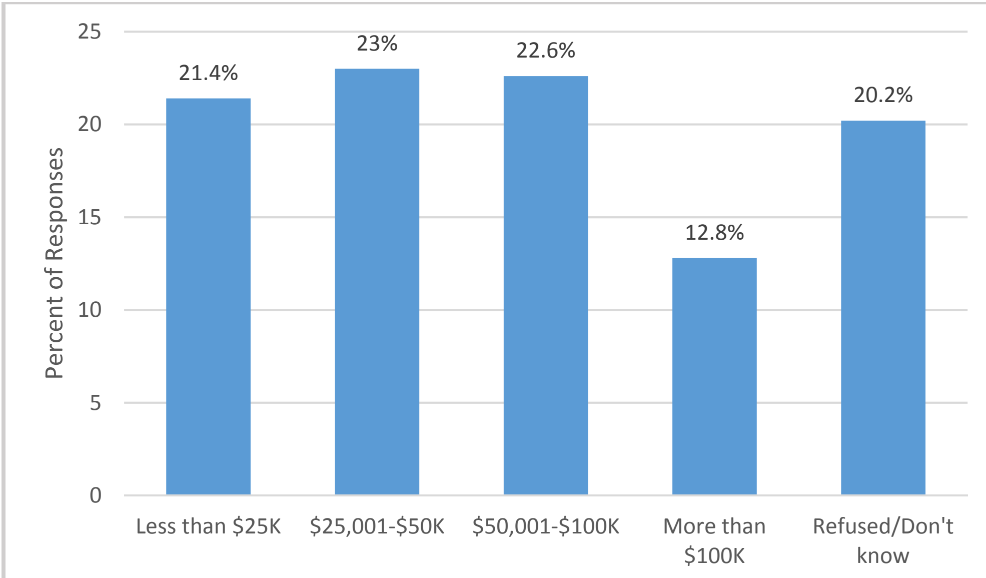
More than half of the respondents (63%) do not have children attending school. Another 32% have children in public school, 3.8% have children in private schools, and 0.6% homeschool.

Figure 27: Voting in City Elections (Q46)



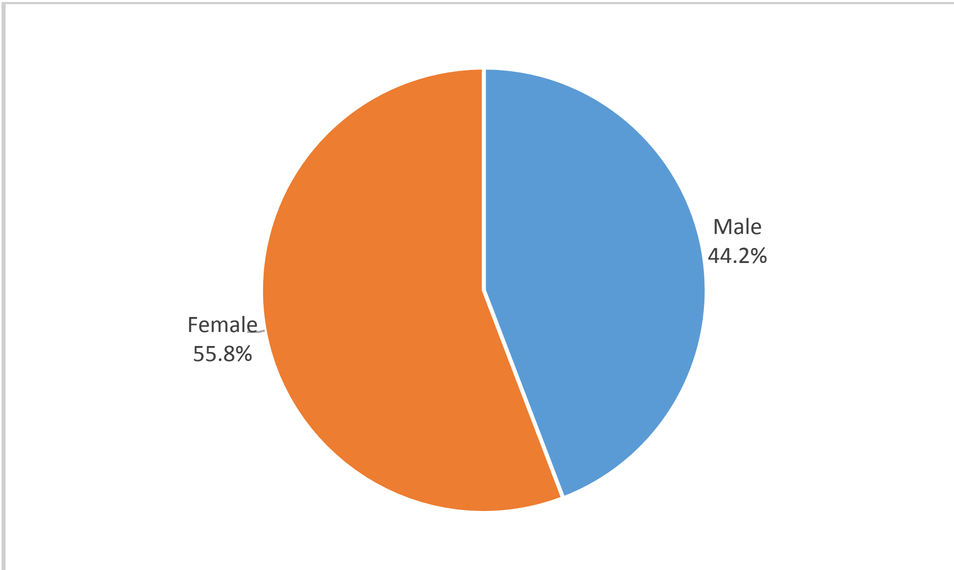
More than half of the respondent pool votes in city elections, with 49.6% saying the always vote and 15.4% saying they mostly vote.

Figure 28: Household Income (Q47)



Households with income of less than $25,000 make up 21.4% of the respondents. Those in the $25,001-$50,000 make up 23%, $50,001-$100,000 make up 22.6%, and households in the $100,000+ category 12.8%. Twenty percent of respondents declined to give or don't know household income.

Figure 29: Gender (Q48)



The respondent pool is 44.2% male and 55.8% female.