

Interviewer _____ Station: _____ Telephone: _____

Time Began _____ Time Finished _____ Total Time _____

CITY OF CONCORD 2008 CUSTOMER SATISFACTION SURVEY

INTRO: Hello, I'm _____ from the ETC Institute, a public opinion research company. We're conducting a public opinion survey about issues that interest residents of the City of Concord. **(IF RESPONDENT REPLIES IN SPANISH OR DESIRES TO SPEAK SPANISH, FOLLOW THE ESTABLISHED PROCEDURE FOR HANDING OFF TO A SPANISH SPEAKING INTERVIEWER.)** We are not trying to sell anything, and we are only interested in your opinions about the quality of city services and other city issues. Would you have a few minutes to participate in our survey? **(IF YES - CONTINUE; IF NO - ASK:)** "Would there be a better time to call?" **(NOTE TIME AND DATE)**

First, do you live in the City of Concord and not somewhere else?

- (1) Yes, live in Concord - CONTINUE (2) Somewhere else - **TERMINATE**

Are you at least 18 years old?

- (1) Yes, at least 18 - CONTINUE
(2) No, but another person age 18 or older is available – **ASK TO SPEAK TO THAT PERSON AND RETURN TO INTRO**
(3) No one available - **TERMINATE**

1. **Overall, how would you rate the quality of life in Concord today? Would you say it is..?**

- ___(1) Excellent
___(2) Good
___(3) Just fair
___(4) Poor
___(9) Don't Know/NA

2. **Next, what do you think is the most serious issue facing the residents of Concord that you would like to see City government do something about? (DO NOT READ OPTIONS – ENTER ALL THAT ARE MENTIONED)**

- | | |
|----------------------------------|---------------------------------------|
| ___(01) Education/public schools | ___(13) Garbage collection |
| ___(02) Jobs/keeping businesses | ___(14) Public transportation/buses |
| ___(03) Crime | ___(15) Street lighting |
| ___(04) Traffic flow | ___(16) Public recreation |
| ___(05) Homelessness | ___(17) Government waste/inefficiency |
| ___(06) Gangs/violence | ___(18) Tree trimming |
| ___(07) High taxes | ___(19) Drugs |
| ___(08) More affordable housing | ___(20) Cable TV service |
| ___(09) Water supplies | ___(21) Trash recycling service |
| ___(10) Sewer maintenance | ___(22) Revitalizing downtown |
| ___(11) Street maintenance | ___(77) OTHER: _____ |
| ___(12) Sidewalk repairs | ___(99) Don't Know/NA |

3. Next I am going to read you a list of issues that people are sometimes concerned about. After I read each issue, please tell me whether you consider it to be an extremely serious problem, a very serious problem, not much of a problem or not a problem at all for people who live in Concord. If you don't have an opinion on a particular item, you can tell me that too. (ROTATE LIST)

	<u>EXTREMELY SERIOUS PROBLEM</u>	<u>VERY SERIOUS PROBLEM</u>	<u>NOT TOO MUCH OF A PROBLEM</u>	<u>NOT A PROBLEM AT ALL</u>	<u>DON'T KNOW</u>
(a) Unemployment among people who usually have Jobs	1	2	3	4	9
(b) Tensions between racial or ethnic groups	1	2	3	4	9
(c) Too much growth and real estate development ...	1	2	3	4	9
(d) Gangs and juvenile violence	1	2	3	4	9
(e) The amount of taxes people have to pay for city services	1	2	3	4	9
(f) A lack of affordable housing	1	2	3	4	9
(g) Inefficiency in City government	1	2	3	4	9
(h) The quality of Concord's basic city services	1	2	3	4	9
(i) Traffic flow on city streets	1	2	3	4	9

4. Next, I am going to mention some government agencies that provide services that might be used by Concord residents. After I mention each one, please tell me if you consider that agency to be very responsive, somewhat responsive, somewhat non-responsive, or not responsive at all to the needs of Concord's residents. (ROTATE LIST)

	<u>VERY RESPON</u>	<u>SOMEWHT RESPON</u>	<u>SOMEWHT NON-RESPON</u>	<u>NOT RESPON AT ALL</u>	<u>NO OPIN</u>
(a) The City of Concord	1	2	3	4	9
(b) The Mount Diablo Unified School District	1	2	3	4	9
(c) Contra Costa County government in general.....	1	2	3	4	9
(d) The Bay Area Rapid Transit, BART.....	1	2	3	4	9
(e) The Contra Costa County Fire Department	1	2	3	4	9
(f) The Contra Costa Water District.....	1	2	3	4	9
(g) The Contra Costa County Library.....	1	2	3	4	9

**NEXT I AM GOING TO ASK YOU SOME QUESTIONS ABOUT SERVICES
PROVIDED BY CONCORD'S CITY GOVERNMENT**

5. I am going to read you a list of qualities that may make a city a good place to live. Using a scale of 1 to 10, where 1 means NOT AT ALL IMPORTANT and 10 means it is EXTREMELY IMPORTANT, please indicate how important you think the following qualities are in making a city a good place to live. (ROTATE)

	<u>NOT AT ALL IMPORTANT</u>	<u>EXTREMELY IMPORTANT</u>	<u>DK</u>
(a) Sense of community	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(b) Well kept neighborhoods.....	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(c) A variety of cultural activities and events	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(d) Citizen involvement in the community	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(e) Good job availability in the local area.....	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(f) A highly rated public school system	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(g) A wide range of shopping and retail stores	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(h) Feeling safe while you are shopping downtown ..	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(i) Efficient city government services	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(j) Good traffic flow through the city.....	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(k) Having the city's downtown be clean.....	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(l) Having parks and recreation programs for young people and adults.....	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(m) Having a good local and regional public transportation system	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(n) The availability of parking downtown	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(o) Safe neighborhoods	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(p) Being able to know your neighbors.....	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(q) Clean, well maintained streets without potholes ..	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(r) Having well maintained public parks.....	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99

6. Thinking back on the list of items I just read, please tell me how satisfied you are personally with that item in the City of Concord. Once again, use a scale from 1 to 10 where 1 means you are NOT AT ALL SATISFIED and 10 means you are EXTREMELY SATISFIED. (ROTATE)

	<u>NOT SATISFIED AT ALL</u>	<u>EXTREMELY SATISFIED</u>	<u>DK</u>
(a) Sense of community	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(b) Neighborhood upkeep	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(c) Local cultural activities and events	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(d) Citizen involvement in the community	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(e) Job availability in the local area.....	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(f) The local public school system	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(g) The selection of shopping and retail stores	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(h) Safety while shopping in downtown Concord	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(i) The efficiency of city government services	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(j) Traffic flow through the city			
(k) The cleanliness of downtown Concord	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(l) The City's parks and recreation programs for young people and adults.....	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(m) The availability of local and regional public transportation	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(n) Availability of parking in downtown Concord.....	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(o) Neighborhood safety	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(p) Being able to know your neighbors.....	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(q) Street maintenance and cleanliness	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99
(r) The availability and maintenance of public parks	01...02... 03...04.....05... 06...07... 08...09 ...10.....		99

7. Now I would like to read you a list of specific services provided by Concord's City government to residents of the city. Once again, use a scale from 1 to 10 where 1 means you are NOT AT ALL SATISFIED and 10 means you are EXTREMELY SATISFIED. (ROTATE)

	NOT SATISFIED	EXTREMELY	
	<u>AT ALL</u>	<u>SATISFIED</u>	<u>DK</u>
(a) Removal of graffiti from public buildings	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(b) Repair of potholes in city streets	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(c) Repair of broken sidewalks	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(d) Street lighting in your neighborhood.....	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(e) Recreation opportunities and programs at city parks the golf course & swimming pool facilities.....	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(f) Landscaping on street medians and other public areas	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(g) Maintenance of public parks	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(h) Trash pick-up and recycling	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(i) Police protection in your neighborhood	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(j) Cable TV service from Comcast	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(k) Cable TV service from Astound.....	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(l) Tree trimming.....	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(m) Sewer and storm drain maintenance.....	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(n) Housing assistance programs for lower income residents	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(o) Neighborhood clean-up and preservation programs	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(p) Building and safety code enforcement	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(q) Senior center programs.....	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(r) Redevelopment of downtown Concord.....	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(s) The type of events at the Sleep Train Pavilion.....	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99
(t) Child care programs	01...02... 03...04.....05... 06...07... 08....09 ...10.....		99

8. Next, I am going to mention some groups of city employees according to the services they provide. Please tell me whether or not you think the people I mention are very efficient, somewhat efficient, somewhat inefficient, or very inefficient in the way they spend taxpayer money. Again, if you don't know enough about the department to express an opinion, you can tell me that too. (ROTATE)

	<u>VERY EFFICIENT</u>	<u>SMWHT EFFICT</u>	<u>SMWHT INEFFICT</u>	<u>VERY INEFFICT</u>	<u>NO OPINION</u>
(a) The Concord Police	1	2	3	4	9
(b) The people that sweep and maintain streets, trim trees and maintain the sewage and storm drain systems.....	1	2	3	4	9
(c) The people that run the City's public golf course, swim center, city recreation programs and the Sleep Train Pavilion.....	1	2	3	4	9
(d) The people that stripe streets, install and coordinate traffic signals and manage traffic flow	1	2	3	4	9
(e) The people who handle building permits and inspections, city planning, housing assistance, neighborhood preservation and the Redevelopment Agency	1	2	3	4	9
(f) The people who design, coordinate and inspect city street construction	1	2	3	4	9
(g) The people who respond to information requests about flood zones, the location of city storm drains and sanitary sewers and street encroachment permits	1	2	3	4	9
(h) The people who maintain city parks	1	2	3	4	9

NEXT I'D LIKE TO ASK YOU ABOUT YOUR NEIGHBORHOOD
--

9. On a scale of 1 to 10, with 1 being the lowest score and 10 being the highest score, how would you rate the appearance of your neighborhood?

<u>LOWEST</u>	<u>HIGHEST</u>	<u>DK</u>
01...02... 03...04....05... 06...07... 08....09 ...10.....		99

10. I'm going to read to you a list of neighborhood issues that some people think are very important. Using a scale of 1 to 10, where 1 means not important at all and 10 means very important, please tell me how important you personally believe that issue is in making your neighborhood a good place to live. (ROTATE)

	<u>NOT AT ALL IMPORTANT</u>	<u>VERY IMPORTANT</u>	<u>DK</u>
(a) Weeds	01...02... 03...04....05... 06...07... 08....09 ...10.....		99
(b) Trash.....	01...02... 03...04....05... 06...07... 08....09 ...10.....		99
(c) Illegal structures	01...02... 03...04....05... 06...07... 08....09 ...10.....		99
(d) Abandoned vehicles	01...02... 03...04....05... 06...07... 08....09 ...10.....		99
(e) Deteriorated structures	01...02... 03...04....05... 06...07... 08....09 ...10.....		99
(f) Vehicle repair business in residential areas.....	01...02... 03...04....05... 06...07... 08....09 ...10.....		99
(g) Home-based businesses that create impacts on neighboring homes.....	01...02... 03...04....05... 06...07... 08....09 ...10.....		99

NOW I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT THE CONCORD POLICE DEPARTMENT SPECIFICALLY.

11. Thinking back to last year, 2007, did you have any contact with the Concord Police Department? (IF YES, ASK: "Did you request assistance or help, or did a police officer contact you first?")

- ___(1) Yes, requested assistance or help
- ___(2) Yes, contacted first by police
- ___(3) No, no contact with Concord police)
- ___(9) Don't Know/NA

(IF "YES" IN QUESTION 11, ASK QUESTION 12. IF NO, SKIP TO QUESTION 13.)

12. Was the police officer or officers you had contact with...?

- ___(1) Courteous and pleasant to deal with
- ___(2) Rude and unpleasant to deal with
- ___(3) Neither courteous or rude
- ___(9) Don't Know/NA

(RESUME ASKING ALL RESPONDENTS)

13. Now I'd like to mention some words and phrases. After you hear each one, please tell me if it applies to the Concord Police Department or not. (IF APPLIES, ASK: "Is that strongly or just somewhat?")

	<u>STRONGLY APPLIES</u>	<u>SMWHT APPLIES</u>	<u>DOES NOT APPLY</u>	<u>DON'T KNOW</u>
(a) Well-trained	1	2	3	9
(b) Effective in curbing local crime	1	2	3	9
(c) Effective in dealing with gangs and youth-related crime	1	2	3	9
(d) Effective in dealing with illegal drugs	1	2	3	9
(e) Treats people fairly regardless of race, ethnicity, gender or sexual orientation	1	2	3	9
(f) Is well-managed	1	2	3	9
(g) Concerned about the public's welfare.....	1	2	3	9
(h) Is widely supported by the local community.....	1	2	3	9
(i) Reflects the demographic makeup of the community	1	2	3	9

14. Next, I am going to read you the names of some Concord Police Department community service and anti-crime outreach programs. For each one that you have heard of or are familiar with, please tell me if you have a very favorable, somewhat favorable, somewhat unfavorable, or very unfavorable opinion of it. If you have heard about the program but can't rate it, you can tell me that too.

(ROTATE)

	<u>NEVER HEARD OF</u>	<u>HEARD/ CAN'T RATE</u>	<u>VERY FAV</u>	<u>SMWHT FAV</u>	<u>SMWHT UNFAV</u>	<u>VERY UNFAV</u>	<u>DON'T DK</u>
(a) Community Policing.....	8	7	1	2	3	4	9
(b) Traffic Enforcement Unit	8	7	1	2	3	4	9
(c) Neighborhood Watch	8	7	1	2	3	4	9
(d) The School Resource Officers Program.....	8	7	1	2	3	4	9
(e) VIPs, Volunteers in Police Service.....	8	7	1	2	3	4	9
(f) District Police Field Offices	8	7	1	2	3	4	9
(g) The Domestic Violence and Victim Assistance Program..	8	7	1	2	3	4	9

15. What do you believe is the single most important thing that the Concord Police Department should do to become the ideal Police Department? (OPEN END, RECORD VERBATIM RESPONSE BELOW)

NOW I WOULD LIKE TO ASK YOU A QUESTION ABOUT THE CITY OF CONCORD'S POLLUTION PREVENTION PROGRAMS.

16. The City of Concord sponsors a variety of programs to discourage people from placing trash and other waste in the city's storm drains. I'm going to read you some of the messages that are included in these programs; after I read each one, please tell me if you recall seeing or hearing it before. (ROTATE)

	<u>YES</u>	<u>NO</u>	<u>DON'T KNOW</u>
(a) .A fish printed on street curbs	1.....	2.....	9.....
(b) .The words "no dumping, drains to bay" printed near a storm drain	1.....	2.....	9.....

NOW I WOULD LIKE TO ASK YOU ABOUT A FEW OTHER CITY PROGRAMS.

17. Again thinking back over this past year, 2007, did you have any contact with the City of Concord for something to do with? .(MULTIPLE ANSWERS OK)

- ___ (1) Zoning, land use planning, a building permit or building inspection
- ___ (2) A housing assistance program
- ___ (3) A neighborhood preservation program
- ___ (4) The city's senior center
- ___ (5) Obtaining a business license
- ___ (6) Registering for leisure or recreation programs
- ___ (7) A general request for information
- ___ (8) (DON'T READ) No contact on these items
- ___ (9) (DON'T READ) Don't Know/NA

(IF "YES" TO ANY ITEM IN 17, ASK 18
IF "NO" SKIP TO 19)

18. Overall, how would you rate the job being done by the City of Concord's employees with whom you had contact? Was it...?

- ___ (1) Excellent
- ___ (2) Good
- ___ (3) Just fair
- ___ (4) Poor
- ___ (9) Don't Know/NA

(RESUME ASKING ALL RESPONDENTS)

19. Over this past year, have you had any contact with any other employees of the City of Concord, other than those I have already asked you about, regarding city business or services?

- (1) Yes
 (2) No
 (9) Don't Know/NA

(IF "YES" ON QUESTION 19, ASK QUESTION 20 IF "NO," SKIP TO QUESTION 21)

20. Was the city employee or employees you had contact with...?

- (1) Courteous and pleasant to deal with
 (2) Rude and unpleasant to deal with
 (3) Neither courteous or rude
 (9) Don't Know/NA

(RESUME ASKING ALL RESPONDENTS)

21. Next, I am going to read you a statement about downtown Concord. After hearing this statement, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with it.

"Downtown Concord is an attractive, exciting place to visit because of its mix of shopping, restaurants and services."

- (1) Strongly agree
 (2) Somewhat agree
 (3) Somewhat disagree
 (4) Strongly disagree
 (9) Don't Know/NA

22. In this past year 2007, have you ever received any information delivered to your home or office from the City of Concord such as a -workshop announcement, printed notice, street sweeping schedule, annual report, or the city newsletter called "City News?" (IF YES, ASK: "Was that just once or twice or 3 or more times?")

- (1) No
 (2) Yes, once or twice
 (3) Yes, 3 or more times
 (9) Don't Know/NA

(IF "YES" ON QUESTION 22, ASK QUESTION 23 IF "NO," SKIP TO QUESTION 24.)

23. How would you rate the clarity and ease of understanding of the information you received? Was it...?

- (1) Very clear and understandable
 (2) Not too clear or understandable
 (3) Not at all clear or understandable
 (9) Don't Know/NA

(RESUME ASKING ALL RESPONDENTS)

24. Do you have access to the Internet, at home or at work?

- (1) Yes
 (2) No
 (9) Don't Know/NA

25. Have you ever visited a City-sponsored website, such as cityofconcord.org, concordreuseproject.org or concordfirst.org?

- ___(1) Yes
- ___(2) No
- ___(9) Don't Know/NA

(IF "YES" ON QUESTION 25, ASK QUESTION 26 IF "NO," SKIP TO QUESTION 27.)

26. Did you find what you were looking for on the City of Concord's websites?

- ___(1) Yes
- ___(2) No
- ___(9) Don't Know/NA

(RESUME ASKING ALL RESPONDENTS)

27. Do you subscribe to either Comcast or Astound cable TV?

- ___(1) Yes
- ___(2) No
- ___(9) Don't Know/NA

(IF YES TO QUESTION 27, ASK QUESTION 28. IF NO SKIP TO QUESTION 29)

28. The City of Concord broadcasts City meetings, community events, music from Todos Santos Plaza and crime prevention programs on cable TV Channel 28 for Comcast subscribers and cable TV Channel 29 for Astound subscribers. In the last year, how often have you watched all or a portion of any of the following programs.

At least once a month Several times last year Never

- | | | | |
|---|---------|---------|---|
| (a) Music from Todos Santos Plaza | 1 | 2 | 3 |
| (b) Special Events from Todos Santos Plaza
such as the 4 th of July parade, Halloween
parade etc. | 1 | 2 | 3 |
| (c) 'Street Smart.' the police crime prevention
program. | 1 | 2 | 3 |
| (d) City Council meetings..... | 1 | 2 | 3 |
| (e) Planning Commission meetings..... | 1 | 2 | 3 |
| (f) Parks, Recreation and Open Space
Commission meetings..... | 1 | 2 | 3 |
| (g) Human Relations Commission meetings..... | 1 | 2 | 3 |

29. Now that I have asked you many specific questions about different departments of the City of Concord, could you give me your overall assessment of the quality of services provided by Concord's city government? On an overall basis, would you rate city government services as...?

- ___(1) Excellent
- ___(2) Good
- ___(3) Just fair
- ___(4) Poor
- ___(9) Don't Know

30. **Again on an overall basis would you say you are extremely satisfied, very satisfied, somewhat satisfied, not too satisfied or not at all satisfied with the services provided by the City of Concord?**
- ___(1) Extremely satisfied
 ___(2) Very satisfied
 ___(3) Somewhat satisfied
 ___(4) Not too satisfied
 ___(5) Not at all satisfied
 ___(9) Don't know/NA
31. **In your opinion, what is the most important thing the City of Concord can do to improve city services for the people who live and/or work in Concord?**
-
-

HERE ARE MY FINAL QUESTIONS. THEY ARE JUST FOR STATISTICAL PURPOSES

32. **In what year were you born?**
- ___(01) 1990-1984 (18-24)
 ___(02) 1983-1979 (25-29)
 ___(03) 1978-1974 (30-34)
 ___(04) 1973-1969 (35-39)
 ___(05) 1968 -1964 (40-44)
 ___(06) 1963-1959 (45-49)
 ___(07) 1958-1954 (50-54)
 ___(08) 1953-1949 (55-59)
 ___(09) 1948-1944 (60-64)
 ___(10) 1943 or earlier (65 & over)
 ___(99) Refused
33. **About how long have you lived in Concord?**
- ___(1) Less than one year
 ___(2) 1 to 3 years
 ___(3) More than 3 through 5 years
 ___(4) More than 5 through 10 years
 ___(5) More than 10 through 20 years
 ___(6) More than 20 years
 ___(9) Don't know/Refused
34. **Do you live in a single family residence, detached home or do you live in a multi-family apartment or condo building?**
- ___(1) Single family detached house
 ___(2) Multi-family apt/condo
 ___(9) Don't know/Refused
35. **Do you own or rent your residence?**
- ___(1) Own
 ___(2) Rent
 ___(9) Don't know/Refused

36. What is your current employment status? Are you.. (READ LIST)

- (1) Employed full-time
 (2) Employed part-time
 (3) A homemaker who does not work outside the home
 (4) Retired
 (5) A student
 (6) Unemployed
 (9) **(DON'T READ)** Refused

(IF "EMPLOYED FULL TIME" OR "PART TIME" IN QUESTION 36, ASK: 37)**37. Is your work located in the City of Concord or not?**

- (1) In Concord
 (2) Not in Concord
 (9) **(DON'T READ)** Don't know/Refused

(RESUME ASKING ALL RESPONDENTS)**38. What was the last level of school you completed?**

- (1) Grades 1-8
 (2) Grades 9-11
 (3) High School Graduate (12)
 (4) Some College/Vocational School
 (5) College Graduate
 (6) Post-Graduate Work/Professional School
 (9) **(DON'T READ)** Don't Know/Refused

39. Please stop me when I come to the category that best describes the ethnic or racial group with which you identify yourself. Is it....?

- (1) Hispanic/Latino
 (2) African-American
 (3) Asian
 (4) Caucasian/White
 (5) Native American/Indian
 (6) Some other group or identification
 (9) **(DON'T READ)** Don't Know/Refused

40. Are you registered to vote in the City of Concord?

- (1) Yes
 (2) No

(IF "YES" ON QUESTION 40, ASK QUESTION 41. IF "NO," SKIP TO QUESTION 42.)**41. Sometimes people don't have time to vote in a city election. In thinking about city elections where there are candidates for City Council and local ballot measures on the ballot, would you say that you: (READ)**

- (1) Always vote in these elections
 (2) Usually but not always vote
 (3) Only occasionally vote
 (4) Rarely or never vote
 (5) Don't know/refuse

(ASK EVERYONE)

42. Could you tell me in which ZIP code you live?

- (1) 94518
- (2) 94519
- (3) 94520
- (4) 94521
- (9) (DON'T READ) Don't Know/NA

43. Could you tell me your home street address? (WRITE-IN STREET ADDRESS or printout if refused)

Street _____

44. I don't need to know the exact amount but I'm going to read you some categories for household income.

Would you please stop me when I have read the category indicating the total combined income for all the people in your household before taxes in 2007?

- (1) \$25,000 and under
- (2) \$25,000 - \$49,999
- (3) \$50,000 - \$74,999
- (4) \$75,000 - \$99,999
- (5) \$100,000 - \$124,999
- (6) \$125,000 - \$150,000
- (7) More than \$150,000
- (9) (DON'T READ) Don't Know/NA

**THANK YOU VERY MUCH FOR YOUR TIME AND ATTENTION TO MY QUESTIONS.
THIS CONCLUDES THE SURVEY**

45. Gender by observation

- (1) Male
- (2) Female
- (3) Don't Know

46. Language by observation

- (1) English
- (2) Spanish
- (3) Other
- (9) Don't Know

From Printout:

Police DistrictCounty.....Northern Southern Valley

Street Address: _____

Zipcode: _____