



# Tacoma Community Survey 2022

Final Report



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### Overview

- Ratings of quality of life and overall satisfaction showed some signs of decreasing from the 2020 survey.
- Police investigations, code enforcement, street condition, and police patrol activities remain high priorities from the 2020 survey.
- Police community programs, street cleaning, storm drainage, ease of bicycle travel and equitable access to facilities, services and infrastructure are newly identified high priority services in this year's survey.
- Homelessness, housing, crime, population growth, and policing were commonly cited as major issues for the City of Tacoma to face in the next ten years.
- Measures of safety and confidence with police declined noticeably across several measures, and racial and demographic differences continue to be observable in these measures.



## Methodology

- This Community Satisfaction Survey of the general population used Computer-Assisted-Telephone-Interviewing with calls placed between November 15<sup>th</sup>, 2021 and January 16<sup>th</sup>, 2022.
- Results are weighted by age, gender and district based on the most recent available estimates from the United States Census Bureau for the area.
- To ensure adequate representation of current demographics, the survey intentionally reached residents via home and cellular phone (59% home phone, 41% cellular phone).
- The person with the most recent birthday in the household was asked to participate in the survey, to ensure respondents were random within each household.





# Methodology Continued

District	Number of Respondents
1	150
2	150
3	150
4	150
5	150

- 750 respondents were reached, with good representation across all Councilmanic districts (see table to the left).
- The survey resulted in a 3.6% margin of error, using a confidence level of 95%.
- Respondents represented a variety of age, gender, and racial groups.
- Measures of significance in the analysis that follows are based on a 95% confidence interval.
- Significant differences from the population average are color-coded in the tables comparing Councilmanic Districts as follows:

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City population average. Statistically significant results are determined using non-parametric t-tests at a 95% level of confidence.



## Response Rates

Over the last three survey implementations:

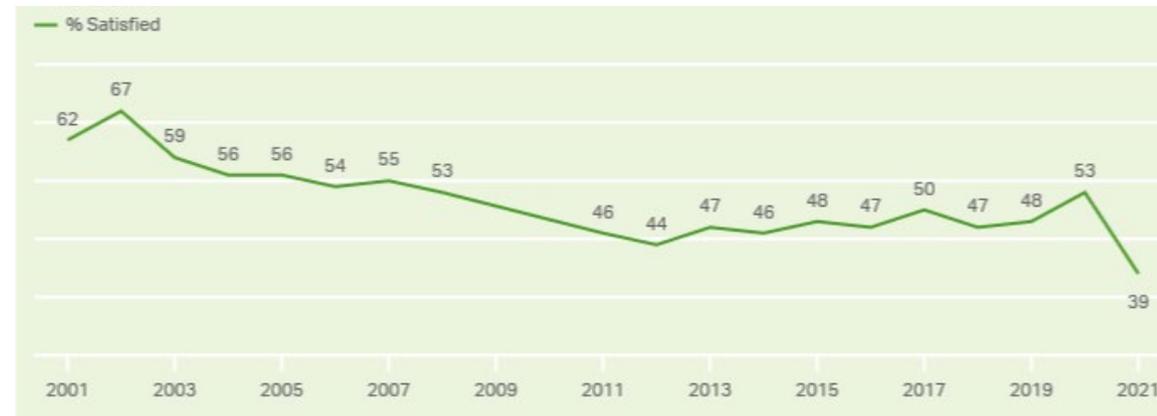
- The telephone methodology remained identical
- The response rates and among community members has been declining

Survey Metric	Description	2022 Value	% Change from 2018
Non-Response Rates	The proportion of numbers who were unreachable throughout the study period.	62.3%	+19%
Response Rates	The proportion of individuals who were reachable and completed the survey.	4.6%	-45%
Sample Used	The number of phone numbers dialled to reach the final 750 completed surveys.	27,997	+28%



Across the U.S. there has been a decreasing trend in residents' satisfaction levels with various aspects of life and government.

Americans' Average Satisfaction With Seven Aspects of the U.S.<sup>1</sup>



Recent Trend in Americans' Satisfaction with Various Aspects of the Country<sup>1</sup>

	2020 %	2021 %	Change pct. pts.
The overall quality of life	84	67	-17
The opportunity for a person in this nation to get ahead by working hard	72	58	-14
The influence of organized religion	59	48	-11
The size and power of the federal government	38	31	-7
Our system of government and how well it works	43	27	-16
The size and influence of major corporations	41	26	-15
The moral and ethical climate	32	18	-14

<sup>1</sup>Gallup (2021) Mood of the Nation Poll. <https://news.gallup.com/poll/329279/satisfaction-sinks-aspects-public-life.aspx>

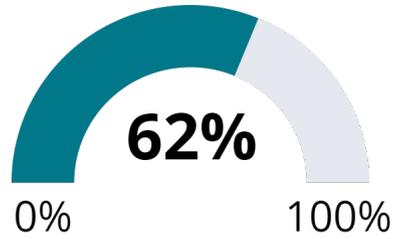
# Key Findings

## Overall Quality of Life and Satisfaction

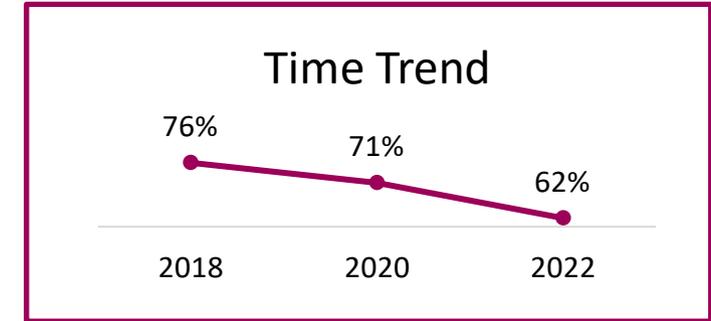


# Quality of Life

## KPI:



of respondents rated the overall quality of life in the City of Tacoma as Excellent or Good.



	Total	District 1	District 2	District 3	District 4	District 5
Excellent/Good	62%	77% ▲	66%	67%	57%	43% ▼

**Demographic Comparisons (statistically significant):**

- White respondents had a higher rating of quality of life with 70% selecting the top two options.
- Individuals who were renting had lower ratings of quality of life with 46% selecting the top two options (compared to 68% among homeowners).

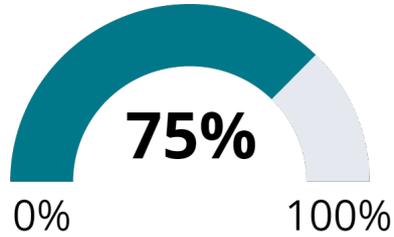
I would like you to tell me how would you rate the overall quality of life in the City of Tacoma?  
sample size = 749

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.

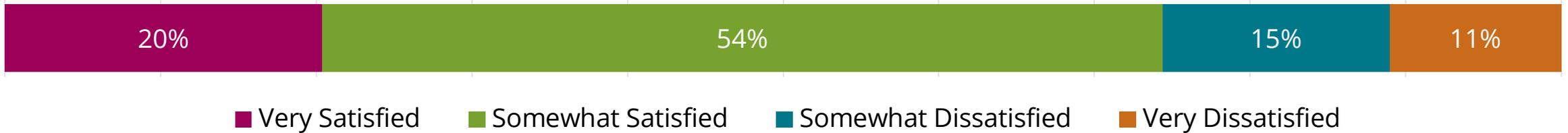
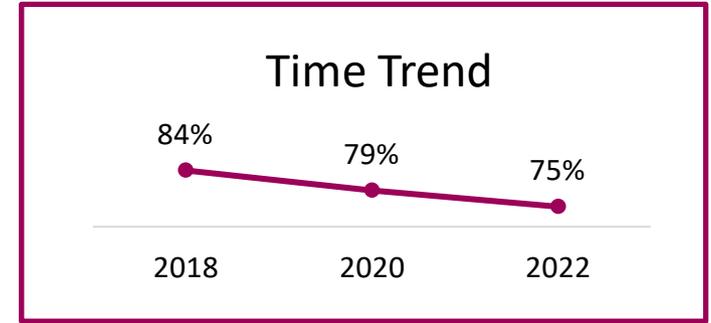


# Overall Satisfaction with Municipal Services

## KPI:



of respondents rated their overall levels of satisfaction with City Services as 'Very Satisfied' or 'Somewhat Satisfied'.



	Total	District 1	District 2	District 3	District 4	District 5
Very/Somewhat Satisfied	75%	83%	66%	72%	79%	74%

### Demographic Comparisons (statistically significant):

- There were no statistically significant group differences in the overall level of satisfaction.

And how would you rate your overall satisfaction with the services provided by the City of Tacoma, would you say you are...? sample size = 735

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average. \*Difference between KPI and bar chart due to rounding.

# Key Findings

## Priorities for Improvement

- **Public Safety and Enforcement**
- **Infrastructure, Roads and Public Works**
- **Other Municipal Services and Considerations**
- **Social and Environmental Issues**



## Measuring the Priorities of the Community

High Priority
Moderate Priority
Low Priority

Understanding what is important to community members and where satisfaction is lowest is a statistical process that uses specific survey questions, such as satisfaction with overall municipal services, and compares them statistically to how people believe the City is performing in specific City services.

The result is a list of key performance indicators that demonstrate areas of priority where the City is most likely to have a positive impact on community satisfaction levels once improvements are made.

The statistical test breaks lists of services into high, moderate, and low-level priorities based on where indicators fall within the overall ranking. The term “importance” assigned to the correlation between the outcome variable (e.g. overall satisfaction), and a given service (e.g. parking enforcement), while the “performance gap” is the proportion of people that have expressed dissatisfaction with the service in question. These results are multiplied to arrive at a Priority for Improvement Ranking order.

The Community Priorities test is applied in several different portions of the report below and will be identifiable by having the term “Community Priorities for Improvement” in the header section, as well as a legend that resembles the one demonstrated above. The priorities are established relative to all other sub-sections in the report, meaning that the top priorities may fall more often into certain sub-sections of City services.



# Community Priorities For Improvement Among All Services

Category	Service	Importance	Performance	Overall Priority For Improvement
Public Safety	Police Investigations	8.8	45%	High
Public Safety	Code Enforcement (City response to abandoned buildings, graffiti, overgrown vegetation, etc.)	8.8	47%	High
Infrastructure	Street condition	8.6	46%	High
Public Safety	Police Patrol	9.0	51%	High
Public Safety	Police Community Programs	8.8	50%	High
Infrastructure	Equitable Access to facilities, services, and infrastructure for residents of diverse incomes, race, ethnicity, and abilities	7.6	61%	High
Other	Permitting Services	7.6	68%	High
Utilities	Street Cleaning	8.5	73%	High
Utilities	Storm Drainage	8.1	76%	Medium
Infrastructure	Street Lighting	7.8	75%	Medium
Infrastructure	Traffic Signal Timing	7.6	76%	Medium
Other	Public Transit Services	6.1	76%	Medium
Utilities	Drinking Water	8.6	83%	Medium
Utilities	Garbage, Recycling, Yard and Food Waste Collection	7.6	82%	Medium
Utilities	Utility Billing and Customer Service	7.8	84%	Medium
Infrastructure	Local Parks and Recreation Centers	7.6	84%	Medium
Other	Overall Customer Service at the City of Tacoma	8.6	88%	Low
Utilities	Power (electric)	7.4	89%	Low
Utilities	Sewer Services	7.3	89%	Low
Public Safety	Emergency Medical Services	8.3	92%	Low
Other	Public Library Services	5.9	89%	Low
Public Safety	Fire Response and Suppression	7.8	94%	Low

The Priority Score is determined by the rating of performance and importance. The Important score is a calculation of how the performance of a service impacts a respondent's rating of overall satisfaction with Municipal services.

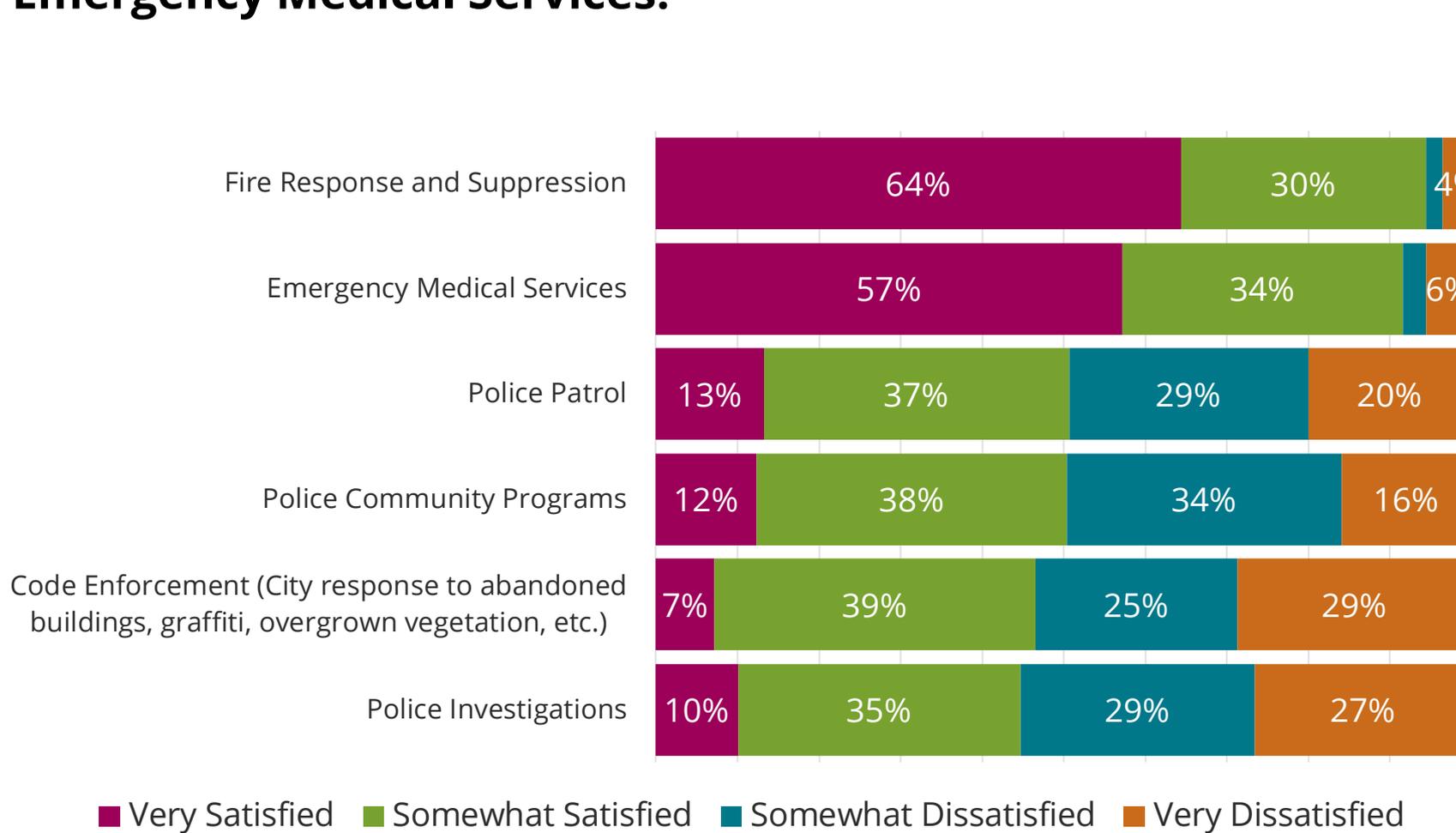
In the overall priority matrix to the left, the top 8 priorities are deemed **high priorities for improvement**, the second 8 highest priority services are considered **moderate priorities**, and the last 6 are considered **low priorities**.

High Priority
Moderate Priority
Low Priority

Human Services are included in a different question



## There were high levels of satisfaction with Fire Response and Suppression, and Emergency Medical Services.



Performance  
(% Very or somewhat satisfied)

	2022	2020	2018
Fire Response and Suppression	94%	99%	82%
Emergency Medical Services	92%	98%	82%
Police Patrol	51%	64%	73%
Police Community Programs	50%	78%	60%
Code Enforcement (City response to abandoned buildings, graffiti, overgrown vegetation, etc.)	47%	63%	56%
Police Investigations	45%	62%	57%

■ Very Satisfied 
 ■ Somewhat Satisfied 
 ■ Somewhat Dissatisfied 
 ■ Very Dissatisfied

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?

\*Differences from bar chart due to rounding.



The table below shows comparisons of the percentage of respondents very or somewhat satisfied with each service by demographic and economic groups.

Performance (% very or somewhat satisfied with the service among each group)																
	Male	Female	34 and under	35 to 64	65 and older	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
Fire Response and Suppression	92%	96%	91%	95%	99% ↑	97% ↑	91%	98%	100%	79% ↓	90%	96%	95%	94%	98%	96%
Emergency Medical Services	91%	92%	91%	91%	95%	96% ↑	89%	96%	89%	77%	81% ↓	96% ↑	91%	94%	93%	95%
Police Patrol	50%	51%	50%	46%	66% ↑	56%	56%	26%	26% ↓	58%	45%	53%	48%	62%	45%	55%
Police Community Programs	51%	50%	33% ↓	56%	73% ↑	55%	49%	83% ↑	39%	34%	40%	54%	61%	53%	50%	51%
Code Enforcement (City response to abandoned buildings, graffiti, overgrown vegetation, etc.)	44%	49%	42%	47%	55%	51%	53%	41%	26%	46%	42%	49%	55%	49%	42%	51%
Police Investigations	40%	49%	35%	46%	63% ↑	51%	58%	22%	23%	44%	36%	47%	63%	48%	47%	41%

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Police investigations/ patrol and code enforcement identified as priority areas for improvement.

	Level of Importance	Performance	Category Priority Rank	Overall Priority Score
Police Investigations	8.8	45%	1	1
Code Enforcement (City response to abandoned buildings, graffiti, overgrown vegetation, etc.)	8.8	47%	2	2
Police Patrol	9.0	51%	3	4
Police Community Programs	8.8	50%	4	5
Emergency Medical Services	8.3	92%	5	20
Fire Response and Suppression	7.8	94%	6	22

High Priority
Moderate Priority
Low Priority

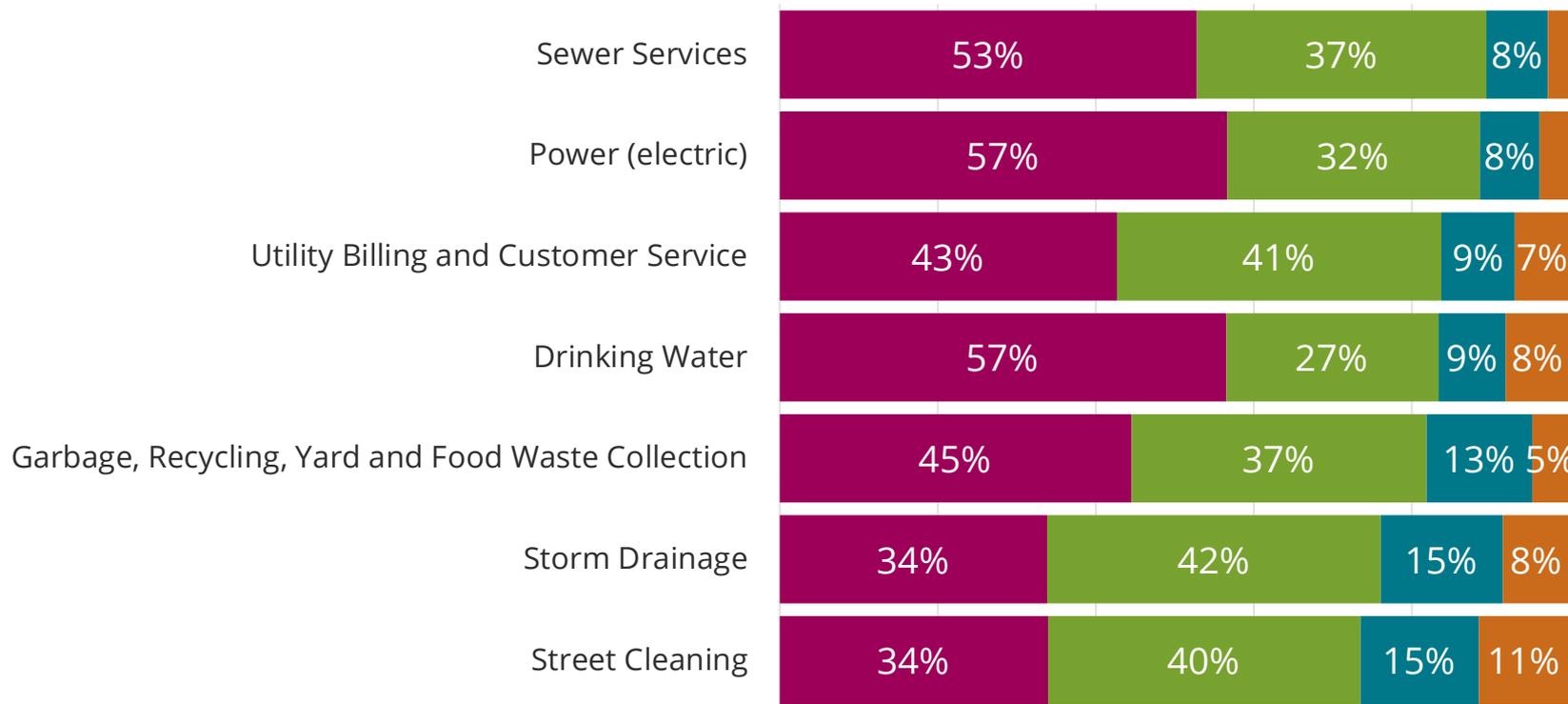
### Comparing to 2020:

- Police investigations, code enforcement and police patrol remain high priorities
- Police community programs are a new high priority item

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?



# Respondents had a high level of satisfaction with Sewer Services, Power and Utility Billing and Customer Service.



Performance  
(%Very or somewhat satisfied)

	2022	2020	2018
Sewer Services	89%	95%	83%
Power (electric)	89%	86%	91%
Utility Billing and Customer Service	84%	81%	80%
Drinking Water	83%	82%	85%
Garbage, Recycling, Yard and Food Waste Collection	82%	88%	79%
Storm Drainage	76%	84%	76%
Street Cleaning	73%	83%	82%

■ Very Satisfied ■ Somewhat Satisfied ■ Somewhat Dissatisfied ■ Very Dissatisfied

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?

\*Differences from bar chart due to rounding.



The table below shows comparisons of the percentage of respondents very or somewhat satisfied with each service by demographic and economic groups.

Performance (% very or somewhat satisfied with the service among each group)	Gender		Age			Race					Home Ownership		Income			
	Male	Female	34 and under	35 to 64	65 and older	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
Street Cleaning	73%	74%	68%	74%	83% ↑	80% ↑	61%	76%	58%	70%	59% ↓	79% ↑	74%	82%	73%	72%
Garbage, Recycling, Yard and Food Waste Collection	82%	81%	88%	76% ↓	86%	83%	71%	81%	82%	86%	83%	81%	78%	81%	82%	81%
Storm Drainage	78%	74%	77%	73%	82%	79%	67%	88%	83%	60%	70%	78%	70%	71%	80%	78%
Sewer Services	91%	88%	95%	85% ↓	92%	91%	83%	95%	81%	94%	87%	91%	90%	87%	87%	91%
Power (electric)	87%	90%	89%	87%	94% ↑	91%	82%	97%	75%	92%	90%	88%	81%	90%	90%	88%
Drinking Water	85%	82%	74% ↓	89%	88%	92% ↑	67%	76%	86%	59% ↓	73%	87%	70%	79%	84%	92% ↑
Utility Billing and Customer Service	85%	83%	86%	81%	89%	85%	82%	83%	73%	95%	89%	82%	68% ↓	85%	82%	86%

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Street Cleaning and Storm Drainage were the highest priority areas for improvement.

	Level of Importance	Performance	Priority Rank	Overall Priority Score
Street Cleaning	8.5	73%	1	8
Storm Drainage	8.1	76%	2	9
Drinking Water	8.6	83%	3	13
Garbage, Recycling, Yard and Food Waste Collection	7.6	82%	4	14
Utility Billing and Customer Service	7.8	84%	5	15
Power (electric)	7.4	89%	6	18
Sewer Services	7.3	89%	7	19

High Priority
Moderate Priority
Low Priority

**Comparing to 2020:**

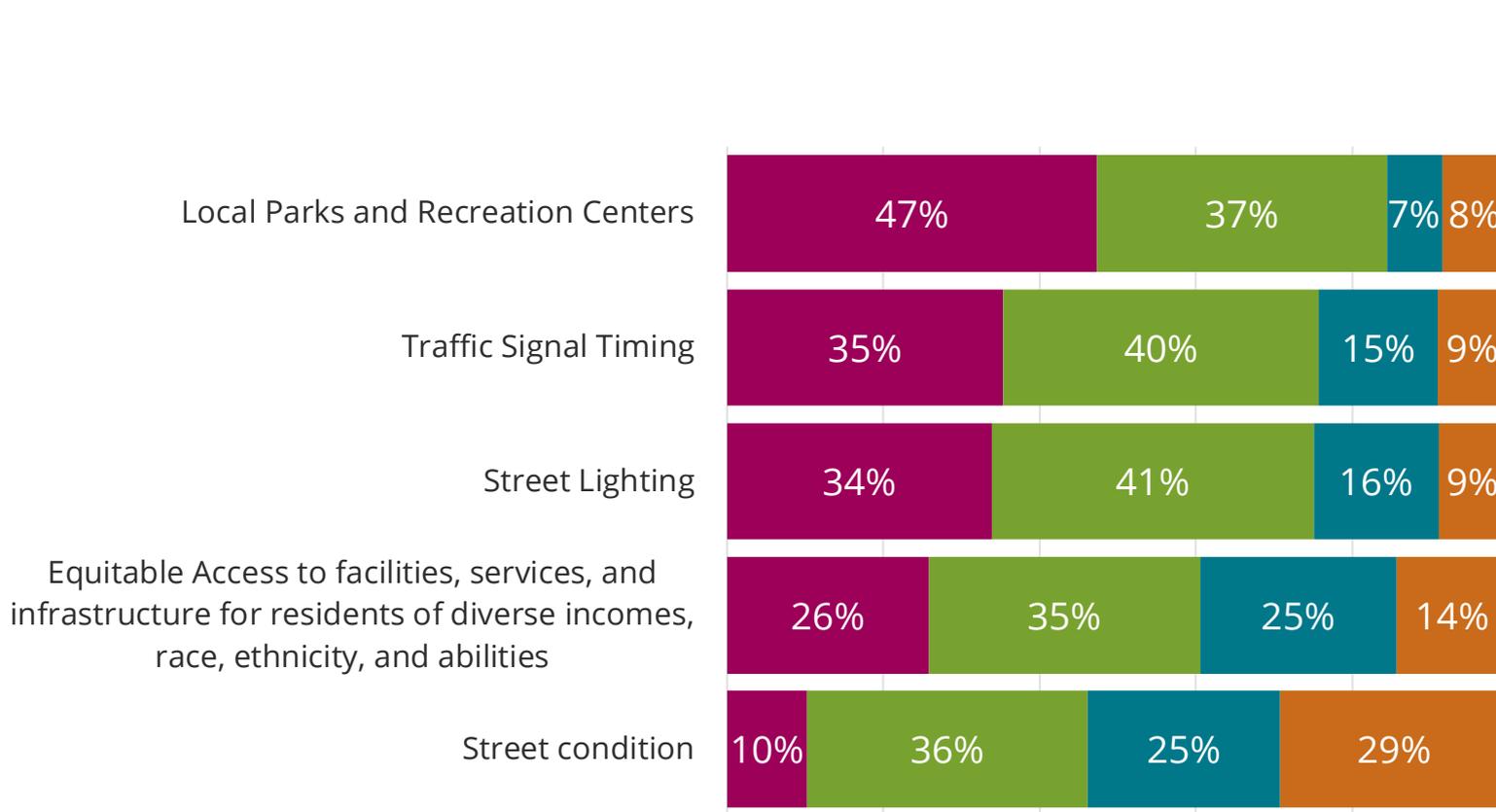
- Street cleaning and storm drainage have become higher priorities in this year's study.

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?



# Infrastructure and Public Works

**Respondents had relatively low levels of satisfaction with the street condition and equitable access to services/facilities, but high satisfaction with Local Parks and Recreation Centers.**



Performance  
(% Very or somewhat satisfied)

	2022	2020	2018
Local Parks and Recreation Centers	84%	88%	92%
Traffic Signal Timing	76%	71%	70%
Street Lighting	75%	72%	77%
Equitable Access to facilities, services, and infrastructure for residents of diverse incomes, race, ethnicity, and abilities	61%	76%	-
Street condition	46%	44%	-

■ Very Satisfied 
 ■ Somewhat Satisfied 
 ■ Somewhat Dissatisfied 
 ■ Very Dissatisfied

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?

\*Differences from bar chart due to rounding.



The table below shows comparisons of the percentage of respondents very or somewhat satisfied with each service by demographic and economic groups.

Performance (% very or somewhat satisfied with the service among each group)																
	Male	Female	34 and under	35 to 64	65 and older	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
Local Parks and Recreation Centers	87%	82%	80%	87%	86%	87%	66% ↓	67%	89%	90%	84%	85%	76%	93% ↑	73% ↓	90% ↑
Traffic Signal Timing	75%	77%	85%	69% ↓	77%	73%	88% ↑	78%	80%	72%	72%	77%	84%	73%	75%	73%
Street Lighting	73%	77%	75%	72%	86% ↑	83% ↑	83%	82%	36% ↓	69%	63%	80%	80%	79%	71%	78%
Equitable Access to facilities, services, and infrastructure for residents of diverse incomes, race, ethnicity, and abilities	68%	54%	47%	64%	79% ↑	66%	50%	89% ↑	63%	36% ↓	54%	63%	60%	52%	52%	75% ↑
Street condition	43%	49%	52%	41%	48%	50%	45%	41%	41%	37%	34%	50%	49%	49%	57%	38%

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Street Condition and Equitable Access to Facilities, Services & Infrastructure are priority areas for improvement.

	Level of Importance	Performance	Priority Rank	Overall Priority Score
Street condition	8.6	46%	1	3
Equitable Access to facilities, services, and infrastructure for residents of diverse incomes, race, ethnicity, and abilities	7.6	61%	2	6
Street Lighting	7.8	75%	3	10
Traffic Signal Timing	7.6	76%	4	11
Local Parks and Recreation Centers	7.6	84%	5	16

High Priority
Moderate Priority
Low Priority

### Comparing to 2020:

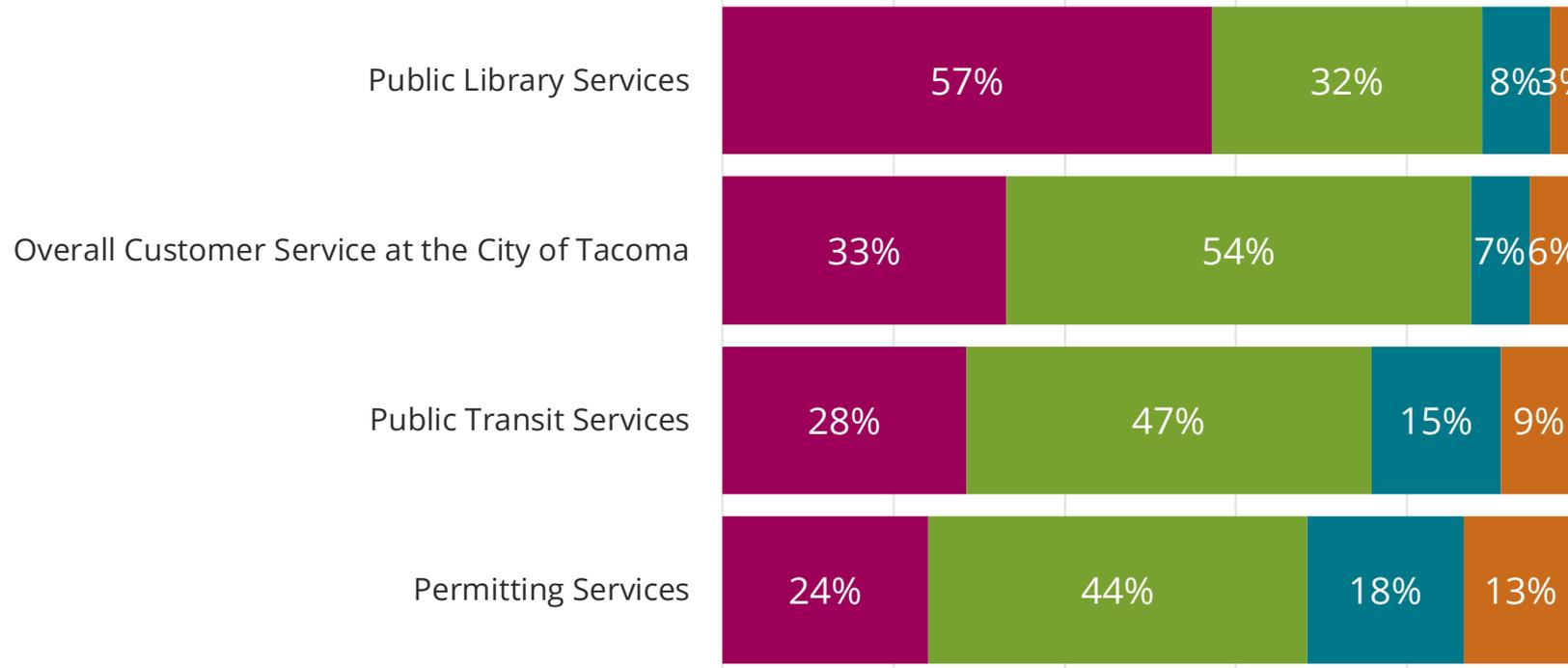
- Street condition remained a high priority for improvement
- Equitable access to facilities (...) was a new priority in 2022
- Traffic signal timing and street lighting are lower priorities this year.

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?



# Other Municipal Services

**Public Library Services and Overall Customer Service at the City of Tacoma showed high levels of community satisfaction.**



Performance  
(%Very or somewhat satisfied)

	2022	2020	2018
Public Library Services	89%	91%	82%
Overall Customer Service at the City of Tacoma	88%	87%	72%
Public Transit Services	76%	72%	64%
Permitting Services	68%	72%	48%

Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?

\*Differences from bar chart due to rounding.



The table below shows comparisons of the percentage of respondents very or somewhat satisfied with each service by demographic and economic groups.

Performance (% very or somewhat satisfied with the service among each group)																
	Male	Female	34 and under	35 to 64	65 and older	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
Public Library Services	92%	86%	85%	90%	93%	90%	79%	96%	97%	80%	88%	89%	76%	77%	96% ↑	90%
Overall Customer Service at the City of Tacoma	89%	86%	96% ↑	81% ↓	88%	87%	91%	84%	88%	89%	87%	88%	88%	88%	84%	91%
Public Transit Services	75%	77%	84%	70%	73%	71%	84%	93% ↑	65%	89% ↑	81%	74%	71%	80%	74%	77%
Permitting Services	73%	63%	70%	64%	79% ↑	72%	78%	84%	59%	47%	66%	69%	70%	67%	62%	74%

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Permitting Services and Economic / Business Development Activities are priority areas for improvement

	Level of Importance	Performance	Priority Rank	Overall Priority Score
Permitting Services	7.6	68%	1	7
Public Transit Services	6.1	76%	2	12
Overall Customer Service at the City of Tacoma	8.6	88%	3	17
Public Library Services	5.9	89%	4	21

High Priority
Moderate Priority
Low Priority

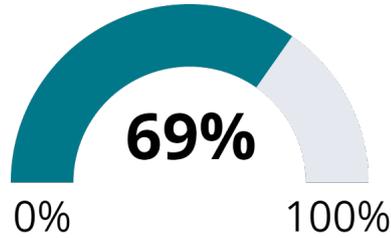
**Comparing to 2020:**

- Priorities remained consistent in order and magnitude in this service group.

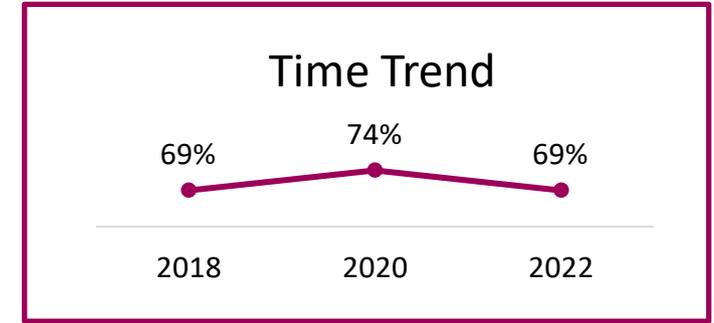
Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?



# Social and Environmental Issues



of respondents were very or somewhat satisfied with the amount of services the City devotes to social issues.



	Total	District 1	District 2	District 3	District 4	District 5
Very/Somewhat Satisfied	69%	82% ▲	68%	66%	67%	64%

**Demographic Comparisons (statistically significant):**

- Individuals between the ages of 35 and 64 were less likely than the population average to be very or somewhat satisfied with the amount of services that the City devotes to social issues (62%).

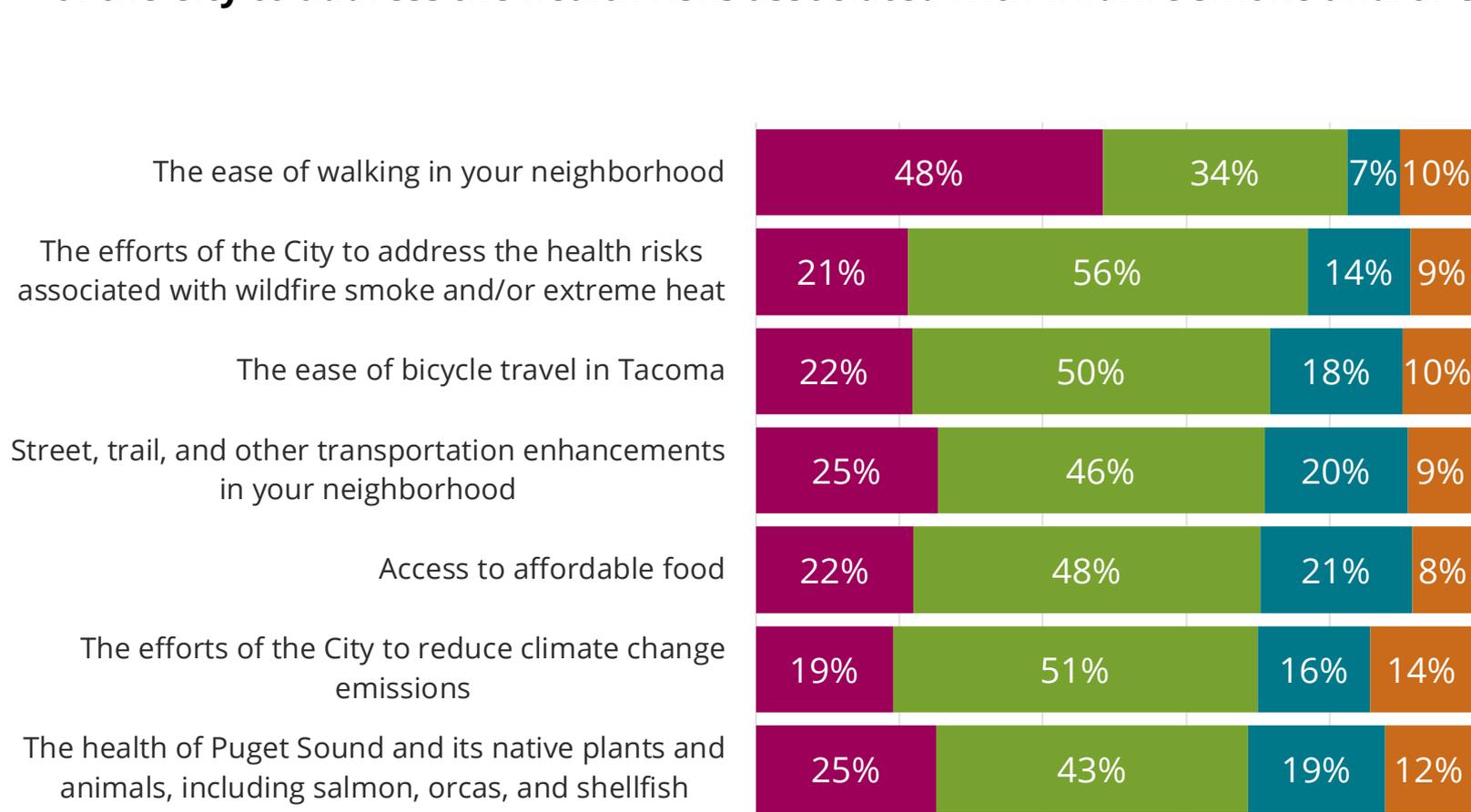
Overall, how satisfied are you with the amount of services Tacoma devotes to social issues?  
sample size = 592

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Social and Environmental Issues

**There were high levels of community satisfaction with the ease of walking in home neighborhoods and the efforts of the City to address the health risks associated with wildfire smoke and/or extreme heat.**



Performance  
(% Very or somewhat satisfied)

	2022	2020	2018~
The ease of walking in your neighborhood	82%	76%	78%
The efforts of the City to address the health risks associated with wildfire smoke and/or extreme heat	77%	78%	-
The ease of bicycle travel in Tacoma	72%	75%	58%
Street, trail, and other transportation enhancements in your neighborhood	71%	72%	-
Access to affordable food	70%	82%	-
The efforts of the City to reduce climate change emissions	70%	71%	-
The health of Puget Sound and its native plants and animals, including salmon, orcas, and shellfish	69%	64%	-

■ Very Satisfied 
 ■ Somewhat Satisfied 
 ■ Somewhat Dissatisfied 
 ■ Very Dissatisfied

Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma.

~Note these questions were rephrased between 2018 and 2020. Only comparable questions are shown.

\*Differences from bar chart due to rounding.



The table below shows comparisons of the percentage of respondents very or somewhat satisfied with each service by demographic and economic groups.

Performance (% very or somewhat satisfied with the service among each group)																
	Male	Female	34 and under	35 to 64	65 and older	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
The ease of walking in your neighborhood	84%	81%	84%	86%	79%	83%	83%	73%	89%	75%	75%	85%	76%	85%	79%	93% ↑
The efforts of the City to address the health risks associated with wildfire smoke and/or extreme heat	76%	77%	81%	79%	75%	76%	78%	86%	76%	77%	86%	72% ↓	74%	78%	72%	79%
The ease of bicycle travel in Tacoma	73%	69%	77%	71%	72%	67%	66%	59%	87%	84%	78%	68%	72%	76%	76%	66%
Street, trail, and other transportation enhancements in your neighborhood	73%	68%	74%	73%	69%	70%	62%	80%	73%	76%	76%	68%	72%	73%	68%	71%
Access to affordable food	76%	65%	74%	72%	69%	71%	83%	61%	71%	61%	80%	66%	73%	80%	59% ↓	73%
The efforts of the City to reduce climate change emissions	77%	68%	61%	75%	65%	70%	74%	70%	67%	70%	84% ↑	64% ↓	73%	78%	59%	75%
The health of Puget Sound and its native plants and animals, including salmon, orcas, and shellfish	62%	73%	68%	68%	69%	67%	84%	70%	63%	69%	68%	69%	73%	79%	62%	66%

Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma.

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Social and Environmental Issues

The ease of bicycle travel and the street, trail and other transportation enhancements in local neighborhoods were rated as top priority areas for improvement.

	Level of Importance	Performance	Priority Rank
The ease of bicycle travel in Tacoma	8.0	72%	1
Street, trail, and other transportation enhancements in your neighborhood	7.5	71%	2
The efforts of the City to reduce climate change emissions	7.2	70%	3
The health of Puget Sound and its native plants and animals, including salmon, orcas, and shellfish	6.8	69%	4
The efforts of the City to address the health risks associated with wildfire smoke and/or extreme heat	8.7	77%	5
Access to affordable food	6.8	70%	6
The ease of walking in your neighborhood	8.5	82%	7

The importance measures in this category are established in relation to the overall satisfaction with amount of services the City devotes to social issues. The priority scores are therefore established within this category independent of the other categories – top 2 are high priority, middle 2 are moderate, bottom 3 are low.

High Priority
Moderate Priority
Low Priority

### Comparing to 2020:

- The ease of bicycle travel was a new priority area this year
- Street, trail, and other transportation enhancements in your neighborhood remained a high priority
- The health of Puget Sound was a lower priority despite higher importance, due to higher performance in this factor

Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma.

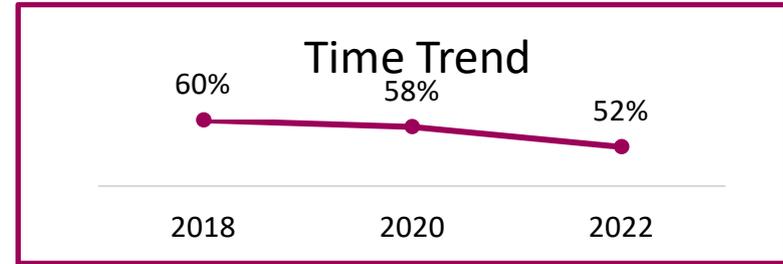
# Key Findings

## Quality of Life and Community



# Quality of Life and Community

**52%** of respondents expected the quality of life to improve or stay the same in the next 5 years.



■ Improve a lot   
 ■ Improve slightly   
 ■ Stay the same   
 ■ Decline slightly   
 ■ Decline a lot

	Total	District 1	District 2	District 3	District 4	District 5
Improve a lot	10%	11%	6%	11%	9%	11%
Improve slightly	32%	44% ▲	24%	32%	36%	22%
Stay the same	11%	7%	11%	15%	12%	10%
Decline slightly	28%	28%	29%	24%	27%	33%
Decline a lot	19%	9% ▼	30%	17%	15%	24%

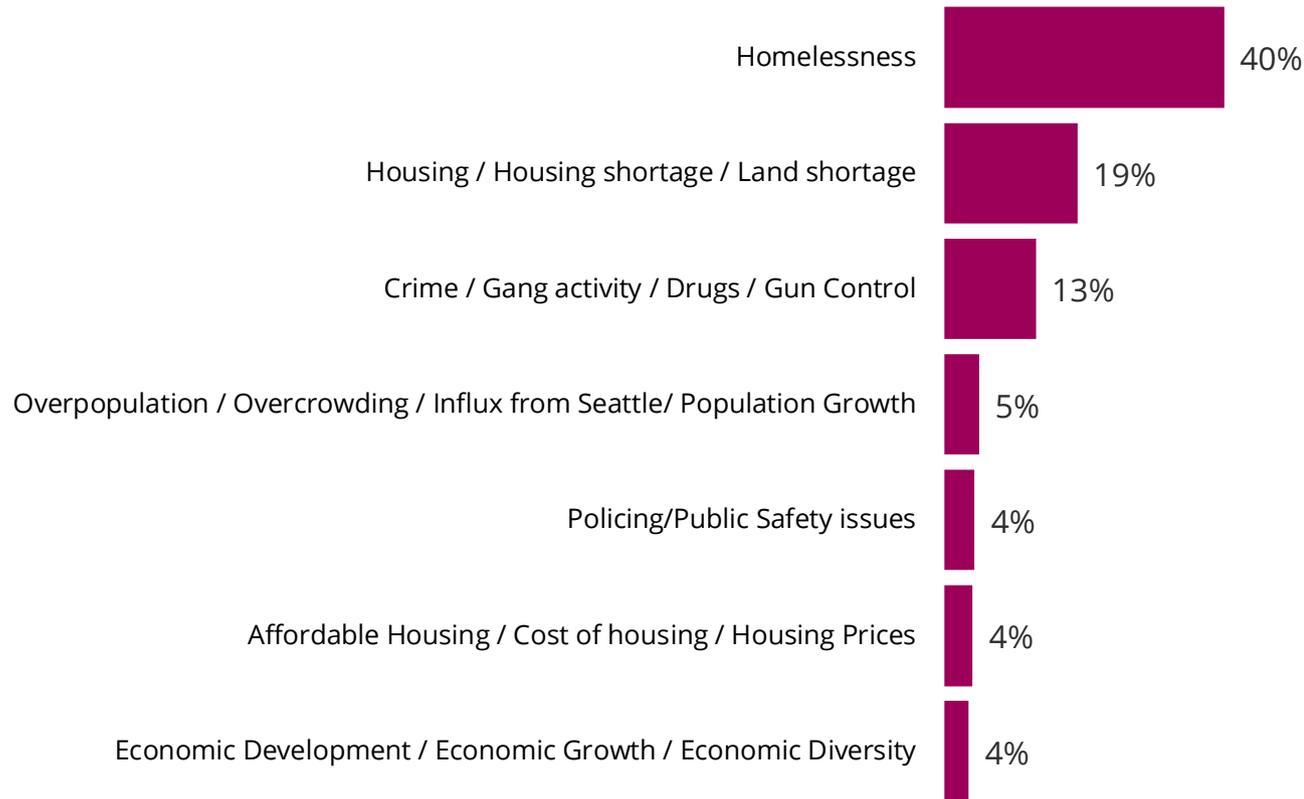
**Demographic Comparisons (statistically significant):**

- Respondents who were Black were more likely than the average to expect quality of life to stay the same or improve (86% selected the top 3 options).
- Respondents who were renting were less likely to select the top 3 options (36%) compared to homeowners (58%).



# Major Issues Facing Tacoma in Next Ten Years

**Homelessness, housing, crime/gangs/drugs and overpopulation were the most commonly-cited top-of-mind issues for the residents of Tacoma.**



Top 5 Issues from 2020	
Homelessness	31%
Overpopulation / Overcrowding / Influx from Seattle / Population Growth	14%
Affordable Housing / Cost of housing / Housing Prices	13%
Housing / Housing shortage / Land shortage	11%
Crime / Gang activity / Drugs / Gun Control	10%

### Councilmanic Comparisons:

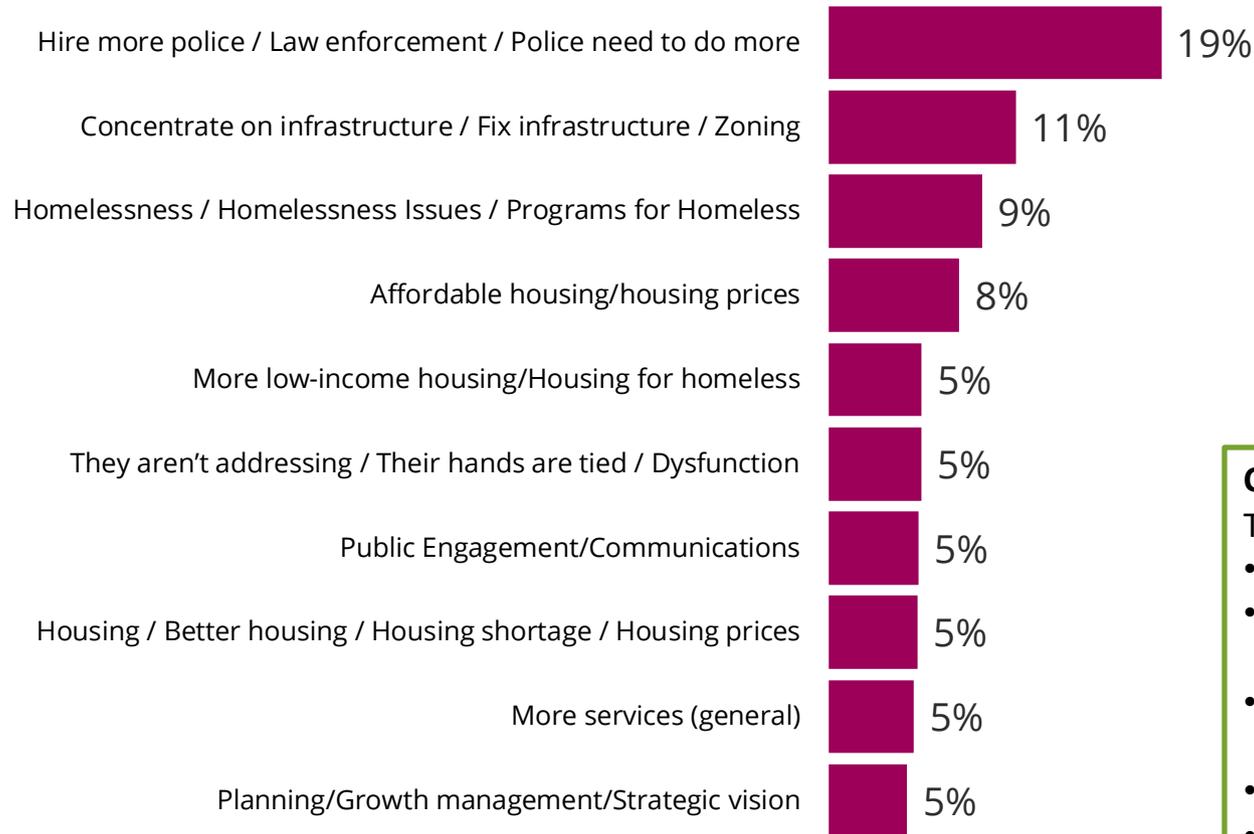
Homelessness was the top issue across all Councilmanic districts. The next most cited issues for the districts were:

- District 1: Housing / Housing shortage / Land shortage (27%)
- District 2: Crime / Gang activity / Drugs / Gun Control (22%)
- District 3: Housing / Housing shortage / Land shortage (31%)
- District 4: Housing / Housing shortage / Land shortage (13%)
- District 5: Crime / Gang activity / Drugs / Gun Control (25%)



# City's Role in Major Issues Facing Tacoma

**Policing/enforcement, infrastructure, homeless programs, and affordable housing supports were some of the most commonly-cited roles that residents felt the City should play in the major issues mentioned.**



Top 5 Responses from 2020	
Homelessness / Homelessness issues / Programs for homeless	10%
Concentrate on infrastructure / Fix infrastructure	10%
Affordable housing	8%
Need to take charge / Take care of it / Take leadership	6%
Hire more police / Law enforcement / Police need to do more	6%

### Councilmanic Comparisons:

The most-cited response category in each Councilmanic district was:

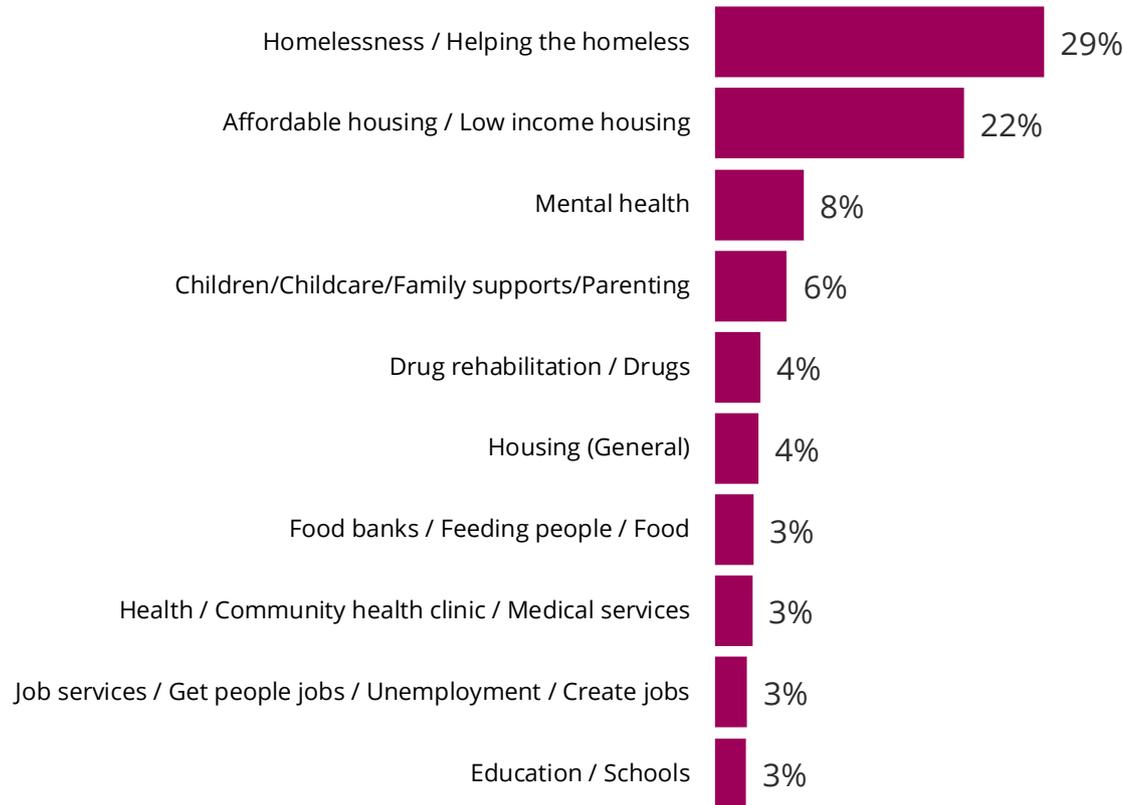
- District 1: Affordable housing/housing prices (17%)
- District 2: Hire more police / Law enforcement / Police need to do more (24%)
- District 3: Homelessness / Homelessness Issues / Programs for Homeless (14%)
- District 4: More services (general) (18%)
- District 5: Hire more police / Law enforcement / Police need to do more (33%)

What is the City's role in addressing this issue?  
sample size = 624



# Social Services Needed

**Programs for the homeless, affordable housing, mental health/addiction, children/families and youth/seniors were some of the most commonly-cited social services that residents felt the City should keep as top priorities for development.**



Top 5 Issues from 2020	
Homelessness / Helping the homeless	47%
Mental health	17%
Affordable housing / Low-income housing	12%
Helping young people / Things that impact youth / Youth issues	10%
Education / Schools	10%

### Councilmanic Comparisons:

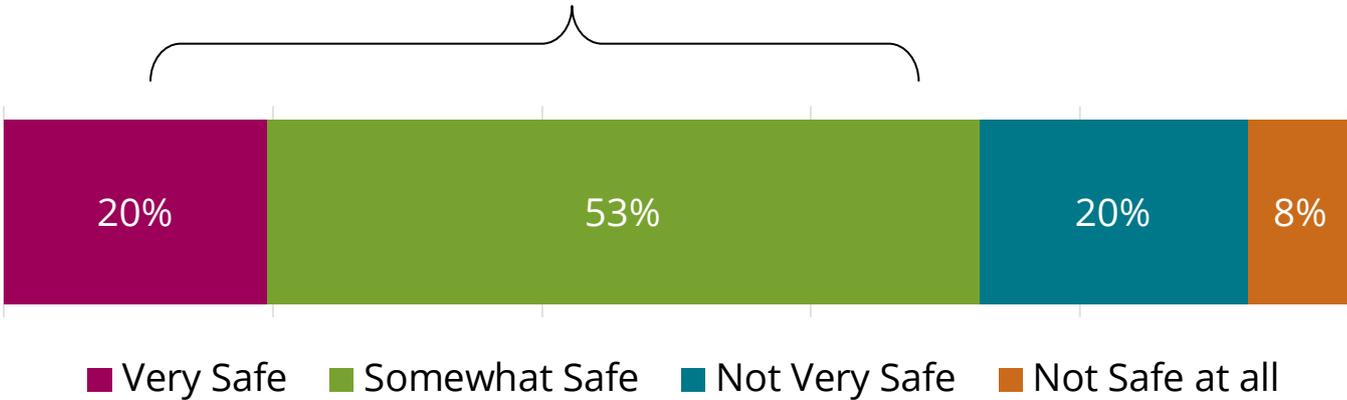
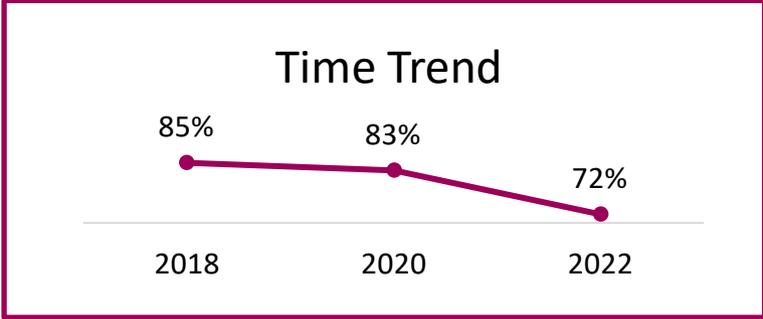
The most-cited response category in each Councilmanic district was:

- District 1: Homelessness / Helping the homeless (30%)
- District 2: Homelessness / Helping the homeless (40%)
- District 3: Homelessness / Helping the homeless (21%)
- District 4: Affordable housing / Low-income housing (45%)
- District 5: Homelessness / Helping the homeless (32%)



# Overall Feeling of Safety

**72%** of respondents rated their overall feeling of safety in the City of Tacoma as very or somewhat safe.



**Demographic Comparisons (statistically significant):**

- Respondents with household income greater than \$100,000 were more likely to rate their overall feeling of safety as very or somewhat safe (85%), and those with household income between \$50,000 to \$99,999 were less likely to feel safe (59%).

	Total	District 1	District 2	District 3	District 4	District 5
Overall Feeling of Safety	72%	81%	77%	77%	65%	61%

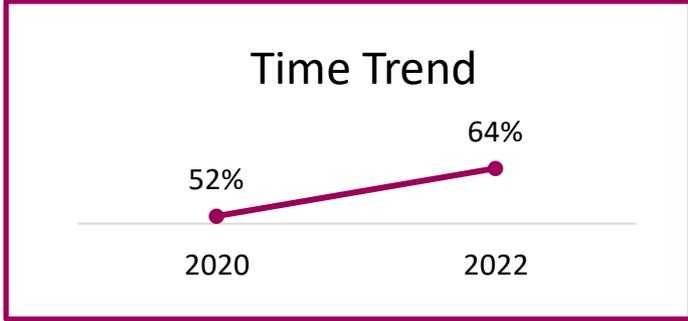
How would you rate your overall feeling of safety in Tacoma, would you say you feel very safe, somewhat safe, not very safe, not safe at all?  
sample size = 748

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average. \*Difference between KPI and bar chart due to rounding.



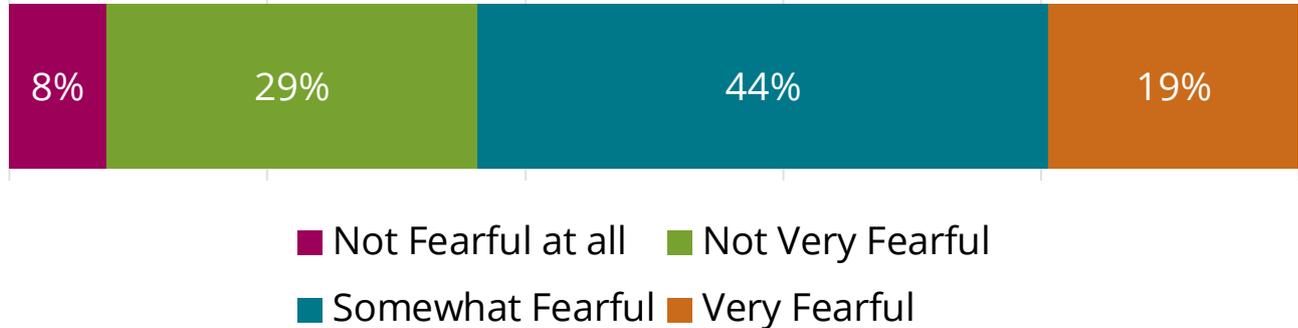
# Crime and Public Safety

**64%** of respondents stated they were very or somewhat fearful that they would be affected by crime.



**Demographic Comparisons (statistically significant):**

- Hispanic individuals were more likely than the population average to be very or somewhat fearful that they might be affected by crime (88%).



	Total	District 1	District 2	District 3	District 4	District 5
Overall, how fearful are you that you will be affected by crime?	64%	52%	68%	61%	62%	75%

Overall, how fearful are you that you will be affected by crime?  
sample size = 747

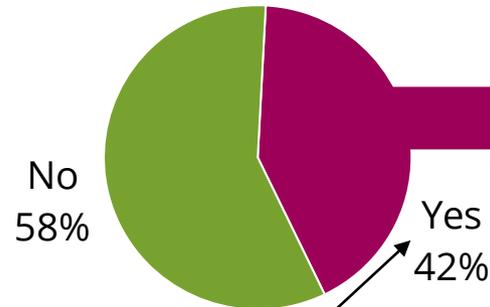
▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



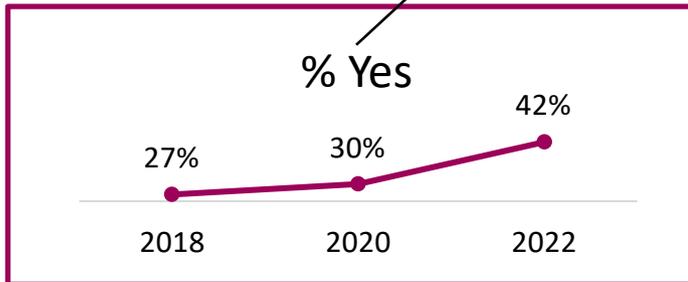
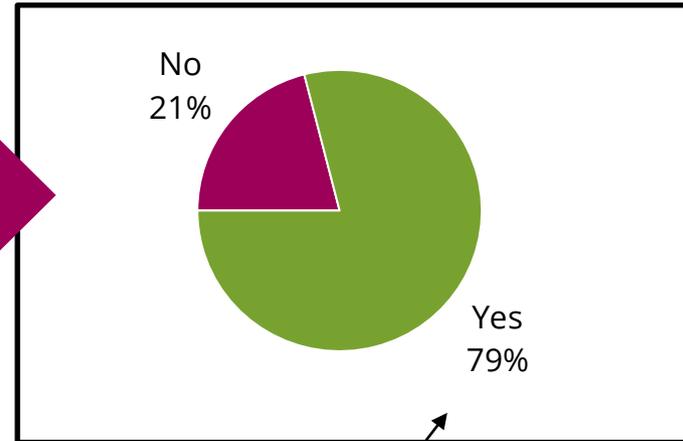
# Crime and Public Safety

**42%** of respondents had been a victim of crime in the last 12 months, and **79%** of them reported the crime

Have you or someone in your household been the victim of a crime in Tacoma in the last 12 months? (n=750)



If yes, did you report the crime? (n=317)



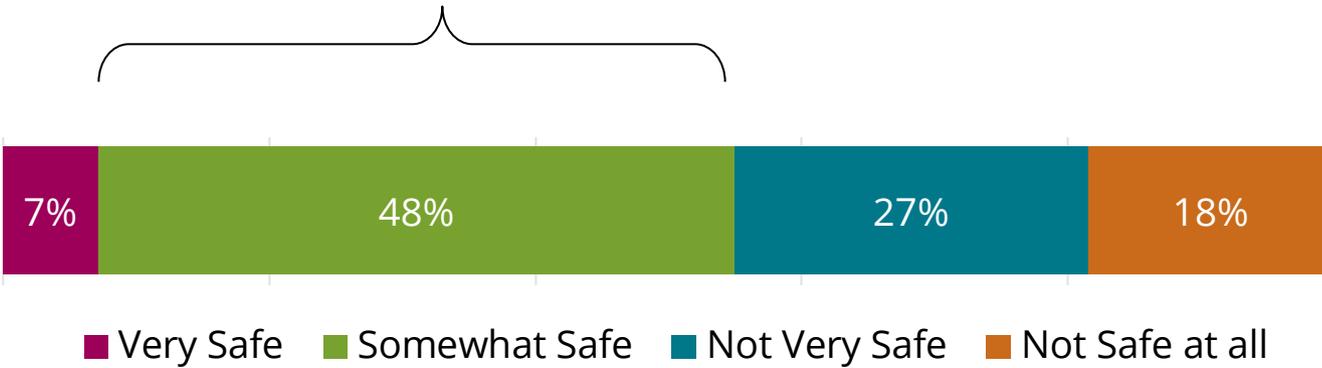
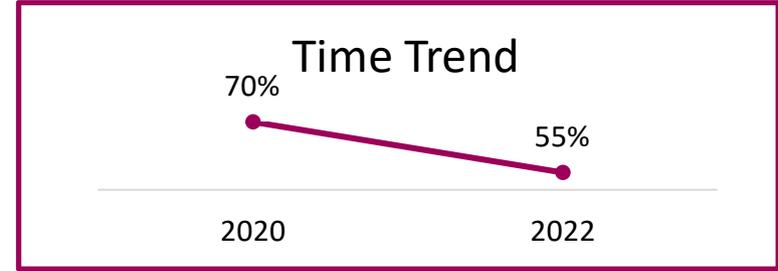
Reasons for Not Reporting Crime – Key Themes (n=65)	
Belief that nothing would happen / Nothing gets done / Wouldn't do any good	43%
Wasn't worth it / Didn't see the point / Too much trouble	35%
No way to catch the culprit	14%
Bad Timing / No Time	5%

- Demographic Comparisons (statistically significant):**
- Individuals who were aged 34 years or younger were more likely to have been affected by crime than the population average (56%), and those aged 64 or older were less likely (19%).
  - White individuals were less likely to have been affected by crime (34%) and Hispanic individuals more likely (69%).
  - Individuals who rented their homes were more likely to have been affected by crime (59%) and those who owned their homes were less likely (35%).



# Crime and Public Safety

**55%** of respondents felt that the Tacoma Police will keep them very or somewhat safe from crime



**Demographic Comparisons (statistically significant):**

- Respondents who were aged 65+ were more likely to feel that Police would protect them from crime (71% felt very or somewhat safe).
- Respondents who were White were more likely to feel that local Police would protect them from crime (62%), while bi-racial respondents were less likely to feel that Police would keep them safe (30%).

	Total	District 1	District 2	District 3	District 4	District 5
Overall feeling that Tacoma Police Department will keep you safe from crime	55%	70% ▲	47%	64%	52%	42%

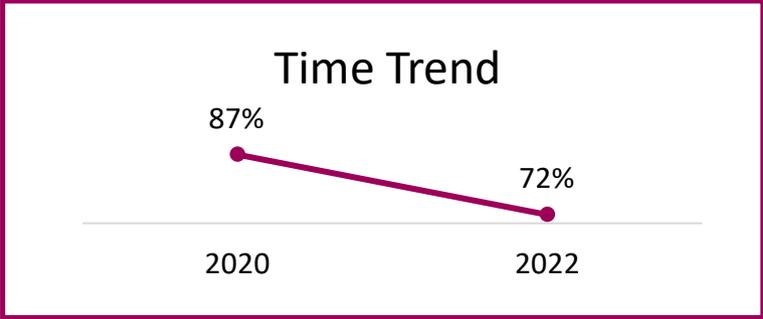
How would you rate your overall feeling that Tacoma Police Department will keep you safe from crime?  
sample size = 730

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Crime and Public Safety

**72%** of respondents strongly or somewhat agree that Tacoma police treat people fairly.



■ Strongly agree      ■ Somewhat agree  
■ Somewhat disagree   ■ Strongly disagree

**Demographic Comparisons (statistically significant):**

- Hispanic individuals were more likely than the population average to strongly or somewhat agree that Tacoma Police Officers treat people fairly (94%).

	Total	District 1	District 2	District 3	District 4	District 5
Do Tacoma Police Officers treat people fairly?	72%	74%	62%	65%	79%	80%

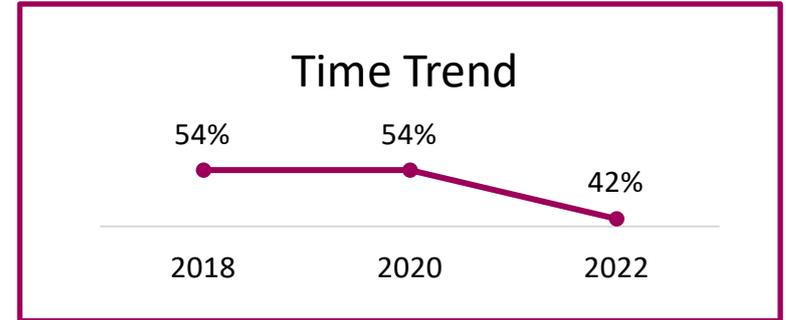
# Key Findings

## Municipal confidence and participation



# Government Confidence

**42%** of respondents rated their level of confidence with the Municipal Government as Excellent or Good.



**Demographic Comparisons (statistically significant):**

- Respondents who were aged 35 to 64 were less likely the population average to rate their confidence with the municipal government as excellent or good (33%)

	Total	District 1	District 2	District 3	District 4	District 5
Excellent/ Good	42%	59% ▲	29% ▼	29% ▼	58% ▲	36%

Would you say your confidence in Tacoma’s Municipal Government is...?  
sample size = 718

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Participation in Events and Civic Life

**Respondents participated in a variety of civic activities through city events, volunteering, religious institutions and community groups.**

Have you participated in any of the following civic activities in the last 12 months?



	Total	District 1	District 2	District 3	District 4	District 5
City Council Meetings	14%	9%	9%	21%	20%	11%
City Events	36%	30%	32%	48%	27%	41%
Volunteering	40%	48%	35%	34%	40%	44%
Religious institutions	31%	24%	43%	25%	24%	38%
Community groups	38%	37%	37%	43%	27%	46%

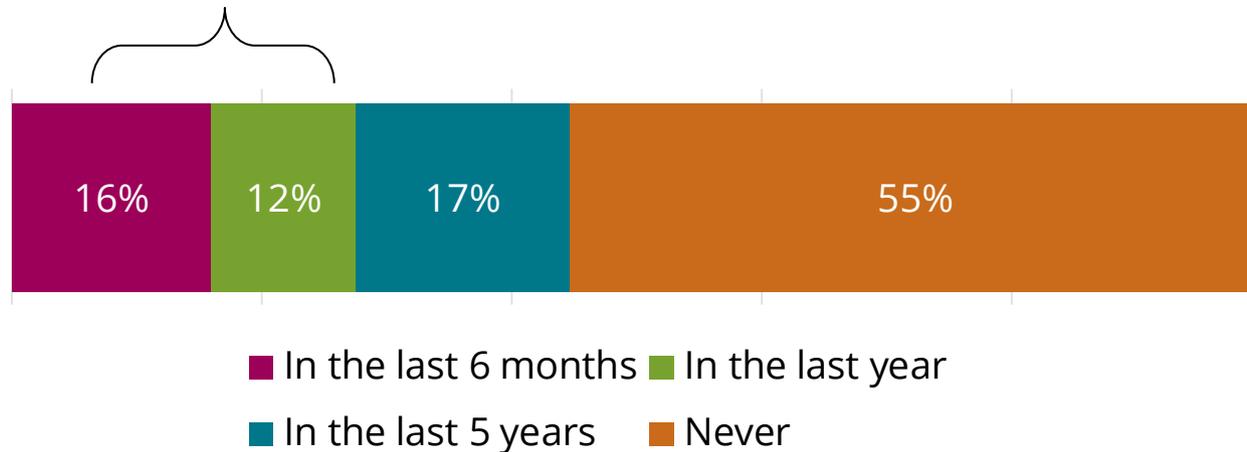
Have you participated in any of the following civic activities in the last 12 months?  
sample size = 750



# Public Inquiries

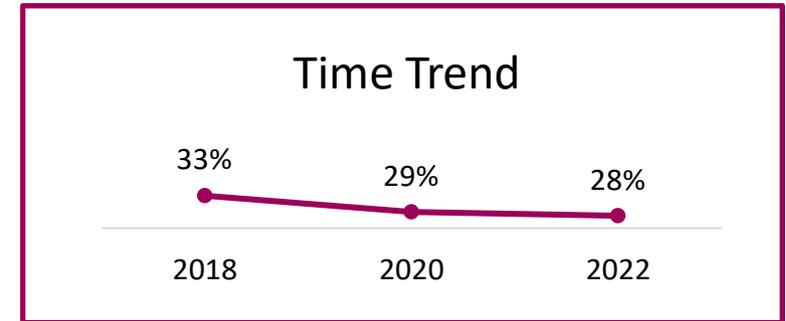
**28%**

of respondents had made an inquiry about services in the City of Tacoma in the last year.



### Demographic Comparisons (statistically significant):

- Respondents who were aged 35 to 64 were more likely to have reported a complaint or inquiry in the last year (34%).
- Black individuals were more likely to have reported a complaint in the last year (12%).
- Individuals who owned their homes were more likely to have reported a complaint in the past year (32%).

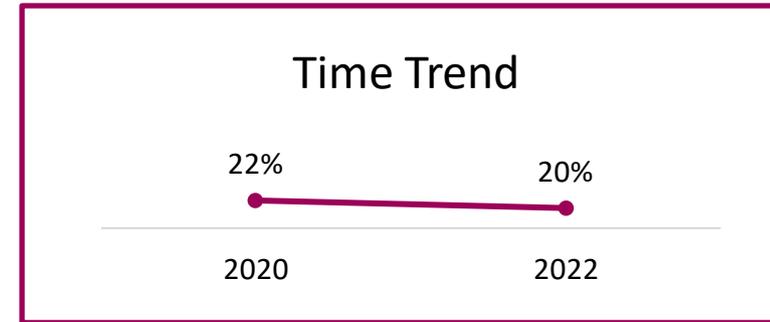
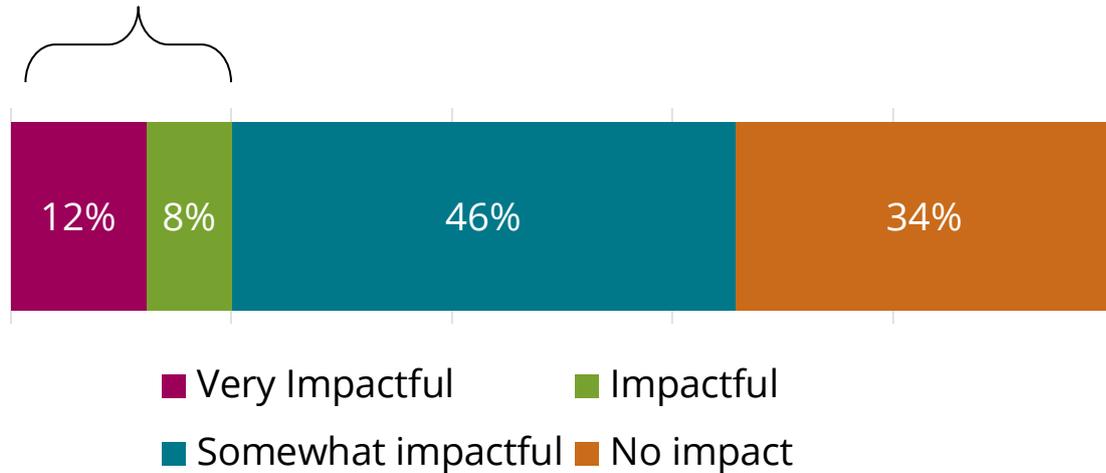


Reasons for Not Reporting Complaint/Inquiry – Key Themes (n=319)	
Lack of City Response/Previous Negative Experience	41%
Not Worth Reporting/Did not want to	17%
Long or Difficult Reporting Process/Paperwork	9%
Unclear how to report incident/complaint	8%
Issue was taken care of/Someone else reported	6%
No Time/Timing	5%
Did not want to cause problems with people	4%



# Community Impact

**20%** of respondents believed that their participation in civic activities was very impactful or impactful to their communities.



**Demographic Comparisons (statistically significant):**

- There were no statistically significant demographic differences in this metric.

	Total	District 1	District 2	District 3	District 4	District 5
Very Impactful/Impactful	20%	22%	25%	33% ▲	6% ▼	14%

How much of an impact do you believe your participation has had on your community?  
 sample size = 689

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



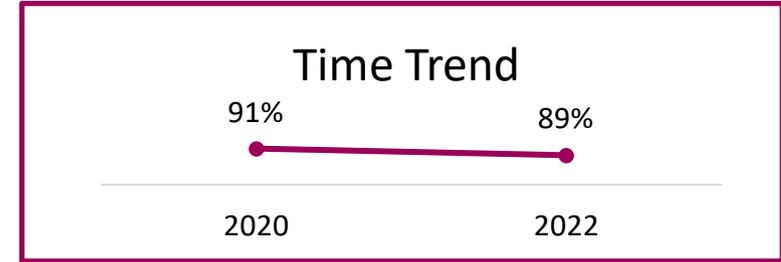
# Arts, Culture, Science and History

**89%**

of respondents were satisfied with the level of access to arts, culture, science, and/or heritage programs or experiences in their community.



■ Very Satisfied      ■ Somewhat Satisfied  
■ Somewhat Dissatisfied    ■ Very Dissatisfied



### Demographic Comparisons (statistically significant):

- Respondents who were White were more likely to be satisfied with this measure (94%), while Black respondents were less likely to be satisfied (75%).

	Total	District 1	District 2	District 3	District 4	District 5
Very/Somewhat Satisfied	89%	90%	95%	94%	88%	78% ▼

How satisfied are you with the level of access to arts, culture, science, and/or heritage programs or experiences in your community?  
 sample size = 681

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.

# Appendix 1: Councilmanic Profile

This section contains detailed Councilmanic distributions not presented in previous pages.



# Public Safety and Enforcement

% Very or Somewhat Satisfied	Total	District 1	District 2	District 3	District 4	District 5
<b>Fire Response and Suppression</b>	94%	99% ▲	86%	93%	97%	97%
<b>Emergency Medical Services</b>	92%	100% ▲	76% ▼	90%	97%	96%
<b>Police Patrol</b>	51%	69% ▲	42%	53%	42%	48%
<b>Police Community Programs</b>	50%	70% ▲	59%	51%	31% ▼	44%
<b>Code Enforcement (City response to abandoned buildings, graffiti, overgrown vegetation, etc.)</b>	47%	55%	50%	42%	33%	54%
<b>Police Investigations</b>	45%	45%	43%	56%	43%	39%

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Utilities, Infrastructure, and Public Works

% Very or Somewhat Satisfied	Total	District 1	District 2	District 3	District 4	District 5
<b>Sewer Services</b>	89%	96% ▲	90%	87%	88%	87%
<b>Power (electric)</b>	89%	93%	89%	90%	92%	79% ▼
<b>Utility Billing and Customer Service</b>	84%	89%	92% ▲	82%	79%	78%
<b>Drinking Water</b>	83%	95% ▲	87%	81%	86%	67% ▼
<b>Garbage, Recycling, Yard and Food Waste Collection</b>	82%	81%	75%	78%	89%	86%
<b>Storm Drainage</b>	76%	82%	67%	84%	78%	70%
<b>Street Cleaning</b>	73%	89% ▲	72%	71%	58%	78%

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Other Municipal Services and Considerations

% Very or Somewhat Satisfied	Total	District 1	District 2	District 3	District 4	District 5
<b>Public Library Services</b>	89%	89%	97% ▲	87%	88%	83%
<b>Overall Customer Service at the City of Tacoma</b>	88%	88%	88%	90%	84%	88%
<b>Public Transit Services</b>	76%	64%	69%	89% ▲	81%	75%
<b>Permitting Services</b>	68%	69%	73%	61%	77%	62%

Now we would like to get your opinion on various City services. Thinking about your satisfaction with [...], would you say you are...?

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Social and Environmental Issues

<b>% Very or Somewhat Satisfied</b>	<b>Total</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>
<b>The ease of walking in your neighborhood</b>	82%	93% ▲	83%	78%	79%	80%
<b>The efforts of the City to address the health risks associated with wildfire smoke and/or extreme heat</b>	77%	86%	77%	81%	72%	70%
<b>The ease of bicycle travel in Tacoma</b>	72%	68%	64%	70%	80%	77%
<b>Street, trail, and other transportation enhancements in your neighborhood</b>	71%	74%	73%	65%	76%	66%
<b>Access to affordable food</b>	70%	75%	68%	68%	69%	71%
<b>The efforts of the City to reduce climate change emissions</b>	70%	74%	71%	75%	66%	66%
<b>The health of Puget Sound and its native plants and animals, including salmon, orcas, and shellfish</b>	69%	70%	73%	70%	50% ▼	79%

Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma.

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Major Issues Facing Tacoma in Next Ten Years

% Mention	Total	District 1	District 2	District 3	District 4	District 5
<b>Homelessness</b>	40%	38%	40%	40%	54%	28%
<b>Housing / Housing shortage / Land shortage</b>	19%	27%	19%	31% ▲	13%	5% ▼
<b>Crime / Gang activity / Drugs / Gun Control</b>	13%	1% ▼	22%	12%	5% ▼	25%
<b>Overpopulation / Overcrowding / Influx from Seattle/ Population Growth</b>	5%	6%	5%	2%	6%	5%
<b>Policing/Public Safety issues</b>	4%	4%	2%	6%	6%	5%
<b>Affordable Housing / Cost of housing / Housing Prices</b>	4%	8%	4%	1%	0% ▼	7%
<b>Economic Development / Economic Growth / Economic Diversity / Budget</b>	4%	6%	1%	2%	1%	9%
<b>Infrastructure / Street Maintenance</b>	3%	4%	3%	1% ▼	4%	2%
<b>Taxes/Government Reform</b>	2%	2%	1%	0%	6% ▲	2%
<b>Racism / Discrimination</b>	1%	2%	0%	0% ▼	1%	4%
<b>Climate Change/Environmental Changes</b>	1%	1%	1%	1%	2%	1%
<b>Healthcare/Health needs/COVID-19</b>	1%	0%	1%	1%	0%	4% ▲
<b>Social Change/Voting Trends/Community Preferences</b>	1%	0%	0%	1%	1%	2%
<b>Traffic / Congestion</b>	0%	0%	0%	1%	0%	1% ▲
<b>Transportation / Transit</b>	0%	0%	1%	0%	1%	0%
<b>Demographic change/Aging population</b>	0%	0%	0%	0%	0%	0%
<b>Poverty/Inequality</b>	0%	0%	0%	0%	0%	1% ▲
<b>Education / School Qualities / School Capacity / School Funding</b>	0%	0%	0%	0%	0%	0%

What if  
sample size = 694

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# City's Role In Addressing Issues

% Mention	Total	District 1	District 2	District 3	District 4	District 5
Hire more police / Law enforcement / Police need to do more	19%	11%	24%	14%	12%	33% ▲
Concentrate on infrastructure / Fix infrastructure / Zoning	11%	14%	8%	4% ▼	17%	12%
Homelessness / Homelessness Issues / Programs for Homeless	9%	14%	5%	13%	4%	9%
Affordable housing/housing prices	8%	17% ▲	6%	7%	7%	3%
More low-income housing/Housing for homeless	5%	3%	6%	9%	6%	2%
They aren't addressing / Their hands are tied / Dysfunction	5%	3%	10%	8%	4%	2%
Public Engagement/Communications	5%	3%	4%	11%	3%	5%
Housing / Better housing / Housing shortage / Housing prices	5%	7%	8%	1% ▼	2%	8%
More services (general)	5%	2%	1% ▼	4%	18% ▲	0%
Planning/Growth management/Strategic vision	5%	4%	8%	7%	1% ▼	2%
Better spending / Budgeting wisely / Financial responsibility	4%	9%	1% ▼	7%	2%	1%
Workers/Employment/Employer attraction	3%	1%	7%	5%	0%	2%
Need to take charge / Take care of it / Take leadership	3%	1%	2%	3%	1% ▼	7% ▲
Lower Taxes/Less government	3%	1%	1%	2%	1%	9% ▲
None/Not sure what can be done	2%	2%	1%	2%	6% ▲	1%
City Staffing/Expertise	2%	0% ▼	0%	0% ▼	8% ▲	2%
Doing everything they can/Making an effort	2%	2%	3%	1%	3%	1%
Income Disparity/Poverty	1%	2%	2%	1%	1%	0% ▼
Environmental Stewardship/Sustainability/Energy Conservation	1%	2%	0%	0%	2%	1%
Cooperation with state/Other levels of government	1%	0%	0%	3%	2%	0%
Violence/Crime/Mental Health Issues	1%	1%	1%	1%	0%	1%
Traffic Issues/Congestion/Parking	0%	1%	0%	0%	1%	0%
Racial Disparity/Discrimination	0%	0%	1% ▲	0%	0%	0%

What is the City's role in addressing this issue?  
sample size = 624

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.



# Priority Social Issues

% Mention	Total	District 1	District 2	District 3	District 4	District 5
Homelessness / Helping the homeless	29%	30%	41%	21%	22%	32%
Affordable housing / Low income housing	22%	15%	10% ▼	20%	45% ▲	19%
Mental health	8%	13%	6%	8%	8%	4%
Children/Childcare/Family supports/Parenting	6%	8%	3%	11%	7%	3%
Drug rehabilitation / Drugs	4%	8%	4%	4%	1%	4%
Housing (General)	4%	3%	9% ▲	3%	1%	4%
Food banks / Feeding people / Food	3%	1% ▼	12% ▲	2%	1%	1%
Health / Community health clinic / Medical services	3%	0% ▼	1%	1%	2%	13% ▲
Job services / Get people jobs / Unemployment / Create jobs	3%	1%	1%	6%	0% ▼	6%
Education / Schools	3%	10% ▲	1%	0% ▼	1%	2%
Crime / Law enforcement / Policies	2%	1%	2%	0% ▼	5% ▲	2%
Safety	2%	0% ▼	3%	6% ▲	0% ▼	0% ▼
The elderly / Senior centers	2%	1%	2%	1%	2%	1%
Public transportation/Active Transportation	2%	3%	0%	5%	0% ▼	0% ▼
Helping the handicapped / More wheelchair access / Disability	1%	1%	0%	4% ▲	0% ▼	2%
Helping young people / Things that impact youth / Youth issues	1%	2%	1%	1%	0%	1%
Clean up streets / Clean up parks / Clean up city	1%	1%	1%	1%	1%	0%
Helping the low income / Helping the poor	1%	0%	1%	1%	2%	1%
Social services	1%	0%	0%	2% ▲	0%	0%
Fixing roads / Fixing potholes	1%	0%	1%	0%	0%	2% ▲
Library	1%	1%	1%	0%	0%	1%

The City of Tacoma helps fund social services - programs that provide public benefit and promote the welfare of our community. What social services do you believe should be a top priority for the City of Tacoma?  
 sample size = 633

▲ ▼ Arrows and font colors indicate statistically significant differences from the 2022 City average.

# Appendix 2: Demographic Profile

Sample demographics compared to the most recent United States Census Bureau estimates.



The results were weighted based on the most recent available estimates of age and sex from the American Community Survey 2019 data<sup>1</sup>, and also the race distribution estimates from the 2020 Census Redistricting Data<sup>2</sup>. Weighting was applied based on the following demographic distributions (see table to the right).

	Population Estimates	
	Count	Percentage
<b>Race and Ethnicity</b>		
White alone	125,980	57%
Black or African American alone	22,666	10%
American Indian and Alaska Native alone	3,942	1.8%
Asian alone	20,268	9.2%
Native Hawaiian and Other Pacific Islander alone	4,301	2.0%
Some Other Race alone	13,776	6.3%
Population of two or more races	28,413	13%
Hispanic	29,015	13%
Not Hispanic	190,331	87%
<b>Sex and Age</b>		
Female	86,470	51%
Male	83,871	49%
18-34 years of age	57,255	34%
35-54 years of age	58,486	34%
55+ years of age	54,600	32%
Females 18-34	28,014	32%
Females 35-54	29,542	34%
Females 55+	28,914	33%
Males 18-34	29,241	35%
Males 35-54	28,944	35%
Males 55+	25,686	31%

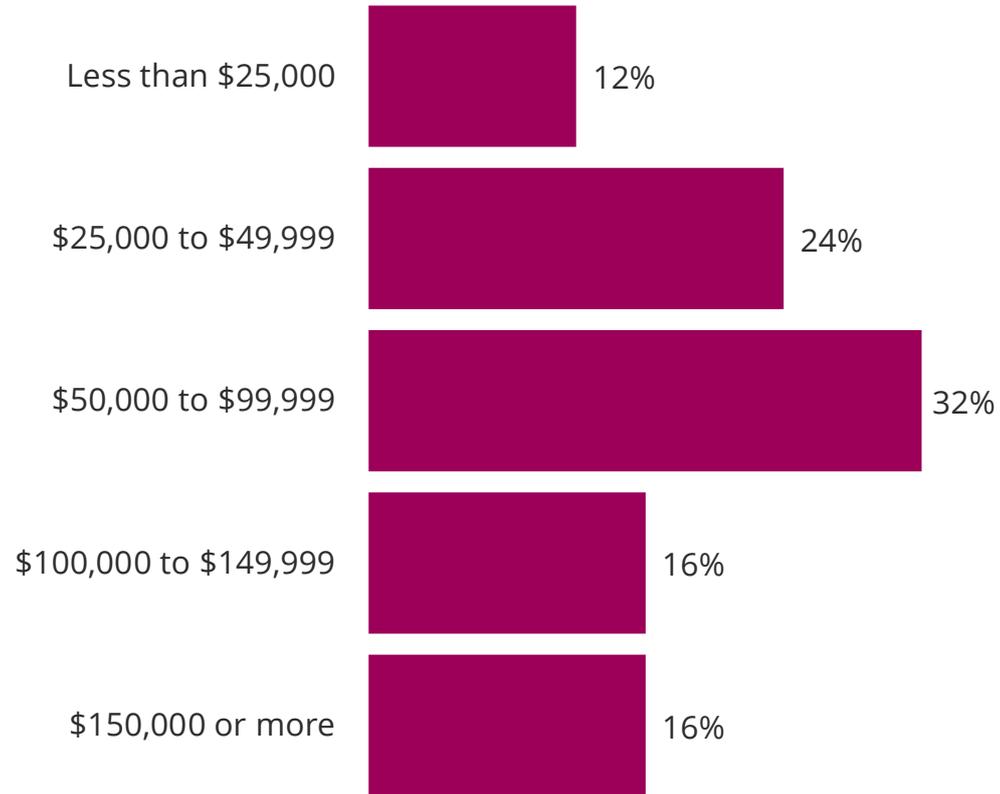
<sup>1</sup>U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates. Table S0101.

<sup>2</sup>U.S. Census Bureau, 2020 Census Redistricting Data (Public Law 94-171)

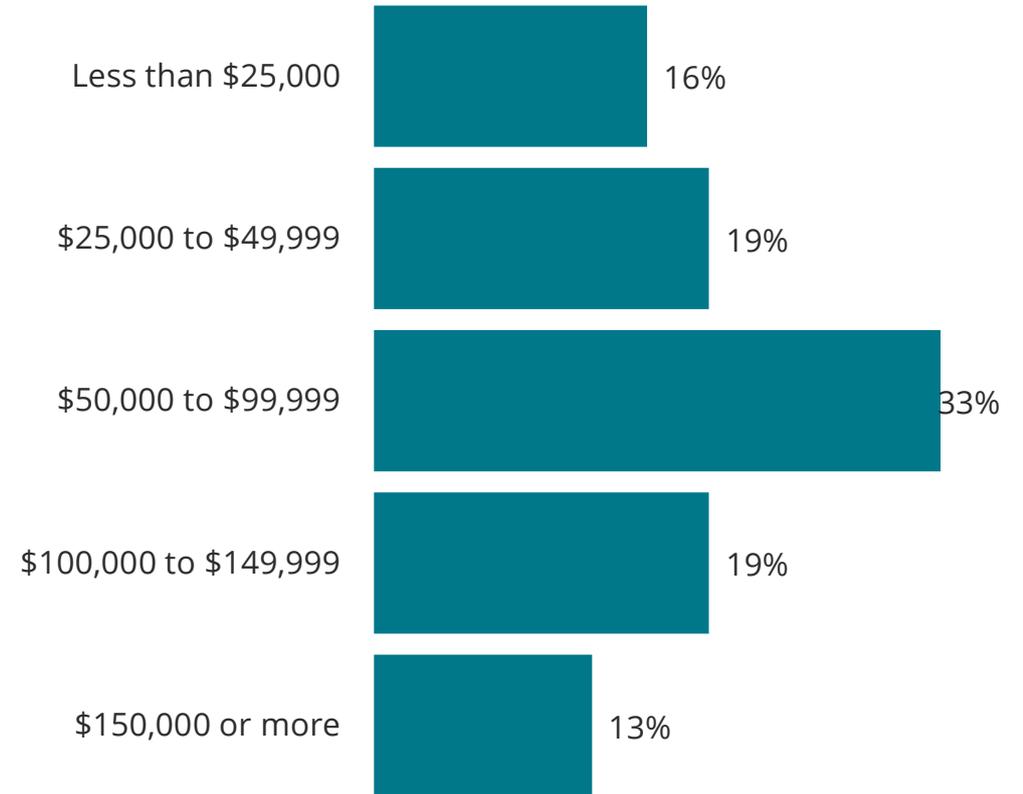


# Demographics

Yearly Household Income – Sample



Yearly Household Income – ACS 2019<sup>1</sup>

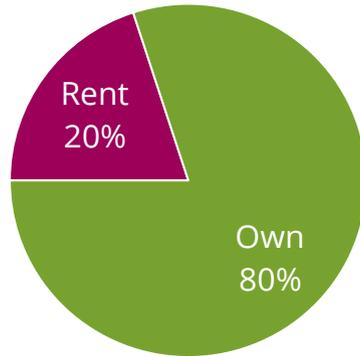


<sup>1</sup>U.S. Census Bureau, 2015-2019 American Community Survey 1-Year Estimates. Table S1901.

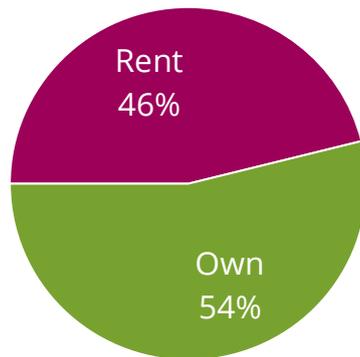


# Demographics

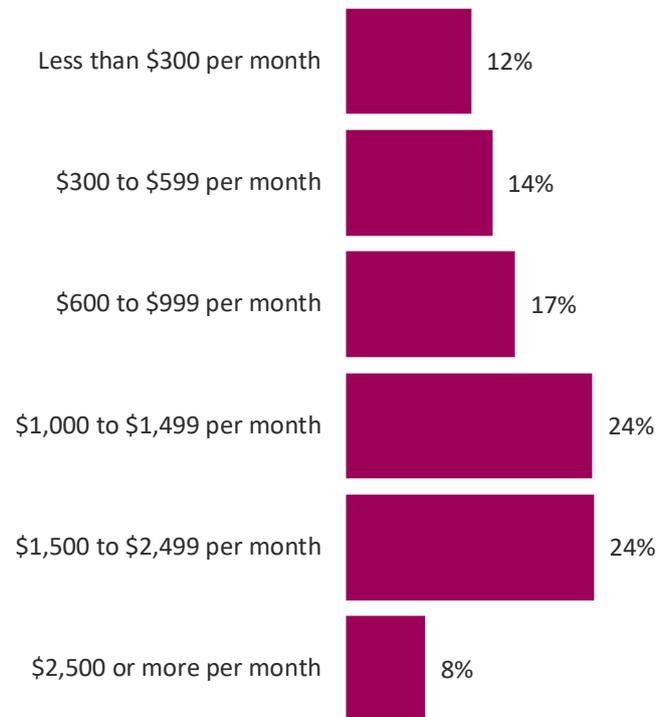
### Housing Tenure - Sample



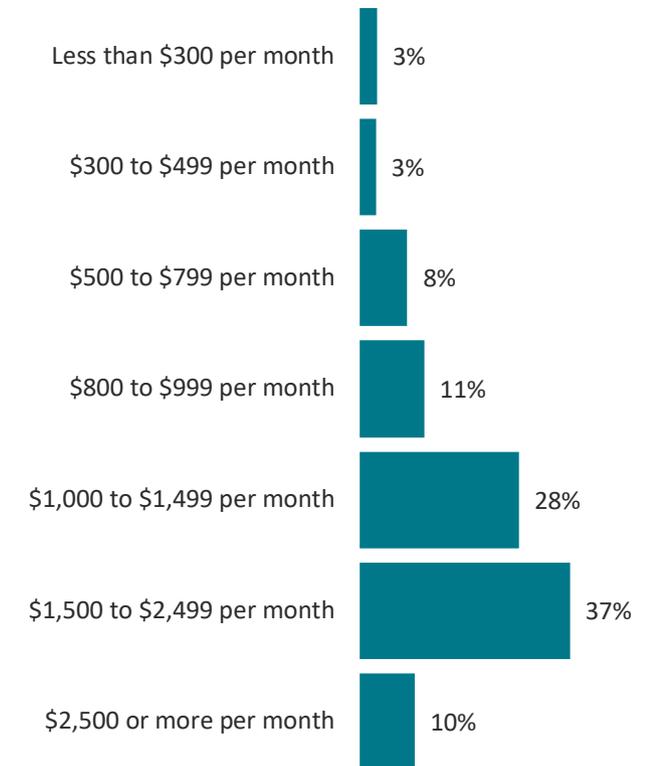
### Housing Tenure – ACS 2019<sup>1</sup>



### Monthly housing costs (without utilities) – Sample



### Monthly housing costs (without utilities) – ACS 2019<sup>2</sup>



<sup>1</sup> U.S. Census Bureau, 2015-2019 American Community Survey 1-Year Estimates. Table B25003.

<sup>2</sup> U.S. Census Bureau, 2015-2019 American Community Survey 1-Year Estimates. Table B25104.

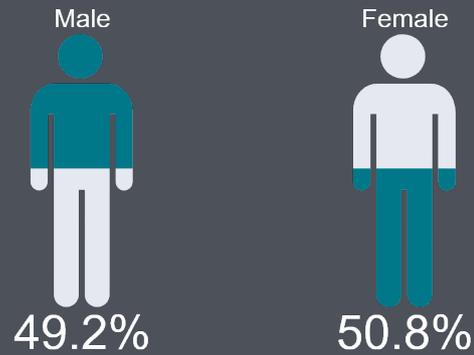


# Demographics

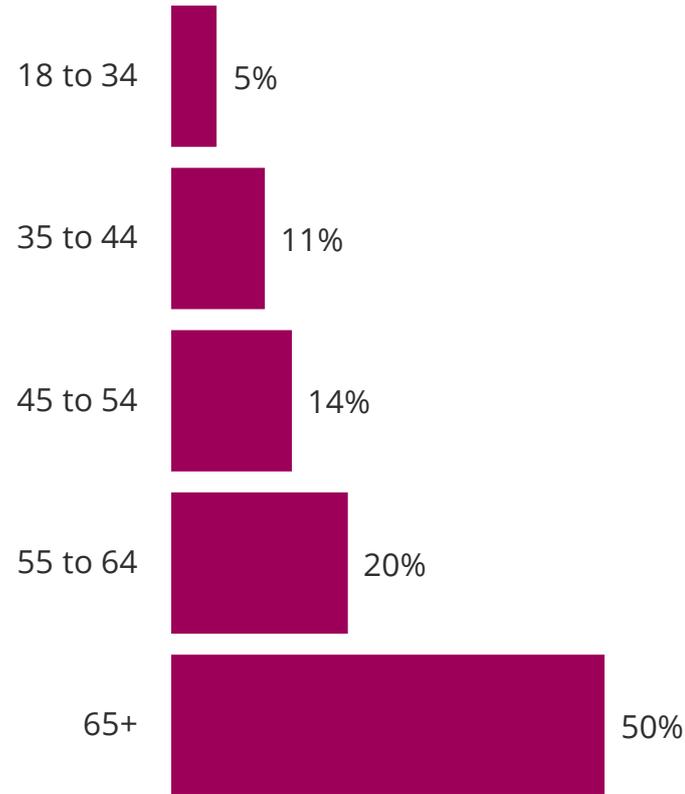
### Self-Identified Gender – Sample



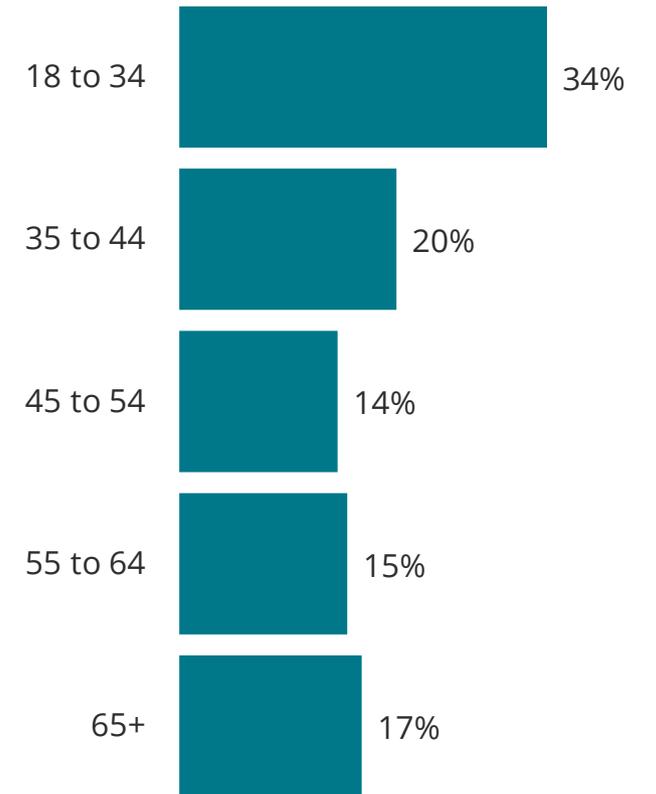
### Sex - ACS 2019<sup>1</sup>



### Age – Sample



### Age - ACS 2019<sup>1</sup>



<sup>1</sup> U.S. Census Bureau, 2015-2019 American Community Survey 1-Year Estimates. Table S0101.

# Appendix 3: Demographic Banners by Survey Question



I would like you to tell me how would you rate the overall quality of life in the City of Tacoma?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 749	Male n = 370	Female n = 379	34 and under n = 252	35 to 64 n = 372	65 and older n = 125	White n = 429	Black n = 77	Hispanic n = 47	Other n = 98	Two or more races n = 98	Rent n = 215	Own n = 521	Less than \$25,000 n = 56	\$25,000 to \$49,999 n = 122	\$50,000 to \$99,999 n = 231	\$100,000 or more n = 261
<b>Top 2 Box</b>	62%	62%	63%	64%	59%	69%	70% ▲	51%	53%	36% ▼	67%	46% ▼	68% ▲	52%	56%	62%	67%
	467	228	239	160	221	87	302 ▲	39	25	35 ▼	65	99 ▼	357 ▲	29	68	144	176
<b>Excellent</b>	15%	15%	15%	17%	13%	20%	19%	18%	7%	8%	7%	5% ▼	20% ▲	7% ▼	7% ▼	12%	25% ▲
	115	57	58	43	47	25	83	14	3	7	7	12 ▼	102 ▲	4 ▼	9 ▼	29	66 ▲
<b>Good</b>	47%	46%	48%	47%	47%	50%	51%	33%	47%	29%	60%	40%	49%	44%	49%	50%	42%
	353	172	181	117	174	62	219	26	22	28	58	87	255	25	59	115	110
<b>Fair</b>	29%	28%	30%	26%	32%	25%	23%	35%	26%	51%	29%	45% ▲	23% ▼	40%	38%	27%	26%
	215	103	113	66	118	31	98	27	12	50	28	97 ▲	118 ▼	22	46	61	68
<b>Poor</b>	9%	10%	7%	10%	9%	6%	7%	14%	20%	13%	4%	9%	9%	9%	6%	11%	7%
	66	39	28	26	34	7	29	11	10	13	4	20	46	5	8	26	18
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	749	370	379	252	372	125	429	77	47	98	98	215	521	56	122	231	261



## And how would you rate your overall satisfaction with the services provided by the City of Tacoma, would you say you are...?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 735	Male n = 364	Female n = 371	34 and under n = 252	35 to 64 n = 364	65 and older n = 119	White n = 424	Black n = 75	Hispanic n = 47	Other n = 95	Two or more races n = 94	Rent n = 209	Own n = 514	Less than \$25,000 n = 54	\$25,000 to \$49,999 n = 118	\$50,000 to \$99,999 n = 227	\$100,000 or more n = 259
<b>Top 2 Box</b>	75%	72%	77%	80%	70%	78%	80%	62%	71%	70%	69%	65%	78%	70%	84%	69%	81%
	549	263	286	201	256	93	338	46	33	66	65	136	401	38	100	157	211
<b>Very Satisfied</b>	20%	20%	21%	17%	19%	30% ▲	24%	25%	4% ▼	9%	19%	14%	24%	14%	21%	18%	25%
	150	71	78	43	71	36 ▲	102	19	2 ▼	9	18	28	121	8	25	42	66
<b>Somewhat Satisfied</b>	54%	53%	56%	63%	51%	47%	56%	36%	67%	61%	50%	52%	54%	56%	63%	51%	56%
	399	192	207	158	185	56	236	27	31	58	47	108	280	30	75	116	145
<b>Somewhat Dissatisfied</b>	15%	13%	16%	6% ▼	20% ▲	15%	14%	24%	18%	17%	7%	19%	13%	10%	9%	20%	14%
	107	49	59	16 ▼	73 ▲	18	58	18	8	16	7	40	67	6	11	45	37
<b>Very Dissatisfied</b>	11%	14%	7%	14%	10%	7%	6% ▼	15%	11%	13%	24%	16%	9%	20%	6%	11%	4% ▼
	78	51	27	35	35	9	27 ▼	11	5	13	22	33	46	11	8	24	11 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	735	364	371	252	364	119	424	75	47	95	94	209	514	54	118	227	259



Now we would like to get your opinion on various City services.  
Thinking about your satisfaction with..., would you say you are...? -  
Police Patrol

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 695	Male n = 346	Female n = 350	34 and under n = 236	35 to 64 n = 350	65 and older n = 109	White n = 395	Black n = 73	Hispanic n = 42	Other n = 92	Two or more races n = 94	Rent n = 204	Own n = 479	Less than \$25,000 n = 51	\$25,000 to \$49,999 n = 110	\$50,000 to \$99,999 n = 217	\$100,000 or more n = 248
<b>Top 2 Box</b>	51%	50%	51%	50%	46%	66% ▲	56%	56%	26%	26% ▼	58%	45%	53%	48%	62%	45%	55%
	352	174	178	118	162	72 ▲	223	41	11	24 ▼	54	93	255	25	68	97	137
<b>Very Satisfied</b>	13%	16%	11%	8%	14%	23% ▲	15%	16%	6%	7%	11%	5% ▼	17% ▲	11%	10%	11%	18%
	92	54	38	19	47	25 ▲	61	12	2	6	10	10 ▼	81 ▲	6	11	24	44
<b>Somewhat Satisfied</b>	37%	35%	40%	42%	33%	43%	41%	39%	20%	19%	47%	40%	36%	37%	52%	34%	37%
	260	120	140	99	114	47	162	29	8	18	44	83	174	19	57	73	92
<b>Somewhat Dissatisfied</b>	29%	30%	29%	29%	32%	22%	29%	19%	54%	45%	12% ▼	28%	31%	19%	25%	34%	34%
	204	104	100	69	111	24	115	14	22	42	11 ▼	57	147	10	28	73	83
<b>Very Dissatisfied</b>	20%	20%	21%	20%	22%	13% ▼	14% ▼	25%	20%	29%	30%	27%	16%	33%	13%	21%	12% ▼
	139	68	72	48	77	14 ▼	57 ▼	18	9	27	28	54	78	17	14	46	29 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	695	346	350	236	350	109	395	73	42	92	94	204	479	51	110	217	248



Now we would like to get your opinion on various City services.  
Thinking about your satisfaction with..., would you say you are...? -  
Police Investigations

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status		Household Income				
	NET n = 607	Male n = 307	Female n = 300	34 and under n = 207	35 to 64 n = 311	65 and older n = 89	White n = 311	Black n = 74	Hispanic n = 37	Other n = 92	Two or more races n = 92	Rent n = 176	Own n = 420	Less than \$25,000 n = 49	\$25,000 to \$49,999 n = 99	\$50,000 to \$99,999 n = 178	\$100,000 or more n = 218
<b>Top 2 Box</b>	45%	40%	49%	35%	46%	63% ▲	51%	58%	22%	23%	44%	36%	47%	63%	48%	47%	41%
	271	124	148	72	144	56 ▲	158	43	8	21	40	64	196	31	48	84	89
<b>Very Satisfied</b>	10%	9%	11%	3%	13%	17% ▲	11%	15%	0%	0%	18%	5%	12%	16%	9%	7%	13%
	61	27	34	7	39	15 ▲	33	11	0	0	16	9	51	8	9	12	28
<b>Somewhat Satisfied</b>	35%	32%	38%	31%	34%	46% ▲	40%	42%	22%	23%	26%	31%	35%	46%	40%	40%	28%
	210	97	113	65	104	41 ▲	125	31	8	21	24	55	145	23	39	72	61
<b>Somewhat Dissatisfied</b>	29%	30%	27%	35%	27%	20%	26%	27%	16%	47%	25%	28%	30%	24%	29%	19%	40% ▲
	175	93	81	73	83	18	82	20	6	43	23	50	124	12	29	34	88 ▲
<b>Very Dissatisfied</b>	27%	29%	24%	30%	27%	17% ▼	23%	15%	62% ▲	30%	31%	35%	24%	14%	23%	34%	19%
	161	90	71	62	84	15 ▼	71	11	23 ▲	27	29	62	99	7	22	60	42
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	607	307	300	207	311	89	311	74	37	92	92	176	420	49	99	178	218



Now we would like to get your opinion on various City services.  
Thinking about your satisfaction with..., would you say you are...? -  
Police Community Programs

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status			Household Income			
	NET n = 537	Male n = 279	Female n = 258	34 and under n = 189	35 to 64 n = 267	65 and older n = 81	White n = 292	Black n = 57	Hispanic n = 31	Other n = 70	Two or more races n = 86	Rent n = 170	Own n = 359	Less than \$25,000 n = 40	\$25,000 to \$49,999 n = 91	\$50,000 to \$99,999 n = 171	\$100,000 or more n = 195
<b>Top 2 Box</b>	50%	51%	50%	33% ▼	56%	73% ▲	55%	49%	83% ▲	39%	34%	40%	54%	61%	53%	50%	51%
	271	142	129	62 ▼	150	59 ▲	160	28	26 ▲	27	29	68	195	25	48	85	100
<b>Very Satisfied</b>	12%	14%	11%	6%	13%	27% ▲	12%	10%	22%	9%	15%	8%	15%	10%	15%	12%	12%
	66	39	27	10	34	22 ▲	35	6	7	6	13	13	54	4	13	21	23
<b>Somewhat Satisfied</b>	38%	37%	39%	27%	44%	46%	43%	39%	61%	30%	19% ▼	32%	39%	51%	38%	38%	40%
	204	103	102	51	116	37	125	23	19	21	17 ▼	55	141	21	35	65	77
<b>Somewhat Dissatisfied</b>	34%	30%	37%	51% ▲	26%	18% ▼	35%	22%	11% ▼	43%	38%	38%	32%	13% ▼	39%	32%	40%
	181	84	96	97 ▲	69	15 ▼	101	12	4 ▼	30	33	65	115	5 ▼	36	54	79
<b>Very Dissatisfied</b>	16%	19%	13%	16%	18%	9% ▼	11%	29%	5%	18%	27%	22%	14%	26%	8%	18%	8% ▼
	86	53	32	31	48	7 ▼	31	17	2	13	24	37	49	11	7	31	16 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	537	279	258	189	267	81	292	57	31	70	86	170	359	40	91	171	195



Now we would like to get your opinion on various City services.  
Thinking about your satisfaction with..., would you say you are...? -  
Fire Response and Suppression

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status			Household Income		
	NET n = 632	Male n = 316	Female n = 316	34 and under n = 218	35 to 64 n = 316	65 and older n = 98	White n = 342	Black n = 72	Hispanic n = 41	Other n = 87	Two or more races n = 89	Rent n = 193	Own n = 428	Less than \$25,000 n = 48	\$25,000 to \$49,999 n = 99	\$50,000 to \$99,999 n = 197	\$100,000 or more n = 228
<b>Top 2 Box</b>	94%	92%	96%	91%	95%	99% ▲	97% ▲	91%	98%	100%	79% ▼	90%	96%	95%	94%	98%	96%
	597	292	304	199	301	97 ▲	333 ▲	66	40	87	71 ▼	173	412	46	93	193	219
<b>Very Satisfied</b>	64%	58%	71%	59%	65%	74% ▲	67%	70%	54%	48%	71%	57%	67%	72%	66%	65%	64%
	407	184	223	129	205	73 ▲	229	51	22	41	63	110	289	35	65	128	146
<b>Somewhat Satisfied</b>	30%	34%	26%	32%	30%	24%	30%	20%	44%	52%	8% ▼	33%	29%	23%	28%	33%	32%
	189	108	81	69	96	24	104	15	18	46	7 ▼	63	124	11	28	64	72
<b>Somewhat Dissatisfied</b>	2%	2%	2%	2%	2%	1%	1%	9% ▲	0%	0%	2%	1%	3%	3%	2%	1%	3%
	13	7	6	5	8	1	5	7 ▲	0	0	2	2	11	2	2	2	7
<b>Very Dissatisfied</b>	4%	5%	2%	6%	2%	1% ▼	1%	0%	2%	0%	19% ▲	9% ▲	1% ▼	1%	3%	1% ▼	1%
	22	17	5	14	7	1 ▼	4	0	1	0	17 ▲	18 ▲	5 ▼	1	3	1 ▼	3
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	632	316	316	218	316	98	342	72	41	87	89	193	428	48	99	197	228



Now we would like to get your opinion on various City services.  
Thinking about your satisfaction with..., would you say you are...? -  
Emergency Medical Services

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status			Household Income			
	NET n = 606	Male n = 308	Female n = 298	34 and under n = 204	35 to 64 n = 298	65 and older n = 103	White n = 329	Black n = 72	Hispanic n = 34	Other n = 85	Two or more races n = 86	Rent n = 179	Own n = 418	Less than \$25,000 n = 49	\$25,000 to \$49,999 n = 101	\$50,000 to \$99,999 n = 174	\$100,000 or more n = 225
<b>Top 2 Box</b>	92%	91%	92%	91%	91%	95%	96% ▲	89%	96%	89%	77%	81% ▼	96% ▲	91%	94%	93%	95%
	554	282	273	185	272	97	316 ▲	65	32	75	67	146 ▼	400 ▲	45	95	162	213
<b>Very Satisfied</b>	57%	53%	61%	57%	51%	73% ▲	61%	58%	17% ▼	54%	61%	50%	60%	63%	56%	56%	62%
	347	165	182	118	153	76 ▲	200	42	6 ▼	45	53	90	249	31	56	97	139
<b>Somewhat Satisfied</b>	34%	38%	31%	33%	40%	21% ▼	35%	31%	78% ▲	35%	16% ▼	31%	36%	28%	38%	37%	33%
	208	117	91	68	119	22 ▼	115	22	26 ▲	30	14 ▼	56	152	14	38	64	74
<b>Somewhat Dissatisfied</b>	3%	3%	3%	3%	3%	3%	2%	9%	2%	0%	3%	3%	3%	4%	1%	1%	5%
	17	10	8	5	9	4	8	7	1	0	2	5	13	2	1	3	10
<b>Very Dissatisfied</b>	6%	5%	6%	7%	6%	2%	2% ▼	2%	3%	11%	20% ▲	16% ▲	1% ▼	5%	5%	6%	1% ▼
	34	17	17	14	18	2	5 ▼	1	1	10	17 ▲	29 ▲	5 ▼	3	5	10	2 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	606	308	298	204	298	103	329	72	34	85	86	179	418	49	101	174	225



Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Code Enforcement (City response to abandoned buildings, graffiti, overgrown vegetation, etc.)

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 673	Male n = 340	Female n = 333	34 and under n = 233	35 to 64 n = 334	65 and older n = 106	White n = 376	Black n = 73	Hispanic n = 46	Other n = 84	Two or more races n = 94	Rent n = 184	Own n = 480	Less than \$25,000 n = 48	\$25,000 to \$49,999 n = 107	\$50,000 to \$99,999 n = 201	\$100,000 or more n = 251
<b>Top 2 Box</b>	47%	44%	49%	42%	47%	55%	51%	53%	41%	26%	46%	42%	49%	55%	49%	42%	51%
	313	151	162	99	156	58	191	38	19	22	43	78	234	26	53	84	128
<b>Very Satisfied</b>	7%	8%	7%	0% ▼	11% ▲	11%	7%	2% ▼	0%	12%	10%	2% ▼	9% ▲	6%	5%	7%	7%
	48	26	22	0 ▼	36 ▲	12	27	1 ▼	0	10	10	3 ▼	45 ▲	3	6	15	19
<b>Somewhat Satisfied</b>	39%	37%	42%	42%	36%	43%	43%	51%	41%	15% ▼	35%	41%	39%	49%	44%	34%	44%
	265	125	140	99	120	46	163	37	19	12 ▼	34	75	189	23	47	69	109
<b>Somewhat Dissatisfied</b>	25%	25%	24%	20%	29%	21%	30%	20%	30%	21%	11% ▼	20%	27%	20%	31%	26%	25%
	167	86	81	48	97	22	111	14	14	18	10 ▼	38	129	9	33	53	62
<b>Very Dissatisfied</b>	29%	31%	27%	37%	24%	24%	20% ▼	28%	30%	52%	44%	37%	24%	26%	20%	32%	24%
	193	104	89	86	81	25	74 ▼	20	14	44	41	69	117	12	21	64	61
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	673	340	333	233	334	106	376	73	46	84	94	184	480	48	107	201	251



Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Street Cleaning

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 735	Male n = 366	Female n = 370	34 and under n = 252	35 to 64 n = 362	65 and older n = 122	White n = 423	Black n = 77	Hispanic n = 47	Other n = 95	Two or more races n = 94	Rent n = 214	Own n = 512	Less than \$25,000 n = 55	\$25,000 to \$49,999 n = 117	\$50,000 to \$99,999 n = 226	\$100,000 or more n = 259
<b>Top 2 Box</b>	73%	73%	74%	68%	74%	83% ▲	80% ▲	61%	76%	58%	70%	59% ▼	79% ▲	74%	82%	73%	72%
	540	266	274	171	269	101 ▲	336 ▲	47	36	55	66	126 ▼	405 ▲	41	96	165	186
<b>Very Satisfied</b>	34%	37%	31%	34%	31%	42%	37%	27%	43%	17%	41%	21% ▼	40% ▲	26%	31%	35%	38%
	250	135	115	85	114	51	154	21	20	16	38	45 ▼	204 ▲	14	36	78	98
<b>Somewhat Satisfied</b>	40%	36%	43%	34%	43%	41%	43%	34%	33%	42%	29%	38%	39%	48%	51%	39%	34%
	291	131	160	86	156	50	182	26	16	40	28	82	202	27	60	87	88
<b>Somewhat Dissatisfied</b>	15%	16%	14%	20%	13%	11%	14%	18%	13%	24%	10%	21%	13%	19%	7% ▼	13%	21%
	110	59	51	51	46	13	58	14	6	23	9	45	65	11	8 ▼	30	56
<b>Very Dissatisfied</b>	11%	11%	12%	12%	13%	7%	7% ▼	20%	11%	18%	20%	20% ▲	8%	7%	10%	13%	7%
	85	41	44	30	46	8	28 ▼	16	5	17	19	43 ▲	42	4	12	30	17
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	735	366	370	252	362	122	423	77	47	95	94	214	512	55	117	226	259



Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Garbage, Recycling, Yard and Food Waste Collection

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status			Household Income			
	NET n = 731	Male n = 352	Female n = 379	34 and under n = 238	35 to 64 n = 369	65 and older n = 124	White n = 429	Black n = 77	Hispanic n = 47	Other n = 98	Two or more races n = 80	Rent n = 200	Own n = 519	Less than \$25,000 n = 55	\$25,000 to \$49,999 n = 122	\$50,000 to \$99,999 n = 228	\$100,000 or more n = 261
<b>Top 2 Box</b>	82%	82%	81%	88%	76% ▼	86%	83%	71%	81%	82%	86%	83%	81%	78%	81%	82%	81%
	599	291	308	210	282 ▼	107	357	55	38	80	69	167	423	43	99	187	211
<b>Very Satisfied</b>	45%	42%	47%	43%	42%	56% ▲	50%	29%	49%	27%	50%	32%	50% ▲	35%	34%	52%	45%
	325	147	178	101	155	69 ▲	214	22	23	26	40	64	260 ▲	19	41	118	119
<b>Somewhat Satisfied</b>	37%	41%	34%	46%	34%	31%	33%	42%	32%	56%	35%	51% ▲	31% ▼	44%	48%	30%	35%
	274	144	130	108	127	38	143	33	15	54	28	103 ▲	162 ▼	24	58	69	92
<b>Somewhat Dissatisfied</b>	13%	13%	14%	12%	16%	8%	13%	22%	15%	14%	7%	11%	14%	18%	12%	13%	15%
	98	44	54	28	59	10	55	17	7	14	5	22	73	10	14	30	39
<b>Very Dissatisfied</b>	5%	5%	4%	0% ▼	8% ▲	5%	4%	7%	4%	4%	8%	6%	4%	4%	7%	5%	4%
	34	18	17	0 ▼	28 ▲	7	17	6	2	3	6	12	23	2	8	10	11
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	731	352	379	238	369	124	429	77	47	98	80	200	519	55	122	228	261



Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Storm Drainage

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status		Household Income				
	NET n = 729	Male n = 362	Female n = 367	34 and under n = 252	35 to 64 n = 357	65 and older n = 120	White n = 421	Black n = 77	Hispanic n = 46	Other n = 91	Two or more races n = 93	Rent n = 209	Own n = 510	Less than \$25,000 n = 49	\$25,000 to \$49,999 n = 114	\$50,000 to \$99,999 n = 227	\$100,000 or more n = 258
<b>Top 2 Box</b>	76%	78%	74%	77%	73%	82%	79%	67%	88%	83%	60%	70%	78%	70%	71%	80%	78%
	555	283	271	194	261	99	332	51	41	75	56	146	400	35	81	181	202
<b>Very Satisfied</b>	34%	39%	29%	31%	32%	45% ▲	36%	20%	22%	30%	45%	24%	38%	27%	41%	29%	36%
	247	141	106	78	115	54 ▲	153	15	10	27	42	51	196	14	47	65	93
<b>Somewhat Satisfied</b>	42%	39%	45%	46%	41%	37%	42%	47%	66%	53%	15% ▼	45%	40%	43%	30%	51%	42%
	307	142	165	116	146	45	179	36	31	48	14 ▼	95	204	21	34	117	109
<b>Somewhat Dissatisfied</b>	15%	13%	18%	12%	19%	11%	15%	16%	7%	15%	22%	17%	15%	10%	24%	13%	18%
	112	48	65	31	68	13	63	12	3	14	20	36	76	5	27	28	46
<b>Very Dissatisfied</b>	8%	9%	8%	10%	8%	7%	6%	18%	5%	2%	19%	13%	7%	20%	5%	8%	4% ▼
	62	31	31	26	28	8	26	14	3	2	17	28	34	10	6	17	10 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	729	362	367	252	357	120	421	77	46	91	93	209	510	49	114	227	258



Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Sewer Services

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 710	Male n = 355	Female n = 355	34 and under n = 239	35 to 64 n = 354	65 and older n = 117	White n = 408	Black n = 69	Hispanic n = 47	Other n = 95	Two or more races n = 91	Rent n = 197	Own n = 501	Less than \$25,000 n = 47	\$25,000 to \$49,999 n = 117	\$50,000 to \$99,999 n = 218	\$100,000 or more n = 251
<b>Top 2 Box</b>	89%	91%	88%	95%	85% ▼	92%	91%	83%	95%	81%	94%	87%	91%	90%	87%	87%	91%
	635	324	311	228	300 ▼	107	370	57	45	77	85	171	455	43	101	189	229
<b>Very Satisfied</b>	53%	55%	51%	54%	51%	57%	62% ▲	25% ▼	44%	27% ▼	62%	50%	55%	25% ▼	49%	56%	54%
	375	195	180	129	180	67	255 ▲	17 ▼	21	26 ▼	56	98	277	12 ▼	57	122	137
<b>Somewhat Satisfied</b>	37%	36%	37%	42%	34%	35%	28% ▼	59% ▲	51%	54%	32%	37%	36%	65% ▲	37%	31%	37%
	260	129	131	99	120	40	115 ▼	40 ▲	24	52	29	73	178	31 ▲	44	67	92
<b>Somewhat Dissatisfied</b>	8%	7%	8%	5%	11%	4%	7%	17%	2%	12%	3%	12%	6%	8%	6%	11%	7%
	55	25	30	11	39	5	28	11	1	12	3	23	29	4	7	24	17
<b>Very Dissatisfied</b>	3%	2%	4%	0% ▼	4% ▲	4%	2%	0%	3%	6%	3%	1%	3%	2%	7% ▲	2%	2%
	20	6	14	0 ▼	15 ▲	5	10	0	1	6	2	2	17	1	8 ▲	5	5
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	710	355	355	239	354	117	408	69	47	95	91	197	501	47	117	218	251



Now we would like to get your opinion on various City services.  
Thinking about your satisfaction with..., would you say you are...? -  
Power (electric)

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 748	Male n = 370	Female n = 378	34 and under n = 252	35 to 64 n = 371	65 and older n = 125	White n = 429	Black n = 77	Hispanic n = 47	Other n = 98	Two or more races n = 98	Rent n = 215	Own n = 521	Less than \$25,000 n = 56	\$25,000 to \$49,999 n = 121	\$50,000 to \$99,999 n = 230	\$100,000 or more n = 261
<b>Top 2 Box</b>	89%	87%	90%	89%	87%	94% ▲	91%	82%	97%	75%	92%	90%	88%	81%	90%	90%	88%
	663	323	340	224	322	117 ▲	391	64	46	73	90	194	457	45	110	208	230
<b>Very Satisfied</b>	57%	53%	60%	53%	56%	67% ▲	65% ▲	41%	54%	30% ▼	62%	45%	61%	67%	59%	58%	57%
	424	197	227	133	206	84 ▲	277 ▲	32	25	29 ▼	60	97	319	37	71	133	150
<b>Somewhat Satisfied</b>	32%	34%	30%	36%	31%	26%	27%	41%	43%	45%	30%	45% ▲	27% ▼	14% ▼	32%	33%	31%
	239	126	113	91	115	33	114	32	20	44	29	97 ▲	138 ▼	8 ▼	38	75	80
<b>Somewhat Dissatisfied</b>	8%	8%	8%	7%	9%	4%	7%	11%	0%	11%	8%	6%	8%	13%	5%	4%	9%
	57	29	29	18	34	5	30	9	0	10	8	14	43	7	6	10	25
<b>Very Dissatisfied</b>	4%	5%	3%	4%	4%	2%	2% ▼	6%	3%	14% ▲	0%	3%	4%	6%	4%	5%	3%
	28	19	10	10	15	3	8 ▼	5	1	14 ▲	0	7	21	3	5	12	7
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	748	370	378	252	371	125	429	77	47	98	98	215	521	56	121	230	261



Now we would like to get your opinion on various City services.  
Thinking about your satisfaction with..., would you say you are...? -  
Drinking Water

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status			Household Income			
	NET n = 722	Male n = 360	Female n = 363	34 and under n = 247	35 to 64 n = 353	65 and older n = 122	White n = 415	Black n = 76	Hispanic n = 47	Other n = 88	Two or more races n = 96	Rent n = 201	Own n = 513	Less than \$25,000 n = 51	\$25,000 to \$49,999 n = 116	\$50,000 to \$99,999 n = 220	\$100,000 or more n = 260
<b>Top 2 Box</b>	83%	85%	82%	74% ▼	89%	88%	92% ▲	67%	76%	86%	59% ▼	73%	87%	70%	79%	84%	92% ▲
	602	305	297	182 ▼	313	107	384 ▲	51	36	76	57 ▼	147	448	36	92	186	241 ▲
<b>Very Satisfied</b>	57%	64% ▲	49% ▼	53%	57%	62%	68% ▲	32% ▼	41%	57%	35% ▼	48%	60%	25% ▼	58%	45% ▼	74% ▲
	408	231 ▲	177 ▼	132	200	76	281 ▲	24 ▼	19	50	33 ▼	98	310	13 ▼	68	100 ▼	194 ▲
<b>Somewhat Satisfied</b>	27%	21% ▼	33% ▲	20%	32%	25%	25%	35%	35%	28%	24%	24%	27%	44%	21%	39% ▲	18% ▼
	194	75 ▼	120 ▲	50	113	31	103	26	17	25	23	49	138	23	24	85 ▲	47 ▼
<b>Somewhat Dissatisfied</b>	9%	5%	12%	12%	7%	5%	5% ▼	21% ▲	12%	1%	20%	11%	7%	23% ▲	14%	6%	6%
	62	20	42	30	26	6	20 ▼	16 ▲	6	1 ▼	19	23	38	12 ▲	16	13	17
<b>Very Dissatisfied</b>	8%	10%	7%	14% ▲	4% ▼	7%	3% ▼	12%	12%	13%	21%	16%	5%	7%	7%	10%	1% ▼
	59	35	24	36 ▲	14 ▼	9	11 ▼	9	6	12	20	32	27	4	9	22	3 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	722	360	363	247	353	122	415	76	47	88	96	201	513	51	116	220	260



## Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Utility Billing and Customer Service

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 717	Male n = 341	Female n = 375	34 and under n = 234	35 to 64 n = 361	65 and older n = 122	White n = 419	Black n = 77	Hispanic n = 43	Other n = 98	Two or more races n = 80	Rent n = 197	Own n = 507	Less than \$25,000 n = 56	\$25,000 to \$49,999 n = 117	\$50,000 to \$99,999 n = 228	\$100,000 or more n = 257
<b>Top 2 Box</b>	84%	85%	83%	86%	81%	89%	85%	82%	83%	73%	95%	89%	82%	68% ▼	85%	82%	86%
	601	291	310	201	291	109	354	63	35	71	76	175	414	38 ▼	100	187	222
<b>Very Satisfied</b>	43%	45%	41%	43%	39%	54% ▲	46%	29%	47%	14% ▼	69% ▲	32%	48%	38%	43%	36%	48%
	306	152	154	101	140	65 ▲	195	23	20	13 ▼	55 ▲	64	241	21	51	83	122
<b>Somewhat Satisfied</b>	41%	41%	42%	43%	42%	36%	38%	53%	35%	59%	26%	56% ▲	34% ▼	30%	42%	46%	39%
	295	138	156	100	151	43	160	41	15	58	21	111 ▲	173 ▼	17	49	104	100
<b>Somewhat Dissatisfied</b>	9%	9%	10%	7%	11%	7%	10%	13%	15%	7%	2%	3% ▼	12% ▲	20%	8%	10%	8%
	66	31	36	17	41	8	41	10	7	7	2	6 ▼	60 ▲	11	9	22	22
<b>Very Dissatisfied</b>	7%	6%	8%	7%	8%	4%	6%	5%	2%	20% ▲	3%	8%	7%	12%	7%	8%	5%
	50	20	30	16	29	5	23	4	1	19 ▲	3	16	33	7	9	18	13
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	717	341	375	234	361	122	419	77	43	98	80	197	507	56	117	228	257



Now we would like to get your opinion on various City services.  
Thinking about your satisfaction with..., would you say you are...? -  
Street Lighting

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 743	Male n = 366	Female n = 377	34 and under n = 252	35 to 64 n = 369	65 and older n = 122	White n = 426	Black n = 77	Hispanic n = 47	Other n = 98	Two or more races n = 94	Rent n = 214	Own n = 516	Less than \$25,000 n = 55	\$25,000 to \$49,999 n = 121	\$50,000 to \$99,999 n = 227	\$100,000 or more n = 261
<b>Top 2 Box</b>	75%	73%	77%	75%	72%	86% ▲	83% ▲	83%	82%	36% ▼	69%	63%	80%	80%	79%	71%	78%
	558	268	290	189	264	105 ▲	354 ▲	64	39	36 ▼	65	134	414	44	95	162	205
<b>Very Satisfied</b>	34%	35%	33%	35%	32%	38%	37%	31%	31%	15% ▼	42%	18% ▼	41% ▲	19% ▼	27%	33%	42%
	252	128	124	88	117	47	160	24	15	15 ▼	39	39 ▼	212 ▲	10 ▼	33	75	110
<b>Somewhat Satisfied</b>	41%	38%	44%	40%	40%	48%	46%	53%	51%	21%	27%	45%	39%	61% ▲	51%	38%	36%
	306	140	166	101	148	58	195	41	24	21	26	96	202	33 ▲	62	87	95
<b>Somewhat Dissatisfied</b>	16%	18%	14%	15%	18%	10% ▼	14%	8%	15%	39% ▲	8%	22%	13%	17%	10%	17%	19%
	118	64	54	39	68	12 ▼	60	6	7	38 ▲	7	47	68	9	12	39	50
<b>Very Dissatisfied</b>	9%	9%	9%	10%	10%	4% ▼	3% ▼	9%	4%	25% ▲	24%	15%	7%	3%	11%	11%	3% ▼
	66	34	33	25	36	5 ▼	11 ▼	7	2	24 ▲	22	32	34	2	14	26	7 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	743	366	377	252	369	122	426	77	47	98	94	214	516	55	121	227	261



Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Equitable Access to facilities, services, and infrastructure for residents of diverse incomes, race, ethnicity, and abilities

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status			Household Income			
	NET n = 607	Male n = 299	Female n = 307	34 and under n = 198	35 to 64 n = 315	65 and older n = 94	White n = 326	Black n = 76	Hispanic n = 35	Other n = 78	Two or more races n = 90	Rent n = 179	Own n = 416	Less than \$25,000 n = 50	\$25,000 to \$49,999 n = 101	\$50,000 to \$99,999 n = 189	\$100,000 or more n = 212
<b>Top 2 Box</b>	61%	68%	54%	47%	64%	79% ▲	66%	50%	89% ▲	63%	36% ▼	54%	63%	60%	52%	52%	75% ▲
	367	202	165	93	200	75 ▲	216	38	32 ▲	49	33 ▼	96	260	30	52	98	158 ▲
<b>Very Satisfied</b>	26%	31%	21%	26%	24%	31%	29%	33%	32%	9%	22%	12% ▼	31% ▲	28%	17%	17% ▼	38% ▲
	157	93	64	52	75	30	93	25	11	7	20	21 ▼	128 ▲	14	17	32 ▼	81 ▲
<b>Somewhat Satisfied</b>	35%	37%	33%	20%	40%	48% ▲	38%	17% ▼	57%	54%	14% ▼	42%	32%	32%	35%	35%	37%
	211	109	101	40	125	45 ▲	123	13 ▼	20	42	13 ▼	75	132	16	35	66	78
<b>Somewhat Dissatisfied</b>	25%	21%	29%	35%	22%	15% ▼	24%	41%	7% ▼	7% ▼	38%	22%	27%	22%	34%	29%	22%
	153	63	90	70	69	14 ▼	79	31	3 ▼	5 ▼	34	40	112	11	34	54	46
<b>Very Dissatisfied</b>	14%	11%	17%	18%	14%	6% ▼	9%	10%	4% ▼	30%	26%	24%	11%	17%	14%	19%	4% ▼
	87	34	53	36	46	5 ▼	31	7	1 ▼	24	23	43	44	9	14	36	8 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	607	299	307	198	315	94	326	76	35	78	90	179	416	50	101	189	212



## Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Local Parks and Recreation Centers

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status		Household Income				
	NET n = 715	Male n = 349	Female n = 366	34 and under n = 247	35 to 64 n = 358	65 and older n = 110	White n = 407	Black n = 73	Hispanic n = 47	Other n = 94	Two or more races n = 94	Rent n = 204	Own n = 499	Less than \$25,000 n = 52	\$25,000 to \$49,999 n = 115	\$50,000 to \$99,999 n = 224	\$100,000 or more n = 255
<b>Top 2 Box</b>	84%	87%	82%	80%	87%	86%	87%	66% ▼	67%	89%	90%	84%	85%	76%	93% ▲	73% ▼	90% ▲
	604	304	300	199	311	95	356	48 ▼	32	84	84	172	422	39	107 ▲	163 ▼	231 ▲
<b>Very Satisfied</b>	47%	50%	45%	40%	52%	49%	53%	24% ▼	42%	36%	57%	41%	51%	32%	44%	44%	53%
	339	176	163	98	187	54	214	17 ▼	20	34	53	84	254	17	50	99	136
<b>Somewhat Satisfied</b>	37%	37%	37%	41%	34%	37%	35%	42%	25%	53%	33%	43%	34%	43%	49%	28%	37%
	265	128	137	101	123	41	142	31	12	50	31	87	168	23	56	64	95
<b>Somewhat Dissatisfied</b>	7%	4% ▼	10% ▲	6%	9%	5%	7%	5%	30% ▲	0%	6%	6%	7%	8%	3%	13% ▲	4%
	51	15 ▼	36 ▲	14	31	6	28	4	14 ▲	0	5	12	37	4	4	30 ▲	10
<b>Very Dissatisfied</b>	8%	8%	8%	14% ▲	4% ▼	9%	6%	29% ▲	4%	11%	4%	10%	8%	16%	4%	14%	5%
	60	30	31	35 ▲	16 ▼	9	23	21 ▲	2	10	4	20	40	8	5	31	14
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	715	349	366	247	358	110	407	73	47	94	94	204	499	52	115	224	255



Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Traffic Signal Timing

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 733	Male n = 364	Female n = 369	34 and under n = 246	35 to 64 n = 366	65 and older n = 120	White n = 418	Black n = 77	Hispanic n = 47	Other n = 98	Two or more races n = 93	Rent n = 212	Own n = 508	Less than \$25,000 n = 54	\$25,000 to \$49,999 n = 118	\$50,000 to \$99,999 n = 222	\$100,000 or more n = 261
<b>Top 2 Box</b>	76%	75%	77%	85%	69% ▼	77%	73%	88% ▲	78%	80%	72%	72%	77%	84%	73%	75%	73%
	555	273	282	210	253 ▼	93	305	68 ▲	37	78	67	153	390	46	86	167	190
<b>Very Satisfied</b>	35%	32%	38%	52% ▲	25% ▼	32%	34%	46%	17%	49%	26%	32%	36%	42%	27%	36%	40%
	259	118	141	129 ▲	92 ▼	38	143	35	8	48	25	69	183	23	32	81	104
<b>Somewhat Satisfied</b>	40%	43%	38%	33%	44%	45%	39%	42%	61%	31%	46%	40%	41%	42%	46%	39%	33%
	296	155	141	81	160	55	163	32	29	30	43	85	207	23	54	87	86
<b>Somewhat Dissatisfied</b>	15%	17%	13%	12%	17%	15%	17%	6%	18%	6%	23%	19%	14%	15%	17%	11%	20%
	112	64	48	31	63	18	71	5	9	5	21	41	70	8	20	25	52
<b>Very Dissatisfied</b>	9%	8%	10%	2%	14% ▲	7%	10%	6%	4%	14%	5%	8%	9%	1% ▼	10%	13%	7%
	66	28	38	6	51 ▲	9	41	5	2	14	5	18	48	0 ▼	12	29	18
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	733	364	369	246	366	120	418	77	47	98	93	212	508	54	118	222	261



Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Street condition

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status		Household Income				
	NET n = 748	Male n = 370	Female n = 379	34 and under n = 252	35 to 64 n = 372	65 and older n = 125	White n = 429	Black n = 77	Hispanic n = 47	Other n = 98	Two or more races n = 98	Rent n = 215	Own n = 522	Less than \$25,000 n = 56	\$25,000 to \$49,999 n = 122	\$50,000 to \$99,999 n = 230	\$100,000 or more n = 261
<b>Top 2 Box</b>	46%	43%	49%	52%	41%	48%	50%	45%	41%	41%	37%	34%	50%	49%	49%	57%	38%
	345	160	185	132	154	60	215	35	19	40	36	73	261	28	60	130	99
<b>Very Satisfied</b>	10%	10%	10%	10%	9%	16%	13%	7%	10%	5%	7%	13%	9%	13%	15%	13%	7%
	77	38	39	25	32	20	56	5	5	5	6	28	49	7	18	29	17
<b>Somewhat Satisfied</b>	36%	33%	39%	42%	33%	32%	37%	38%	31%	36%	30%	21% ▼	41% ▲	36%	34%	44%	31%
	268	122	147	107	122	40	160	29	15	36	30	46 ▼	212 ▲	20	42	101	82
<b>Somewhat Dissatisfied</b>	25%	30%	19%	23%	25%	27%	24%	13% ▼	35%	37%	19%	26%	25%	15%	23%	18%	35% ▲
	185	112	73	59	93	33	103	10 ▼	16	36	19	55	129	9	28	42	90 ▲
<b>Very Dissatisfied</b>	29%	26%	32%	24%	34%	25%	26%	42%	25%	21%	44%	40%	25%	35%	28%	25%	28%
	218	98	120	61	125	32	111	32	12	21	43	86	131	20	34	57	72
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	748	370	379	252	372	125	429	77	47	98	98	215	522	56	122	230	261



Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Public Transit Services

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 590	Male n = 299	Female n = 292	34 and under n = 214	35 to 64 n = 293	65 and older n = 83	White n = 313	Black n = 60	Hispanic n = 39	Other n = 85	Two or more races n = 92	Rent n = 175	Own n = 404	Less than \$25,000 n = 49	\$25,000 to \$49,999 n = 99	\$50,000 to \$99,999 n = 172	\$100,000 or more n = 218
<b>Top 2 Box</b>	76%	75%	77%	84%	70%	73%	71%	84%	93% ▲	65%	89% ▲	81%	74%	71%	80%	74%	77%
	448	223	225	180	206	61	222	51	37 ▲	56	82 ▲	141	299	35	79	127	168
<b>Very Satisfied</b>	28%	29%	28%	23%	30%	36%	26%	33%	37%	21%	37%	34%	25%	40%	29%	25%	23%
	168	87	81	50	89	30	82	20	15	18	34	59	102	20	29	43	51
<b>Somewhat Satisfied</b>	47%	45%	49%	61% ▲	40%	37%	45%	51%	55%	44%	53%	47%	49%	31%	51%	49%	54%
	279	136	144	131 ▲	118	31	140	31	22	38	49	82	197	15	51	84	117
<b>Somewhat Dissatisfied</b>	15%	19%	12%	11%	18%	17%	23% ▲	16%	7%	0%	6% ▼	12%	17%	23%	7% ▼	11%	18%
	90	56	34	23	52	14	72 ▲	9	3	0	5 ▼	21	67	12	7 ▼	19	39
<b>Very Dissatisfied</b>	9%	7%	11%	5%	12%	9%	6%	0% ▼	0%	35% ▲	5%	7%	9%	6%	12%	15%	5%
	53	20	33	10	35	8	19	0 ▼	0	29 ▲	4	13	38	3	12	26	12
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	590	299	292	214	293	83	313	60	39	85	92	175	404	49	99	172	218



## Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Public Library Services

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 632	Male n = 313	Female n = 319	34 and under n = 214	35 to 64 n = 315	65 and older n = 103	White n = 357	Black n = 57	Hispanic n = 36	Other n = 91	Two or more races n = 90	Rent n = 189	Own n = 430	Less than \$25,000 n = 51	\$25,000 to \$49,999 n = 113	\$50,000 to \$99,999 n = 181	\$100,000 or more n = 221
<b>Top 2 Box</b>	89%	92%	86%	85%	90%	93%	90%	79%	96%	97%	80%	88%	89%	76%	77%	96% ▲	90%
	561	289	273	181	284	95	320	45	34	89	73	166	383	38	87	174 ▲	199
<b>Very Satisfied</b>	57%	58%	56%	56%	57%	62%	61%	48%	40%	44%	67%	50%	60%	48%	52%	63%	55%
	361	182	179	119	179	63	219	27	15	40	60	94	257	24	58	113	122
<b>Somewhat Satisfied</b>	32%	34%	29%	29%	34%	31%	28%	31%	55%	54%	13% ▼	38%	29%	28%	26%	33%	35%
	200	106	94	62	106	32	101	18	20	49	12 ▼	73	126	14	29	61	77
<b>Somewhat Dissatisfied</b>	8%	6%	10%	12%	6%	5%	8%	10%	0%	0%	16%	10%	7%	6%	21% ▲	2% ▼	8%
	50	19	31	26	18	5	30	6	0	0	15	19	31	3	24 ▲	4 ▼	18
<b>Very Dissatisfied</b>	3%	2%	5%	3%	4%	2%	2%	11%	4%	3%	3%	2%	4%	18% ▲	2%	1%	2%
	21	6	15	6	12	3	7	6	2	2	3	4	17	9 ▲	2	3	5
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	632	313	319	214	315	103	357	57	36	91	90	189	430	51	113	181	221



## Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Permitting Services

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 451	Male n = 236	Female n = 215	34 and under n = 142	35 to 64 n = 243	65 and older n = 66	White n = 241	Black n = 50	Hispanic n = 35	Other n = 74	Two or more races n = 52	Rent n = 126	Own n = 325	Less than \$25,000 n = 28	\$25,000 to \$49,999 n = 84	\$50,000 to \$99,999 n = 121	\$100,000 or more n = 183
<b>Top 2 Box</b>	68%	73%	63%	70%	64%	79% ▲	72%	78%	84%	59%	47%	66%	69%	70%	67%	62%	74%
	309	173	136	100	156	52 ▲	173	39	30	44	24	83	225	19	56	75	134
<b>Very Satisfied</b>	24%	26%	22%	23%	24%	27%	24%	22%	51%	14%	23%	17%	27%	14%	22%	27%	23%
	109	62	47	32	59	18	57	11	18	10	12	22	87	4	19	33	42
<b>Somewhat Satisfied</b>	44%	47%	41%	48%	40%	52%	48%	56%	33%	45%	23%	49%	43%	56%	45%	35%	50%
	200	111	89	68	98	35	115	28	12	33	12	61	139	16	37	42	92
<b>Somewhat Dissatisfied</b>	18%	15%	21%	22%	17%	13%	19%	15%	13%	7%	39%	19%	18%	17%	27%	14%	17%
	82	36	46	31	42	9	45	7	5	5	20	24	58	5	23	17	31
<b>Very Dissatisfied</b>	13%	11%	16%	7%	19%	8%	10%	7%	3%	35% ▲	14%	14%	13%	13%	6%	24% ▲	9%
	61	27	33	10	45	5	23	4	1	26 ▲	7	18	42	4	5	29 ▲	17
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	451	236	215	142	243	66	241	50	35	74	52	126	325	28	84	121	183



Now we would like to get your opinion on various City services. Thinking about your satisfaction with..., would you say you are...? - Overall Customer Service at the City of Tacoma

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 683	Male n = 343	Female n = 340	34 and under n = 246	35 to 64 n = 334	65 and older n = 103	White n = 382	Black n = 72	Hispanic n = 46	Other n = 92	Two or more races n = 91	Rent n = 196	Own n = 475	Less than \$25,000 n = 50	\$25,000 to \$49,999 n = 114	\$50,000 to \$99,999 n = 208	\$100,000 or more n = 238
<b>Top 2 Box</b>	88%	89%	86%	96% ▲	81% ▼	88%	87%	91%	84%	88%	89%	87%	88%	88%	88%	84%	91%
	597	304	294	236 ▲	271 ▼	90	331	65	39	81	81	170	416	44	100	175	218
<b>Very Satisfied</b>	33%	27%	39%	33%	30%	42%	36%	37%	20%	18%	39%	16% ▼	40% ▲	52%	29%	32%	35%
	226	94	132	81	102	43	138	27	9	17	35	31 ▼	188 ▲	26	33	67	84
<b>Somewhat Satisfied</b>	54%	61%	47%	63%	51%	46%	51%	53%	64%	70%	50%	71% ▲	48% ▼	36%	59%	52%	56%
	371	210	161	155	169	47	193	38	29	64	46	139 ▲	228 ▼	18	68	108	134
<b>Somewhat Dissatisfied</b>	7%	7%	6%	4%	9%	7%	9%	4%	14%	0%	2%	5%	8%	8%	8%	6%	5%
	47	26	21	10	30	7	35	3	7	0	2	9	37	4	9	13	13
<b>Very Dissatisfied</b>	6%	4%	7%	0% ▼	10% ▲	5%	4%	5%	2%	12%	9%	8%	5%	3%	5%	10%	3%
	39	13	25	0 ▼	33 ▲	5	15	4	1	11	8	16	22	2	5	20	8
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	683	343	340	246	334	103	382	72	46	92	91	196	475	50	114	208	238



## Over the next 5 years do you anticipate that the quality of life in Tacoma is going to:

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 738	Male n = 366	Female n = 372	34 and under n = 252	35 to 64 n = 366	65 and older n = 120	White n = 424	Black n = 72	Hispanic n = 47	Other n = 98	Two or more races n = 98	Rent n = 212	Own n = 514	Less than \$25,000 n = 54	\$25,000 to \$49,999 n = 121	\$50,000 to \$99,999 n = 227	\$100,000 or more n = 259
<b>Top 3 Box</b>	52%	52%	53%	52%	51%	56%	55%	86% ▲	41%	24% ▼	52%	36% ▼	58% ▲	64%	52%	53%	53%
	387	192	196	132	188	68	232	62 ▲	19	24 ▼	50	76 ▼	300 ▲	35	63	121	138
<b>Decline a lot</b>	19%	21%	18%	21%	19%	17%	16%	10%	54% ▲	17%	26%	25%	17%	14%	9% ▼	25%	13%
	142	76	65	53	69	20	66	7	25 ▲	17	26	53	89	8	11 ▼	56	34
<b>Decline slightly</b>	28%	27%	30%	27%	30%	27%	30%	5% ▼	5% ▼	58% ▲	22%	39%	24%	22%	38%	22%	33%
	209	98	111	67	109	33	125	3 ▼	3 ▼	57 ▲	21	83	125	12	46	50	87
<b>Stay the same</b>	11%	11%	11%	7%	13%	15%	12%	25% ▲	13%	0%	7%	7%	13%	19%	8%	12%	10%
	82	41	40	18	46	18	50	18 ▲	6	0	7	15	66	11	10	27	26
<b>Improve slightly</b>	32%	31%	32%	33%	31%	30%	35%	29%	24%	16%	36%	21% ▼	37% ▲	23%	29%	38%	32%
	233	115	119	83	114	36	150	21	11	16	35	44 ▼	189 ▲	13	35	86	83
<b>Improve a lot</b>	10%	10%	10%	12%	8%	11%	7%	31% ▲	4%	8%	9%	8%	9%	21%	15%	3% ▼	11%
	72	35	37	31	27	13	32	23 ▲	2	8	9	18	45	11	19	8 ▼	29
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	738	366	372	252	366	120	424	72	47	98	98	212	514	54	121	227	259



# What major issue do you think Tacoma will face in next ten years? - Categorized

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status		Household Income				
	NET n = 694	Male n = 344	Female n = 350	34 and under n = 233	35 to 64 n = 349	65 and older n = 112	White n = 395	Black n = 72	Hispanic n = 47	Other n = 90	Two or more races n = 90	Rent n = 184	Own n = 502	Less than \$25,000 n = 46	\$25,000 to \$49,999 n = 103	\$50,000 to \$99,999 n = 215	\$100,000 or more n = 260
Homelessness	40%	39%	41%	33%	46%	38%	42%	20% ▼	37%	63%	27%	44%	39%	24%	28%	44%	47%
	278	135	142	76	159	42	164	15 ▼	18	57	24	81	196	11	28	95	122
Housing / Housing shortage / Land shortage	19%	18%	20%	25%	18%	12% ▼	24% ▲	26%	26%	0% ▼	6% ▼	25%	16%	28%	29%	18%	17%
	132	63	69	57	62	13 ▼	96 ▲	19	12	0 ▼	5 ▼	45	80	13	30	39	45
Crime / Gang activity / Drugs / Gun Control	13%	12%	14%	19%	11%	9%	6% ▼	18%	11%	15%	39% ▲	23%	10%	10%	22%	11%	6% ▼
	91	41	50	44	37	10	25 ▼	13	5	13	35 ▲	42	49	5	22	25	16 ▼
Overpopulation / Overcrowding / Influx from Seattle/ Population Growth	5%	4%	5%	4%	5%	8%	5%	1%	13%	3%	8%	1%	6%	6%	2%	4%	6%
	34	15	19	10	16	9	18	1	6	2	7	3	32	3	2	9	16
Policing/Public Safety issues	4%	4%	4%	5%	4%	6%	5%	8%	0%	2%	2%	1% ▼	6% ▲	2%	10%	2%	5%
	30	15	15	11	13	6	20	6	0	2	2	2 ▼	28 ▲	1	10	4 ▼	14
Affordable Housing / Cost of housing / Housing Prices	4%	5%	3%	6%	3%	3%	5%	9%	0%	0%	1%	2%	5%	2%	1%	4%	7%
	28	16	12	13	12	4	21	7	0	0	1	3	25	1	1 ▼	8	19
Economic Development / Economic Growth / Economic Diversity / Budget	4%	6%	2%	4%	3%	3%	3%	5%	0%	12%	2%	1% ▼	5% ▲	2%	2%	7%	2%
	26	19	7	10	12	4	10	4	0	10	2	1 ▼	25 ▲	1	2	16	6
Infrastructure / Street Maintenance	3%	3%	2%	0% ▼	4% ▲	5% ▲	4%	1%	2%	3%	2%	1% ▼	3%	4%	2%	3%	2%
	20	11	8	0 ▼	14 ▲	6 ▲	14	1	1	3	2	1 ▼	17	2	2	6	5
Taxes/Government Reform	2%	1%	3%	3%	1%	3%	1%	9% ▲	0%	0%	3%	0% ▼	3% ▲	15% ▲	1%	2%	1% ▼
	15	5	10	6	5	4	6	6 ▲	0	0	3	0 ▼	15 ▲	7 ▲	2	5	1 ▼
Racism / Discrimination	1%	2%	1%	0%	2%	2%	1%	0%	0%	0%	7% ▲	0%	2%	2%	1%	0% ▼	2%
	9	5	4	0	7	3	2	0	0	0	7 ▲	0	9	1	1	0 ▼	6
Climate Change/Environmental Changes	1%	2%	1%	0% ▼	1%	5% ▲	2%	0%	0%	3%	0%	0% ▼	2% ▲	0%	1%	1%	2%
	9	6	3	0 ▼	3	6 ▲	7	0	0	2	0	0 ▼	9 ▲	0	1	2	5
Healthcare/Health needs/COVID-19	1%	2%	1%	2%	1%	1%	1%	1%	12% ▲	0%	0%	1%	1%	2%	1%	2%	1%
	8	6	2	4	3	1	3	0	5 ▲	0	0	1	7	1	1	5	2
Social Change/Voting Trends/Community Preferences	1%	1%	0%	0%	1%	1%	1%	0%	0%	2%	1%	0%	0%	0%	0%	0%	0%
	4	3	1	0	3	1	3	0	0	0	1	2	2	0	1	1	1
Traffic / Congestion	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%	2%	0%	1%	1%	0%	0%	0% ▼
	3	1	2	0	2	1	1	1	0	0	1	0	3	0	1	0	0 ▼
Transportation / Transit	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%
	3	1	1	0	2	1	3	0	0	0	0	0	3	0	0	1	2
Demographic change/Aging population	0%	0%	0%	0%	0%	1% ▲	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	1	0	1	0	0	1 ▲	1	0	0	0	0	0	1	0	0	0	0
Poverty/Inequality	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	0	1	0	1	0	1	0	0	0	0	0	1	0	0	0	0
Education / School Qualities / School Capacity / School Funding	0%	0%	0%	0%	0%	1% ▲	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	0	0	0	0	1 ▲	1	0	0	0	0	0	1	0	0	0	0
NET	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	694	344	350	233	349	112	395	72	47	90	90	184	502	46	103	215	260



# What is the City's role in addressing this issue? - Categorized

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status			Household Income			
	NET n = 624	Male n = 318	Female n = 306	34 and under n = 214	35 to 64 n = 316	65 and older n = 94	White n = 354	Black n = 62	Hispanic n = 38	Other n = 85	Two or more races n = 84	Rent n = 165	Own n = 451	Less than \$25,000 n = 38	\$25,000 to \$49,999 n = 87	\$50,000 to \$99,999 n = 189	\$100,000 or more n = 244	
Hire more police / Law enforcement / Police need to do more	19%	19%	19%	19%	20%	17%	15%	13%	36%	25%	28%	13%	20%	25%	24%	15%	14%	
Concentrate on infrastructure / Fix infrastructure / Zoning	11%	8%	14%	15%	10%	4% ▼	9%	0%	4%	0%	40% ▲	10%	11%	1% ▼	19%	13%	10%	
Homelessness / Homelessness Issues / Programs for Homeless	68	26	42	33	32	3 ▼	32	0	2	0	34 ▲	16	52	0 ▼	17	24	24	
Affordable housing/housing prices	9%	10%	8%	5%	11%	11%	11%	14%	9%	3%	4%	7%	10%	6%	11%	7%	11%	
More low-income housing/Housing for homeless	55	32	24	11	34	10	38	8	3	2	3	11	43	2	9	14	26	
They aren't addressing / Their hands are tied / Dysfunction	8%	6%	9%	6%	9%	6%	10%	4%	9%	3%	6%	7%	7%	7%	10%	9%	6%	
Public Engagement/Communications	47	20	27	12	29	6	34	3	3	2	5	15	32	3	9	16	13	
Housing / Better housing / Housing shortage / Housing prices	5%	5%	6%	6%	6%	4%	8% ▲	4%	0%	0%	4%	9%	4%	1% ▼	8%	9%	3%	
More services (general)	34	16	18	12	18	4	28 ▲	3	0	0	3	14	19	0 ▼	7	18	8	
Planning/Growth management/Strategic vision	5%	3%	8%	0% ▼	9% ▲	5%	4%	3%	0%	18% ▲	2%	4%	1%	1%	1%	13% ▲	2% ▼	
Better spending / Budgeting wisely / Financial responsibility	34	9	24	0 ▼	29 ▲	4	15	2	0	15 ▲	2	17	17	1	1	24 ▲	5 ▼	
Workers/Employment/Employer attraction	5%	4%	7%	5%	4%	9%	6%	12%	0%	2%	2%	6%	5%	10%	10%	3%	5%	
Need to take charge / Take care of it / Take leadership	32	12	20	11	13	9	22	7	0	1	2	10	22	4	9	6	12	
Lower Taxes/Less government	5%	6%	4%	9%	3%	3%	7%	12%	2%	0%	0%	4%	6%	1% ▼	1%	3%	9% ▲	
None/Not sure what can be done	32	19	13	19	10	3	24	7	1	0	6	26	6	0 ▼	6	6	22 ▲	
Doing everything they can/Making an effort	5%	9% ▲	1% ▼	11%	2%	1%	1% ▼	0%	1%	31% ▲	0%	14% ▲	2%	0%	1%	1%	12% ▲	
Income Disparity/Poverty	31	29 ▲	2 ▼	23	7	1 ▼	4 ▼	0	1	26 ▲	0	23 ▲	8 ▼	0	1 ▼	1 ▼	29 ▲	
Environmental Stewardship/Sustainability/Energy Conservation	5%	5%	4%	6%	4%	3%	7% ▲	4%	4%	0%	0%	1%	6% ▲	0%	3%	4%	7%	
Cooperation with state/Other levels of government	28	15	13	12	14	3	24 ▲	3	2	0	2 ▼	26 ▲	0	2	2	8	17	
Violence/Crime/Mental Health Issues	4%	4%	3%	6%	2%	5%	6% ▲	3%	0%	1%	0%	1%	5%	2%	1%	1%	7% ▲	
Traffic Issues/Congestion/Parking	24	14	10	12	7	5	21 ▲	2	0	1	0	1 ▼	23 ▲	1	1	2 ▼	18 ▲	
Racial Disparity/Discrimination	3%	2%	4%	4%	3%	1%	1% ▼	8%	21% ▲	3%	0%	8% ▲	1%	6%	0%	6%	2%	
NET	19	6	13	8	10	1	3 ▼	5	8 ▲	2	0	13 ▲	6 ▼	2	0	11	5	
	3%	3%	2%	0% ▼	3%	6% ▲	2%	3%	0%	7%	2%	3%	5%	1%	1%	3%	3%	
	17	10	7	0 ▼	11	6 ▲	8	2	0	6	3	13	2	1 ▼	3	8	8	
	3%	5% ▲	0% ▼	5%	1%	3%	1%	1%	0%	12% ▲	1%	4%	2%	2%	6%	1%	1%	
	16	15 ▲	1 ▼	10	3	3	5	0	0	10 ▲	1	16	1	1	12	2	2	
	2%	3%	2%	2%	2%	5%	3%	0%	11% ▲	0%	0%	2%	2%	6%	1%	2%	1% ▼	
	14	10	5	4	6	4	10	0	4 ▲	0	4	10	2	1	5	1	1 ▼	
	2%	1%	3%	3%	1%	3%	1%	13% ▲	2%	0%	1%	0% ▼	3% ▲	19% ▲	2%	1%	1%	
	13	5	9	6	4	3	4	8 ▲	1	0	1	1 ▼	12 ▲	7 ▲	2	1	2	
	2%	1%	3%	0% ▼	2%	6% ▲	3%	1%	0%	2%	0%	1%	2%	4% ▲	1%	2%		
	11	3	8	0 ▼	6	5 ▲	9	1	0	1	0	2	9	4 ▲	1	5		
	1%	1%	1%	0%	2% ▲	1%	1%	1%	0%	2%	0%	1%	2%	0%	1%	2%		
	7	3	4	0	6 ▲	1	4	1	0	2	0	7	1	0	2	4		
	1%	1%	1%	0% ▼	1%	4% ▲	1%	2%	0%	1%	0%	1%	0%	0%	1%	2%		
	6	2	4	0 ▼	3	4 ▲	4	1	0	1	0	6	0	0	2	4		
	1%	2% ▲	0% ▼	0%	2% ▲	1%	1%	0%	0%	2%	1%	1%	4%	1%	0%	1%		
	6	5 ▲	1 ▼	0	5 ▲	1	5	0	0	1	2	4	2	1	1	3		
	1%	1%	1%	0%	1%	1%	1% ▲	1%	0%	0%	1%	1%	0%	2%	1%	1%		
	4	2	2	0	3	1	4 ▲	0	0	0	1	3	0	2	1	2		
	0%	0%	0%	0%	0%	2% ▲	1%	0%	0%	1%	0%	1%	0%	0%	1%	0%		
	3	2	1	0	1	2 ▲	2	0	0	1	0	3	0	0	2	0		
	0%	1%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%		
	2	2	0	0	2	0	2	0	0	0	0	2	0	0	1	1		
NET	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	624	318	306	214	316	94	354	62	38	85	84	165	451	38	87	189	244	



# How would you rate your overall feeling of safety in Tacoma, would you say you feel very safe, somewhat safe, not very safe, not safe at all?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 748	Male n = 369	Female n = 379	34 and under n = 252	35 to 64 n = 371	65 and older n = 125	White n = 430	Black n = 76	Hispanic n = 47	Other n = 98	Two or more races n = 98	Rent n = 214	Own n = 521	Less than \$25,000 n = 56	\$25,000 to \$49,999 n = 121	\$50,000 to \$99,999 n = 230	\$100,000 or more n = 261
<b>Top 2 Box</b>	72%	77%	67%	77%	68%	75%	75%	82%	50%	64%	70%	77%	69%	73%	68%	59% ▼	85% ▲
	540	285	255	193	253	94	324	62	24	63	68	166	362	41	83	136 ▼	222 ▲
<b>Very Safe</b>	20%	23%	17%	25%	14%	24%	18%	32%	16%	5% ▼	32%	13%	22%	24%	6% ▼	17%	23%
	146	83	63	62	54	30	78	25	7	5 ▼	31	28	116	13	7 ▼	39	61
<b>Somewhat Safe</b>	53%	55%	51%	52%	54%	51%	57%	50%	34%	60%	37%	64%	47% ▼	49%	63%	43%	62%
	394	202	192	131	199	63	246	38	16	58	36	138	246 ▼	28	76	98	161
<b>Not Very Safe</b>	20%	16%	24%	15%	24%	19%	19%	5% ▼	38%	24%	25%	15%	23%	20%	27%	27%	10% ▼
	149	59	90	37	88	24	80	4 ▼	18	23	24	31	118	11	33	61	27 ▼
<b>Not Safe at all</b>	8%	7%	9%	9%	8%	6%	6%	13%	13%	12%	5%	8%	8%	7%	4%	14% ▲	5%
	59	25	34	22	29	8	26	10	6	11	5	17	41	4	5	33 ▲	12
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	748	369	379	252	371	125	430	76	47	98	98	214	521	56	121	230	261



## Overall, how fearful are you that you will be affected by crime?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 747	Male n = 368	Female n = 379	34 and under n = 252	35 to 64 n = 370	65 and older n = 124	White n = 428	Black n = 76	Hispanic n = 47	Other n = 98	Two or more races n = 98	Rent n = 214	Own n = 521	Less than \$25,000 n = 55	\$25,000 to \$49,999 n = 120	\$50,000 to \$99,999 n = 231	\$100,000 or more n = 261
<b>Top 2 Box</b>	64%	60%	67%	64%	65%	61%	60%	54%	88% ▲	86% ▲	54%	72%	60%	63%	58%	66%	60%
	476	222	253	160	240	75	255	41	42 ▲	84 ▲	53	154	310	35	69	152	156
<b>Very Fearful</b>	19%	18%	21%	14%	26% ▲	10% ▼	14% ▼	26%	20%	30%	24%	30% ▲	16%	19%	11%	23%	11% ▼
	145	65	80	35	97 ▲	12 ▼	62 ▼	20	9	30	24	63 ▲	81	10	14	53	30 ▼
<b>Somewhat Fearful</b>	44%	43%	46%	50%	39%	51%	45%	28%	69%	56%	30%	43%	44%	44%	46%	43%	48%
	331	157	173	125	143	63	193	21	32	54	29	91	229	24	56	99	126
<b>Not Very Fearful</b>	29%	32%	26%	32%	26%	31%	35% ▲	30%	5% ▼	9% ▼	33%	24%	31%	31%	34%	27%	31%
	215	117	98	79	98	38	149 ▲	23	2 ▼	9 ▼	32	51	164	17	41	63	81
<b>Not Fearful at all</b>	8%	8%	7%	5%	9%	9%	6%	16%	6%	5%	12%	4%	9%	6%	8%	7%	9%
	56	28	28	12	33	11	24	12	3	5	12	9	47	3	10	15	24
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	747	368	379	252	370	124	428	76	47	98	98	214	521	55	120	231	261



## How would you rate your overall feeling that Tacoma Police Department will keep you safe from crime?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 730	Male n = 361	Female n = 369	34 and under n = 252	35 to 64 n = 358	65 and older n = 120	White n = 421	Black n = 75	Hispanic n = 46	Other n = 98	Two or more races n = 91	Rent n = 211	Own n = 507	Less than \$25,000 n = 54	\$25,000 to \$49,999 n = 119	\$50,000 to \$99,999 n = 222	\$100,000 or more n = 257
<b>Top 2 Box</b>	55%	58%	52%	52%	52%	71% ▲	62% ▲	64%	34%	51%	30% ▼	52%	57%	55%	54%	47%	65% ▲
	401	208	193	130	186	85 ▲	260 ▲	48	15	50	28 ▼	111	288	30	65	105	168 ▲
<b>Very Safe</b>	7%	7%	8%	5%	6%	14% ▲	8%	12%	0%	1%	11%	3% ▼	9% ▲	9%	3% ▼	4% ▼	11%
	52	24	28	13	22	17 ▲	32	9	0	1 ▼	10	6 ▼	45 ▲	5	4 ▼	8 ▼	28
<b>Somewhat Safe</b>	48%	51%	45%	46%	46%	57%	54%	52%	34%	50%	19% ▼	49%	48%	47%	51%	44%	54%
	349	185	165	117	164	68	228	39	15	49	18 ▼	104	243	25	60	97	140
<b>Not Very Safe</b>	27%	23%	30%	32%	25%	21%	26%	28%	23%	13%	44%	21%	28%	33%	34%	28%	23%
	194	82	111	80	89	25	109	21	10	13	40	44	139	18	40	61	58
<b>Not Safe at all</b>	18%	20%	17%	17%	23%	8% ▼	12% ▼	8% ▼	44% ▲	35%	26%	27%	16%	11%	12%	25%	12% ▼
	135	71	64	42	83	10 ▼	51 ▼	6 ▼	20 ▲	35	23	56	79	6	14	56	31 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	730	361	369	252	358	120	421	75	46	98	91	211	507	54	119	222	257



## Have you or someone in your household been the victim of a crime in Tacoma in the last 12 months?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 750	Male n = 370	Female n = 380	34 and under n = 252	35 to 64 n = 373	65 and older n = 125	White n = 431	Black n = 77	Hispanic n = 47	Other n = 98	Two or more races n = 98	Rent n = 216	Own n = 522	Less than \$25,000 n = 56	\$25,000 to \$49,999 n = 122	\$50,000 to \$99,999 n = 231	\$100,000 or more n = 261
<b>Yes</b>	42%	45%	40%	56% ▲	41%	19% ▼	34% ▼	46%	69% ▲	62%	43%	59% ▲	35% ▼	51%	41%	37%	47%
	317	167	150	142 ▲	152	23 ▼	147 ▼	36	33 ▲	60	42	126 ▲	183 ▼	29	50	85	122
<b>No</b>	58%	55%	60%	44% ▼	59%	81% ▲	66% ▲	54%	31% ▼	38%	57%	41% ▼	65% ▲	49%	59%	63%	53%
	433	203	230	110 ▼	221	102 ▲	284 ▲	42	15 ▼	37	56	89 ▼	339 ▲	27	73	146	139
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	750	370	380	252	373	125	431	77	47	98	98	216	522	56	122	231	261



## Did you report the crime?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status		Household Income				
	NET n = 317	Male n = 167	Female n = 150	34 and under n = 142	35 to 64 n = 152	65 and older n = 23	White n = 147	Black n = 36	Hispanic n = 33	Other n = 60	Two or more races n = 42	Rent n = 126	Own n = 183	Less than \$25,000 n = 29	\$25,000 to \$49,999 n = 50	\$50,000 to \$99,999 n = 85	\$100,000 or more n = 122
<b>Yes</b>	79%	86%	72%	87%	73%	74%	79%	72%	57%	85%	96%	84%	76%	66%	87%	72%	82%
	251	143	109	123	111	17	115	26	19	52	40	106	139	19	44	62	100
<b>No</b>	21%	14%	28%	13%	27%	26%	21%	28%	43%	15%	4%	16%	24%	34%	13%	28%	18%
	66	24	42	19	41	6	31	10	14	9	2	20	45	10	6	23	22
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	317	167	150	142	152	23	147	36	33	60	42	126	183	29	50	85	122



## What made you decide to not report the crime? - Categorized

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status			Household Income			
	NET n = 65	Male n = 24	Female n = 41	34 and under n = 19	35 to 64 n = 41	65 and older n = 5	White n = 30	Black n = 10	Hispanic n = 14	Other n = 9	Two or more races n = 2	Rent n = 20	Own n = 44	Less than \$25,000 n = 10	\$25,000 to \$49,999 n = 6	\$50,000 to \$99,999 n = 23	\$100,000 or more n = 22
<b>Belief that nothing would happen / Nothing gets done / Wouldn't do any good</b>	43%	66%	30%	66%	33%	38%	38%	20%	87% ▲	25%	0%	53%	39%	18%	42%	47%	55%
	28	16	12	12	14	2	11	2	12 ▲	2	0	11	17	2	3	11	12
<b>Wasn't worth it / Didn't see the point / Too much trouble</b>	35%	14% ▼	48% ▲	0% ▼	50% ▲	42%	45%	9%	0%	75%	100%	46%	30%	7% ▼	54%	44%	24%
	23	3 ▼	20 ▲	0 ▼	21 ▲	2	14	1	0	7	2	9	13	1 ▼	3	10	5
<b>No way to catch the culprit</b>	14%	1% ▼	21% ▲	34%	4% ▼	20%	5%	63% ▲	6%	0%	0%	1% ▼	19% ▲	75% ▲	4%	3%	4%
	9	0 ▼	9 ▲	6	1 ▼	1	2	6 ▲	1	0	0	0 ▼	9 ▲	7 ▲	0	1	1
<b>Bad Timing / No Time</b>	5%	13%	0%	0%	8%	0%	8%	7%	0%	0%	0%	0%	7%	0%	0%	0%	14%
	3	3	0	0	3	0	2	1	0	0	0	0	3	0	0	0	3
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	65	24	41	19	41	5	30	10	14	9	2	20	44	10	6	23	22



# Do Tacoma Police Officers treat people fairly?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 682	Male n = 348	Female n = 334	34 and under n = 230	35 to 64 n = 342	65 and older n = 109	White n = 376	Black n = 75	Hispanic n = 42	Other n = 97	Two or more races n = 93	Rent n = 194	Own n = 476	Less than \$25,000 n = 52	\$25,000 to \$49,999 n = 110	\$50,000 to \$99,999 n = 205	\$100,000 or more n = 247
<b>Top 2 Box</b>	72%	73%	71%	75%	69%	74%	71%	67%	94% ▲	78%	64%	74%	73%	68%	70%	77%	75%
	492	255	236	173	237	81	268	50	39 ▲	75	60	144	346	36	77	158	187
<b>Strongly agree</b>	25%	30%	21%	16%	29%	34% ▲	32% ▲	24%	13%	16%	14%	14% ▼	30% ▲	10% ▼	28%	19%	34% ▲
	173	103	70	37	99	38 ▲	121 ▲	18	5	16	13	28 ▼	144 ▲	5 ▼	31	39	84 ▲
<b>Somewhat agree</b>	47%	44%	50%	59%	40%	40%	39% ▼	43%	81% ▲	62%	49%	60%	42%	58%	42%	58%	42%
	318	152	166	136	138	44	147 ▼	32	34 ▲	60	46	116	201	30	46	119	103
<b>Somewhat disagree</b>	18%	20%	16%	17%	19%	19%	19%	10%	0%	16%	30%	16%	19%	11%	16%	12%	19%
	123	70	53	38	65	20	72	8	0	15	28	31	92	6	18	24	47
<b>Strongly disagree</b>	10%	6% ▼	13% ▲	8%	12%	7%	9%	23% ▲	6%	6%	6%	9%	8%	20%	14%	11%	5% ▼
	66	22 ▼	44 ▲	19	40	8	36	17 ▲	3	6	5	18	39	11	15	24	13 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	682	348	334	230	342	109	376	75	42	97	93	194	476	52	110	205	247



# Would you say your confidence in Tacoma’s Municipal Government is...?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 718	Male n = 357	Female n = 361	34 and under n = 241	35 to 64 n = 360	65 and older n = 118	White n = 417	Black n = 69	Hispanic n = 47	Other n = 92	Two or more races n = 93	Rent n = 208	Own n = 505	Less than \$25,000 n = 47	\$25,000 to \$49,999 n = 118	\$50,000 to \$99,999 n = 225	\$100,000 or more n = 257
<b>Top 2 Box</b>	42%	41%	44%	53%	33% ▼	49%	43%	28%	40%	46%	43%	34%	45%	34%	50%	39%	43%
	303	145	157	127	118 ▼	58	181	19	19	43	40	71	227	16	59	88	112
<b>Excellent</b>	6%	3%	8%	5%	5%	8%	5%	16% ▲	0%	6%	3%	2% ▼	7%	6%	4%	3% ▼	9%
	42	12	29	13	20	9	22	11 ▲	0	6	3	4 ▼	34	3	5	6 ▼	23
<b>Good</b>	36%	37%	35%	48%	27% ▼	42%	38%	12% ▼	40%	40%	41%	32%	38%	28%	46%	36%	34%
	261	133	128	114	98 ▼	49	159	8 ▼	19	37	38	67	193	13	54	82	88
<b>Fair</b>	36%	38%	33%	33%	38%	34%	37%	40%	41%	22%	38%	38%	35%	30%	24%	34%	42%
	256	136	121	79	137	40	154	27	19	21	35	80	176	14	29	76	108
<b>Poor</b>	22%	21%	23%	14%	29% ▲	17%	20%	32%	19%	31%	19%	27%	20%	36%	25%	27%	15% ▼
	159	76	83	34	105 ▲	20	82	22	9	29	18	57	102	17	30	62	38 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	718	357	361	241	360	118	417	69	47	92	93	208	505	47	118	225	257



## Have you reported a complaint or made an inquiry about a problem with a service to the City...? (If examples are needed: potholes, street light outages, overgrown vegetation)

Column % Weighted Count\\	Self-Identified Gender			Age Category			Self-Identified Race				Living Status			Household Income			
	NET n = 746	Male n = 368	Female n = 378	34 and under n = 252	35 to 64 n = 371	65 and older n = 123	White n = 427	Black n = 77	Hispanic n = 47	Other n = 98	Two or more races n = 97	Rent n = 214	Own n = 520	Less than \$25,000 n = 54	\$25,000 to \$49,999 n = 121	\$50,000 to \$99,999 n = 231	\$100,000 or more n = 261
<b>Top 2 Box</b>	28%	26%	29%	19%	34% ▲	26%	33%	12% ▼	21%	17%	30%	19%	32% ▲	19%	23%	32%	28%
	206	96	109	47	127 ▲	31	140	10 ▼	10	17	29	40	165 ▲	10	28	74	74
<b>In the last 6 months</b>	16%	14%	18%	12%	19%	14%	19%	7% ▼	2%	6%	25%	11%	18%	11%	16%	17%	15%
	119	52	68	31	71	17	83	5 ▼	1 ▼	6	24	24	95	6	19	40	40
<b>In the last year</b>	12%	12%	11%	6%	15%	12%	13%	6%	19%	12%	5%	7%	14%	7%	8%	15%	13%
	86	45	41	16	56	14	57	4	9	11	4	16	70	4	9	34	34
<b>In the last 5 years</b>	17%	20%	14%	12%	19%	22%	21%	10%	16%	18%	6% ▼	8% ▼	21% ▲	16%	15%	12%	24% ▲
	127	73	54	30	70	28	89	7	8	17	6 ▼	17 ▼	110 ▲	9	18	29	62 ▲
<b>Never</b>	55%	54%	57%	70% ▲	47% ▼	52%	46% ▼	78% ▲	63%	65%	65%	73% ▲	47% ▼	65%	62%	55%	48%
	413	199	214	175 ▲	174 ▼	64	197 ▼	60 ▲	30	63	63	156 ▲	245 ▼	35	75	128	125
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	746	368	378	252	371	123	427	77	47	98	97	214	520	54	121	231	261



## If (in the last 5 years) you have ever had a complaint or inquiry to make about a problem with a City service but did NOT report it, what made you decide NOT to report it? - Categorized

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 319	Male n = 137	Female n = 182	34 and under n = 98	35 to 64 n = 180	65 and older n = 41	White n = 197	Black n = 34	Hispanic n = 12	Other n = 22	Two or more races n = 53	Rent n = 83	Own n = 236	Less than \$25,000 n = 24	\$25,000 to \$49,999 n = 48	\$50,000 to \$99,999 n = 115	\$100,000 or more n = 111
<b>Lack of City Response/Previous Negative Experience</b>	41%	41%	40%	26%	50%	35%	39%	37%	50%	45%	45%	67% ▲	31% ▼	35%	53%	40%	36%
	130	57	73	25	90	15	77	13	6	10	24	56 ▲	74 ▼	9	26	45	40
<b>Not Worth Reporting/Did not want to</b>	17%	17%	17%	29%	10%	18%	19%	4% ▼	36%	46%	3% ▼	4% ▼	22% ▲	6%	20%	15%	22%
	55	24	31	29	19	7	37	1 ▼	4	10	2 ▼	3 ▼	52 ▲	1	10	17	25
<b>Long or Difficult Reporting Process/Paperwork</b>	9%	8%	10%	13%	8%	5%	11%	19%	0%	0%	4%	1% ▼	12% ▲	30%	5%	3% ▼	11%
	30	11	18	12	15	2	21	7	0	0	2	1 ▼	29 ▲	7	3	3 ▼	13
<b>Unclear how to report incident/complaint</b>	8%	7%	8%	7%	9%	4%	6%	26% ▲	13%	0%	5%	14%	5%	0%	5%	10%	8%
	24	10	14	7	15	2	11	9 ▲	2	0	2	12	12	0	2	12	9
<b>No Complaint</b>	6%	7%	6%	0% ▼	7%	21% ▲	6%	7%	0%	10%	9%	6%	7%	22% ▲	6%	6%	3%
	21	10	11	0 ▼	12	8 ▲	11	2	0	2	5	5	15	5 ▲	3	7	3
<b>Issue was taken care of/Someone else reported</b>	6%	3%	8%	13%	3%	1% ▼	2% ▼	3%	0%	0%	28% ▲	2%	7%	0%	3%	13% ▲	2%
	19	4	15	13	5	0 ▼	3 ▼	1	0	0	15 ▲	1	18	0	1	15 ▲	2
<b>No Time/Timing</b>	5%	11% ▲	1% ▼	6%	6%	2%	9% ▲	1% ▼	0%	0%	0%	1% ▼	7% ▲	0%	2%	4%	10%
	17	15 ▲	2 ▼	6	10	1	17 ▲	0 ▼	0	0	0	1 ▼	16 ▲	0	1	5	11
<b>Did report it</b>	4%	2%	5%	0% ▼	4%	13% ▲	5%	2%	0%	0%	4%	2%	4%	3%	5%	4%	3%
	12	3	9	0 ▼	7	5 ▲	10	1	0	0	2	2	10	1	3	4	3
<b>Did not want to cause problems with people</b>	4%	3%	4%	6%	3%	1%	5%	0%	0%	0%	3%	2%	4%	5%	0%	5%	4%
	11	4	8	6	5	0	10	0	0	0	1	2	10	1	0	6	5
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	319	137	182	98	180	41	197	34	12	22	53	83	236	24	48	115	111



## Have you participated in any of the following civic activities in the last 12 months

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 523	Male n = 252	Female n = 271	34 and under n = 187	35 to 64 n = 260	65 and older n = 76	White n = 298	Black n = 55	Hispanic n = 30	Other n = 54	Two or more races n = 85	Rent n = 132	Own n = 389	Less than \$25,000 n = 31	\$25,000 to \$49,999 n = 79	\$50,000 to \$99,999 n = 162	\$100,000 or more n = 200
<b>City Council Meetings</b>	20%	11% ▼	28% ▲	17%	22%	19%	16%	27%	25%	10%	35%	9% ▼	23%	32%	12%	21%	21%
	105	28 ▼	77 ▲	31	58	15	48	15	7	5	30	12 ▼	89	10	10	34	43
<b>City Events</b>	51%	50%	52%	52%	54%	37% ▼	49%	56%	48%	40%	62%	61%	48%	31%	66%	43%	51%
	267	126	141	97	141	28 ▼	147	31	15	22	53	80	186	9	53	70	101
<b>Volunteering</b>	58%	58%	57%	67%	54%	49%	55%	63%	51%	38%	78% ▲	66%	56%	55%	56%	51%	65%
	303	147	155	125	140	37	165	35	15	21	67 ▲	86	216	17	44	83	130
<b>Religious institutions</b>	44%	53% ▲	36% ▼	39%	46%	52%	38%	51%	21%	50%	66%	44%	45%	46%	47%	37%	41%
	231	133 ▲	98 ▼	72	119	40	113	28	6	27	57	58	173	14	37	60	82
<b>Community groups</b>	55%	55%	55%	50%	58%	54%	48%	77%	38%	34%	80% ▲	57%	54%	49%	50%	50%	61%
	286	138	148	93	151	41	145	42	11	19	69 ▲	74	211	15	40	82	121



# How much of an impact do you believe your participation has had on your community?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 689	Male n = 335	Female n = 353	34 and under n = 246	35 to 64 n = 337	65 and older n = 106	White n = 391	Black n = 70	Hispanic n = 46	Other n = 91	Two or more races n = 91	Rent n = 202	Own n = 475	Less than \$25,000 n = 50	\$25,000 to \$49,999 n = 106	\$50,000 to \$99,999 n = 213	\$100,000 or more n = 249
<b>Top 2 Box</b>	20%	22%	18%	17%	23%	18%	17%	28%	19%	11%	37%	19%	19%	26%	15%	13%	24%
	138	73	65	43	76	19	66	20	9	10	34	38	92	13	16	28	60
<b>Very Impactful</b>	12%	12%	12%	16%	11%	8%	8%	25%	5%	11%	26%	15%	10%	18%	7%	7%	14%
	85	42	43	39	38	8	31	18	2	10	24	30	48	9	8	16	34
<b>Impactful</b>	8%	9%	6%	2% ▼	11% ▲	10%	9%	3%	14%	0%	11%	4%	9%	7%	8%	6%	11%
	53	31	22	4 ▼	38 ▲	11	35	2	6	0	10	9	44	4	8	12	26
<b>Somewhat impactful</b>	46%	54%	38%	52%	44%	38%	48%	49%	26%	54%	36%	38%	49%	42%	50%	34% ▼	58% ▲
	315	180	136	128	147	41	187	34	12	49	33	77	234	21	53	72 ▼	145 ▲
<b>No impact</b>	34%	25% ▼	43% ▲	31%	34%	44% ▲	35%	23%	54%	36%	27%	43%	31%	32%	35%	53% ▲	18% ▼
	236	83 ▼	153 ▲	75	114	46 ▲	138	16	25	32	24	87	148	16	37	113 ▲	44 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	689	335	353	246	337	106	391	70	46	91	91	202	475	50	106	213	249



# Overall, how satisfied are you with the amount of services Tacoma devotes to social issues? Are you...

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 652	Male n = 335	Female n = 318	34 and under n = 233	35 to 64 n = 315	65 and older n = 104	White n = 371	Black n = 73	Hispanic n = 45	Other n = 75	Two or more races n = 89	Rent n = 184	Own n = 456	Less than \$25,000 n = 49	\$25,000 to \$49,999 n = 101	\$50,000 to \$99,999 n = 198	\$100,000 or more n = 245
<b>Top 2 Box</b>	69%	72%	67%	80%	62% ▼	67%	68%	61%	77%	64%	83%	69%	69%	59%	77%	60%	76%
	453	241	212	187	195 ▼	70	252	45	35	48	74	127	314	29	78	118	186
<b>Very Satisfied</b>	9%	12%	6%	7%	10%	9%	12%	2% ▼	10%	11%	2% ▼	8%	10%	5%	9%	7%	12%
	59	40	19	17	33	10	43	1 ▼	5	8	2 ▼	15	44	2	9	14	28
<b>Somewhat Satisfied</b>	60%	60%	61%	73% ▲	52% ▼	58%	56%	59%	67%	53%	81% ▲	61%	59%	54%	69%	53%	64%
	394	201	192	170 ▲	163 ▼	60	209	43	30	40	71 ▲	112	270	27	69	104	157
<b>Somewhat Dissatisfied</b>	20%	18%	22%	11%	26% ▲	25%	24%	24%	11%	19%	9% ▼	23%	20%	15%	19%	26%	19%
	133	62	71	25	82 ▲	26	88	17	5	14	8 ▼	42	90	8	19	52	46
<b>Very Dissatisfied</b>	10%	9%	11%	9%	12%	8%	8%	16%	12%	17%	8%	8%	11%	26% ▲	4% ▼	14%	5% ▼
	67	32	35	21	38	8	30	11	6	13	7	15	52	13 ▲	4 ▼	28	13 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	652	335	318	233	315	104	371	73	45	75	89	184	456	49	101	198	245





## How satisfied are you with the level of access to arts, culture, science, and/or heritage programs or experiences in your community? Would you say you are:

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 681	Male n = 335	Female n = 346	34 and under n = 225	35 to 64 n = 348	65 and older n = 108	White n = 386	Black n = 75	Hispanic n = 41	Other n = 86	Two or more races n = 93	Rent n = 197	Own n = 473	Less than \$25,000 n = 51	\$25,000 to \$49,999 n = 115	\$50,000 to \$99,999 n = 205	\$100,000 or more n = 248
<b>Top 2 Box</b>	89%	89%	89%	88%	89%	92%	94% ▲	75% ▼	86%	82%	91%	93%	88%	76%	90%	88%	92%
	607	298	309	198	310	99	361 ▲	56 ▼	35	71	84	183	415	39	103	181	227
<b>Very Satisfied</b>	46%	50%	42%	38%	51%	45%	50%	29%	41%	33%	55%	50%	45%	20% ▼	47%	39%	52%
	312	166	146	85	179	49	195	22	17	28	51	99	212	10 ▼	53	81	129
<b>Somewhat Satisfied</b>	43%	39%	47%	50%	38%	47%	43%	46%	45%	49%	36%	43%	43%	56%	43%	49%	40%
	295	131	163	113	132	50	166	34	19	43	33	84	202	28	49	100	98
<b>Somewhat Dissatisfied</b>	6%	6%	6%	5%	7%	7%	5%	10%	10%	3%	8%	5%	6%	10%	9%	4%	6%
	42	21	21	11	24	8	20	8	4	3	7	9	30	5	11	8	15
<b>Very Dissatisfied</b>	5%	5%	5%	7%	4%	1% ▼	1% ▼	15% ▲	4%	15%	2%	2%	6%	14%	1%	8%	2%
	32	16	16	17	14	1 ▼	5 ▼	11 ▲	2	13	2	4	28	7	1	16	6
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	681	335	346	225	348	108	386	75	41	86	93	197	473	51	115	205	248



Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma. - Street, trail, and other transportation enhancements in your neighborhood. Are you...?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status			Household Income			
	NET n = 712	Male n = 350	Female n = 362	34 and under n = 243	35 to 64 n = 352	65 and older n = 116	White n = 407	Black n = 77	Hispanic n = 43	Other n = 92	Two or more races n = 93	Rent n = 207	Own n = 493	Less than \$25,000 n = 52	\$25,000 to \$49,999 n = 117	\$50,000 to \$99,999 n = 224	\$100,000 or more n = 258
<b>Top 2 Box</b>	71%	73%	69%	73%	68%	74%	70%	62%	80%	73%	76%	76%	68%	72%	73%	68%	71%
	505	255	249	179	240	86	284	48	35	67	71	156	337	38	85	153	184
<b>Very Satisfied</b>	25%	19%	32%	33%	20%	24%	20%	29%	30%	15%	53% ▲	35%	20%	29%	32%	31%	15% ▼
	180	66	114	81	71	28	83	23	13	13	49 ▲	72	101	15	38	69	38 ▼
<b>Somewhat Satisfied</b>	46%	54% ▲	37% ▼	40%	48%	50%	49%	33%	51%	59%	24% ▼	41%	48%	43%	40%	38%	57% ▲
	325	189 ▲	135 ▼	98	169	58	201	25	22	54	22 ▼	84	236	23	48	84	146 ▲
<b>Somewhat Dissatisfied</b>	20%	18%	22%	22%	19%	17%	22%	28%	18%	14%	10%	19%	21%	20%	23%	20%	21%
	143	63	80	54	68	20	91	21	8	13	10	39	103	11	27	45	55
<b>Very Dissatisfied</b>	9%	9%	9%	4%	12%	9%	8%	10%	2%	12%	13%	5%	11%	8%	4% ▼	12%	7%
	65	32	32	10	44	10	33	7	1	11	13	11	53	4	5 ▼	26	19
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	712	350	362	243	352	116	407	77	43	92	93	207	493	52	117	224	258



Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma. - The efforts of the City to reduce climate change emissions. Are you?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status			Household Income			
	NET n = 578	Male n = 285	Female n = 293	34 and under n = 201	35 to 64 n = 286	65 and older n = 90	White n = 324	Black n = 60	Hispanic n = 31	Other n = 79	Two or more races n = 84	Rent n = 175	Own n = 394	Less than \$25,000 n = 47	\$25,000 to \$49,999 n = 98	\$50,000 to \$99,999 n = 177	\$100,000 or more n = 204
<b>Top 2 Box</b>	70%	75%	65%	77%	68%	61%	70%	74%	70%	67%	70%	84% ▲	64% ▼	73%	78%	59%	75%
	404	214	190	155	194	56	226	45	22	53	59	147 ▲	250 ▼	35	76	104	153
<b>Very Satisfied</b>	19%	15%	23%	24%	17%	16%	20%	21%	0%	16%	23%	29%	15%	12%	42% ▲	15%	16%
	110	43	67	48	48	15	66	13	0	12	19	51	59	5	41 ▲	26	32
<b>Somewhat Satisfied</b>	51%	60% ▲	42% ▼	53%	51%	45%	50%	53%	70%	51%	47%	55%	49%	62%	36%	44%	59%
	294	171 ▲	123 ▼	108	146	41	161	32	22	40	39	96	191	29	35	78	121
<b>Somewhat Dissatisfied</b>	16%	12%	19%	12%	15%	26% ▲	20%	10%	3% ▼	3% ▼	21%	5% ▼	20% ▲	5% ▼	11%	24%	13%
	91	34	57	25	42	24 ▲	64	6	1 ▼	2 ▼	18	9 ▼	80 ▲	3 ▼	11	42	27
<b>Very Dissatisfied</b>	14%	13%	16%	10%	18%	12%	10%	16%	27%	31%	9%	11%	16%	21%	11%	18%	12%
	83	37	46	21	50	11	33	9	8	24	7	19	63	10	11	31	24
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	578	285	293	201	286	90	324	60	31	79	84	175	394	47	98	177	204



Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma. - The ease of bicycle travel in Tacoma. Is it?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 630	Male n = 317	Female n = 313	34 and under n = 224	35 to 64 n = 312	65 and older n = 95	White n = 347	Black n = 71	Hispanic n = 37	Other n = 87	Two or more races n = 88	Rent n = 190	Own n = 431	Less than \$25,000 n = 48	\$25,000 to \$49,999 n = 106	\$50,000 to \$99,999 n = 184	\$100,000 or more n = 229
<b>Top 2 Box</b>	72%	71%	72%	73%	69%	77%	67%	66%	59%	87%	84%	78%	68%	72%	76%	76%	66%
	452	225	227	164	216	72	233	47	22	76	74	148	295	35	81	139	152
<b>Very Satisfied</b>	22%	22%	22%	23%	19%	28%	21%	33%	19%	9%	30%	21%	21%	34%	30%	15%	20%
	137	69	69	52	59	26	72	23	7	8	27	40	91	16	32	27	46
<b>Somewhat Satisfied</b>	50%	49%	51%	50%	50%	49%	46%	33%	40%	78% ▲	53%	57%	47%	38%	46%	61%	46%
	315	156	158	112	157	46	161	24	15	68 ▲	47	109	204	18	49	113	106
<b>Somewhat Dissatisfied</b>	18%	20%	17%	19%	19%	16%	22%	20%	20%	11%	10%	14%	21%	13%	13%	14%	25%
	116	64	52	43	58	15	76	14	8	10	9	26	90	6	14	26	57
<b>Very Dissatisfied</b>	10%	9%	11%	8%	12%	8%	11%	14%	20%	1%	6%	8%	11%	15%	11%	10%	9%
	62	28	34	17	38	7	38	10	8	1	6	15	47	7	11	19	20
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	630	317	313	224	312	95	347	71	37	87	88	190	431	48	106	184	229



Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma. - The ease of walking in your neighborhood. Are you...?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 738	Male n = 363	Female n = 375	34 and under n = 252	35 to 64 n = 364	65 and older n = 122	White n = 423	Black n = 76	Hispanic n = 47	Other n = 98	Two or more races n = 94	Rent n = 213	Own n = 513	Less than \$25,000 n = 54	\$25,000 to \$49,999 n = 119	\$50,000 to \$99,999 n = 226	\$100,000 or more n = 261
<b>Top 2 Box</b>	82%	86%	79%	84%	81%	84%	83%	83%	73%	89%	75%	75%	85%	76%	85%	79%	93% ▲
	609	310	298	211	295	103	353	64	35	87	71	160	438	41	101	179	242 ▲
<b>Very Satisfied</b>	48%	48%	49%	51%	46%	52%	51%	45%	36%	39%	57%	38%	52%	41%	40%	50%	57%
	357	174	183	128	167	63	215	34	17	38	53	81	269	22	48	114	148
<b>Somewhat Satisfied</b>	34%	38%	31%	33%	35%	33%	32%	38%	37%	51%	19%	37%	33%	35%	45%	29%	36%
	251	136	115	83	128	40	137	29	18	49	18	79	169	19	53	65	94
<b>Somewhat Dissatisfied</b>	7%	7%	7%	6%	8%	8%	10%	2%	20%	0%	3%	4% ▼	9%	17% ▲	10%	6%	3% ▼
	54	27	27	14	30	10	40	2	9	0	3	9 ▼	45	9 ▲	11	13	9 ▼
<b>Very Dissatisfied</b>	10%	7%	13%	11%	11%	7%	7%	14%	7%	11%	22%	21% ▲	6% ▼	7%	6%	15%	4% ▼
	76	26	50	27	40	9	30	11	3	11	21	45 ▲	30 ▼	4	7	34	10 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	738	363	375	252	364	122	423	76	47	98	94	213	513	54	119	226	261



Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma. - The health of Puget Sound and its native plants and animals, including salmon, orcas, and shellfish. Are you?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status			Household Income			
	NET n = 701	Male n = 349	Female n = 352	34 and under n = 246	35 to 64 n = 341	65 and older n = 113	White n = 398	Black n = 76	Hispanic n = 41	Other n = 94	Two or more races n = 92	Rent n = 207	Own n = 481	Less than \$25,000 n = 51	\$25,000 to \$49,999 n = 112	\$50,000 to \$99,999 n = 216	\$100,000 or more n = 247
<b>Top 2 Box</b>	69%	68%	69%	62%	73%	68%	67%	84%	70%	63%	69%	68%	69%	73%	79%	62%	66%
	481	237	244	153	251	77	265	63	29	60	64	140	330	37	89	134	163
<b>Very Satisfied</b>	25%	24%	27%	25%	27%	21%	20%	27%	44%	36%	27%	25%	24%	29%	31%	27%	21%
	176	82	94	62	91	24	79	21	18	34	25	52	114	15	35	57	52
<b>Somewhat Satisfied</b>	43%	44%	43%	37%	47%	47%	47%	56%	26%	27%	43%	42%	45%	44%	48%	36%	45%
	305	155	150	91	160	54	187	43	11	26	39	88	216	23	54	77	110
<b>Somewhat Dissatisfied</b>	19%	24%	14%	23%	16%	21%	20%	13%	23%	26%	8%	17%	20%	23%	9% ▼	14%	28% ▲
	134	85	49	56	54	23	82	10	9	25	8	35	97	12	10 ▼	30	69 ▲
<b>Very Dissatisfied</b>	12%	8%	17%	15%	11%	11%	13%	3% ▼	8%	10%	22%	15%	11%	4%	12%	24% ▲	6%
	86	28	59	37	36	12	51	2 ▼	3	10	20	32	54	2	13	51 ▲	15
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	701	349	352	246	341	113	398	76	41	94	92	207	481	51	112	216	247



Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma. - The efforts of the City to address the health risks associated with wildfire smoke and/or extreme heat. Are you?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race					Living Status		Household Income			
	NET n = 613	Male n = 303	Female n = 310	34 and under n = 239	35 to 64 n = 280	65 and older n = 94	White n = 344	Black n = 67	Hispanic n = 43	Other n = 74	Two or more races n = 85	Rent n = 192	Own n = 412	Less than \$25,000 n = 50	\$25,000 to \$49,999 n = 103	\$50,000 to \$99,999 n = 191	\$100,000 or more n = 209
<b>Top 2 Box</b>	77%	79%	75%	76%	77%	81%	76%	78%	86%	76%	77%	86%	72% ▼	74%	78%	72%	79%
	471	240	232	180	215	75	260	52	37	56	65	165	298 ▼	36	81	138	166
<b>Very Satisfied</b>	21%	20%	22%	21%	22%	19%	19%	27%	18%	16%	30%	23%	21%	22%	25%	24%	21%
	130	60	70	50	62	18	67	18	8	12	26	45	85	11	26	46	43
<b>Somewhat Satisfied</b>	56%	59%	52%	54%	55%	62%	56%	51%	68%	60%	46%	62%	52%	52%	53%	48%	59%
	341	180	162	130	154	58	194	34	29	44	39	120	213	26	55	91	122
<b>Somewhat Dissatisfied</b>	14%	14%	15%	12%	18%	11%	19% ▲	11%	14%	7%	4% ▼	11%	16%	10%	18%	12%	17%
	88	41	47	28	49	11	67 ▲	7	6	5	3 ▼	21	67	5	19	22	35
<b>Very Dissatisfied</b>	9%	7%	10%	13%	6%	8%	5% ▼	11%	0%	17%	20%	3% ▼	11% ▲	16%	3%	16% ▲	4%
	53	22	31	30	16	7	16 ▼	7	0	13	17	6 ▼	47 ▲	8	3	32 ▲	8
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	613	303	310	239	280	94	344	67	43	74	85	192	412	50	103	191	209



Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma. - Access to affordable food. Are you?

Column % Weighted Count	Self-Identified Gender			Age Category			Self-Identified Race				Living Status		Household Income				
	NET n = 675	Male n = 338	Female n = 337	34 and under n = 236	35 to 64 n = 329	65 and older n = 110	White n = 373	Black n = 76	Hispanic n = 43	Other n = 90	Two or more races n = 93	Rent n = 196	Own n = 467	Less than \$25,000 n = 55	\$25,000 to \$49,999 n = 118	\$50,000 to \$99,999 n = 203	\$100,000 or more n = 240
<b>Top 2 Box</b>	70%	72%	69%	76%	65%	74%	71%	83%	61%	71%	61%	80%	66%	73%	80%	59% ▼	73%
	475	243	232	179	214	82	266	63	26	63	56	156	310	40	94	120 ▼	176
<b>Very Satisfied</b>	22%	19%	25%	16%	23%	33% ▲	23%	34%	14%	19%	16%	15%	24%	39% ▲	14%	19%	24%
	149	65	84	37	75	36 ▲	85	26	6	17	15	29	112	21 ▲	17	39	58
<b>Somewhat Satisfied</b>	48%	53%	44%	60%	42%	41%	48%	49%	47%	52%	45%	65% ▲	42% ▼	34%	65% ▲	40%	49%
	326	179	148	142	138	46	181	37	21	47	42	128 ▲	198 ▼	18	77 ▲	81	118
<b>Somewhat Dissatisfied</b>	21%	20%	23%	18%	25%	17%	22%	9% ▼	29%	13%	32%	13%	25%	12%	13%	28%	24%
	143	67	76	42	83	19	82	7 ▼	13	12	30	26	117	7	15	56	57
<b>Very Dissatisfied</b>	8%	8%	9%	6%	10%	9%	7%	9%	10%	16%	7%	7%	8%	15%	7%	13%	3% ▼
	57	28	29	15	33	10	25	7	4	14	7	14	39	8	8	27	7 ▼
<b>NET</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	675	338	337	236	329	110	373	76	43	90	93	196	467	55	118	203	240