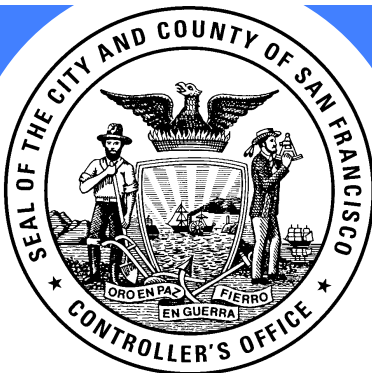


2019 City Survey

Measuring resident perceptions of
local government



CITY & COUNTY OF SAN FRANCISCO

Office of the Controller
City Performance Unit

Glynis Startz | Emily Lisker

7.11.2019

What is the City Survey?

Every two years, the City and County of San Francisco surveys its residents to **objectively assess their use of and satisfaction with core city services.**

- Tracks resident perceptions across **seven service areas** over time.
- Large, representative sample, enabling comparisons across demographic groups.

The 2019 City Survey is the

17th

survey conducted

The survey was administered by phone to

2,218

San Francisco residents

Overall ratings and trends

Ratings for Libraries, Parks, and 311 **increase**, while those for Transportation and Infrastructure **decrease**.

Library and Parks ratings reach all-time highs, with the Libraries receiving the highest grade of any service in the City Survey's history.

	2019	2017	change
GOVERNMENT	B-	B-	--
LIBRARIES	A-	B+	↑
PARKS	B+	B	↑
SAFETY	B	B	--
TRANSPORTATION	C+	B-	↓
INFRASTRUCTURE	B-	B	↓
311 SERVICES	B+	B	↑

MAIN RESULTS

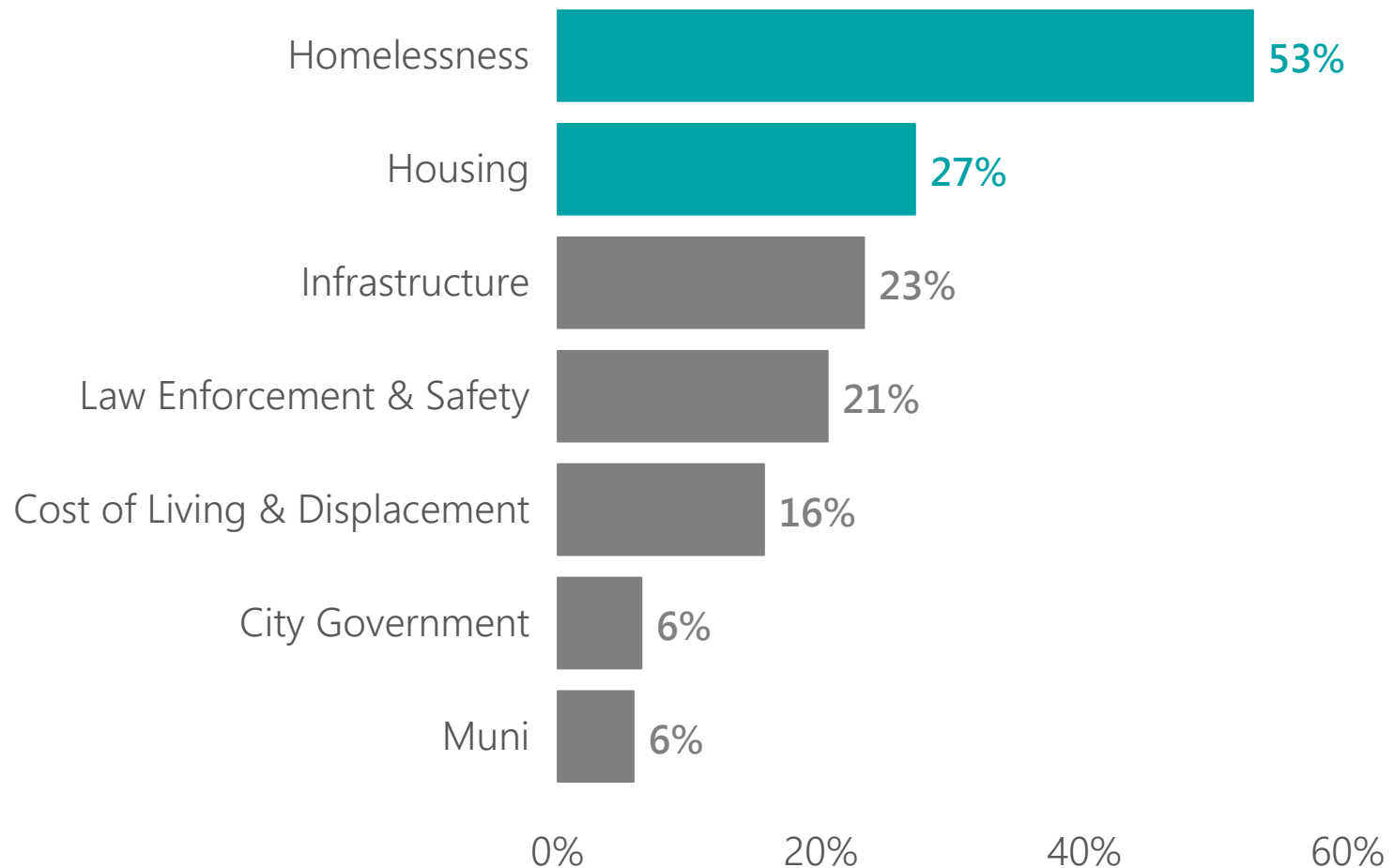
4

Ratings improved and worsened differentially over districts



Percentage point-change in all ratings between 2017 and 2019, by District

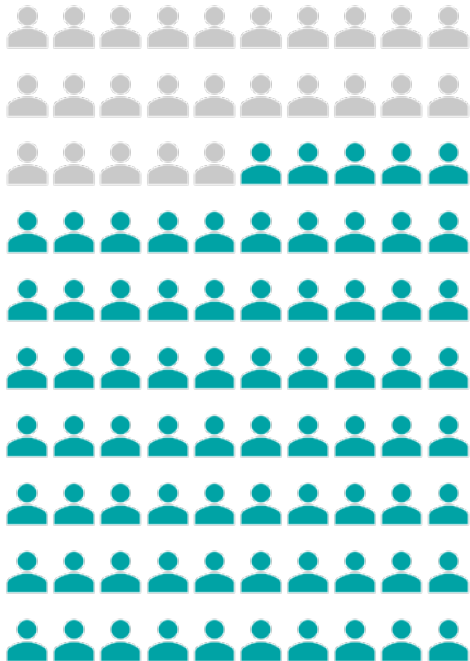
Homelessness and housing remain the most important issues facing the City in 2019



Most respondents believe major issues from 2017 have gotten worse or stayed the same

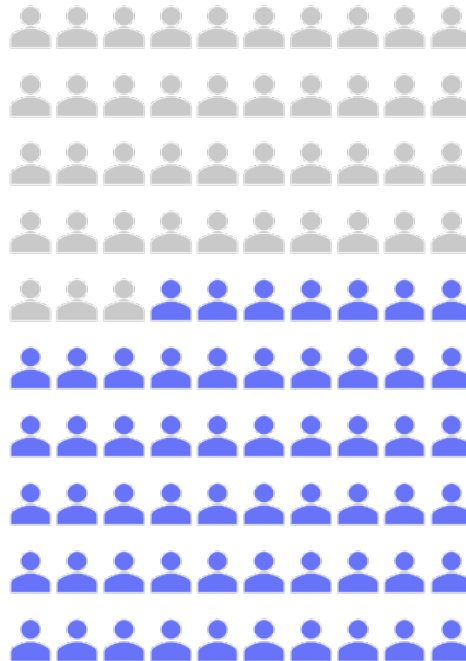
75% say

homelessness
has gotten worse in
the past two years



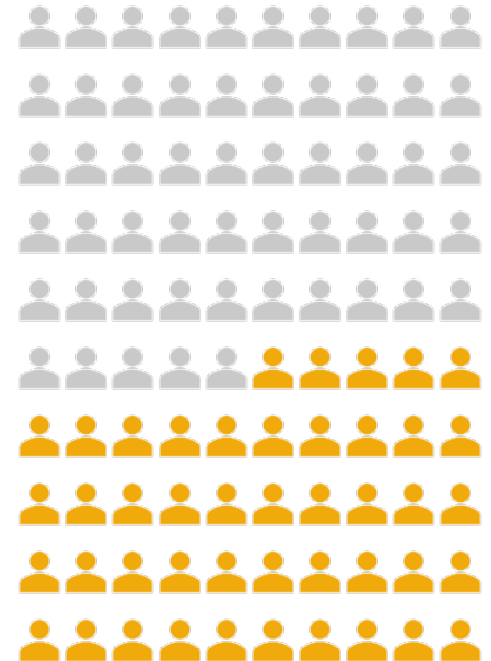
57% say

street cleanliness
has gotten worse in the
past two years

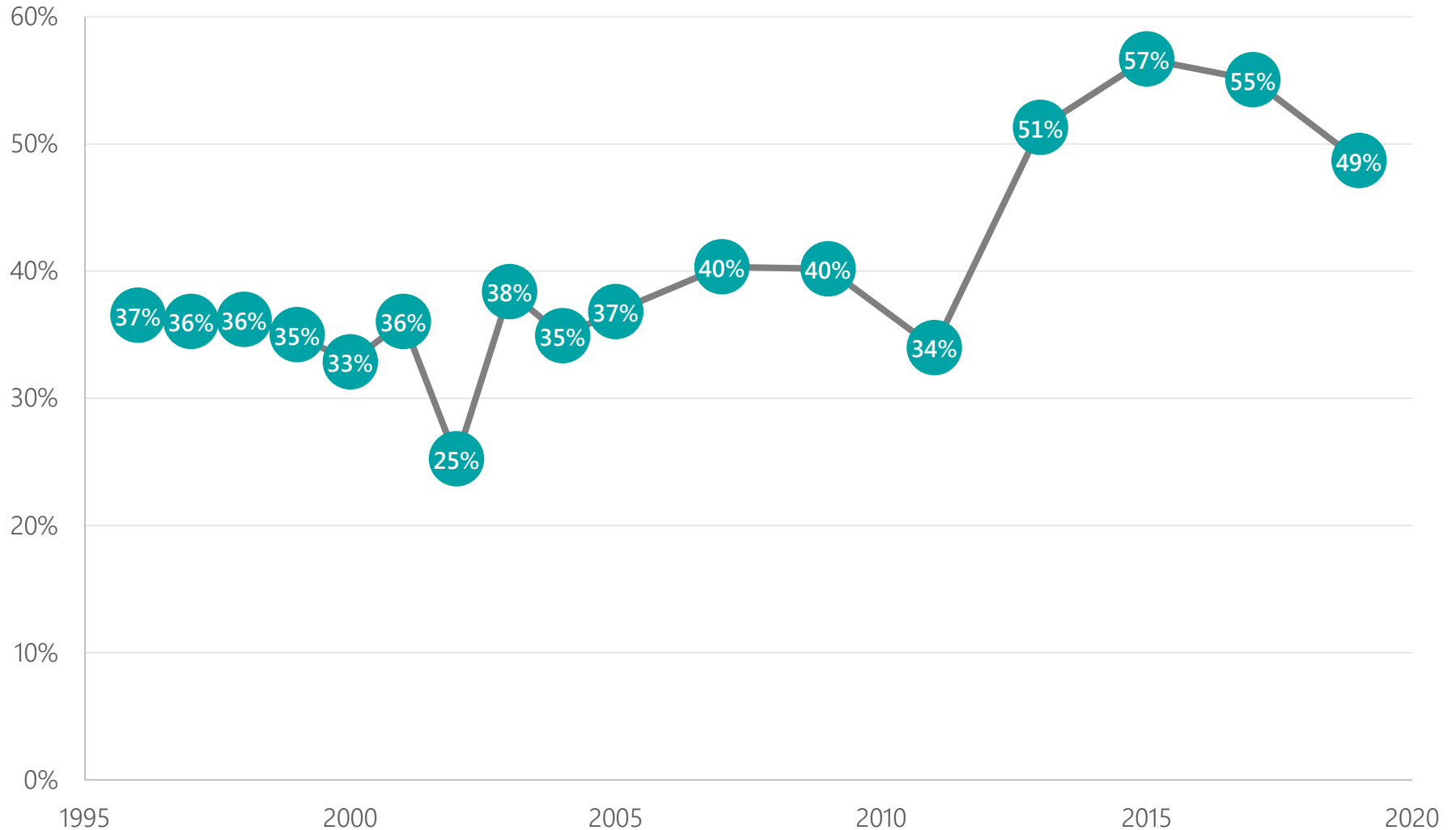


45% say

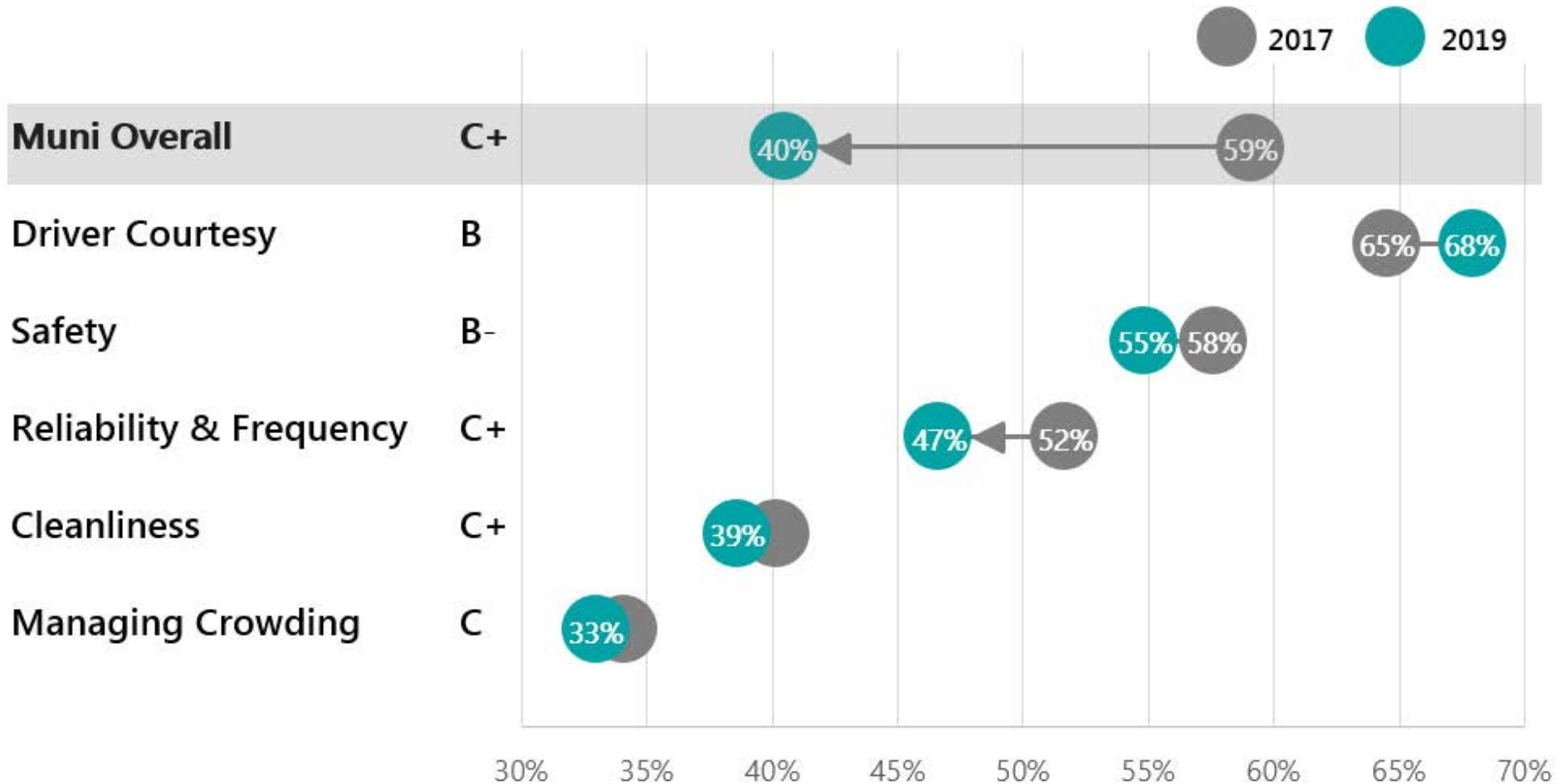
public safety has
gotten worse in the past
two years



Overall Government ratings of A or B drop below 50%



Muni ratings overall fell from B- to C+



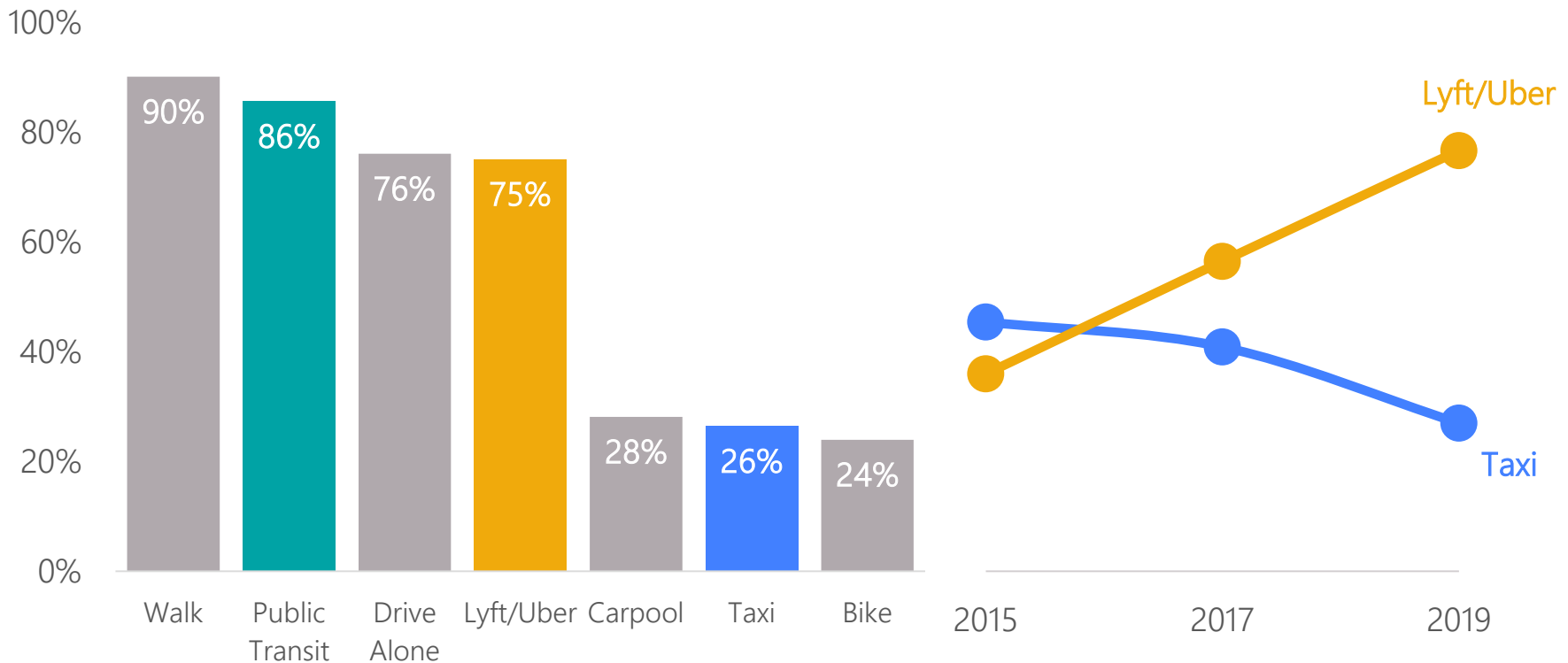
TRANSPORTATION

9

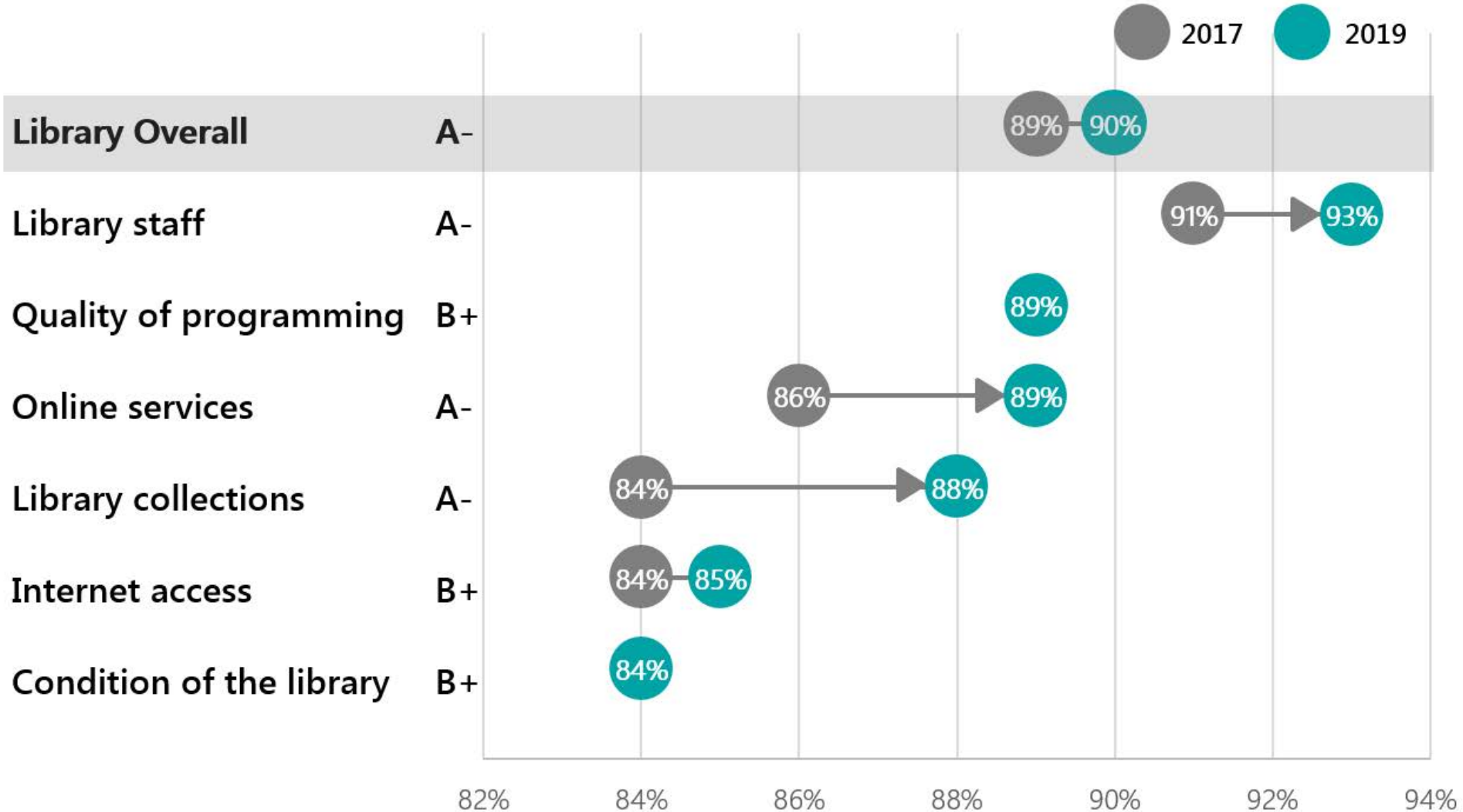
Most respondents have used **public transit** in the past year, while **rideshare** use continues to grow

Percent using transport modes in the past year

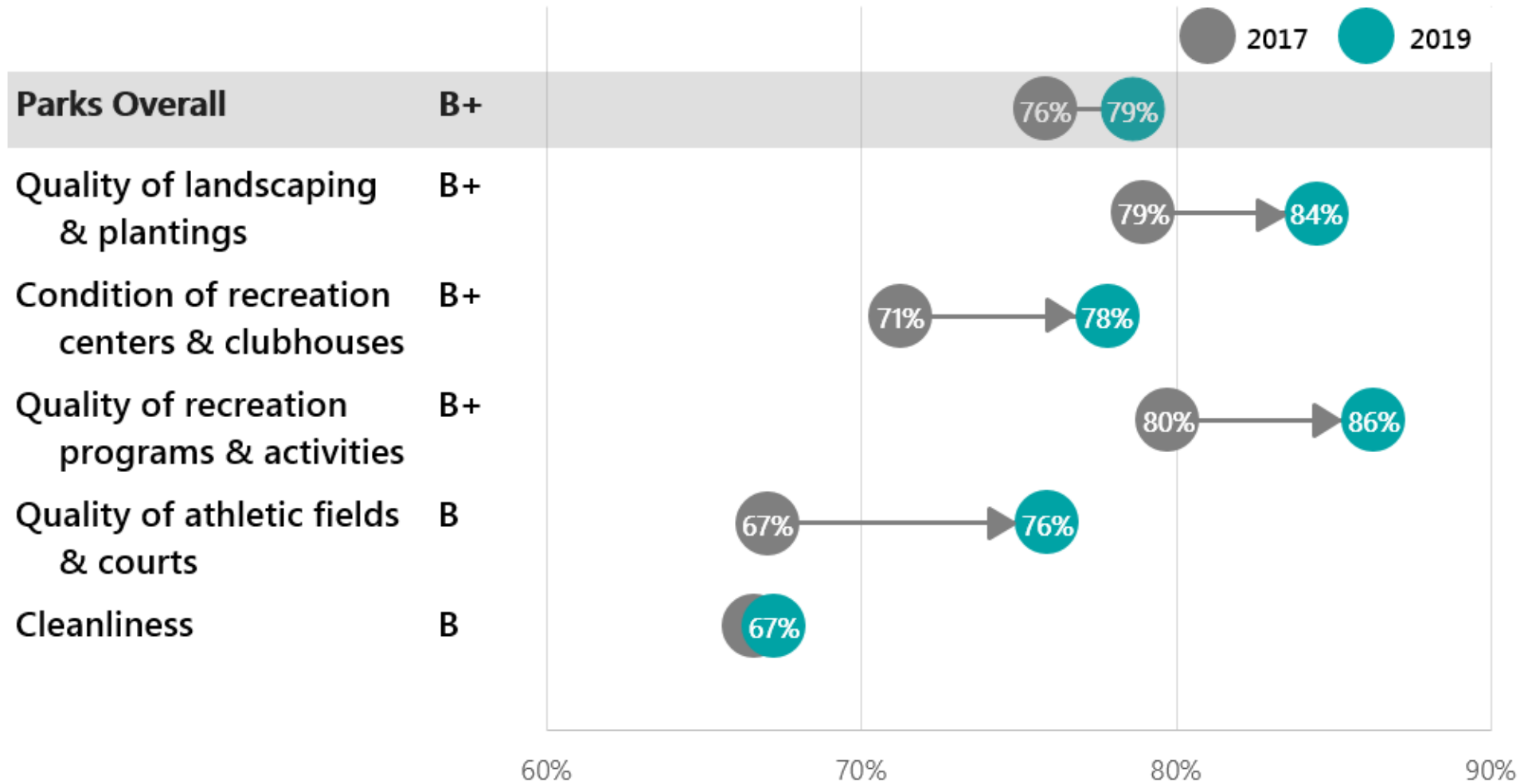
Percent using Taxis and Lyft/Uber in past year



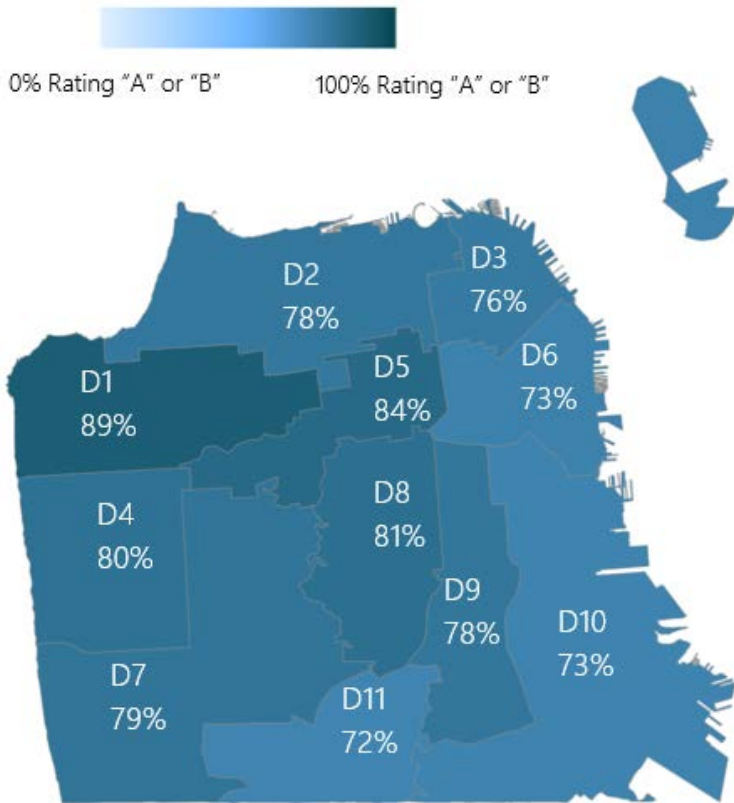
Library ratings are at an all-time high



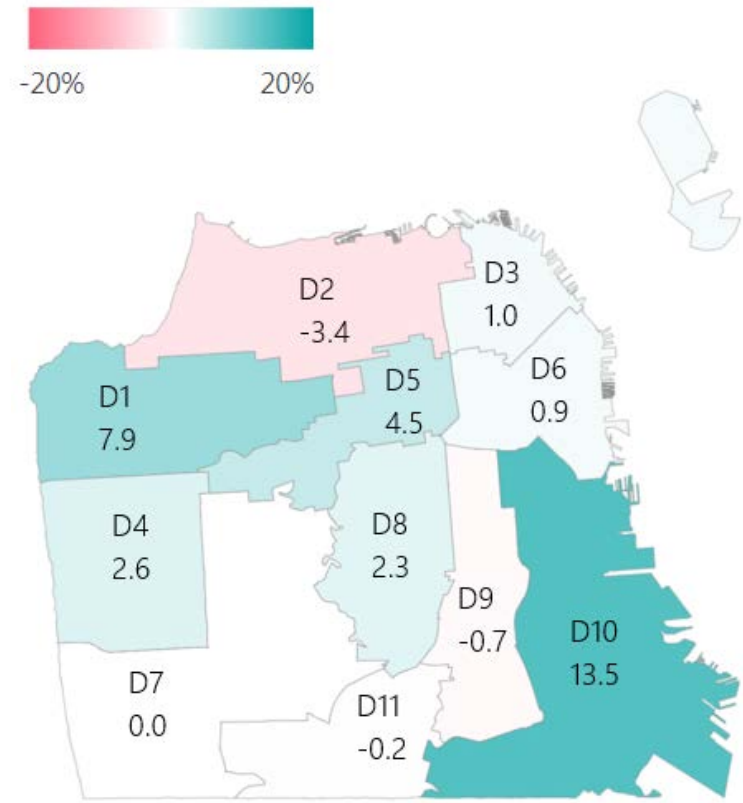
All Park ratings climb steadily



Park ratings in the Southeast are lower, but the gap is closing



Percent rating parks an "A" or "B" in 2019



Percentage-point difference in park ratings of "A" or "B" from 2017 to 2019

Feelings of safety increase slightly after falling in 2017

Safety Overall

B

2017 2019

Safety during the day

B+

85%

Safety at night

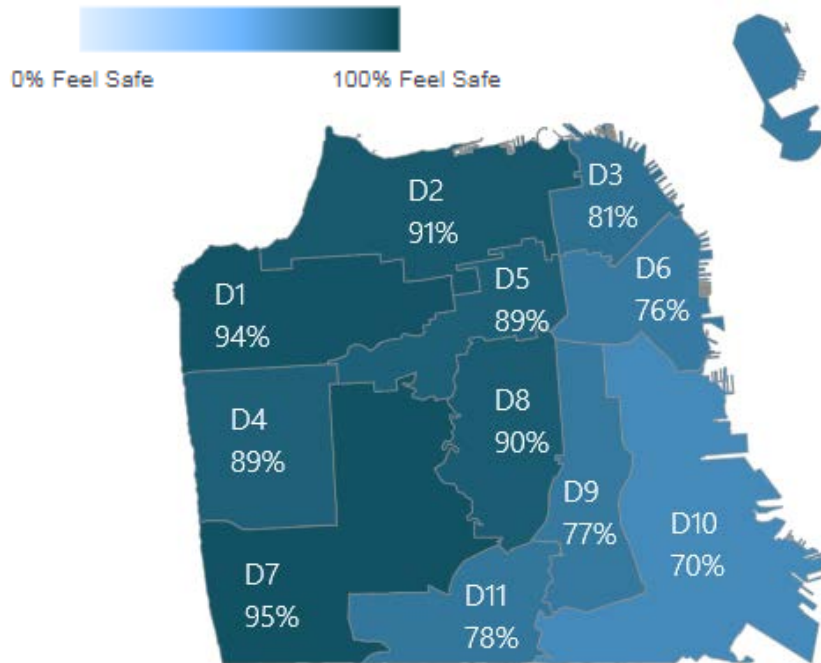
B-

53%

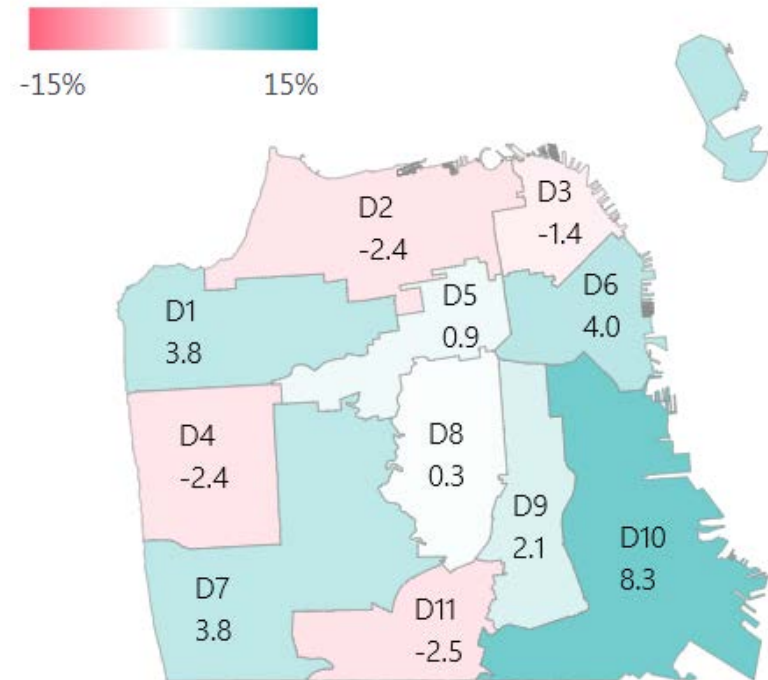
50% 60% 70% 80% 90%



Feelings of safety during the day have changed differentially across the City



Percent feeling safe or very safe during the day

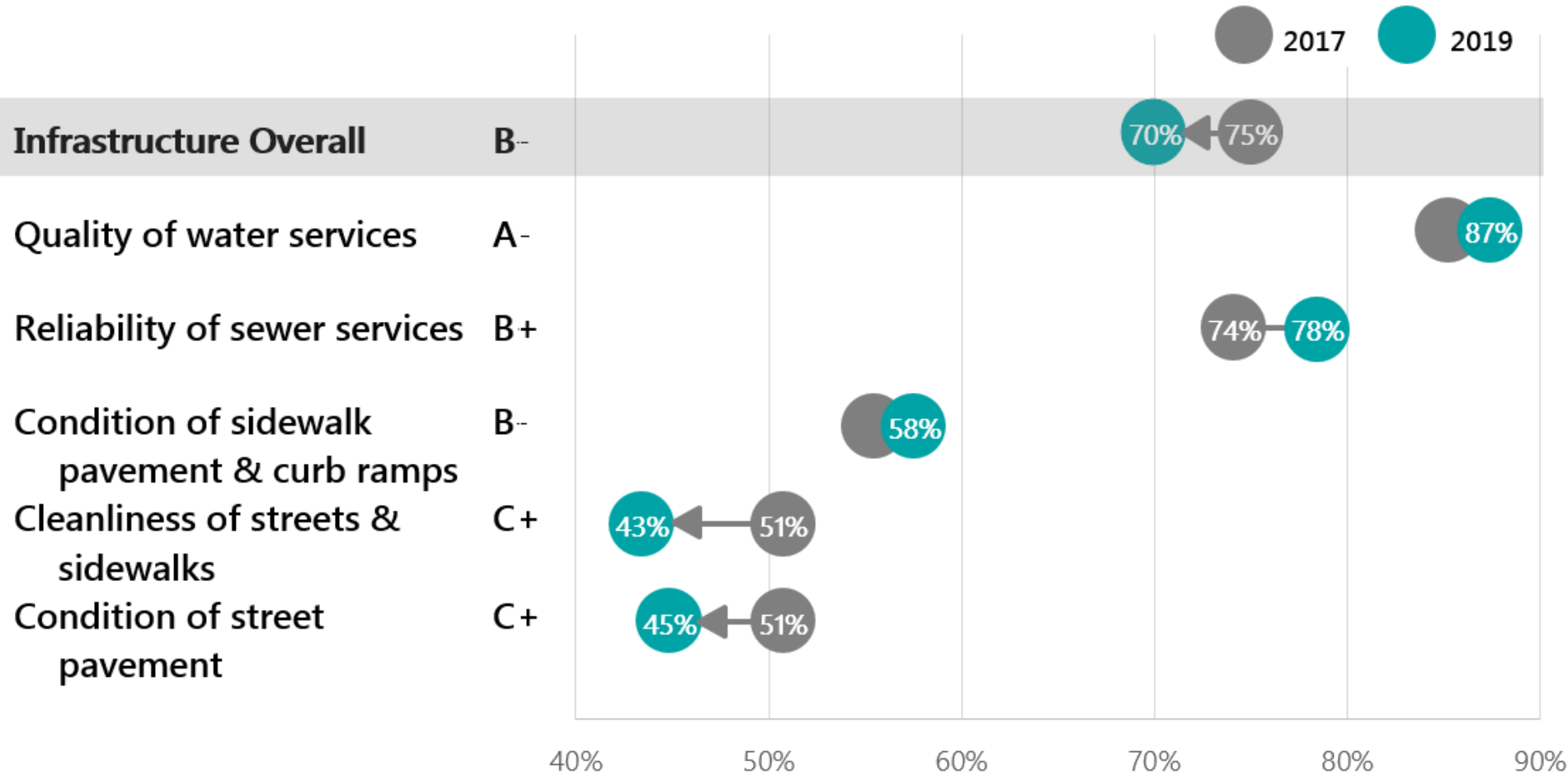


Percentage-point difference in safety ratings during the day from 2017 to 2019

INFRASTRUCTURE

15

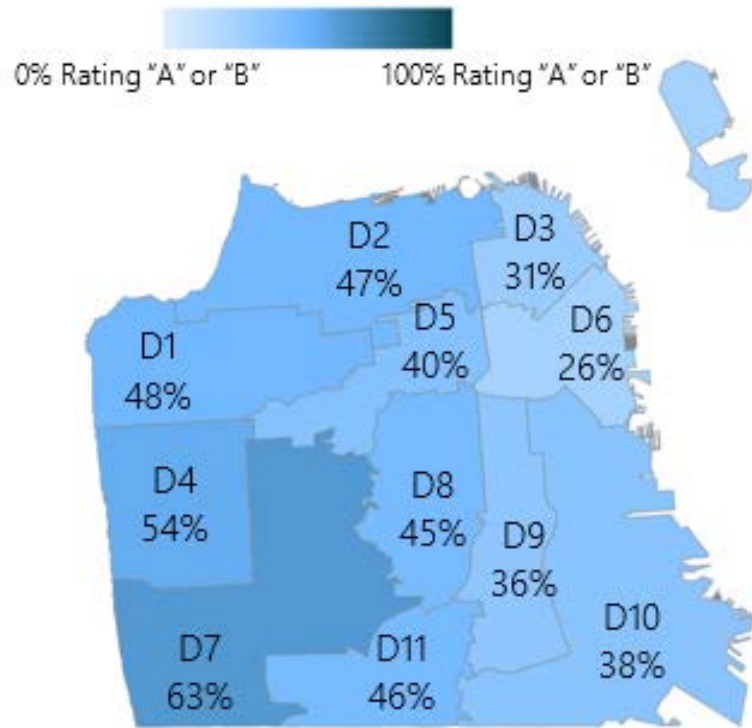
Ratings for utilities remain stable; those for condition and cleanliness of streets and sidewalks decreased



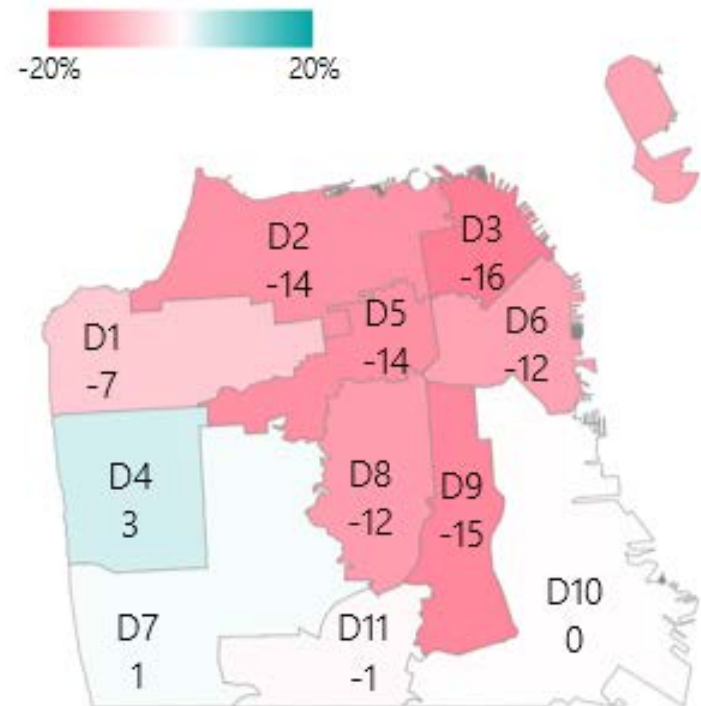
INFRASTRUCTURE

16

Respondent ratings of cleanliness of neighborhood streets and sidewalks decline in most districts

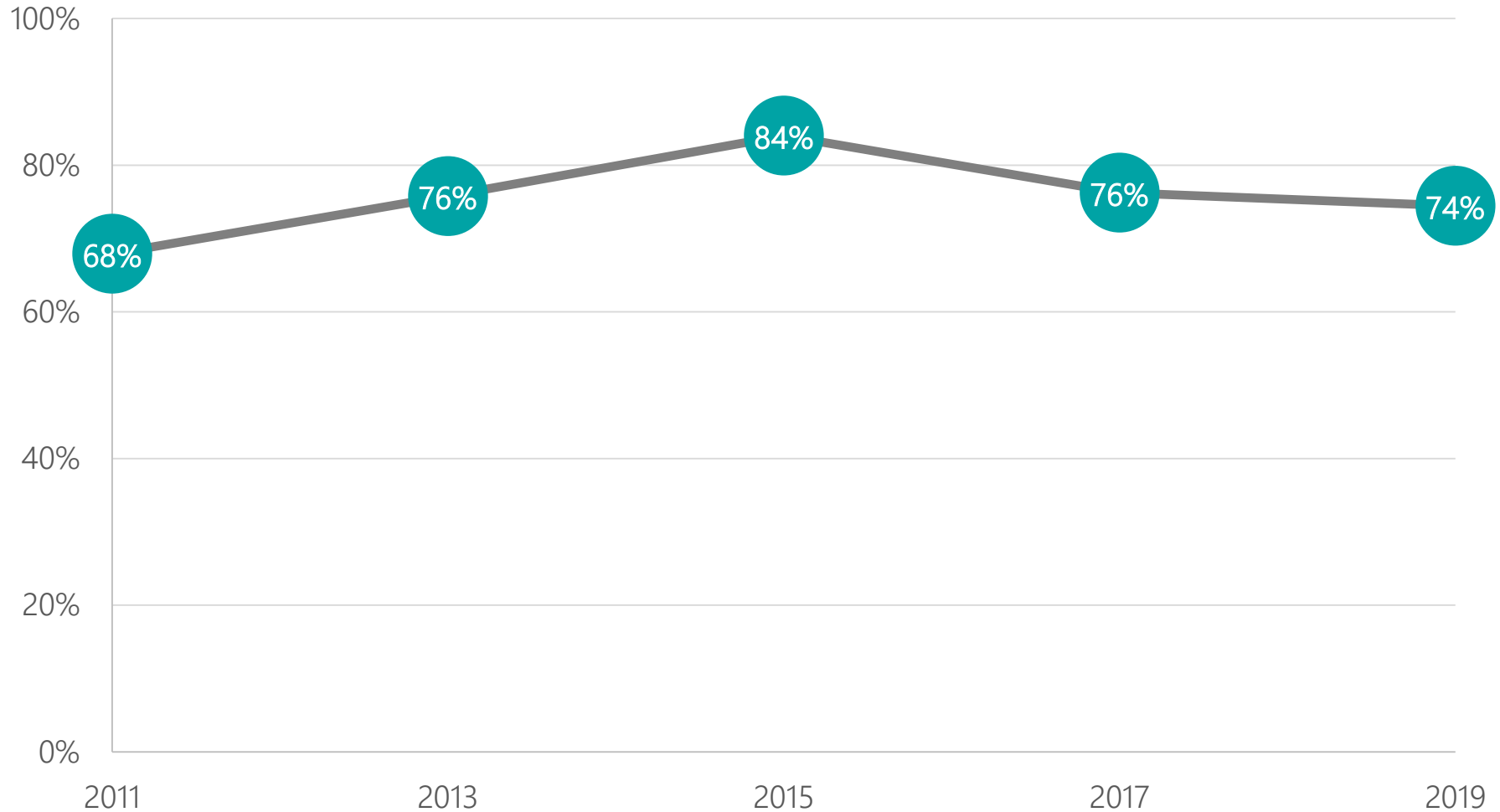


Percent rating cleanliness an "A" or "B" in 2019



Percentage-point difference in cleanliness ratings of "A" or "B" from 2017 to 2019

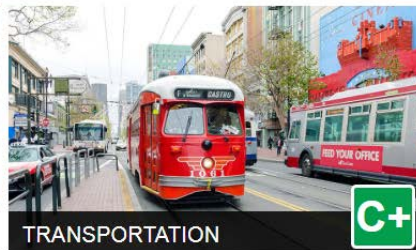
Ratings of 311 experiences are almost identical to 2017 levels



2019 CITY SURVEY

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You can view more content at sfgov.org/CitySurvey



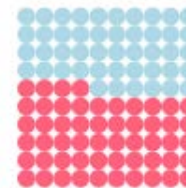
2019 City Survey Libraries

A-



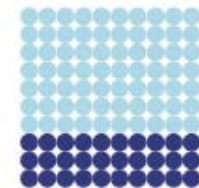
Hover over graphs and maps for more details

Respondents with children are almost twice as likely to be frequent library users than those without children.



54%

Parent or Guardian



29%

Not Parent or Guardian

REFERENCE SLIDES

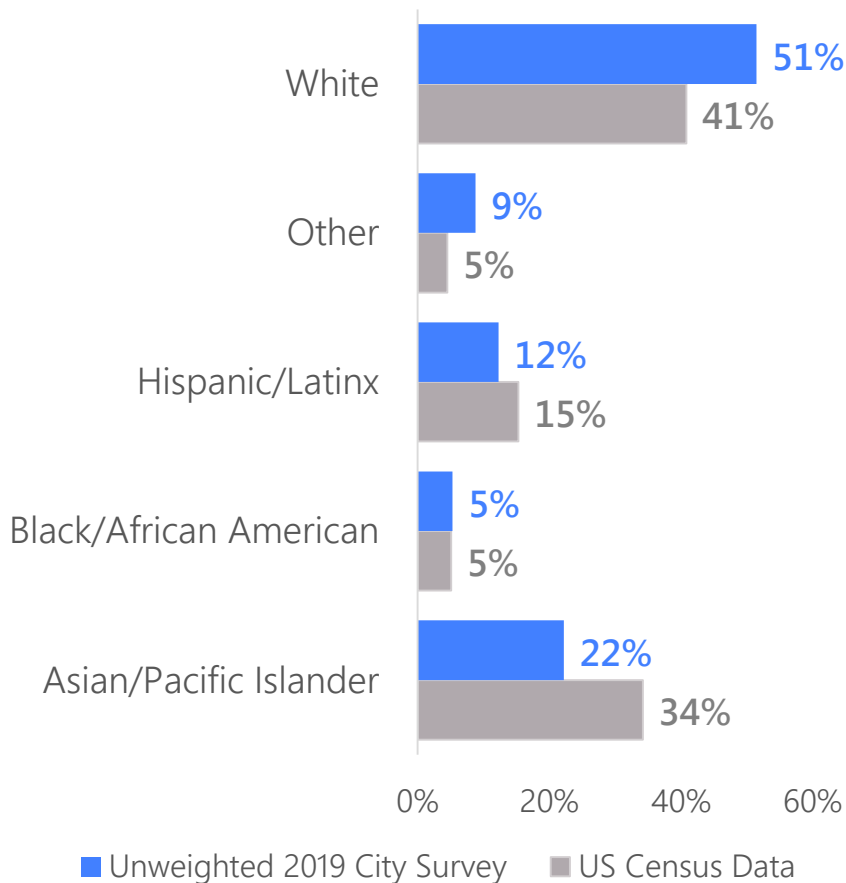
What is the City Survey?

- **Local Government**
- **Libraries**
 - Online services
 - Collection of books, DVDs, CDs, etc.
 - Assistance from library staff
 - Internet access
 - Condition of the library
 - Quality of library programs, classes, & events
- **Parks**
 - Quality of landscaping & plantings
 - Condition of recreation centers & clubhouses
 - Quality of recreation programs & activities
 - Quality of athletic fields & courts
 - Cleanliness
- **Safety**
 - Feelings of safety during the day
 - Feelings of safety at night
- **Transportation**
 - Courtesy of drivers
 - Safety
 - Frequency or reliability
 - Cleanliness
 - Managing crowding
- **Infrastructure**
 - Quality of water services
 - Reliability of sewer services
 - Condition of sidewalk pavement & curb ramps
 - Cleanliness of streets & sidewalks
 - Condition of street pavement
- **311**

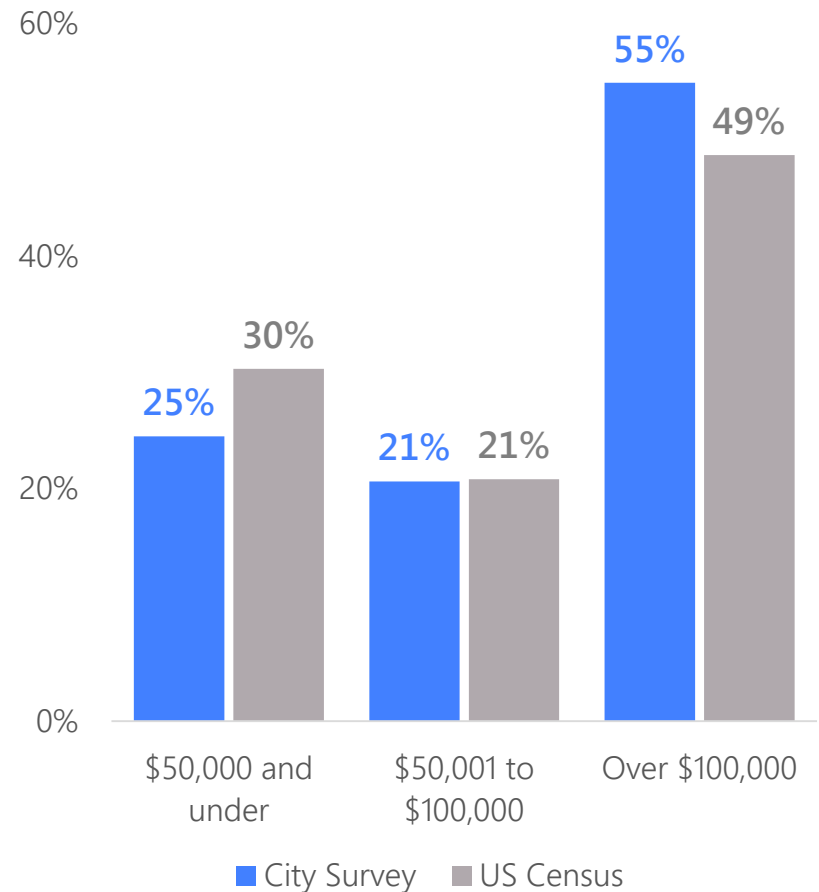
BACKGROUND

How does the surveyed population compare to San Francisco's?

Race/ethnicity in the 2019 [City Survey](#) and US Census



Income in the 2019 [City Survey](#) and US Census

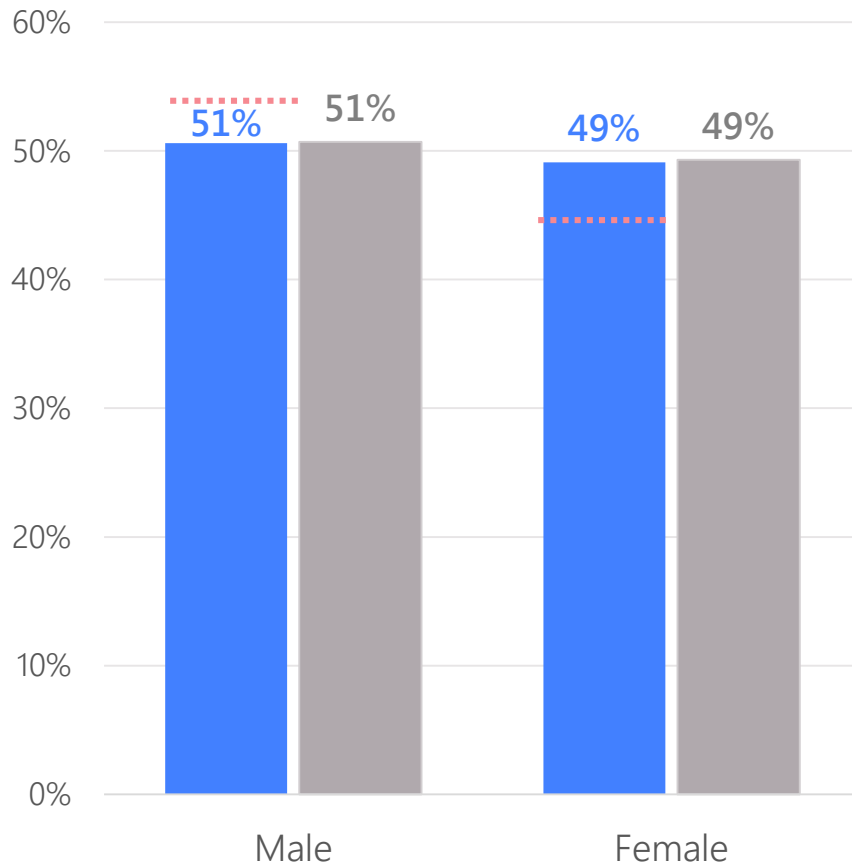


BACKGROUND

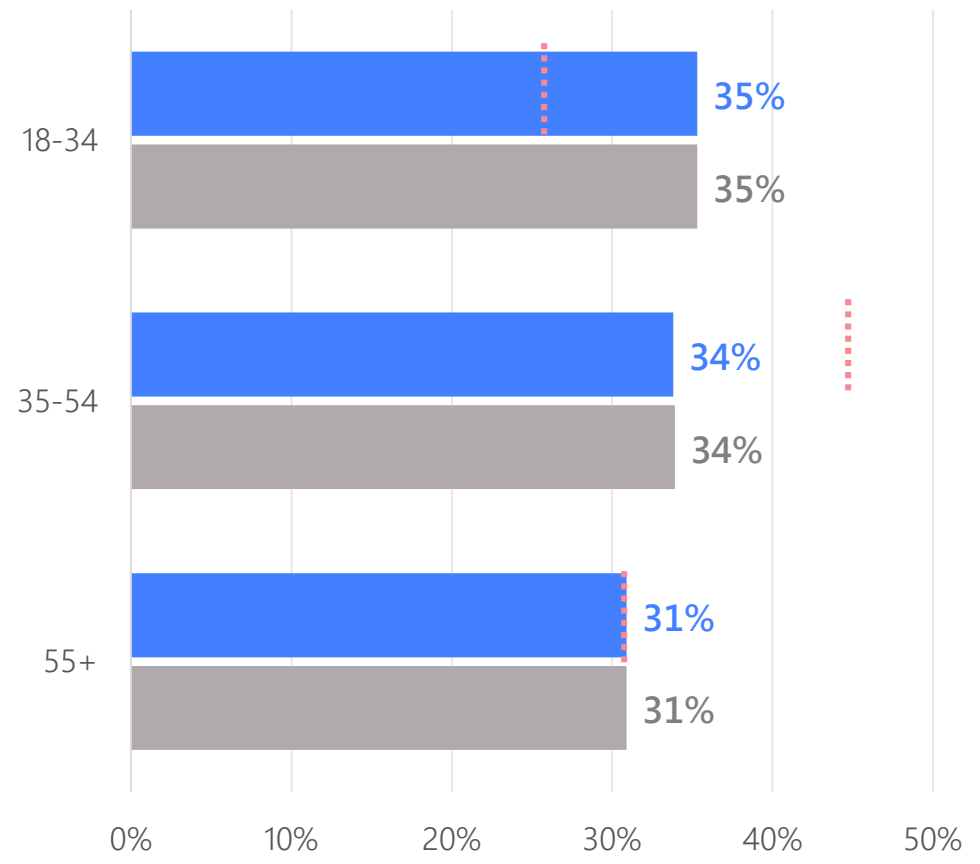
22

How does the surveyed population compare to San Francisco's?

Gender in the [City Survey](#) vs US Census Data



Age in the [City Survey](#) vs US Census Data



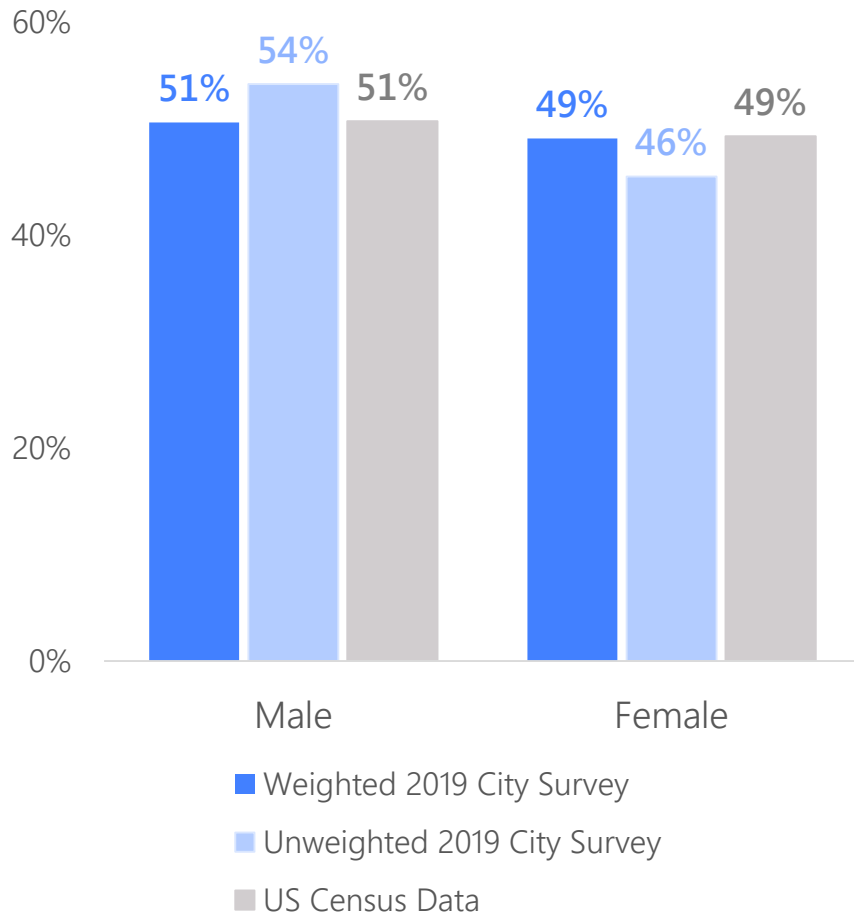
■ Weighted 2019 City Survey

■ US Census Data

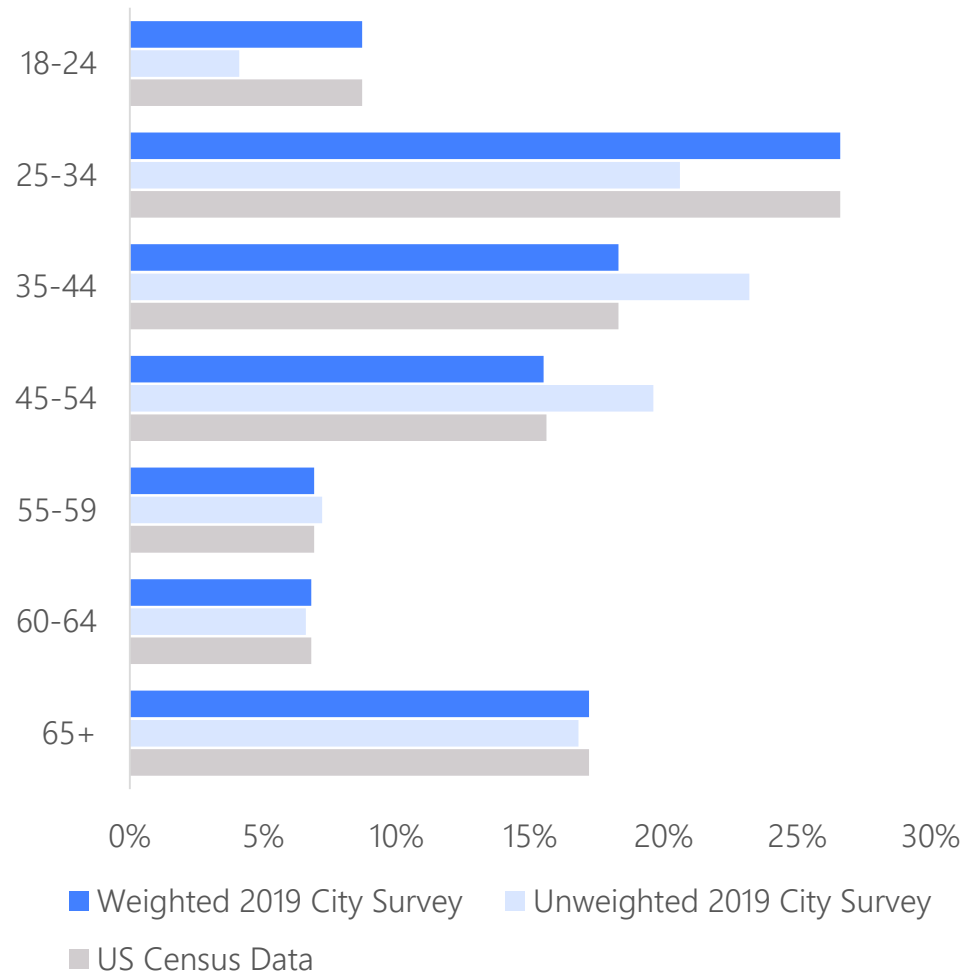
..... Unweighted City Survey

How does the surveyed population compare to San Franciscans?

Gender in the [City Survey](#) vs US Census Data



Age in the [City Survey](#) vs US Census Data



Who was surveyed?

12%

identify as LGBTQ+.

17% have

lived in the City for under six years.

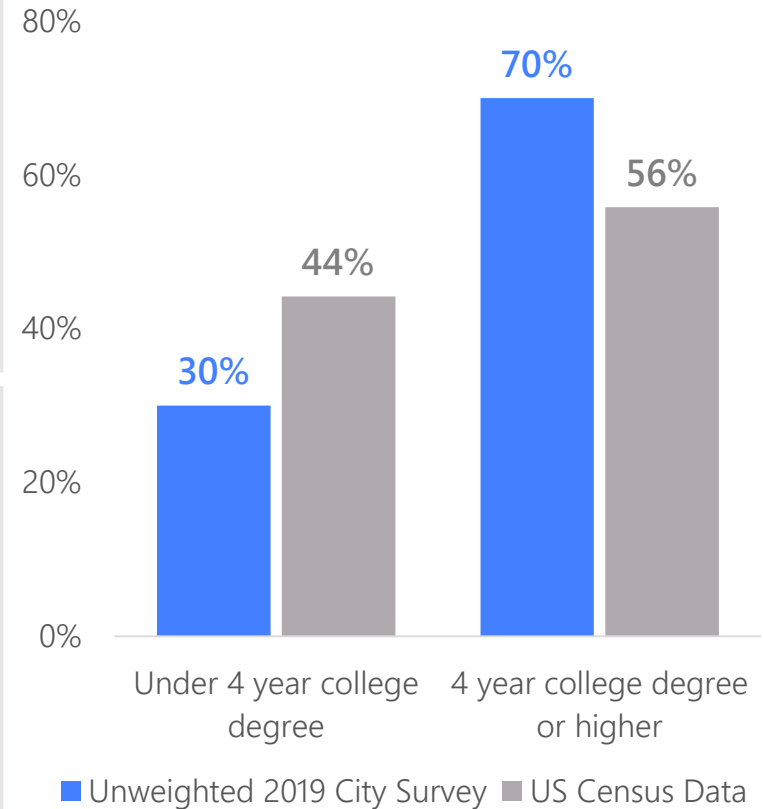
12%

report a physical disability.

29% have

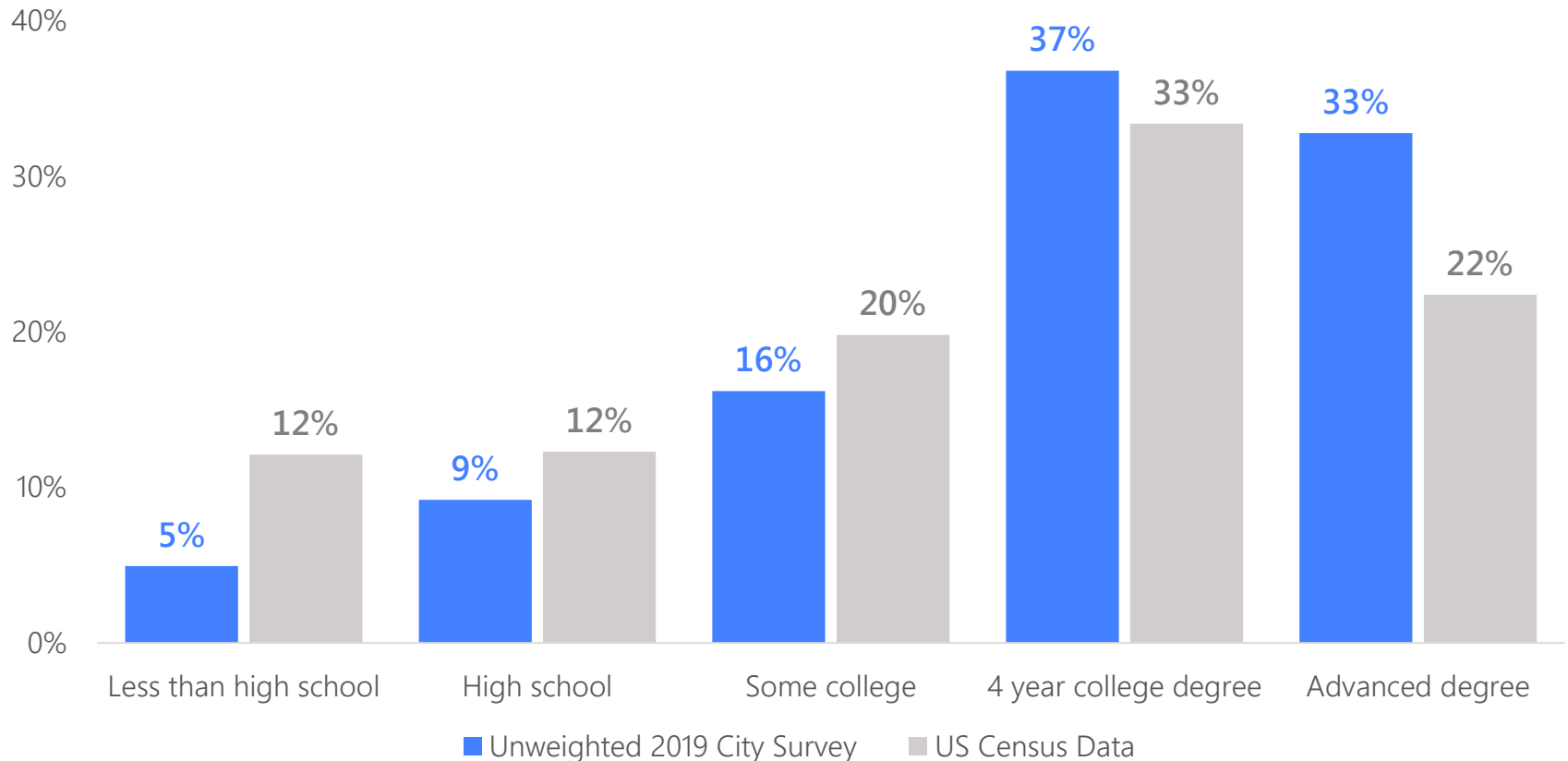
lived in the City for over 30 years.

Education in the [City Survey](#) vs US Census



Who was surveyed?

Education in the [City Survey](#) vs US Census

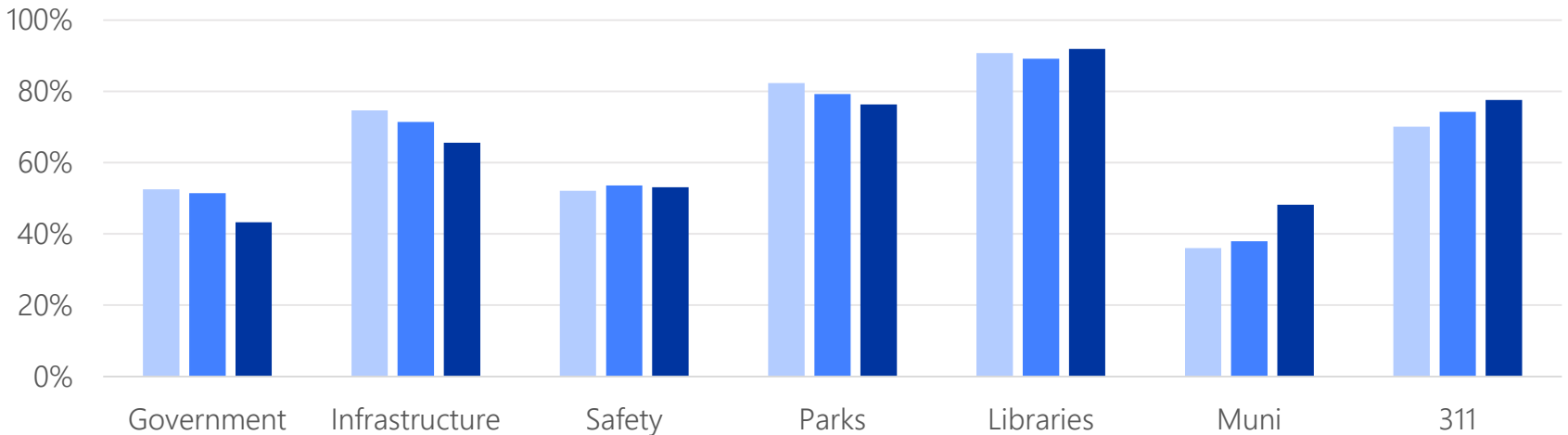


Census data is for population over 24, while survey data includes all respondents (>18)

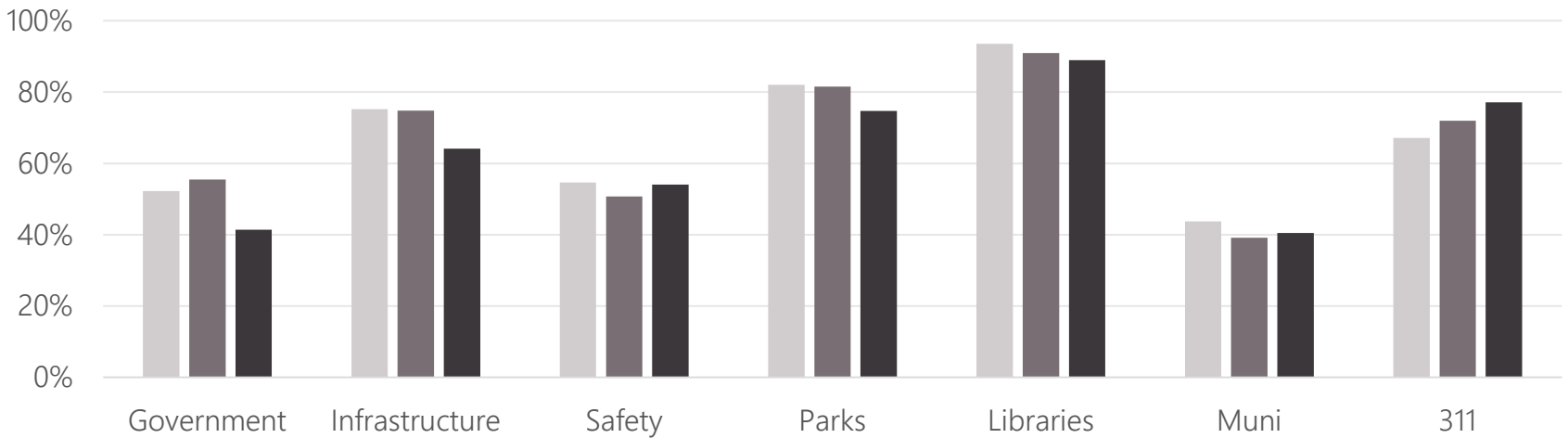
MAIN RESULTS

Ratings differ by age and time lived in SF

Percent of respondents rating service area A or B



Under 35 35-54 Over 55



5 years or fewer 6-20 years More than 20 years

MAIN RESULTS

27

Ratings improved and worsened differentially over districts

District	Average of absolute value of change	Average change	# of positive changes	# of negative changes
1	5.7	3.4	18	10
2	5.9	-3.8	9	20
3	7.3	-2.0	10	19
4	6.8	1.0	16	13
5	5.9	-1.8	15	14
6	7.0	-3.5	9	20
7	4.8	-0.2	17	12
8	6.0	3.9	24	5
9	6.5	-0.6	16	13
10	6.6	3.4	20	9
11	4.3	0.9	15	14

Respondents from the Southeast and Black/African Americans rate services lower

B+ _____

(B) White (B)

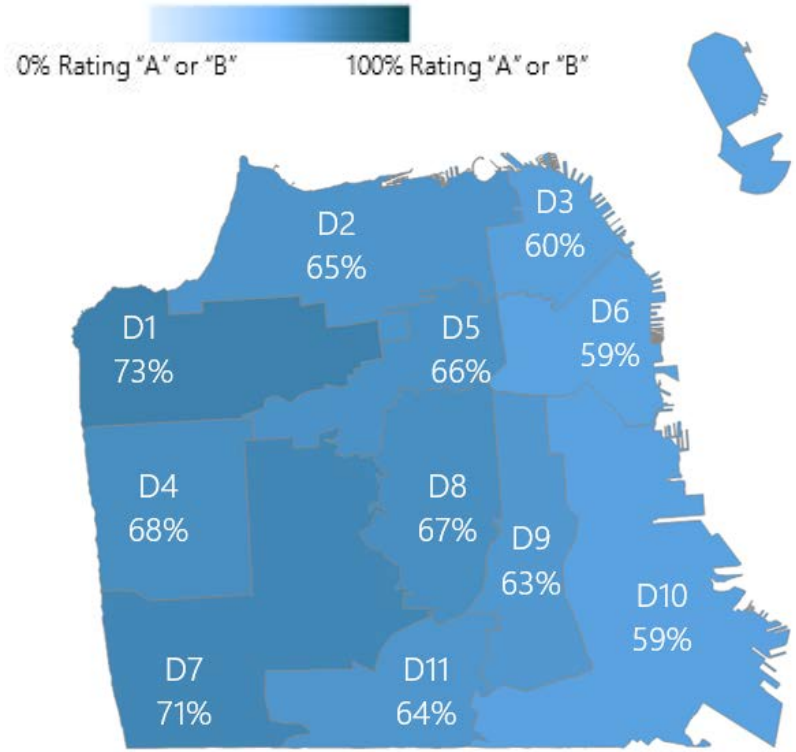
(B) Hispanic/Latinx (B)
(B) Asian/Pacific Islander (B)

(B) Other (B)

B _____

(B-) Black/African American (B-)

Average rating over all ratings, by race/ethnicity



Average percent rating A or B over all ratings, by District

TOP ISSUES IN 2019

29

There is some variation in top issues reported across Districts

	TOTAL	D1	D2	D3	D4	D5	D6	D7	D8	D9	D10	D11
HOMELESSNESS	52.8%	-4.2%	7.8%	2.5%	-8.0%	4.6%	7.8%	-1.6%	4.5%	-3.2%	-4.3%	-7.6%
HOUSING	27.1%	2.6%	-5.4%	-3.6%	5.3%	0.5%	-3.9%	-0.8%	1.3%	-2.7%	1.9%	6.8%
INFRASTRUCTURE	23.3%	-3.8%	0.2%	7.1%	-0.7%	-0.5%	0.6%	4.2%	0.1%	0.6%	-7.9%	1.3%
LAW ENFORCEMENT AND SAFETY	20.5%	-3.2%	2.7%	11.7%	2.2%	0.7%	4.1%	-6.1%	-1.8%	-4.1%	-2.2%	-1.3%
GENTRIFICATION	15.7%	7.3%	-3.3%	-8.4%	3.2%	1.4%	-4.5%	0.3%	0.4%	2.4%	-3.4%	4.1%
CITY GOVERNMENT	6.4%	-1.2%	1.6%	-1.4%	2.4%	-0.1%	-2.6%	1.0%	0.4%	-0.2%	0.9%	-1.7%
MUNI	5.8%	3.9%	-1.6%	0.6%	0.1%	-0.5%	-2.5%	3.3%	0.3%	0.4%	-2.8%	-1.3%

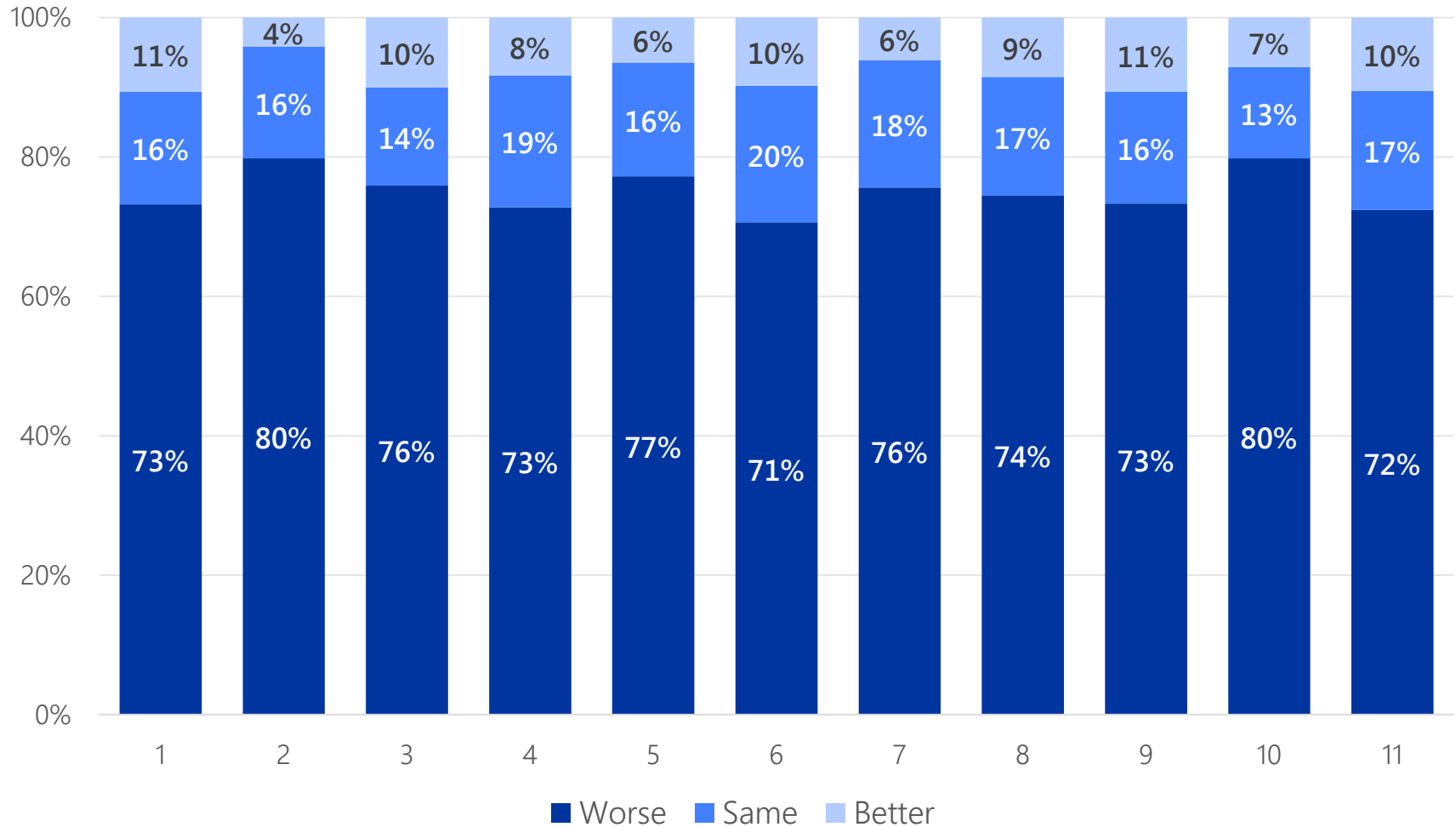


District cited issue less than average

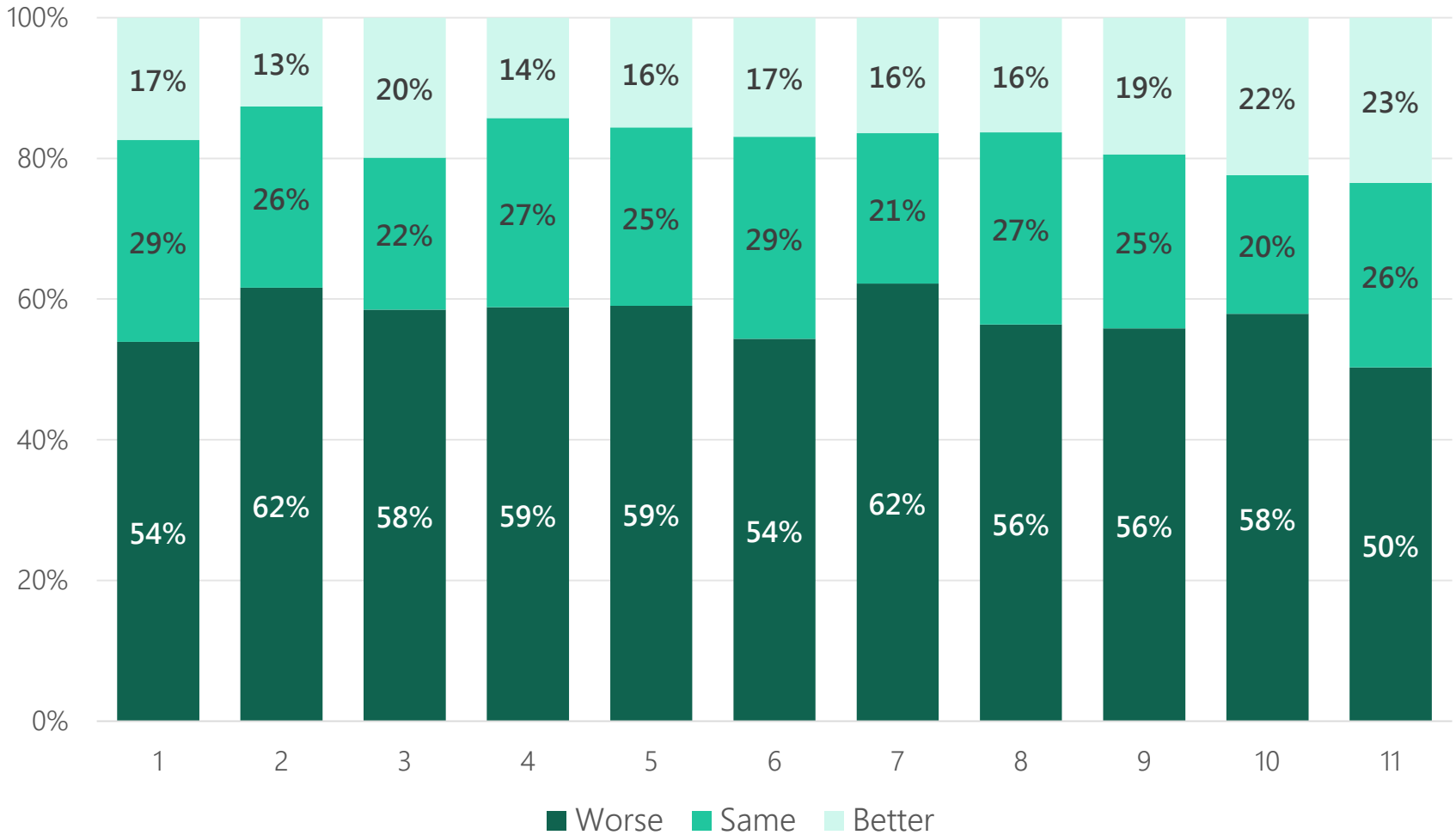


District cited issue more than average

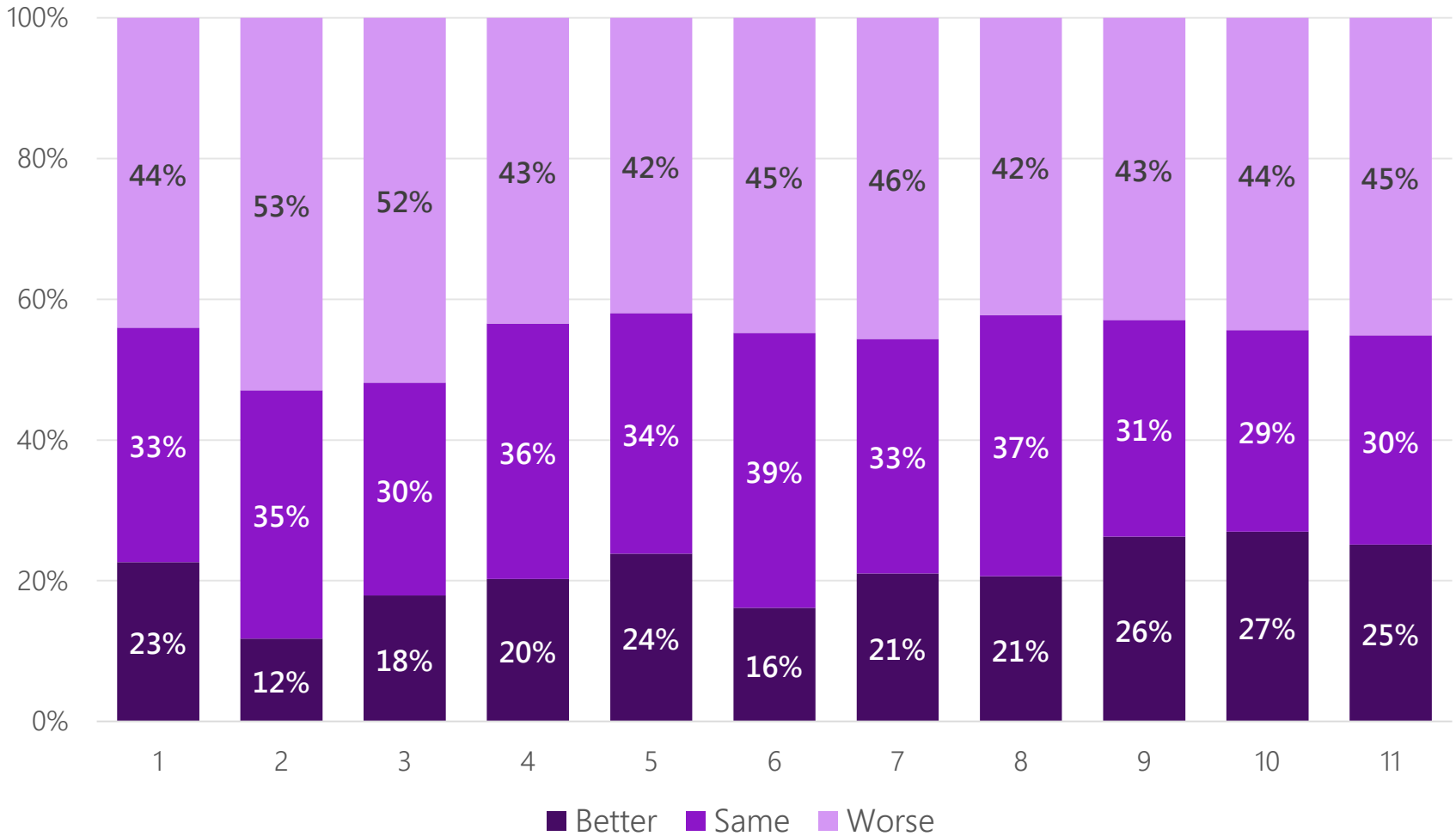
Views on homelessness by District



Views on street cleanliness by District

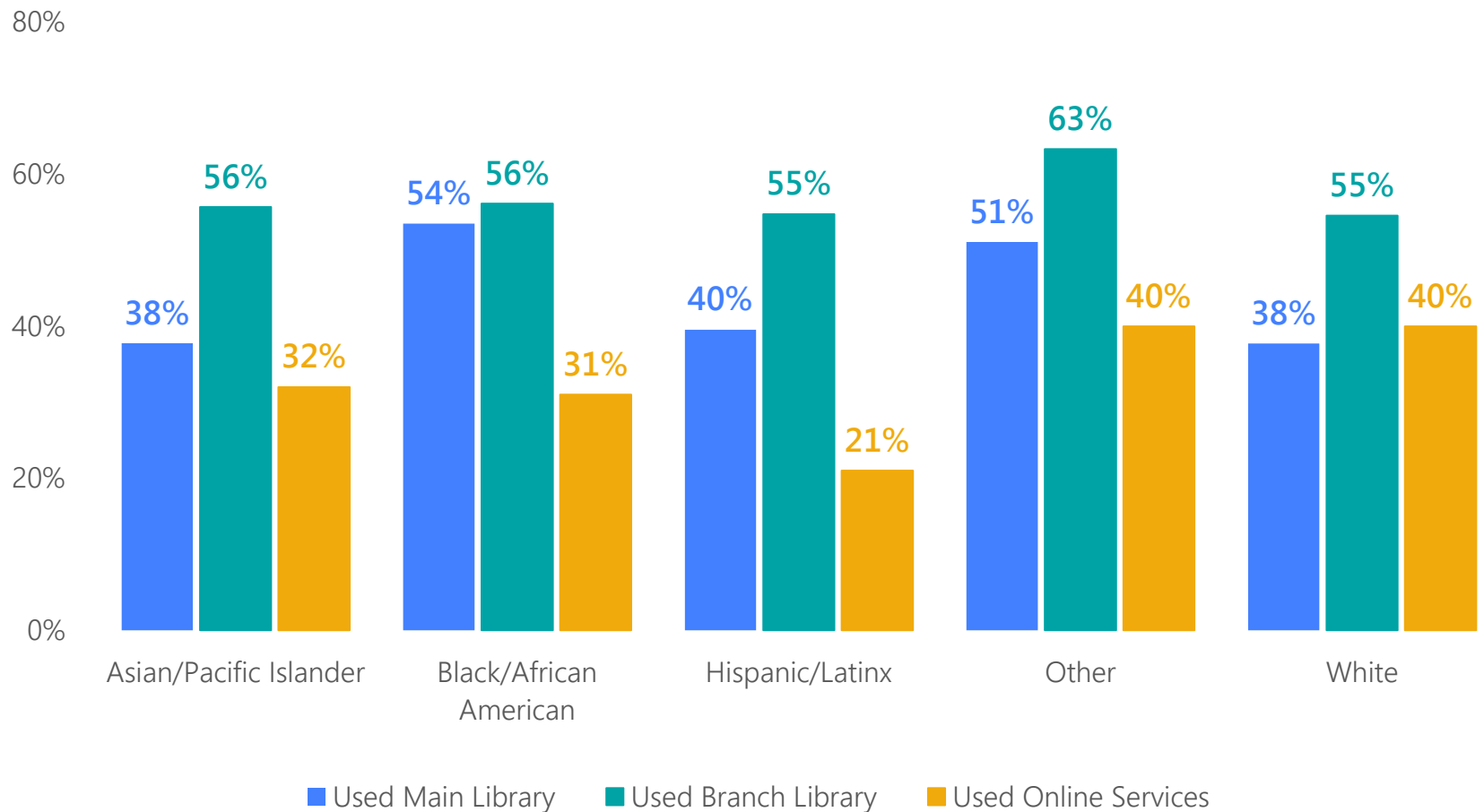


Views on public safety by District



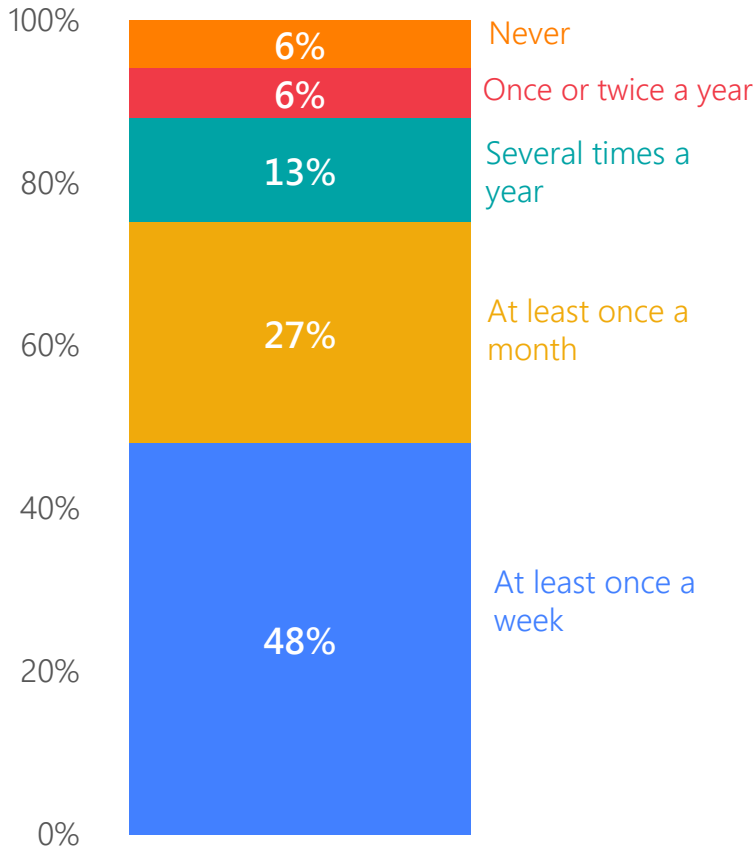
Main Library and online services usage vary by race/ethnicity

Percent using library services in past year by race/ethnicity

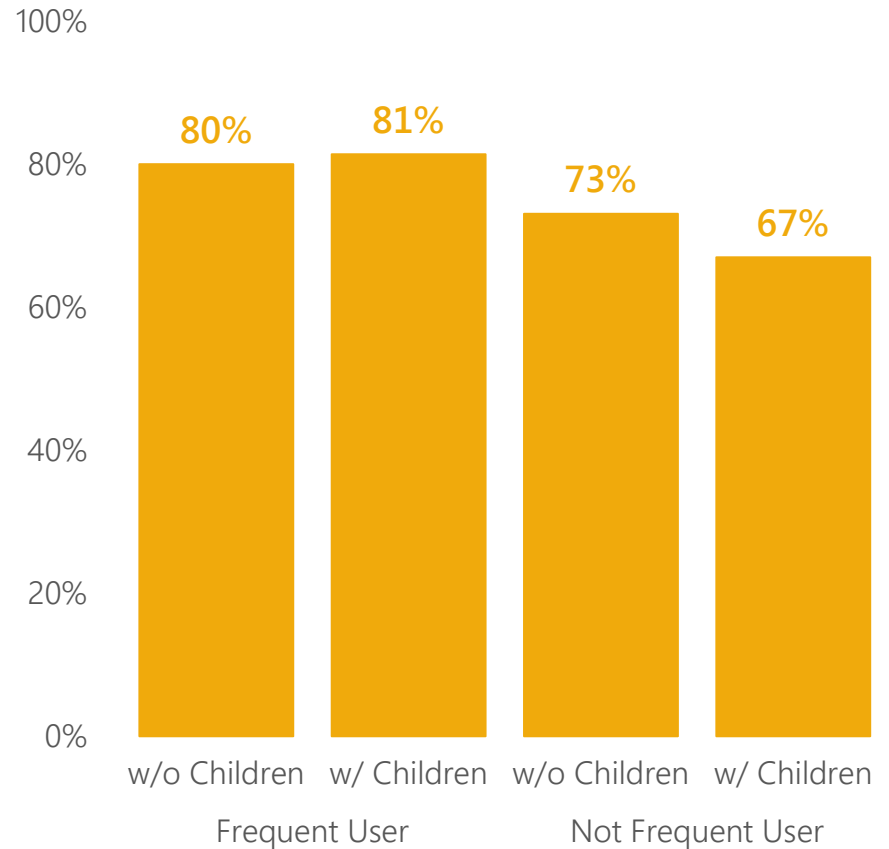


Nearly half of respondents report using parks at least once a week

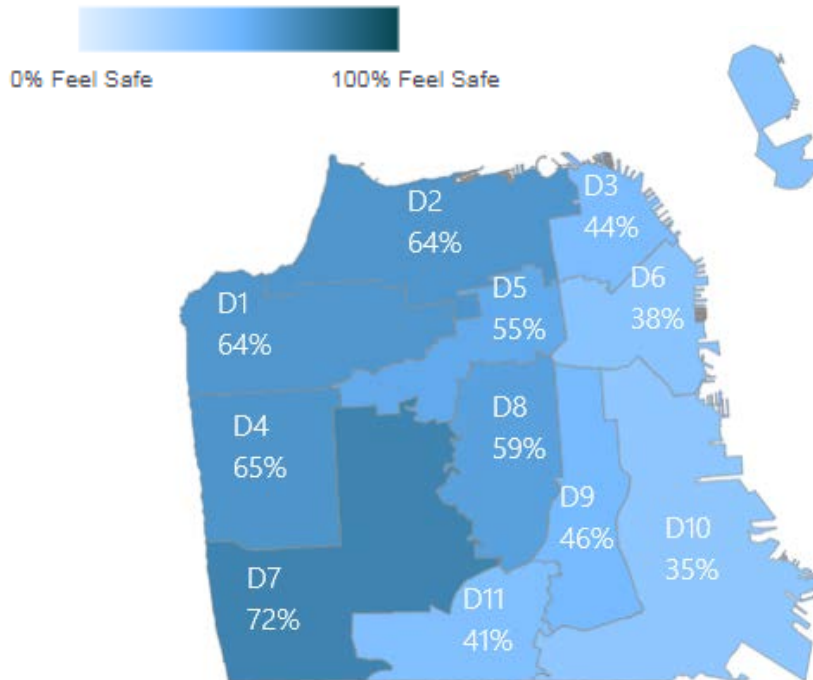
Percent of respondents by frequency of park use



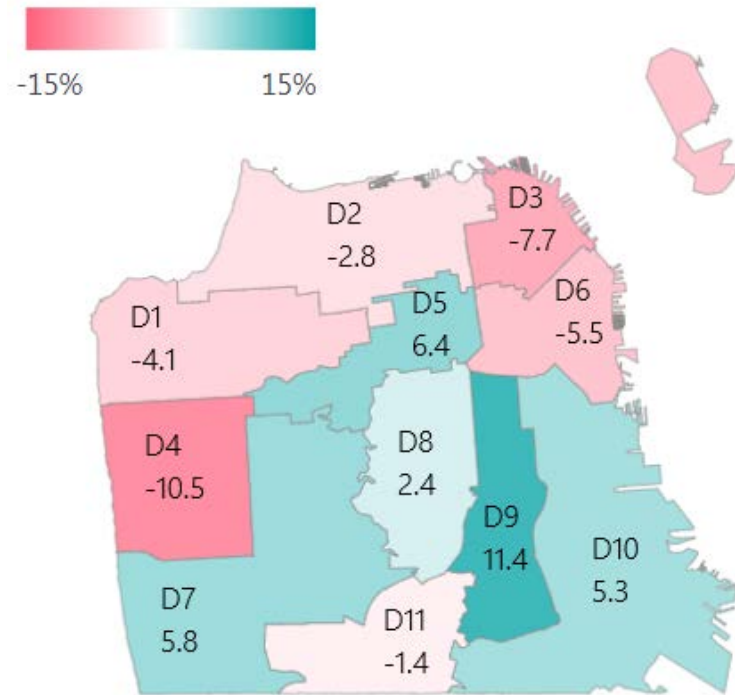
Percent rating Parks overall "A" or "B" by frequent use and children



Feelings of safety at night have changed differentially across the City



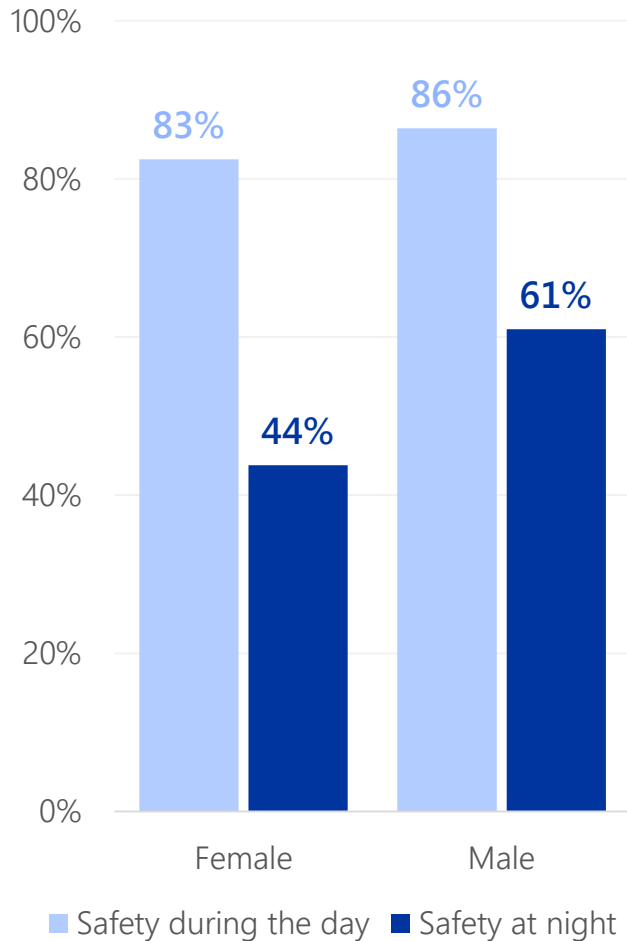
Percent feeling safe or very safe at night



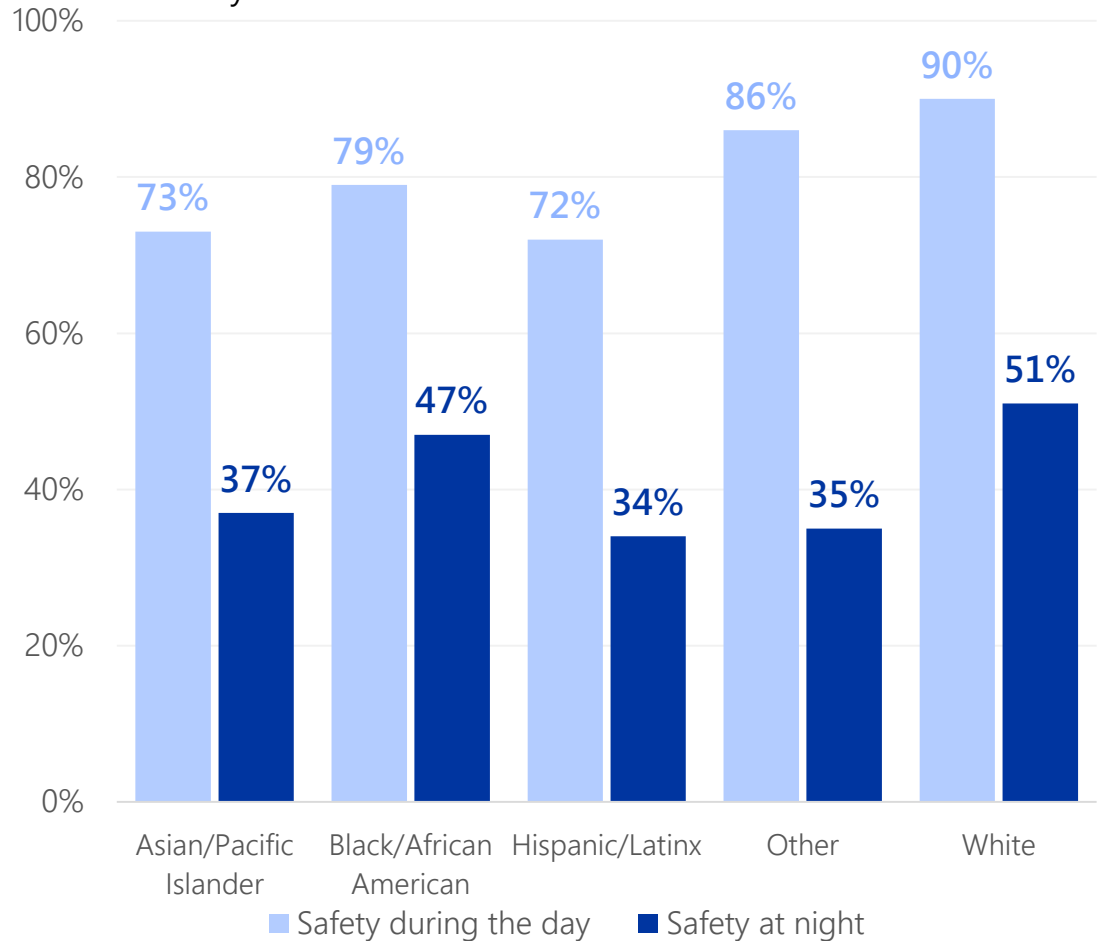
Percentage-point difference in safety ratings at night from 2017 to 2019

Feelings of safety vary by race/ethnicity & gender

Percent of respondents who feel safe or very safe



Percent of **female** respondents who feel safe or very safe



Women, particularly non-white women, feel much less safe than men during the day and at night

Percent of respondents who feel "Very Safe" or "Safe"

	During the Day		At Night	
	Female	Male	Female	Male
Asian/Pacific Islander	73%	85%	37%	55%
Black/African American	79%	87%	47%	59%
Hispanic/ Latinx	72%	81%	34%	56%
Other	86%	80%	35%	60%
White	90%	90%	51%	66%

Black and Hispanic women also feel much less safe on Muni

13% felt "Very Unsafe" on Muni compared to **3%** of women of other races/ethnicities.

Respondents with lower incomes are more satisfied with street and sidewalk cleanliness but less satisfied with water and sewer services

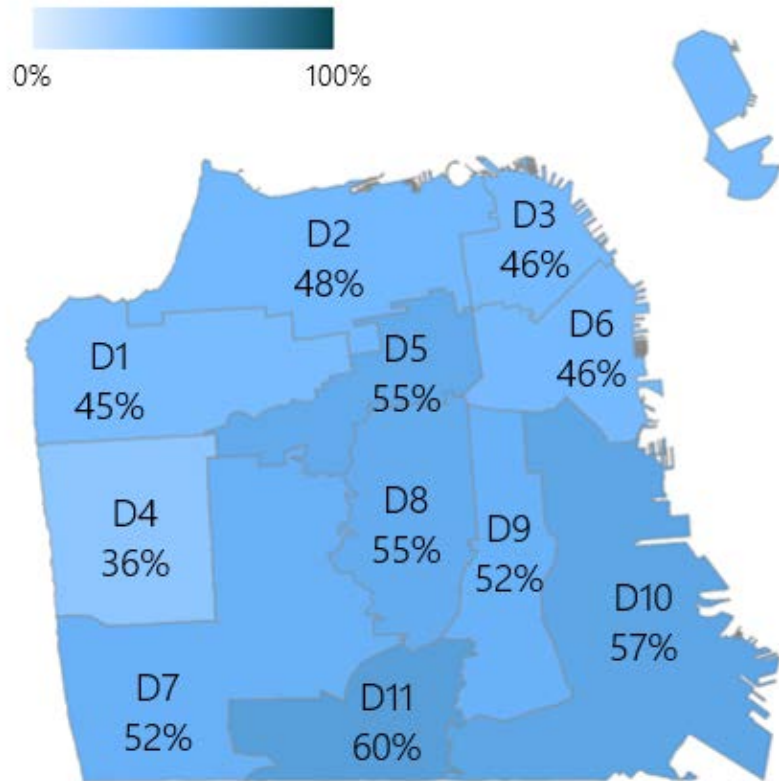
	Quality of water services	Reliability of sewer services	Condition of sidewalks & curbs	Condition of street pavement	Cleanliness of streets & sidewalks
\$50,000 or less	81%	71%	58%	49%	49%
\$50,001 to \$100,000	84%	77%	59%	49%	47%
\$100,001 and over	93%	85%	58%	41%	39%

Percent rating infrastructure attributes an "A" or "B" by income

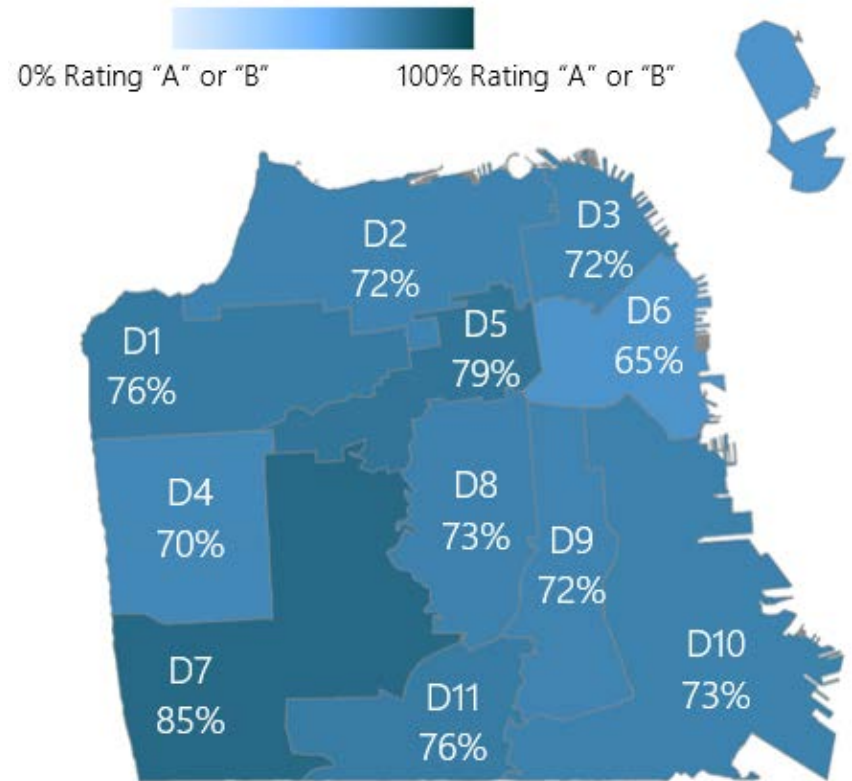
311 SERVICES

Use and ratings of 311 services varies widely by district

Use and ratings of 311, by District



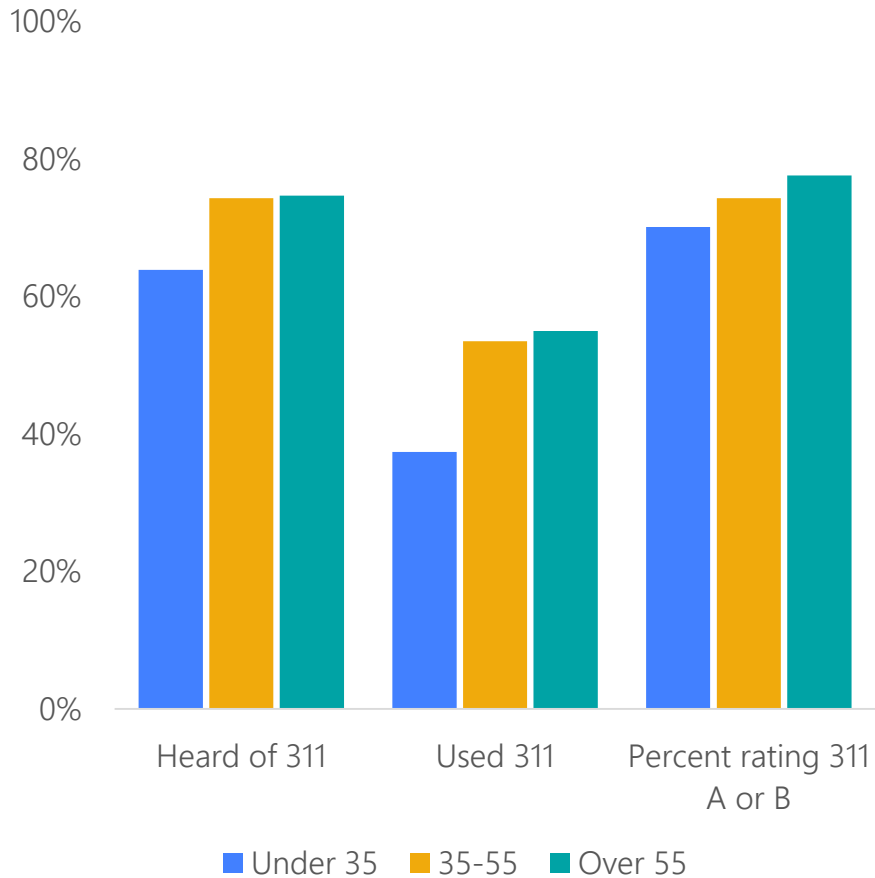
Percent using 311 in the past year



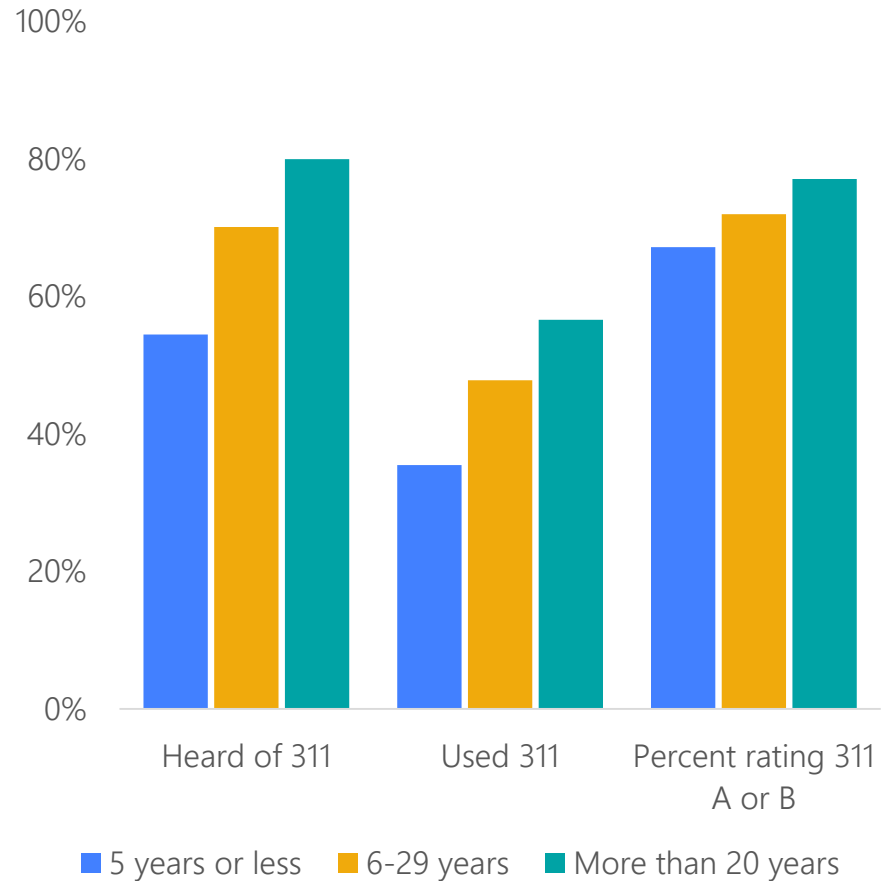
Percent rating 311 an "A" or "B"

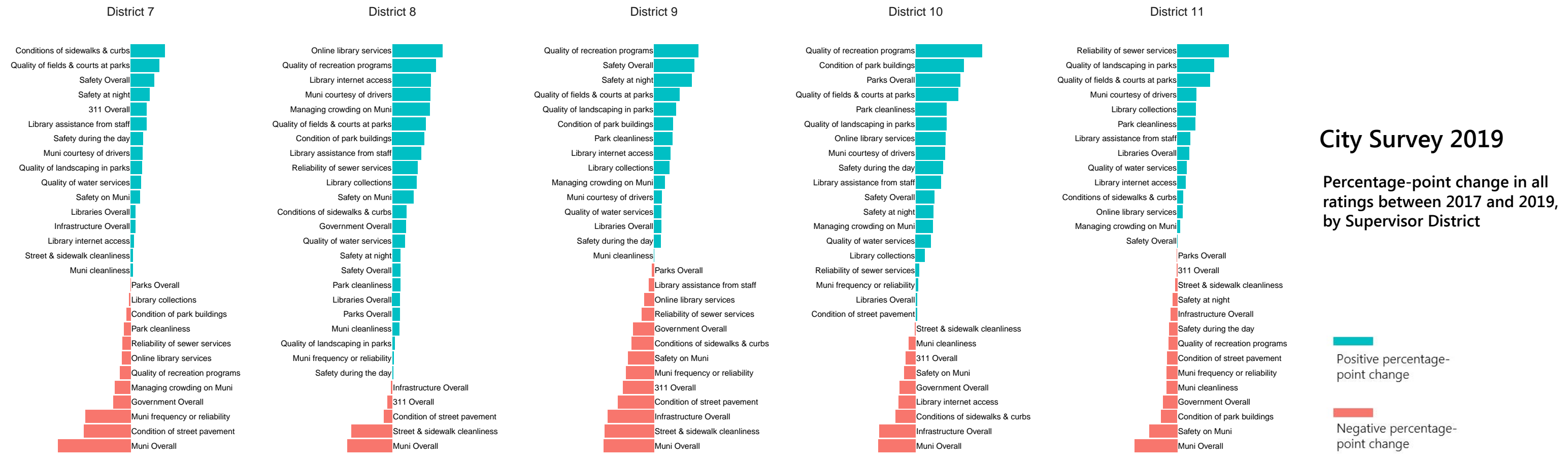
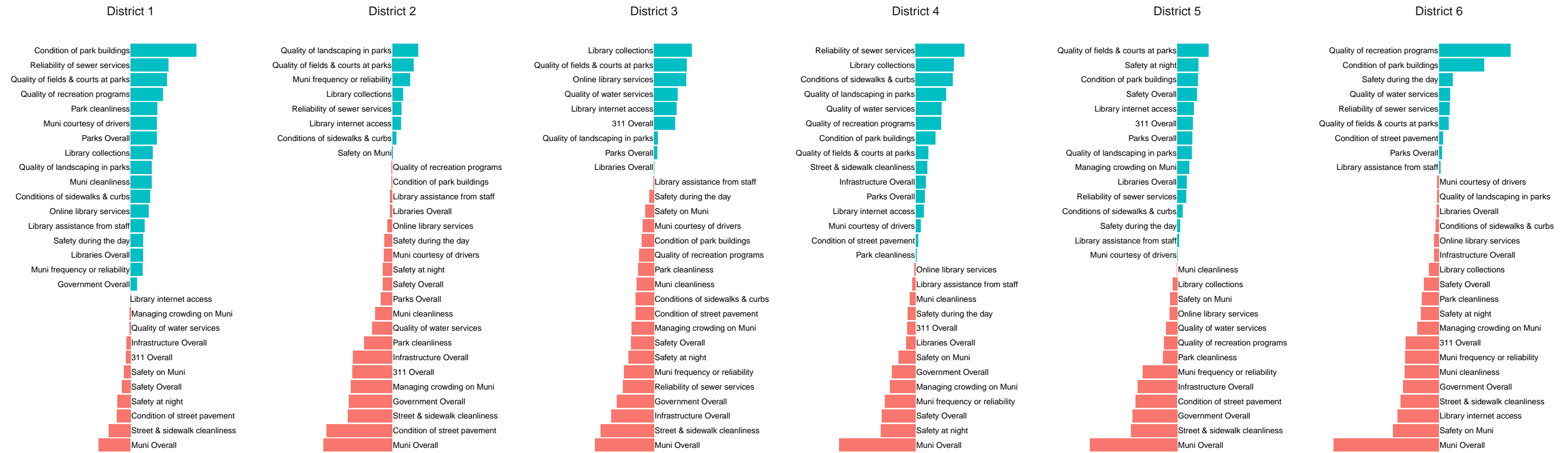
Older and longer-term City residents are more familiar and happier with 311

Awareness, use and ratings of 311, by age



Awareness, use and ratings of 311, by time lived in SF





City Survey 2019

Percentage-point change in all ratings between 2017 and 2019, by Supervisor District

Positive percentage-point change

Negative percentage-point change



Program Delivery and Support Group LRV4 Project

LRV4 Pantograph Incident Summary

This summary is in response to an event on Car 2026 on the morning of March 8, 2019.

Summary of Events

The root cause of this incident was identified as overheating of fasteners which subsequently led to the loosening of the Nyloc nuts as a result of current flow. Localized arcing occurred at the bolts holding the short carbon strip and the long carbon strip together. The arcing led to degradation of the bolts. When the bolts failed, the short carbon strip separated and dropped from the long carbon strip. The short carbon strip landed on the high voltage pantograph base frame and made contact with the car body roof. This shorting caused sparks, smoke, and melted holes in the vehicle's steel roof which resulted in excessive smoke causing evacuation at Montgomery Station.

Vehicle inspections

A fleet inspection for loose and compromised bolts was initiated immediately on the day of the event. Inspections of all vehicles supporting revenue service was completed by the following day. All vehicles were held from revenue service until this mandatory inspection was completed. All 60 vehicles on property have been inspected and subsequent inspections have been performed weekly. The incident car has been repaired and is now in revenue service.

Current status

Siemens and the pantograph vendor, Schunk, have been very responsive. Siemens and Schunk were on site the very next day on March 9, 2019 to review the damage on Car 2026. A Field Modification Instruction (FMI) has been developed and approved by Siemens, SFMTA Fleet Engineering, and the Safety Security Certification Committee. This FMI provides redundancy to prevent current flow through the fasteners and includes the following changes: each carbon strip will have a single dedicated shunt directly bolted to them, a secondary shunt connecting adjacent carbon strips will be added across each carbon strip mounting blocks and the nyloc nuts will be replaced with Nord Lock washers and all-metal locking nuts.

All parts required for the FMI were received by the SFMTA on Thursday, April 4, 2019. The FMI installations were implemented starting Friday, April 5. To date all revenue service vehicles have been completed. Remaining vehicles still in testing are being updated until the whole fleet has been completed.

