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# THE 2014 CITY OF EL PASO CITIZEN SURVEY



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**Prepared for:**

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# Section I

## Introduction

The Institute for Policy and Economic Development (IPED) at the University of Texas at El Paso was contracted by the City of El Paso's Office of Management and Budget to conduct a telephone household survey and a cellphone survey exploring citizen attitudes and perceptions about City services and general quality of life issues. This effort is the fifth in a series of similar surveys conducted in 2004, 2006, 2008, and 2011. Together, these surveys look at El Paso citizens' attitudes and perceptions over time regarding their City and the services its government provides. In addition, the 2014 Citizen Survey compares household and cellphone responses, not only providing a snapshot of current citizen preferences, but also examining potential differences between them. This survey and its findings are intended to guide the City on its mission to better serve its citizens and the community as a whole. In particular, the goals of this survey include: 1) targeting areas needing improvement, 2) monitoring citizen satisfaction levels over time, and 3) identifying issues and services most and least important to El Paso citizens.

Subsequent sections of this report include: an executive summary that provides an overview of all survey findings followed by a brief description of the research methodology including the survey instruments and sampling designs. Household respondent characteristics are then described and, subsequently, detailed findings are presented and organized by the six City initiatives listed in Table 1 below. Similarly, Cellphone respondent characteristics and findings are then presented. The final section presents the analysis of a series of cross-tabulations which explore and compare the attitudes and perceptions between telephone household respondents and cellphone respondents.

**Table 1. City Initiatives**

City Initiative	
1) Community Development	4) Economic Development
2) Consolidation of Services	5) Fiscal Initiatives
3) Transportation	6) Customer Service & Citizen Involvement

# Section II

## Executive Summary

The 2014 City of El Paso Citizen survey is the fifth in a series of similar citizen surveys which began in 2004. These surveys and their findings are intended to guide the City of El Paso in its mission to better serve its citizens. The 2014 survey is both a snapshot of current citizen viewpoints and a measure of changing perceptions overtime. The survey was implemented via a telephone household survey and a cellphone survey and conducted from April to June of 2014 by the Institute for Policy and Economic Development (IPED) at the University of Texas at El Paso. A randomly selected sample of resident households and cellphone users was contacted, ensuring that each group within a given zip code and with a working landline or cellphone had an equal probability of being selected for participation. After screening for incomplete surveys, respondents residing outside of the City limits, and controlling for gender bias, a final sample size of 1,043 valid household responses was achieved, yielding a  $\pm 3.1$  percent margin of error at the 95 percent confidence level. The final sample of cellphone responses was comprised by 624 valid responses, providing a margin of error of  $\pm 3.9$  percent at the 95 percent confidence level.

The 2014 household survey consisted of ten demographic questions and 27 questions addressing six city initiatives, including: 1) community development, 2) consolidation of services, 3) transportation 4) economic development, 5) fiscal initiatives, and 6) customer service and citizen involvement. The cellphone survey was a shorter version of the household survey with four screen questions, five demographic questions and eight questions covering five of the six City initiatives discussed above. The following paragraphs summarize the household and cellphone survey findings.

**Community Development.** In line with previous City of El Paso surveys, the 2014 household survey identified the tranquility, peacefulness, and security as the first positive image that comes to mind when thinking about the City of El Paso. In contrast, the poor climate and hot and dusty weather were viewed as the City's greatest negative features. However, it is worth noting that, for the first time, a relatively large proportion of household respondents indicated that no negative image came to mind about El Paso. Moreover, the friendliness and helpfulness of El Pasoans and the city's unique Hispanic culture and history ranked among El Paso's top strengths for promoting the City. When asked to rate various aspects of the City, El Paso as a place to live, to raise children, and to retire obtained the best ratings by both household and cellphone respondents. On the other hand, the City as a place to visit and the City's recreational and

entertainment opportunities received the lowest ratings. Nevertheless, the overall households' ratings improved from the previous findings obtained in 2011. In addition, the overall quality of life in the City was viewed as good by over half of the household and cellphone samples. Finally, the overwhelming majority of household respondents felt that environmental issues like improving air quality, energy efficiency, conservation and renewable energy, as well as recycling options are very important to them. However, on average, nearly one-third of household respondents reported that the environmental information they are currently receiving is inadequate.

**Consolidation of Services.** This section asked households if the City of El Paso and El Paso County should work more seriously on consolidating their services. Sixty-four percent of respondents answered favorable and indicated that all areas mentioned present a relatively good opportunity to be consolidated. Specifically, parks and recreation along with public transportation received the highest mean scores with practically half of respondents indicating that they represent the best opportunity to consolidate. Considering the nature of the cellphone survey, and in an effort to reduce its length, cellphone respondents were not questioned about consolidating services.

**Transportation.** The 2014 citizen survey indicates a small increase in public transportation usage when compared to the 2011 survey. However, most household (69 percent) and cellphone (77 percent) respondents reported that they never use public transportation. Not surprisingly, they indicated that their main reason for not using this service was a consequence of preferring their personal vehicle. Of those respondents using public transportation, households reported using the service more often with 35 percent of respondents using it daily or several time a week while 29 percent of cellphone respondents indicated using it at this same rate. Additionally, households were asked how interested they were in using bicycles as an alternative form of transportation. Household respondents appear to be slightly less interested than they were in 2008 and 2011. Not feeling safe, age or medical conditions, along with preferring their personal vehicle instead were the top three reasons for not being interested in using bicycles as an alternative form of transportation. With respect to transportation initiatives, household respondents stated that reducing traffic congestion and having a more comprehensive street and road maintenance program should be the two most important transportation initiatives for the City over the next five years. This results were consistent with previous survey findings.

**Economic Development.** Overall, household and cellphone respondents rated El Paso as a place to do business more favorably than El Paso's job market. Moreover, while over half of household respondents believed that El Paso as a place to do business is improving, almost half viewed the job market as stagnant. Schools and higher education, the general economic conditions, and the City's workforce were considered the most important economic development aspects by household respondents. Furthermore, household respondents rated the City's retail options along with schools and higher education as "good" economic development aspects in El Paso. At the bottom of the household ratings were the attractiveness of downtown and the general economic conditions of the City. To improve the general economic conditions, household respondents indicated that high-paying jobs and education are the most important factors to them. In line with previous surveys, household respondents felt that contracting with local businesses and the quality of work are the most important factors that should be considered when the City contracts private businesses for services; however, a competitive bidding process was also found comparatively important.

**Fiscal Initiatives.** Households' satisfaction with the way the City government uses their tax dollars has been slightly increasing over time but the greatest proportion of respondents continue reporting being somewhat satisfied. The majority of cellphone respondents also indicated being somewhat satisfied with the way the City uses their tax dollars; however, their levels of satisfaction were higher than those reported by household respondents. Both household and cellphone respondents indicated that they would prefer their tax dollars to be spent on education and street maintenance and improvements. When prioritizing City services, household respondents gave the highest priority to street cleaning, repair and right-of way maintenance, garbage collection and recycling efforts, as well as fire prevention, inspection, and education. Nevertheless, over half percent of household respondents considered all City services as high priorities. As a result, practically three out of four household respondents preferred to support a moderate tax or fee increase to maintain or expand the existing services provided by the City than to reduce those services.

**Customer Service and Citizens' Community Involvement.** To conclude with the 2014 Citizen survey, respondents rated their level of satisfaction with various City-funded areas. Results indicated that, for both types of survey respondents (households and cellphones), the highest levels of citizens' satisfaction were derived from the City's airport, libraries, and solid waste management services. Out of the 11 areas analyzed in the 2011 Citizen Survey, nine of them improved their satisfaction index scores. Among them, building permits and solid waste management services exhibited the largest increases. In contrast, the

Tax Office and Museums and Cultural Affairs exhibited a decline. With respect to the City's website, household respondents reported an increase in the number of visits relative to 2011 and 2008 reports. Furthermore, household respondents who indicated that they had interacted with a City Department or City employees reported lower levels of satisfaction when compared to the 2011 survey. Overall, these findings suggest a need to enhance the City's customer service, particularly with respect to City employees' quickness in resolving issues. Moreover, when households were asked about how successful the City was when communicating with its citizens about City programs and initiatives, their answers reflected the need to continue improving the City's communication efforts. Finally, with regard to citizen involvement, over half of household respondents felt that the City do not provide its citizens with adequate opportunities to participate in local government; however, over half of cellphone respondents felt otherwise. In addition, the greatest proportion of household respondents indicated not being interested in serving on Boards or Commissions nor in participating in the Neighborhood Leadership Academy. Not surprisingly, the overwhelming majority of household respondents reported that they are not participating in a neighborhood association.

# Section III

## Methodology

Similar to previous efforts, the 2014 City of El Paso Citizen Survey (see Appendix A) was developed by staff from the City of El Paso in collaboration with IPED. Although several revisions and additions were made, the 2014 survey instrument was largely based on previous instruments, also developed by the City of El Paso and IPED. As a result, general comparisons with previous surveys are made where possible. Comparable to the 2011 survey, questions were grouped into sections to correspond to various City initiatives, including: 1) Community Development, 2) Consolidation of Services, 3) Transportation, 4) Economic Development, 5) Fiscal Initiatives, and 6) Customer Service and Citizen Involvement. Moreover, in order to align more closely with current City objectives, several questions were added to the 2014 instrument, while others were modified or removed.

The 2014 City of El Paso Citizen Survey was implemented via a telephone household survey and via a cellphone survey using a stratified random digit dialing (RDD) procedure. A stratified sampling technique was chosen to guarantee that each zip code within the City was proportionately represented in the sample relative to the total population. Additionally, RDD approximates simple random sampling, ensuring that each household within a given zip code with a working landline (or cellphone) has an equal probability of being selected for participation. Both stratified RDD samples were obtained from a leading national sampling firm, with the landline sample filtered for fax machines, disconnects, and businesses.

Given its nature, the cellphone survey was a shorter version of the household survey and covered five of the six City initiatives discussed above. The final English survey instruments were translated into Spanish (see Appendix B) and converted into an electronic format to capture phone responses online by bilingual interviewers at the IPED Survey Research Center. The two electronic versions of the surveys were pre-tested and verified with regard to data integrity and accuracy prior to implementation. The household survey was conducted by interviewers beginning April 28<sup>th</sup> and ending June 7<sup>th</sup>, 2014, on weekdays and Saturdays, mostly between the times of 10 a.m. and 7 p.m. The cellphone survey was conducted by IPED interviewers beginning June 2<sup>nd</sup> and ending June 21<sup>st</sup>, 2014, on weekdays and Saturdays, mostly between the times of 10 a.m. and 6 p.m.

After screening the raw data for incomplete surveys and respondents residing outside of the City of El Paso, a final sample size of 1,043 valid household responses was achieved. At the 95 percent confidence level, a sample of this size provides a margin of error of plus or minus 3.0 percentage points.<sup>1</sup> In other words, results for 95 out of 100 samples of this size fall within  $\pm 3.0$  percent of what would have been obtained had every household in the City of El Paso been surveyed. The final sample of cellphone responses was comprised by 624 valid responses after screening for incomplete surveys and respondents residing outside of the City limits. These responses provide a margin of error of  $\pm 3.9$  percent at the 95 percent confidence level.<sup>2</sup>

Responses received from both samples were statistically weighted by gender aged 18 and older to offset any gender bias introduced by a larger sample of female respondents relative to male respondents given that females are more likely to be at home at the time of the survey interviews and to participate voluntarily.<sup>3</sup> Table 2 below compares the sample gender distribution to the 2012 distribution of the City of El Paso population 18 years or older, and reports the gender weights used to adjust the sample responses. Although gender-weighted responses did not produce significantly different results when compared to non-weighted responses, weighted responses are, nonetheless, used throughout the analysis of this report in an effort to reduce any gender bias.

**Table 2. Gender Distributions and Weights**

	Population 18 years and older	Household Sample	Gender Weight	Cellphone Sample	Gender Weight
Male	47.4%	29.1%	1.63	44.9%	1.06
Female	52.6%	70.9%	0.74	55.1%	0.95
<b>Total</b>	<b>100%</b>	<b>100%</b>	-	<b>100%</b>	-

Source: U.S. Census Bureau, 2012 American Community Survey

<sup>1</sup> The margin of error assumes a total of 219,579 households (U.S. Census Bureau, 2012 American Community Survey).

<sup>2</sup> The margin of error assumes that at least 33 percent of adults aged 18 and over live in wireless-only households (based on U.S. Census Bureau, 2012 American Community Survey and various National Health Statistics Reports from the U.S. Department of Health and Human Services).

<sup>3</sup> O'Rourke, D. and Lakner, E., Summer 1989, "Gender Bias: Analysis of Factors Causing Male Underrepresentation in Surveys," *International Journal of Public Opinion Research*, v1, n2, Survey Research Laboratory, University of Illinois.

# Section IV

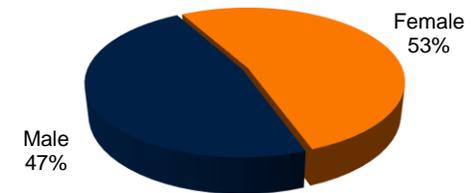
## Sample Characteristics - Households

A total of ten demographic questions were asked in the 2014 City of El Paso Citizen Household Survey. After weighting, the sample gender distribution matched that of the City's population aged 18 and older, with 53 percent of respondents being female and 47 percent male (**Figure 1**). Age was slightly skewed towards older individuals, with 38 percent of respondents indicating that they are between the ages of 45 and 64, while 33 percent is 65 or older and 28 percent is between 18 and 44 (**Figure 2**). About 20 percent of respondents are high school graduates (or received its equivalency) while 18 percent did not go to or completed high school (**Figure 3**). Similarly, while 23 percent has some college education, 21 percent obtained an undergraduate degree and ten percent a graduate degree. In addition, seven percent of respondents received an associate's degree and about one percent attended a trade school. Not surprisingly, most respondents, or 74 percent, are Hispanic while 21 percent identified themselves as White non-Hispanics (**Figure 4**).

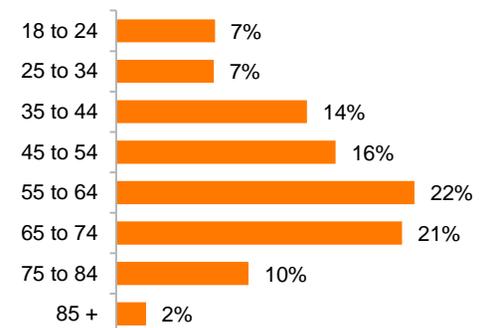
Eleven percent of respondents have lived in the City of El Paso less than 10 years and 37 percent between 10 and 29 years (**Figure 5**). Moreover, over half of respondents reported that they have lived in the City for 30 years or more. Nearly three out of four respondents own a house while one in five rent or lease a single family home or an apartment (**Figure 6**). After recoding zip codes into City areas, the largest proportion of respondents (33 percent) indicated that they live on the East side of the City (**Figure 7**). This was followed by the remaining respondents that are distributed very closely among the Northeast (19 percent), Lower Valley (18 percent), West side (17 percent), and the Central area of town (14 percent).

Practically one-third of respondents' households consist of two individuals whereas nearly half of these respondents' households encompass between three and five people (**Figure 8**). Also, nearly two-thirds of respondents do not live in households with children under the age of 18 (**Figure 9**). The last demographic question asked City residents about their household income, however, a relatively high proportion of respondents refused to answer this question or indicated that they did not know what their household income was (**Figure 10**). Nevertheless, of those who answered this question, approximately half of them reported earning less than \$40,000, nearly one-third between \$40,000 to less than \$80,000, and less than one-fifth over \$80,000.

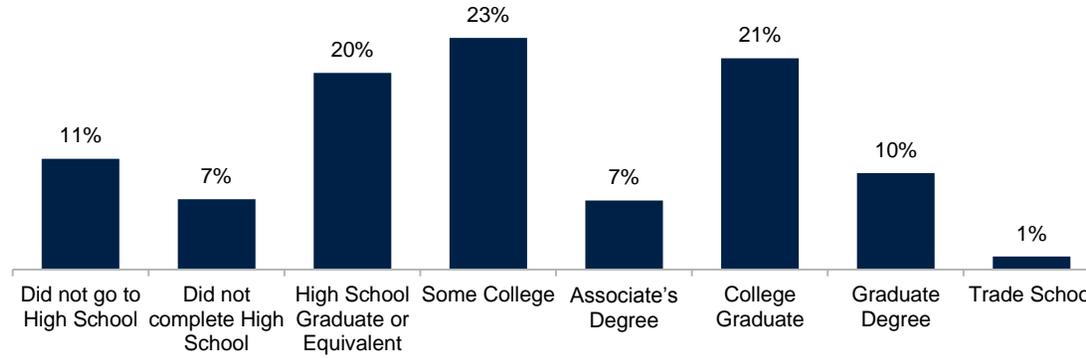
**Figure 1. Gender**



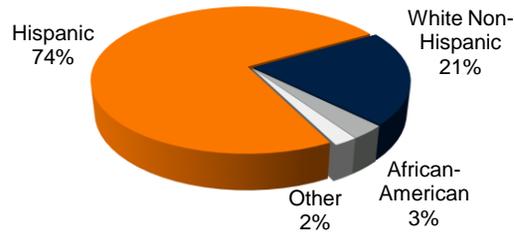
**Figure 2. Age**



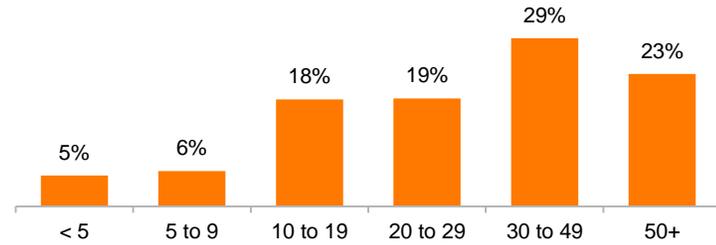
**Figure 3. Educational Attainment**



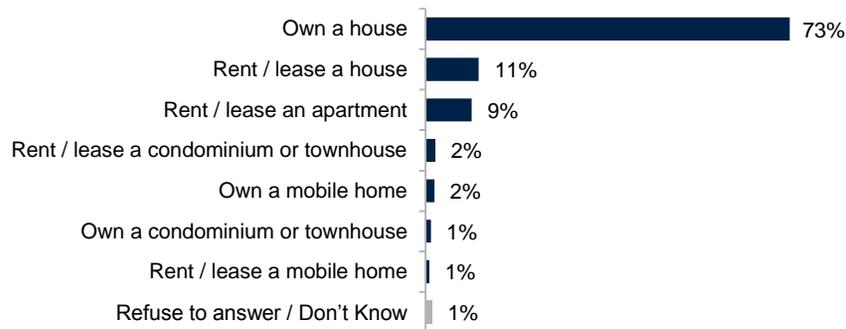
**Figure 4. Ethnicity**



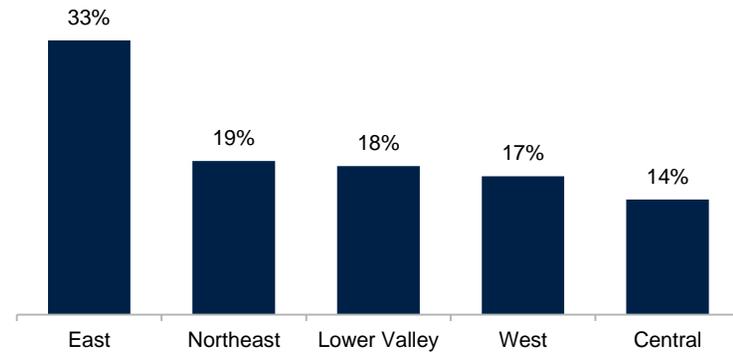
**Figure 5. Years Lived in El Paso**



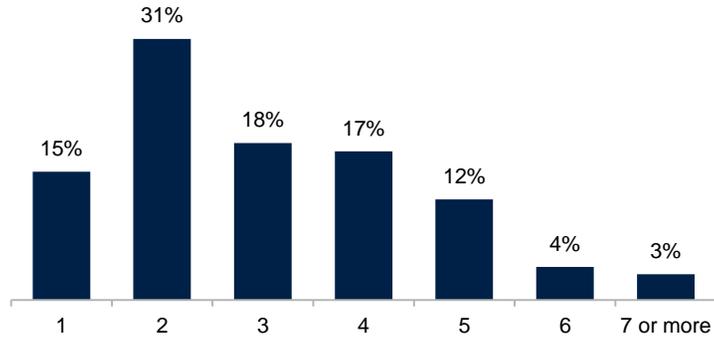
**Figure 6. Residence Type**



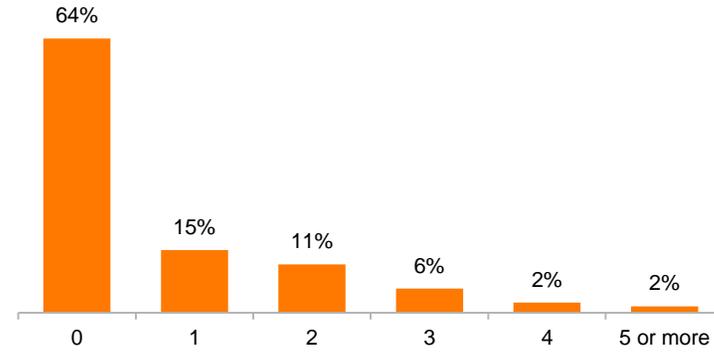
**Figure 7. Area of Town of Residence**



**Figure 8. Household Size**



**Figure 9. Children under 18 Years of Age Living at Household**

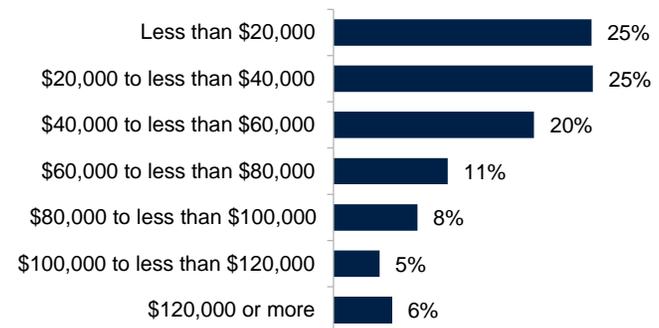


**Figure 10. Household Income**

*Responses to the Household Income Question*



*Household Income of those who chose to Answer*



# Section V

## Survey Results - Households

Survey findings from the sample of City of El Paso households are presented on a question-by-question basis in the form of frequencies. These findings are organized by six sub-sections that include the current City initiatives. Given that some initiatives and survey questions have changed over time, comparisons with previous survey efforts are made where possible. Table 3 presents the City initiatives identified in the 2014 household survey along with the number of questions that comprised each of them.

**Table 3. 2014 City Initiatives and Number of Questions Asked**

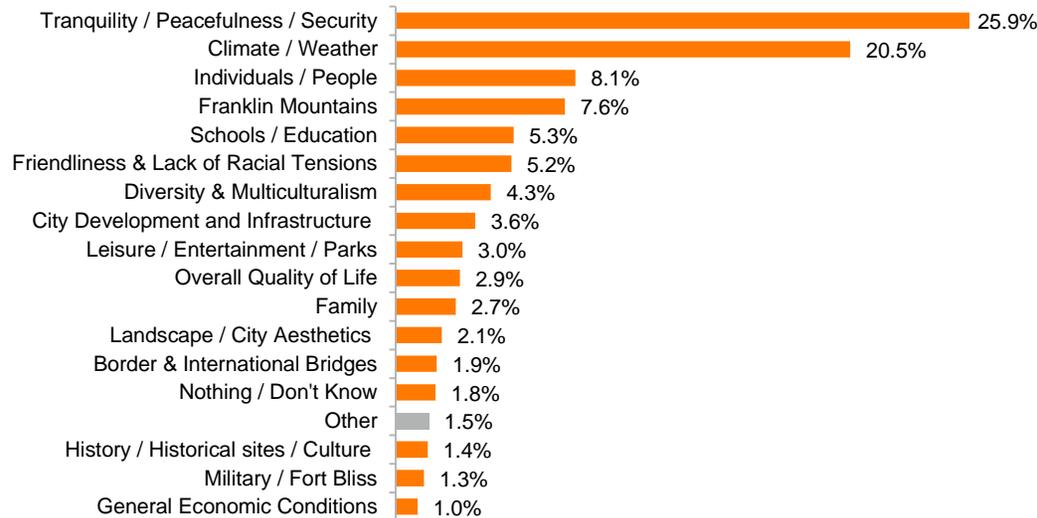
City Initiative	Number of Questions
1) Community Development	5
2) Consolidation of Services	2
3) Transportation	4
4) Economic Development	7
5) Fiscal Initiatives	3
6) Customer Service & Citizen Involvement	8

### Community Development

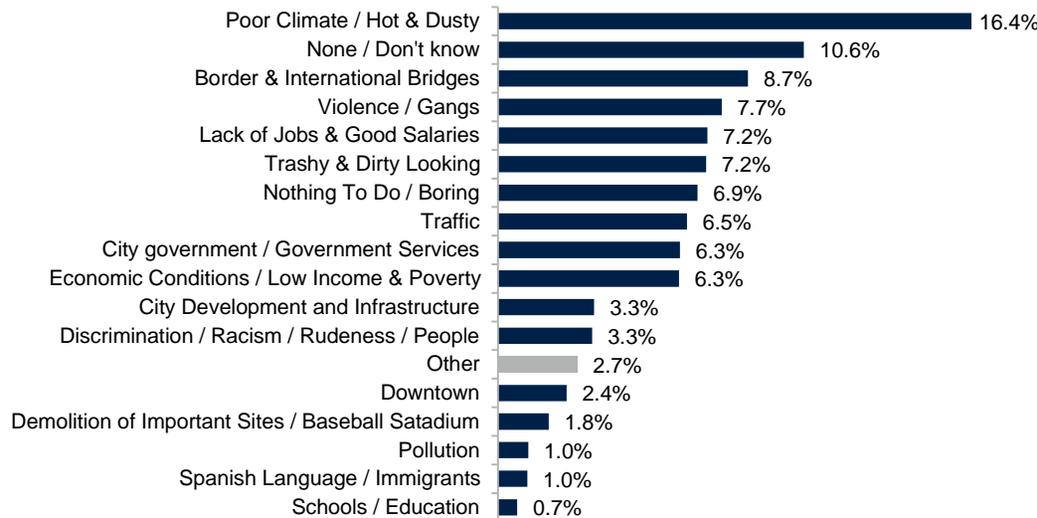
In line with previous City of El Paso surveys, the 2014 questionnaire first asked residents several open-ended questions about the City of El Paso's positive and negative images in addition to its two biggest strengths. Similar to previous surveys, the positive images that came to mind when thinking about the City of El Paso were the tranquility, peacefulness, and security of the City followed by its climate and weather (**Figure 11**). The City's people ranked at a distant third, closely followed by the Franklin Mountains, schools and education as well as people's friendliness and the lack of racial tensions. Overall, these findings suggest that the City's most important assets lie in its local environment and landscape.

Next, residents were asked about the first negative image that comes to mind when they think about the City of El Paso. Similar to previous surveys, the poor climate and hot and dusty weather received most of the mentions (**Figure 12**). Unusual to any previous surveys, household respondents mentioning that no

**Figure 11. First Positive Image that Comes to Mind about El Paso**



**Figure 12. First Negative Image that Comes to Mind about El Paso**



negative image came to mind ranked second. This was followed by the Border and International bridges, violence or gangs, and the lack of jobs and good salaries which were ranked within the top five negative images. Similarly, trashy and dirty looking along with the lack of things to do within the City continue to be frequently mentioned among respondents. Additionally, traffic seems to be moving up rankings among these negative images. In general, these results suggest that, although some progress has been made, efforts to continue improving the local atmosphere, job market, and traffic would likely improve the City's image.

Next, City of El Paso households were asked to identify the two biggest strengths El Paso has that could be better utilized to promote the City. Comparable to previous surveys, the City's people, its history and culture, the City's weather and climate, and UTEP were the top four strengths (**Figure 13**). Following closely behind were leisure and entertainment (including parks), the City's safety, its border location, the Franklin Mountains, and the new baseball stadium.

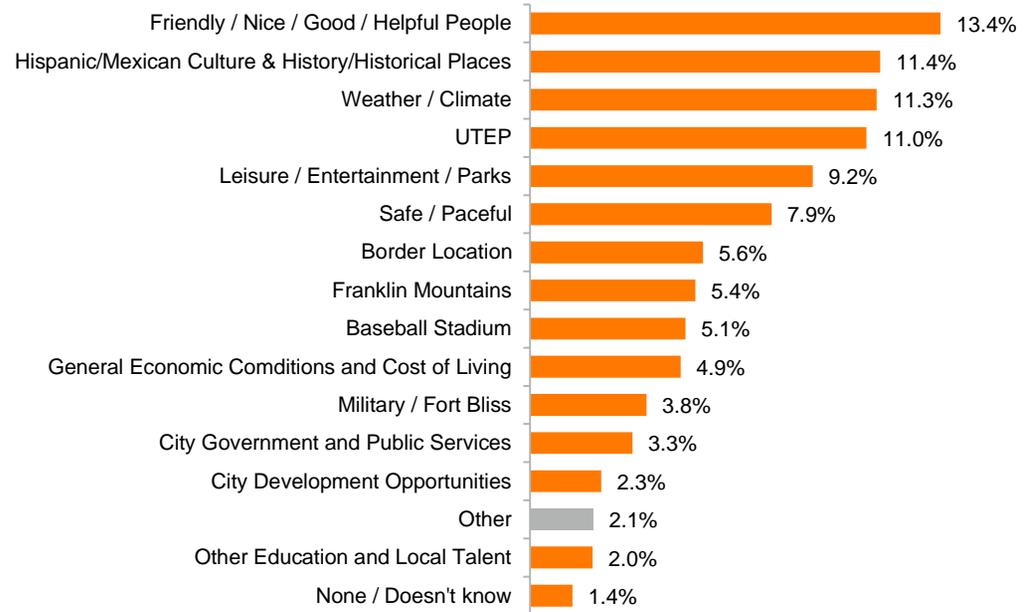
Households were then asked to rate the City of El Paso in six areas: 1) as a place to live, 2) as a place to visit, 3) as a place for recreation and entertainment, 4) as a place to raise children, 5) as a place to retire, and 6) the overall quality of life in El Paso (**Figure 14**). Practically, three-fourths of respondents rated El Paso as a good place to live, raise children, and retire. Similarly, over half of respondents indicated that El Paso was good as a place to visit whereas less than one in three provided this same

rating with respect to El Paso as a place for recreation and entertainment. This latter obtained the lowest ratings among the selected categories. However, three out of five respondents rated the overall quality of life in El Paso as “good.”

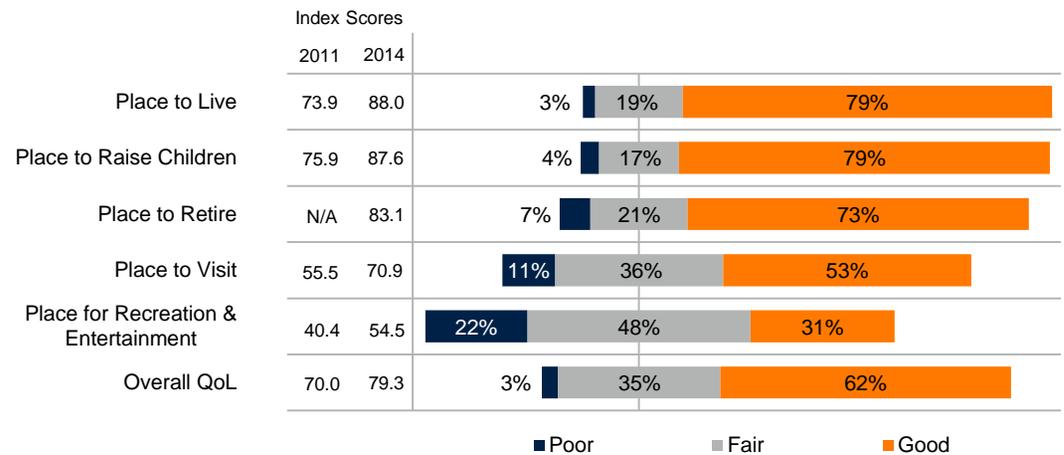
Similar to the 2011 survey, index scores are also provided for each of the six questions and range from 0 to 100 with 0 being worst and 100 being best. The scores were calculated from the mean (or average) response to each question. These index scores essentially provide a single number summarizing how respondents feel about a given topic, therefore, they are useful indicators for making comparisons across questions, as well as for tracking improvements achieved across time. Although the rating scale in the 2014 survey changed slightly from the 2011 survey, the 2014 index scores seem to have improved in general. These results indicate that improvements to El Paso’s recreational and entertainment opportunities would likely boost the overall score of the City. Additional index scores are used throughout this analysis to summarize and compare findings where possible.

City of El Paso households were then asked how important several environmental topics and policies were to them. These topics included: (1) recycling options, (2) energy efficiency, conservation, and renewable energy, (3) alternative or active transportation options, (4) improving air quality, (5) adaptation to changing climate, and (6) local food systems. As depicted in **Figure 15**, the overwhelming majority, or over two-thirds of respondents, felt that each of these topics was important. Next, if respondents felt the

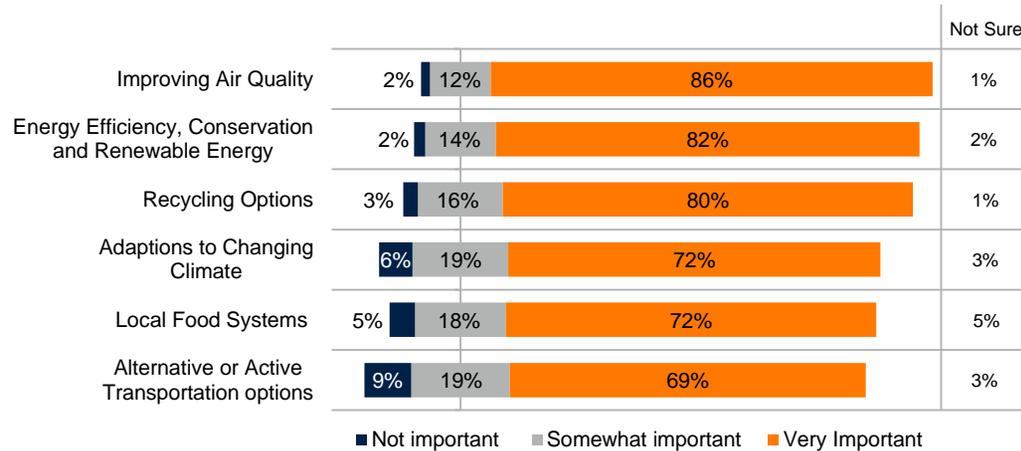
**Figure 13. City of El Paso Biggest Strengths**



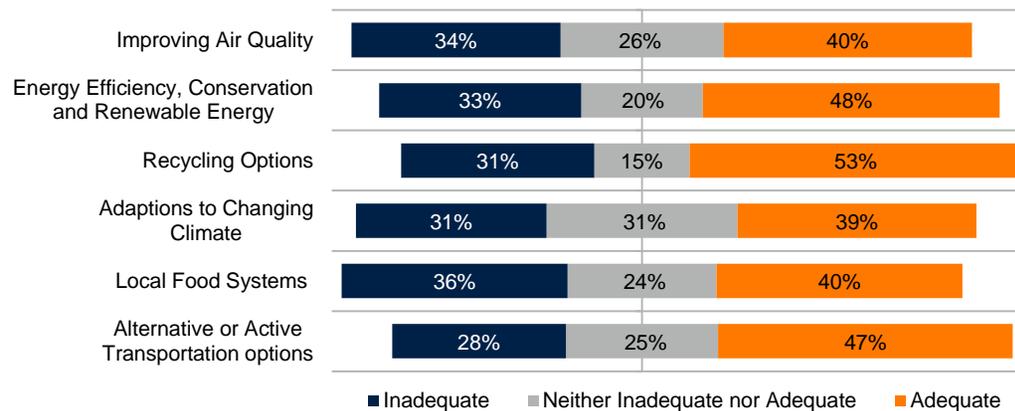
**Figure 14. City Quality of Life Ratings**



**Figure 15. Importance of:**



**Figure 16. Adequacy of Information Received About:**



topic was important or somewhat important, they were asked to rate the adequacy of the information they are receiving about that topic (**Figure 16**). Information adequacy was rated similarly across each of the six topics. The greatest proportion of respondents (at least 39 percent) felt the information they are currently receiving about these topics is adequate. In contrast, between 28 percent and 36 percent of respondents felt that the information they are currently receiving about these topics is inadequate. Accordingly, City efforts to provide additional and better information about these environmental topics may prove beneficial to residents.

### Consolidation of Services

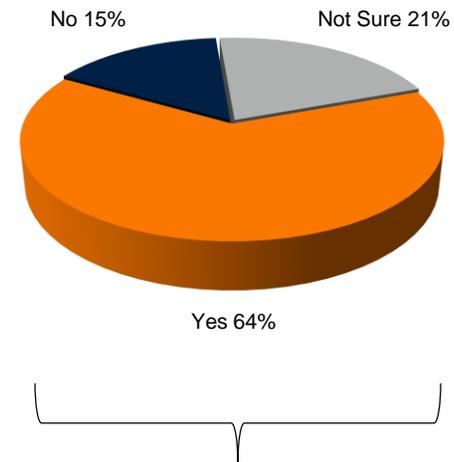
The next series of questions referred to the possibility of consolidating some of the City of El Paso and El Paso County services. In particular, households were first asked if they believed the City and the County should work more seriously on consolidating services. Sixty-four percent of respondents indicated that they believe the City and the County should work more closely on this whereas 15 percent indicated the opposite and 21 percent were unsure (**Figure 17**). Moreover, households who believed the City and the County should work more closely on consolidating services were then asked to rate the opportunity to consolidate specific areas using any number from one to five, where one was the worst opportunity and five the best. The specific areas included: (1) law enforcement, (2) urban planning and zoning, (3) public transportation, (4) parks and recreation, and (5) facilities and fleet maintenance. In

addition to their respective frequencies, mean scores were calculated for each area. As a result, parks and recreation along with public transportation received the highest mean score with practically half of respondents rating them as the best opportunity to be consolidated (**Figure 18**). They were followed by law enforcement, facilities and fleet maintenance, and urban planning and zoning. Based on these results, household respondents indicated that each area presents a relatively good opportunity to be consolidated.

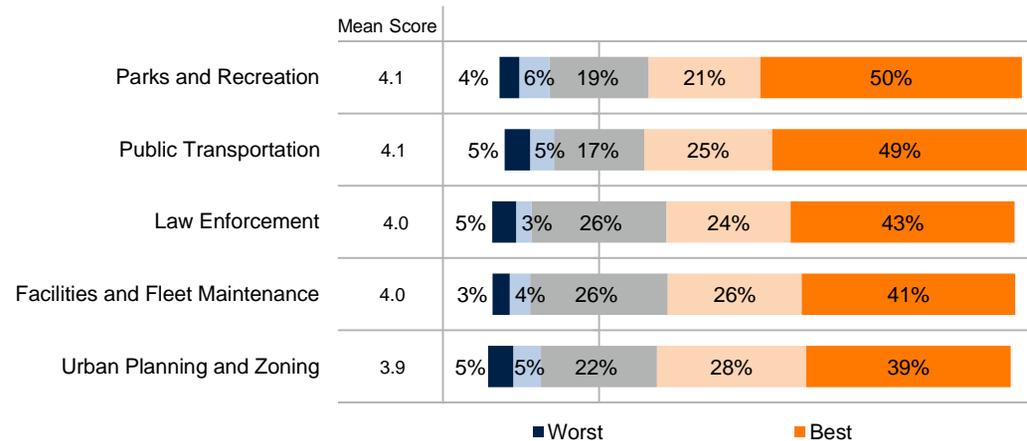
## Transportation

The transportation section of the survey included four main questions with some sub-questions, if applicable. First, households were prompted to indicate how often they use public transportation. In line with previous surveys, most respondents, or 69 percent, reported that they never use public transportation (**Figure 19**). Not surprisingly, they indicated that their main reason for not using this service was a consequence of preferring their personal vehicle (**Figure 20**). Other reasons that were mentioned included limited service in the respondent's area, long travel times, and the lack of punctuality and reliability of the public transit system (**Figure 21**). Nevertheless, when compared to the 2011 survey, ridership appears to have slightly increased, with eight percent more respondents using public transportation in 2014 relative to 2011. Likely, this tendency is the result of capital and service improvements made to the transit system in recent years which include new buses, the expansion of service hours and routes, the

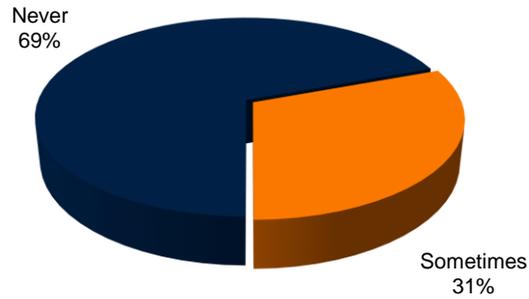
**Figure 17. Should the City and County Work more Seriously on Consolidating Services?**



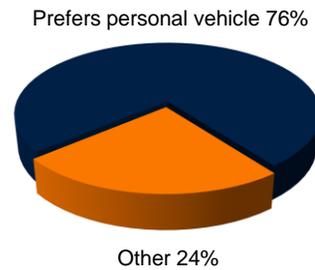
**Figure 18. Opportunity Ratings to Consolidate:**



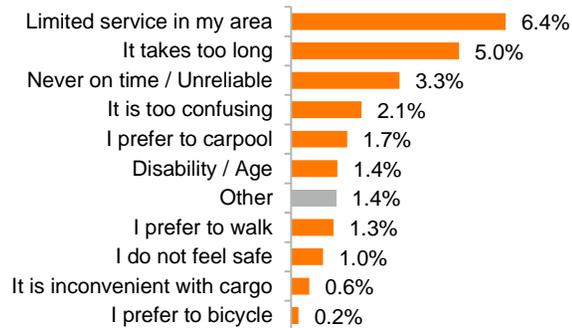
**Figure 19. Do You Use Public Transportation?**



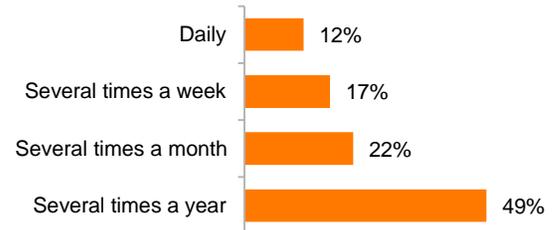
**Figure 20. Main Reason for Not Using Public Transportation**



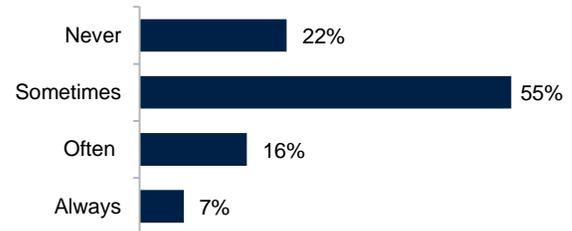
**Figure 21. Other Reasons for Not Using Public Transportation**



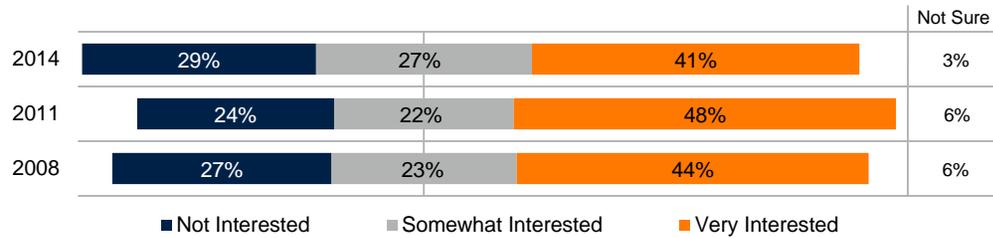
**Figure 22. How Often Do You Use Public Transportation**



**Figure 23. How Often Do You Use Public Transportation to Go Downtown?**



**Figure 24. Bicycles as an Alternative form of Transportation**



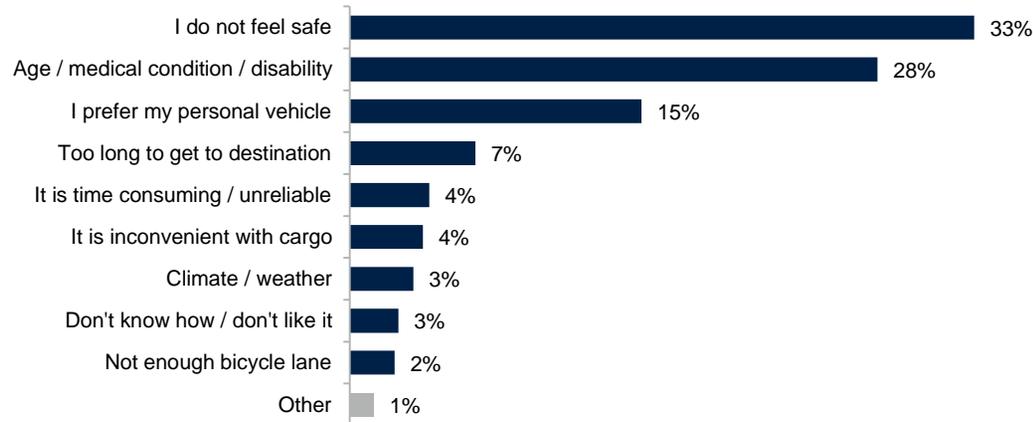
construction and improvement of new and current transfer centers, as well as the implementation of the Brio rapid transit system.

On the other hand, those respondents who cited using public transportation were then asked how often they use it. Twenty-nine percent indicated that they use it on a daily basis or several times a week, 22 percent several times a month, and 49 percent several times a year (**Figure 22**). Moreover, when questioned about how often they use public transportation to go downtown, more than half of respondents said "sometimes" while over one-fifth said "often" or "always" (**Figure 23**).

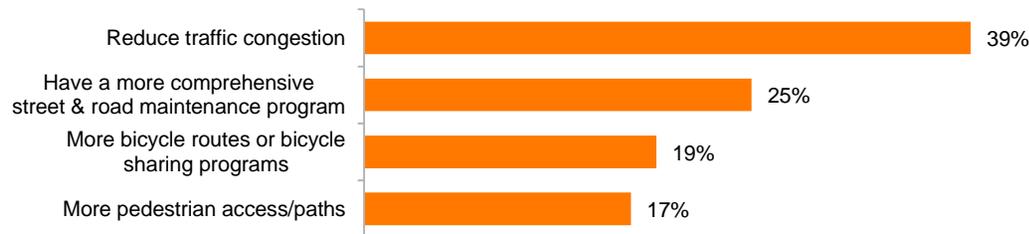
**Figure 24** presents household respondents' interest in using bicycles as an alternative form of transportation. Even though the greatest proportion of respondents continues to be very interested, respondents appear to be slightly less interested when compared to 2008 and 2011. Not feeling safe, age or medical conditions, along with preferring their personal vehicle instead were the top three reasons for not being interested in using bicycles as an alternative form of transportation (**Figure 25**). In general, these results suggests that improvements to infrastructure supporting bicycles' safety within the City may boost the interest level among City households.

To conclude the transportation section, City households were given a list of four transportation initiatives and were asked which should be the most important for the City over the next five years. Consistent with previous survey efforts, respondents said that reducing traffic congestion

**Figure 25. Main Reason for Not Being Interested in Using Bicycles as a Form of Transportation**



**Figure 26. Most Important Transportation Initiative over the Next Five Years**

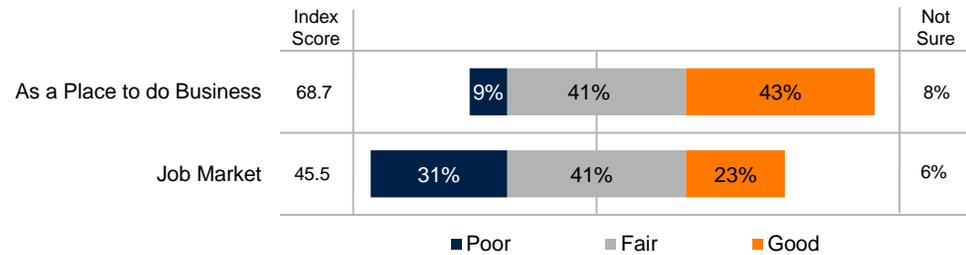


and having a more comprehensive street and road maintenance program should be the two most important transportation initiatives for the City of El Paso over the next five years with 39 percent and 25 percent of respondents choosing these options, respectively (**Figure 26**). These initiatives were followed by additional bicycle routes or bicycle sharing programs with 19 percent of responses along with more pedestrian access and pedestrian paths with 17 percent of responses. Given that survey respondents have consistently indicated that reducing traffic congestion and having a more comprehensive street and road maintenance program should be the two most important transportation initiatives, the City may need to dedicate additional resources on making improvements in these two areas.

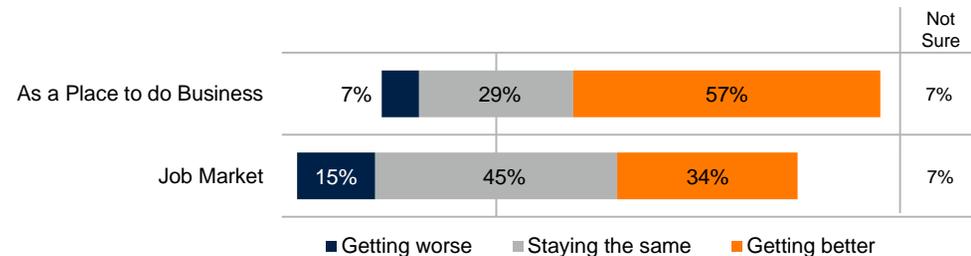
## Economic Development

This section of the survey asked respondents seven questions related to economic development in the City. First, households were asked to rate the City of El Paso business and job markets. Overall, respondents rated El Paso as a place to do business more favorably than El Paso's job market. While the former was rated as "good" by 43 percent of household respondents, the latter was rated this same way by 23 percent of them (**Figure 27**). Similarly, while 57 percent of respondents believed El Paso is getting better as place to do business, 34 percent believed El Paso's job market is getting better (**Figure 28**). These results reflect some of the positive trends recently observed in the national and state economies, however,

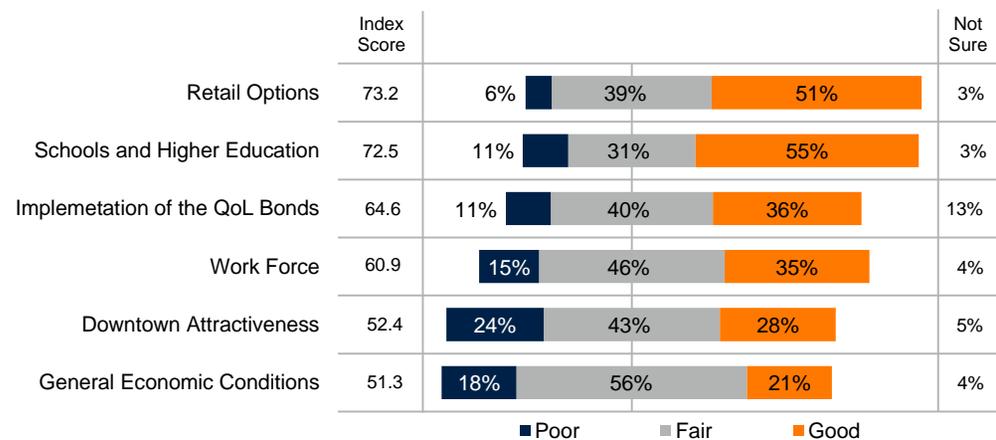
**Figure 27. Ratings for City's Business and Job Markets**



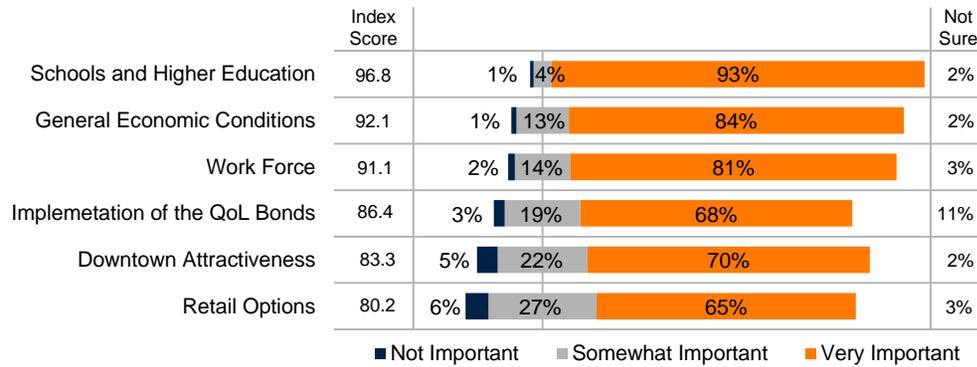
**Figure 28. Trends for City's Business and Job Markets**



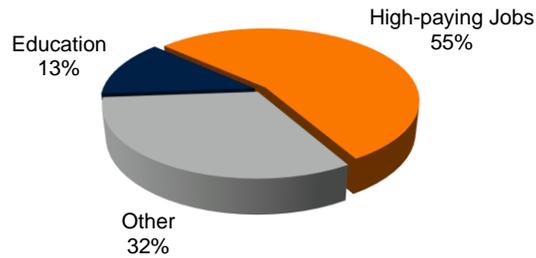
**Figure 29. Ratings for City's Economic Development Aspects**



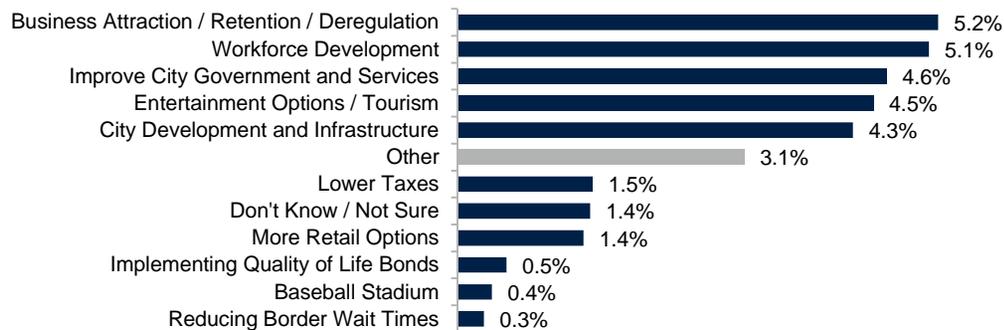
**Figure 30. Importance of City's Economic Development Aspects**



**Figure 31. Most Important Factor to Improve City's Economic Conditions**



**Figure 32. Other Most Important Factors to Improve City's Economic Conditions**



sustained efforts with respect to workforce development and business attraction and retention are needed to improve the City's job market.

Next, households were asked to rate several aspects related to the City's economic development and their level of importance. The best rated economic development aspects were the City's retail options and the City's schools and higher education with an index score of 73.2 and 72.5, respectively (**Figure 29**). They were followed by the implementation of the quality of life bonds and the City's workforce. At the bottom of the ratings were the attractiveness of downtown and the general economic conditions of the City which obtained the lowest index scores of 54.4 and 51.3, in that order.

Predictably, most respondents reported that all these economic development aspects were very important to them with the City's schools and higher education, the general economic conditions, and the City's workforce at the top of the list (**Figure 30**). Although retail options received the lowest index score regarding its level of importance, it is worth noting that this score was relatively high with 80.2 points out of 100. As a separate note, it is also important to mention that over ten percent of respondents indicated that they were not sure how to rate the implementation of the quality of life bonds or its importance. Therefore, this could indicate that additional and more comprehensive information about this topic may need to be provided to the City of El Paso citizens.

City households were then asked about the most important

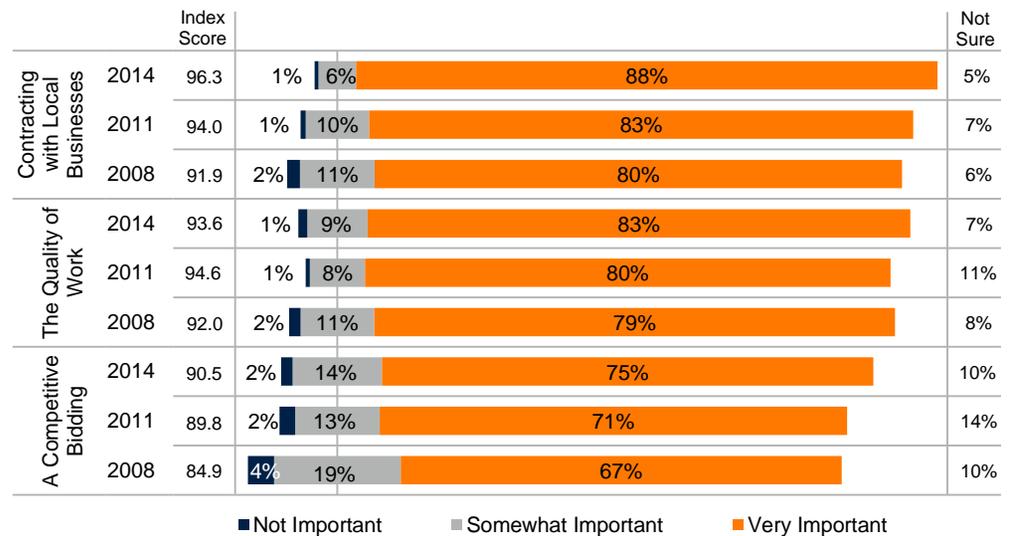
factor to improve the general economic conditions in the City. As shown in **Figure 31**, over 50 percent of respondents indicated that this factor is high-paying jobs, 13 percent stated education, and the remaining 32 percent reported “other” factors. Among these “other” factors were business attraction and retention, workforce development, City government and government services, entertainment options, and the overall City development and infrastructure (**Figure 32**).

To conclude the economic development section of the survey, households were prompted to indicate the level of importance of some aspects when the City contracts with private businesses for services. Similar to previous survey findings, contracting with local businesses and the quality of the contractor’s work were ranked as the two most important aspects followed by a competitive bidding ranked third in importance (**Figure 33**). Needless to say, these results suggest that each of these areas is very important for households when the City contracts with private businesses for services.

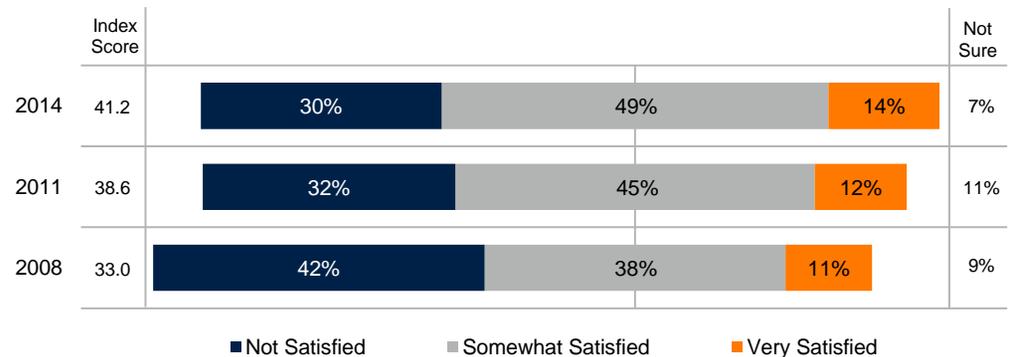
### Fiscal Initiatives

The first question on this section asked households how satisfied they were with the way the City uses their tax dollars. Even though 30 percent of households reported not being satisfied, this proportion of households decreased 12 percentage points from the 2008 findings (**Figure 34**). Moreover, nearly 50 percent of respondents felt somewhat satisfied while 14 percent was very satisfied.

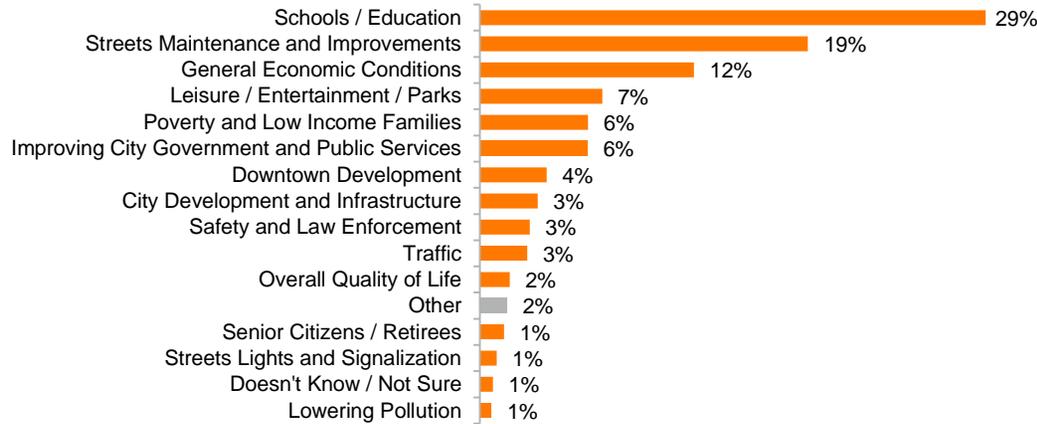
**Figure 33. Importance when City Government Contracts with Private Businesses**



**Figure 34. Satisfaction with the Way City Uses Tax Dollars**

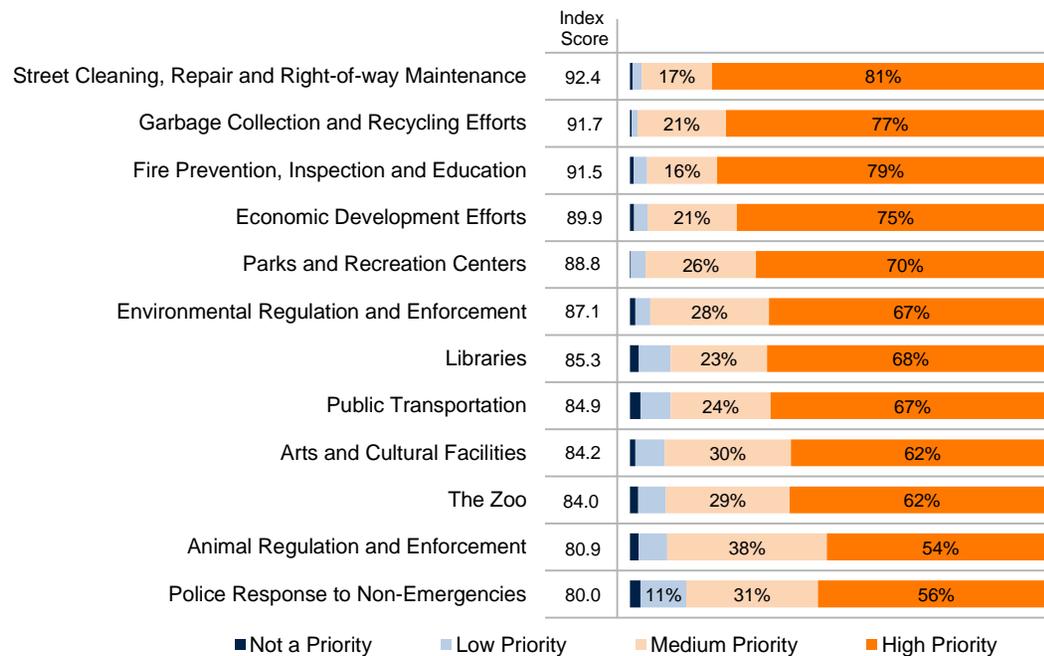


**Figure 35. Preferences for Tax Dollars to be Spent On**



In general, although there is room for improvement, the level of satisfaction with the way the City government uses households' tax dollars has been slightly increasing over time. As a follow-up question, households were asked what would they preferred their tax dollars to be spent on. The highest proportion of respondents, or 29 percent, said schools or education (**Figure 35**). Street maintenance and improvements was second on the list with 19 percent of responses followed by general economic conditions in third with 12 percent of responses. Other preferences that were mentioned included leisure, entertainment, parks, poverty, and improving the City government and its services.

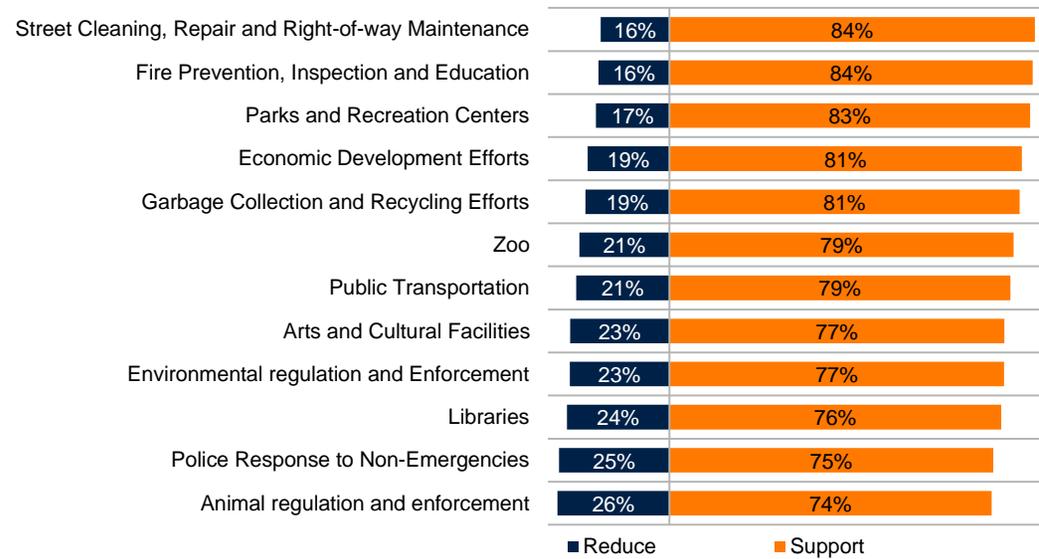
**Figure 36. Priority of City Services**



Next, City households were asked to prioritize some of the services the City provides. Not surprisingly, all services were ranked as a high priority by more than half of respondents and with a very few proportion ranking them as a low priority or as not a priority (**Figure 36**). As a result, index scores for each of the services were estimated to provide more detailed information. Accordingly, street cleaning, repair and right-of-way maintenance, garbage collection and recycling efforts, and fire prevention, inspection, and education were ranked as the top three priorities. They were closely followed by economic development efforts, parks and recreation centers, and environmental regulation and enforcement. The zoo, animal regulation and enforcement, and police response to non-emergencies were given the lowest scores. However, it is important to note that the minimum score obtained was 80 points out of 100. Overall, these results imply that all City services evaluated are considered high

priorities by most household respondents. In addition to prioritizing City services, households were asked if they preferred to support a tax or fee increase to maintain or expand a service or if they preferred to reduce that service. As illustrated in **Figure 37**, at least 74 percent of respondents preferred to support a tax or fee increase than experiencing a reduction of services. These findings are not outrageous considering that respondents ranked all these services as high priorities. On the other hand, more comprehensive analyses that can measure the changes in demand of each of these services due to tax or fee increases in addition to their respective costs and benefits are likely to provide the City of El Paso with more detailed and perhaps precise information for future fiscal initiatives.

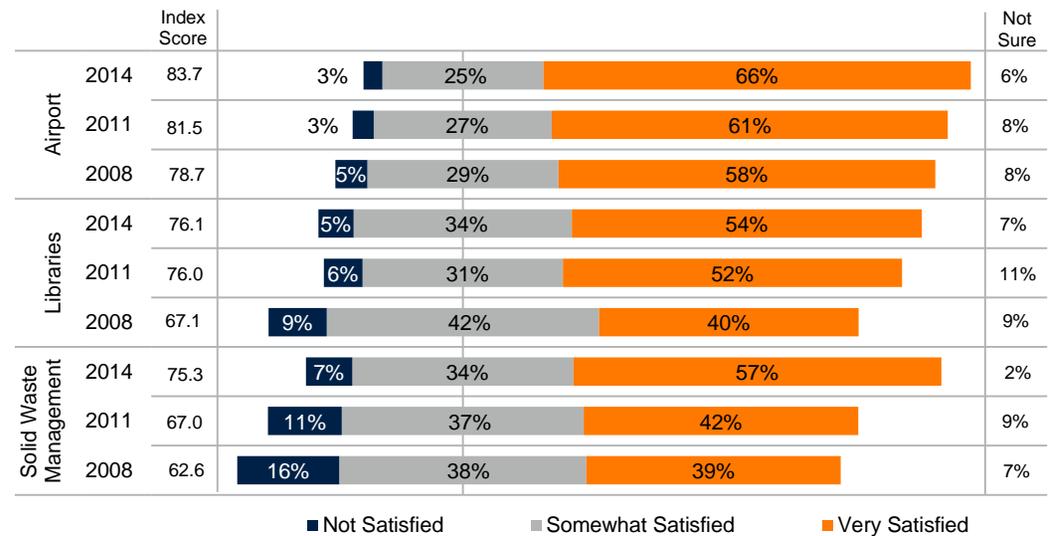
**Figure 37. Preference between Supporting a Tax/Fee Increase Or Reducing a Service**



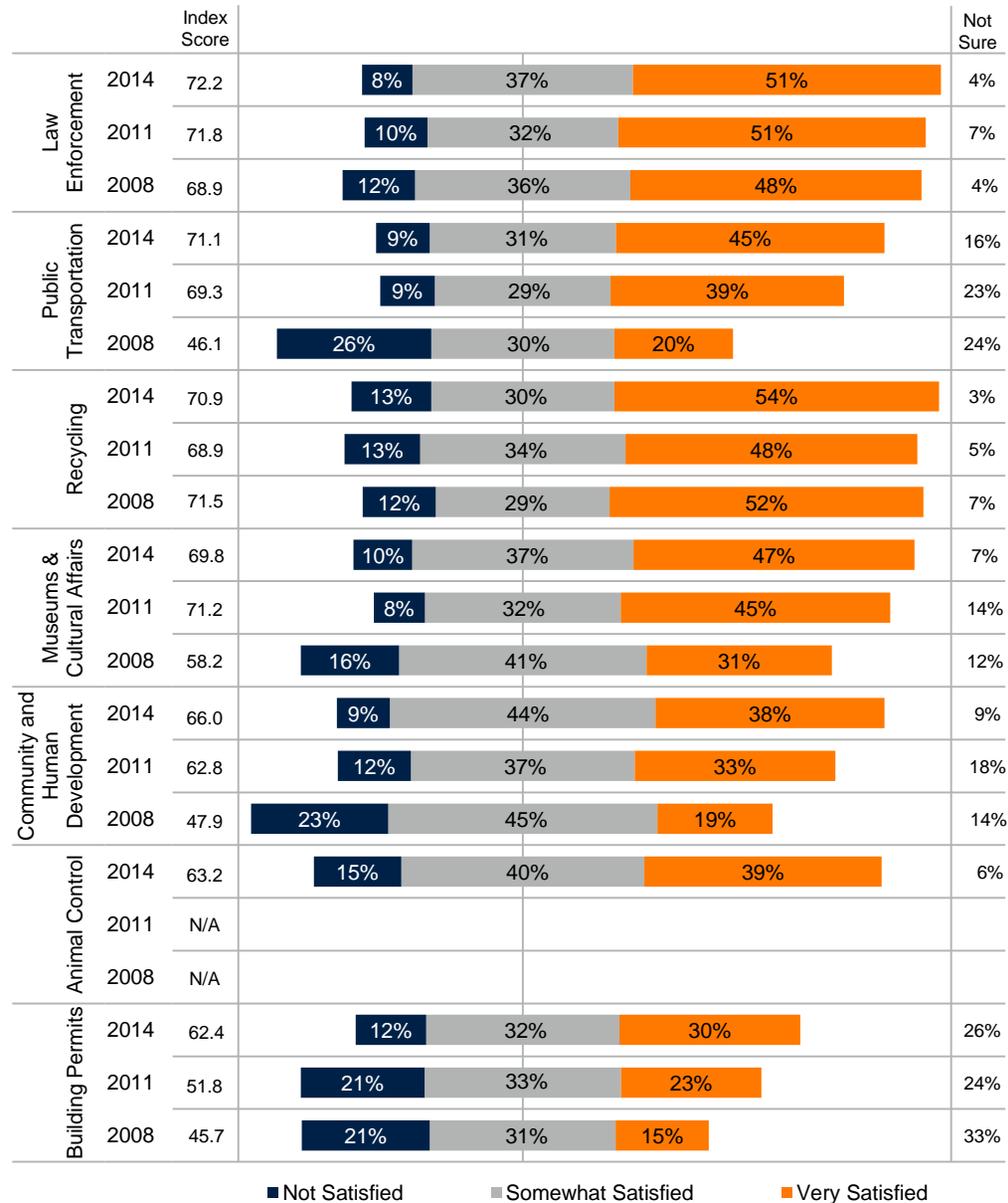
### Customer Service and Citizens' Community Involvement

Similar to previous years, the last section of the 2014 survey asked households about their level of satisfaction with various City departments. In addition, this last section inquired about citizen interactions with City employees and City officials along with citizen involvement in City government. Accordingly, households were first asked to provide their level of satisfaction with various City-funded areas. Consistent with previous surveys, the airport, libraries, and law enforcement were among the best ranked areas occupying the first, second, and fourth place, respectively (**Figure 38**). Solid waste management was ranked third for the first time with a significant increase in its ranking when compared to previous surveys. Overall,

**Figure 38. Satisfaction with City Areas**



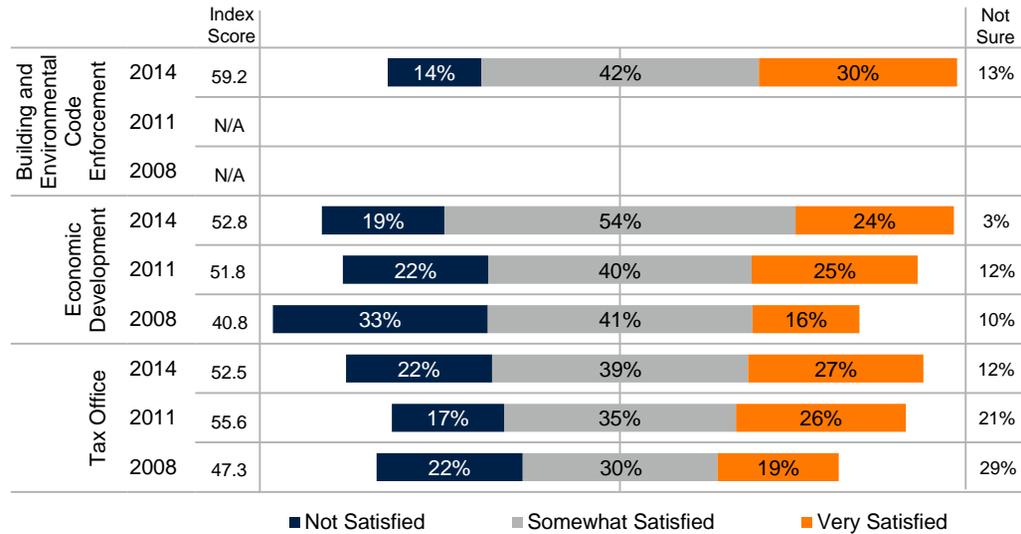
**Figure 38. Satisfaction with City Areas (continued)**



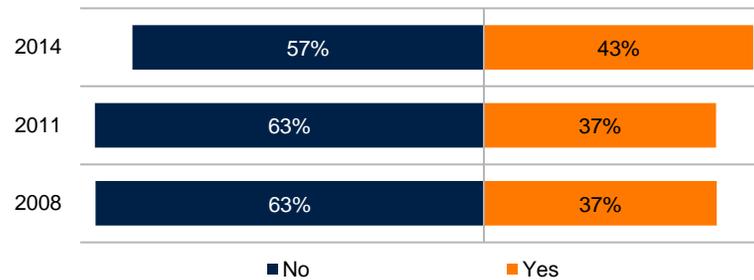
over half of respondents indicated being very satisfied with these four areas. Public transportation, recycling efforts, museums and cultural affairs, community and human development, animal control, and building permits followed relatively closely to comprise the top ten list of best ranked areas. In contrast, building and environmental code enforcement, economic development, and the tax office received the lowest rankings, all with index scores below 60 points. Overall, most of City-funded areas analyzed improved their respective scores. In particular, building permits obtained the highest improvement with nearly 11 additional points when compared to 2011. This was followed by solid waste management with slightly over eight points from its 2011 score. Nevertheless, the tax office along with museums and cultural affairs were the only two City-funded areas that exhibited a decline on their score, 3.1 and 1.4 points less, in that order, relative to 2011.

Next, households were asked if they had ever visited the City’s website. Although most of respondents indicated that they have not, there was an increase of about six percent of citizens visiting the website from the 2008 and 2011 survey results (**Figure 39**). Those who visited the City’s website were then asked a follow-up question regarding the purpose of their visit. The greatest proportion of respondents, or 68 percent, stated that they visited the website looking for information (**Figure 40**). At a distance were those citizens reporting that they visited the City’s website for job openings (12%), access a service (10%), or for an on-line payment (8%).

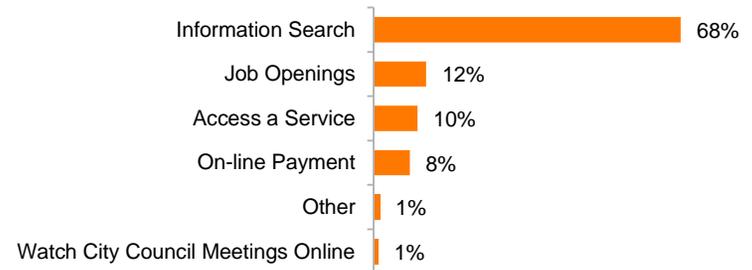
**Figure 38. Satisfaction with City Areas (continued)**



**Figure 39. Have You Ever Visited the City's Website?**



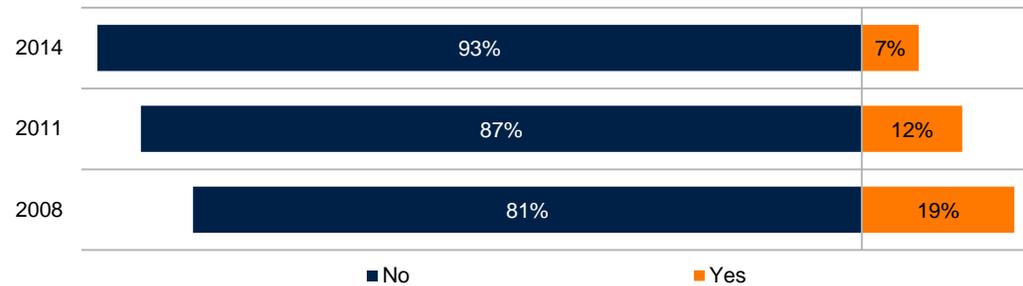
**Figure 40. Purpose of the City's Website Visit**



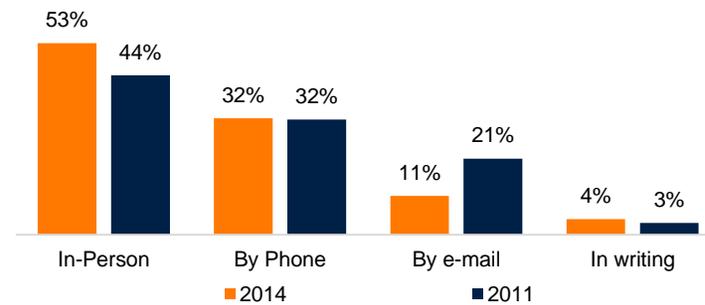
The following question asked City of El Paso households if they had contact in the last 12 months with a City Council Representative or the Mayor; only seven percent of respondents did (**Figure 41**). When compared over time, the proportion of citizens that contacted (or had contact with) an elected official has been decreasing. The few that indicated they had contact with elected officials stated that this contact was most often made in-person with more than half of respondents answering this way (**Figure 42**). Unexpectedly, these results suggest that there was a shift in the way citizens most often contacted or had contact with elected officials, from e-mail in 2011 to in-person in 2014. However, more personal interactions or in-person contact with elected officials may have triggered the increase in the citizens levels of satisfaction reported in **Figure 43**. As illustrated, after interacting with elected officials, nearly half of respondents indicated being very satisfied, an increase of 15 percentage points from the 2011 survey.

In addition, households were asked if they had contact with any City Department or City personnel (excluding elected officials) in the last 12 months. Once again, while 85 percent respondents indicated that they did not, the remaining 15 percent reported that they did have contact with a City Department or City personnel. (**Figure 44**). As observed with citizens making contact with elected officials, the proportion of citizens interacting a City Department or its employees has been slightly decreasing over time. Respondents who indicated that they had interacted with a City Department or City personnel were then asked about their overall experience along with four

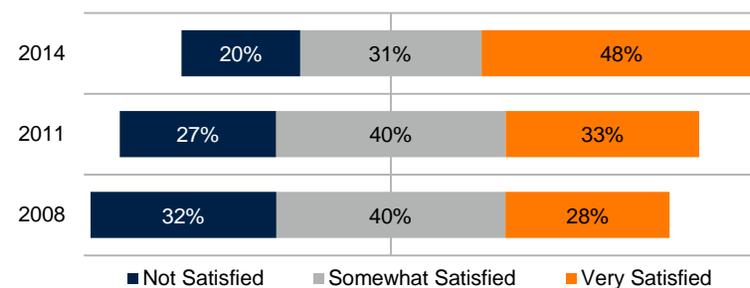
**Figure 41. Did you Have Contact with a City Council Representative or the Mayor?**



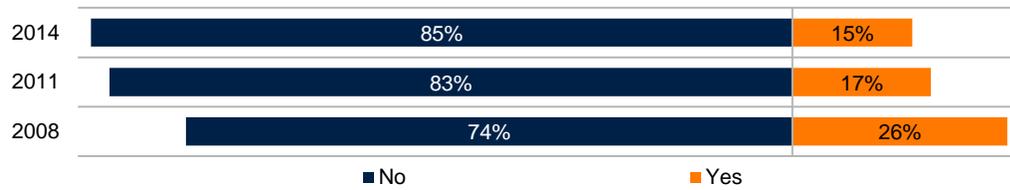
**Figure 42. How was You Contact Most Often Made?**



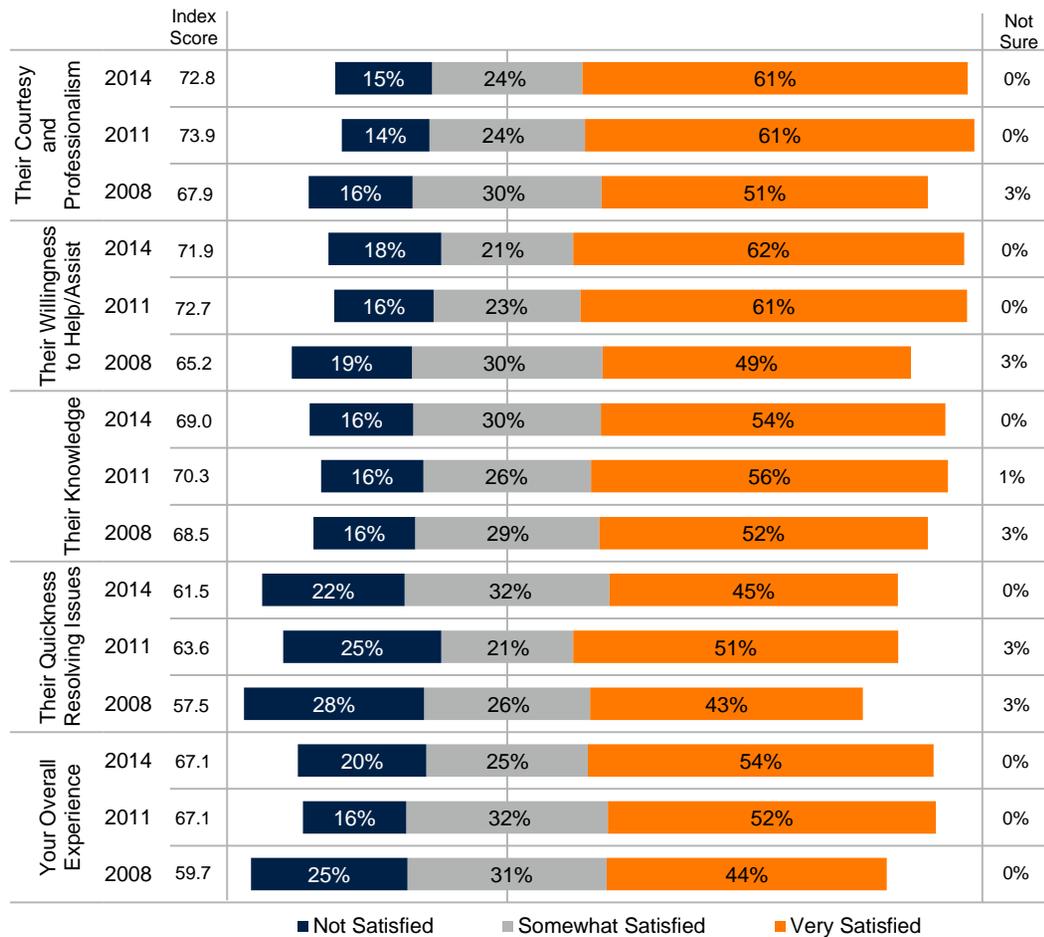
**Figure 43. Satisfaction after Interacting with Elected Officials**



**Figure 44. In the Last 12 Months, Did you have contact with any City Department or Personnel?**



**Figure 45. Satisfaction after Interacting with City Employees**



City employees' aspects: 1) their courtesy and professionalism, 2) their willingness to help or assist, 3) their knowledge, and 4) their quickness in resolving issues. In general, the greatest proportion of respondents indicated being very satisfied with the customer service received (**Figure 45**). However, these findings also suggest that there is room for improvement in the way City employees provide customer service to El Paso citizens. For instance, although City employees' courtesy and professionalism received the highest index score (almost 73 points), it represented a decrease relative to the 2011 survey. The employee's willingness to help or assist and their knowledge were rated second and third, in that order; however, their respective score also decreased when compared to the 2011 survey. The score for City employees' quickness in resolving issues presented the biggest decrease, from 63.6 point in 2011 to 61.5 points in 2014. On the other hand, the citizens' score regarding their overall experience remained unchanged from the previous survey with 67.1 points.

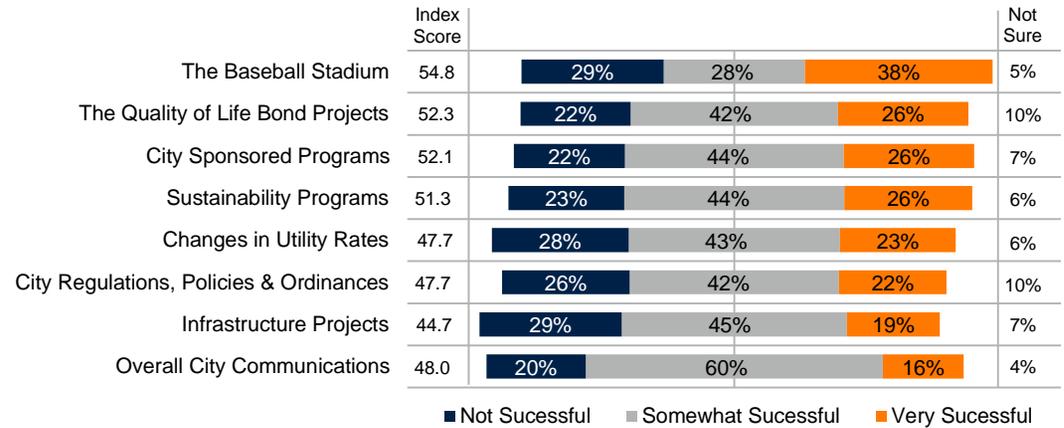
The following question asked El Paso households about the City's ability to successfully communicate with its citizens about various City programs and initiatives. The overall results indicated that a greater percentage of households believe that the City is somewhat successful in its communication efforts (**Figure 46**). Nevertheless, at least one out five respondents believe the City is not successful when communicating with its citizens. To provide more detailed information, index scores were also estimated. In this regard, results indicated that households seem to believe that the City of El Paso has been more

more successful when communicating with its citizens about the baseball stadium, the quality of life projects, City sponsored programs, and about sustainability programs, all with scores slightly above 50 points. Changes in utility rates, City regulations, policies and ordinances, as well as infrastructure projects were ranked at the bottom of the list. Accordingly, improvements in the overall City's communication efforts would likely boost these scores.

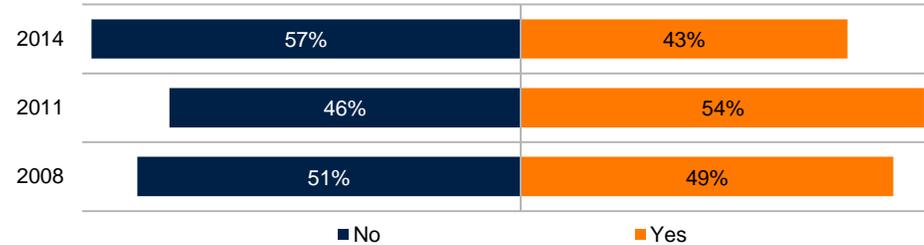
The final three questions referred to citizens' community involvement. First, households were asked if they thought the City provides adequate opportunities to its citizens to be involved in local government. While 43 percent of respondents indicated that the City provides adequate opportunities, 57 percent said otherwise, the latter representing the highest proportion answering this way since the 2008 survey findings (**Figure 47**). Households were also asked if they would be interested in serving on Boards or Commissions as well as in participating in the Neighborhood Leadership Academy. Over three out of five respondents stated that they are not interested in either of these two options (**Figure 48**).

Lastly, City of El Paso households were prompted to indicate if they were currently involved in a neighborhood association. As illustrated in **Figure 49**, the overwhelming majority of respondents stated that they are not currently participating in a neighborhood association. Only eight percent of respondents indicated that they are participating in a neighborhood association; however, this represents a decrease of at least five percentage points from the results observed in previous surveys.

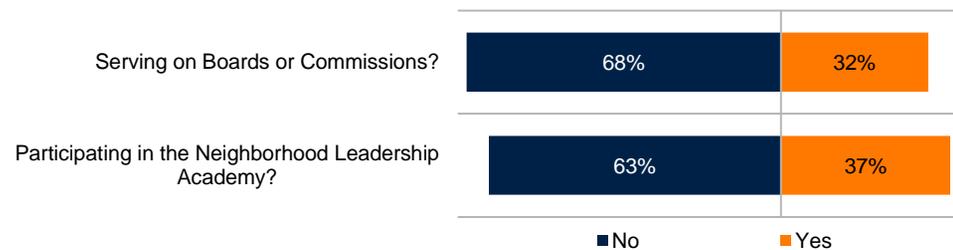
**Figure 46. City's Success when Communicating with its Citizens**



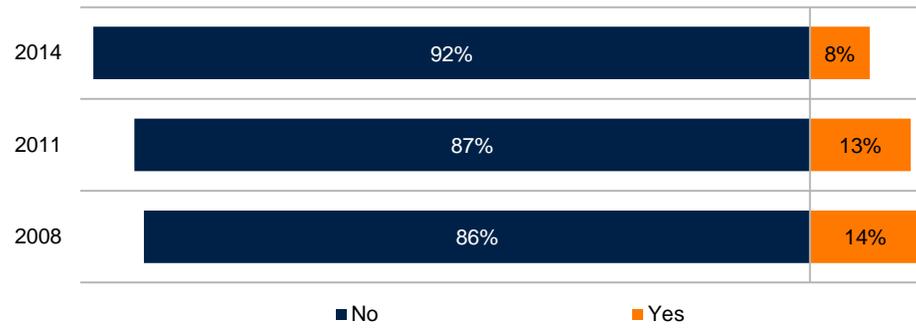
**Figure 47. Adequacy of Opportunities to Participate in Local Government**



**Figure 48. Would you be interested in:**



**Figure 49. Neighborhood Association Involvement**



# Section VI

## Sample Characteristics - Cellphones

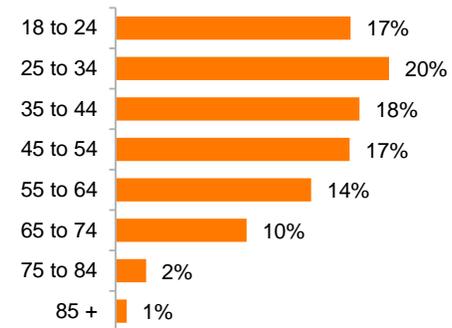
A total of five demographic questions were asked in the 2014 City of El Paso Citizen Cellphone Survey. After weighting, the sample gender distribution matches that of the City's population aged 18 and older, with 53 percent of respondents being female and 47 percent male (**Figure 50**). Age was slightly skewed towards younger individuals, with 37 percent of respondents indicating that they are between the ages of 18 and 34, nearly 50 percent between 35 and 64, and the remaining 13 percent 65 or older (**Figure 51**). About 22 percent of respondents graduated from High School (or received its equivalency) while 18 percent did not go to or complete high school (**Figure 52**). Similarly, while 23 percent has some college education, 22 percent has an undergraduate degree and seven percent a graduate degree. In addition, six percent of respondents have an associate's degree and about three percent attended a trade school.

Next, cellphone respondents were asked what their zip code was. After recoding zip codes into City areas, the largest proportion of respondents (36 percent) indicated that they live on the East side of the City (**Figure 53**). This was followed by the remaining respondents that are distributed very closely among the West side (17 percent), Lower Valley (17 percent), Central (16 percent), and Northeast (13 percent) areas of town. The last demographic question was about annual income, fortunately, a relatively small proportion of respondents refused to answer this question or indicated that they did not know what their annual income was (**Figure 54**). Of those who answered, over 36 percent indicated earning less than \$20,000, 26 percent \$20,000 to less than \$40,000, 27 percent \$40,000 to less than \$80,000, and the remaining 11 percent \$80,000 or more.

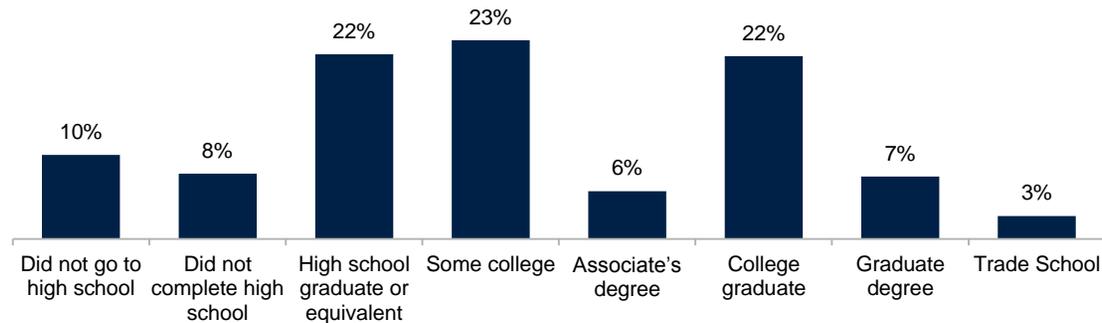
**Figure 50. Gender**



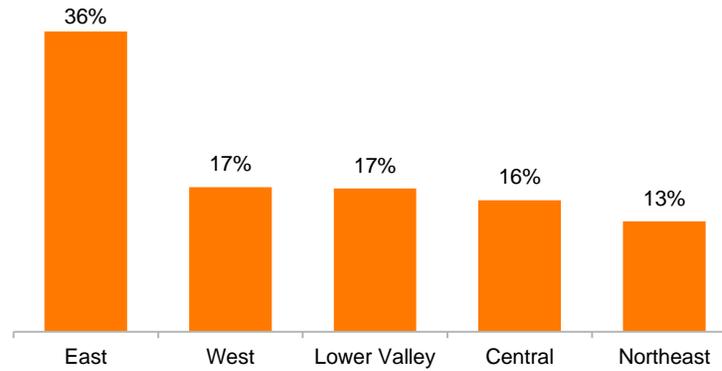
**Figure 51. Age**



**Figure 52. Educational Attainment**

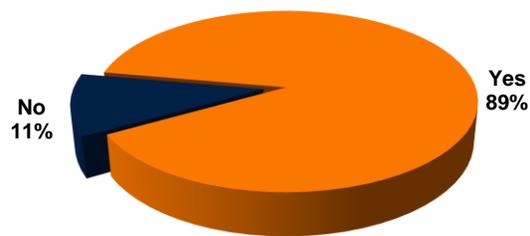


**Figure 53. Area of Town of Residence**

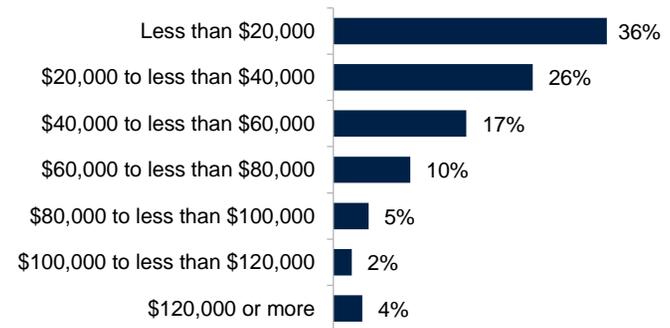


**Figure 54. Annual Income**

*Answering the Household Income Question*



*Household Income of those who chose to Answer*



# Section VII

## Survey Results - Cellphones

Similar to the Households' survey, findings from the sample of Cellphones are presented on a question-by-question basis in the form of frequencies. These findings are organized by sub-sections to include five of the six City initiatives analyzed. Table 3 presents the City initiatives identified in the 2014 Citizen survey along with the number of questions asked in the Cellphone survey.

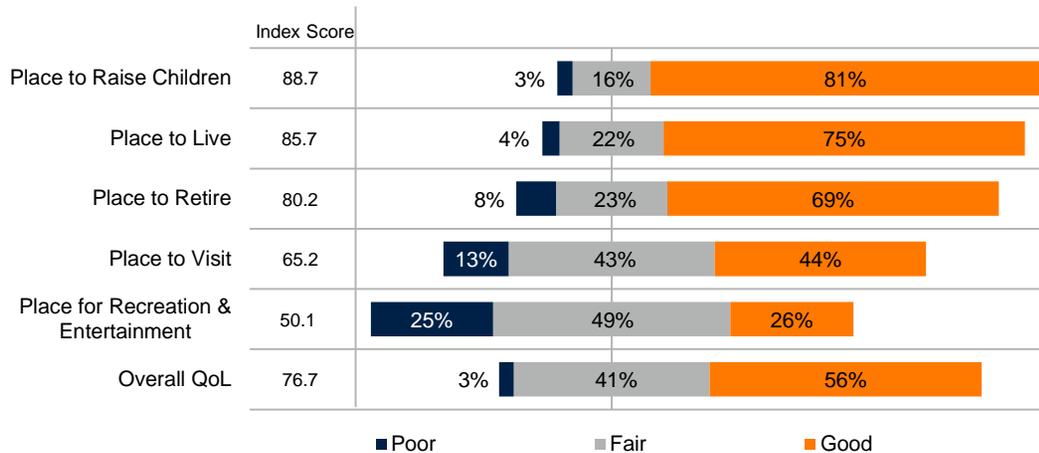
**Table 4. 2014 City Initiatives and Number of Questions Asked in Cellphone Survey**

City Initiative	Number of Questions
1) Community Development	1
2) Consolidation of Services	0
3) Transportation	1
4) Economic Development	2
5) Fiscal Initiatives	2
6) Customer Service & Citizen Involvement	2

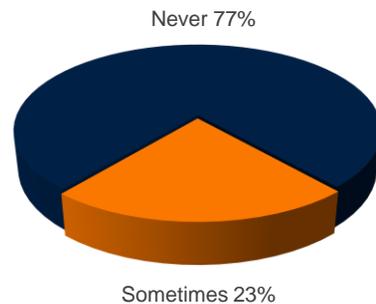
### Community Development

Cellphone users were first asked to rate several aspects regarding the City of El Paso: 1) as a place to live, 2) as a place to visit, 3) as a place for recreation and entertainment, 4) as a place to raise children, 5) as a place to retire, and 6) the overall quality of life. At least three out of four respondents indicated that El Paso is a good place to raise children and a good place to live (**Figure 55**). Similarly, over two out of three reported that the City is a good place to retire while over two out of five rated El Paso as a good place to visit. Overall, El Paso as a place for recreation and entertainment received the greatest proportion or respondents rating it as "poor" with one-fourth of respondents answering this way. Moreover, practically half of respondents rated the City as "fair" with respect to being a place for recreation and entertainment. Nevertheless, the overall quality of life in the City of El Paso was rated as "good" by more than half of respondents. Based on the index scores, El Paso as a place to rise children was ranked at the top closely

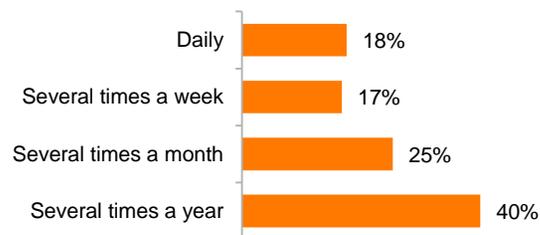
**Figure 55. City Quality of Life Ratings**



**Figure 56. Do You Use Public Transportation?**



**Figure 57. How Often Do You Use Public Transportation?**



followed by El Paso as a place to live and as a place to retire; all of them with index scores of over 80 points. In contrast, the City of El Paso as a place for recreation and entertainment was ranked at the bottom of the list with an index score of 50 points. In line with households' findings, these results suggest that improvements to recreational and entertainment activities along with visitors' attraction opportunities would likely enhance these ratings.

## Transportation

Cellphone users were then asked how often they use public transportation. Similar to households' findings, most cellphone respondents, or 77 percent, said that they never use public transportation while 23 percent indicated that they use it sometimes (**Figure 56**). Of those respondents that reported using public transportation, about one third stated that they use this service daily or several times a week (**Figure 57**). On the other hand, respondents reported that they do not use public transportation because they mainly preferred their personal vehicle (**Figure 58**). Some other reasons were also mentioned, among them that public transportation takes too long and the limited service in the respondents' area (**Figure 59**).

## Economic Development

For this section, cellphone users were asked how they would rate El Paso as a place to do business and El Paso's job market. The former was better rated with 41 percent of respondents reporting that El Paso is a good place to do

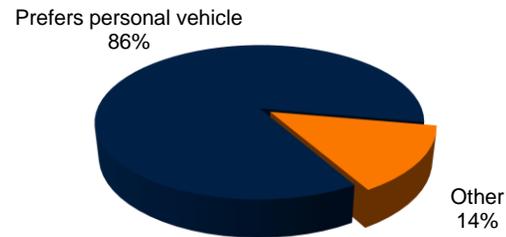
business versus 17 percent providing this same rating for El Paso’s job market (**Figure 60**). On the other hand, the greatest proportion of respondents provided a rating of “fair” in both instances. These results are also similar to the ones obtained in the households’ survey. Overall, the relatively low ratings of El Paso’s job market might be a consequence of the higher unemployment rates generally observed in the region.

### Fiscal Initiatives

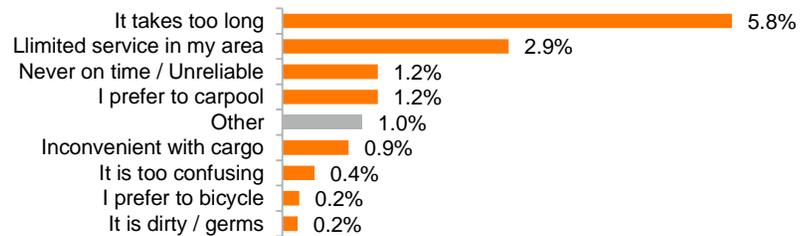
The first question regarding fiscal initiatives asked cellphone users how satisfied they were with the way the City uses their tax dollars. Twenty percent of respondents stated being very satisfied, 48 percent somewhat satisfied, and 27 percent were not satisfied (**Figure 61**). Not surprisingly, the index score was relatively low with 46 points.

The second question prompted cellphone users to indicate on what they would prefer their tax dollars to be spent. Identical to households’ results, the top two areas respondents reported were schools or education and street maintenance and improvements with 29 percent and 15 percent of responses, respectively (**Figure 62**). These were followed by entertainment, attractions, tourism, parks and community or recreation programs, and by the general economic conditions with at least eight percent of responses. Other preferences included infrastructure and public services, low income and poverty, health care, and the overall quality of life.

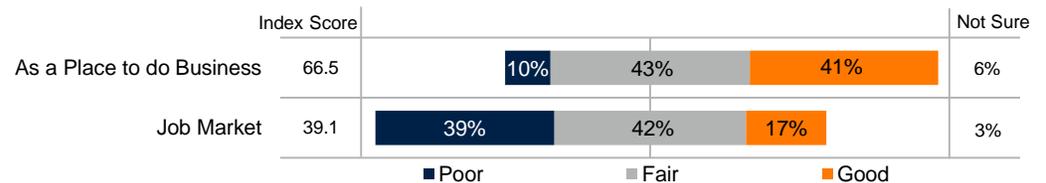
**Figure 58. Main Reason for Not Using Public Transportation**



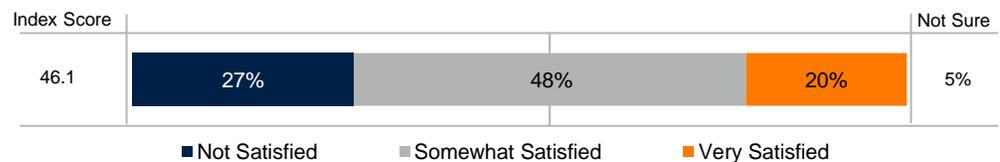
**Figure 59. Other Reasons for Not Using Public Transportation**



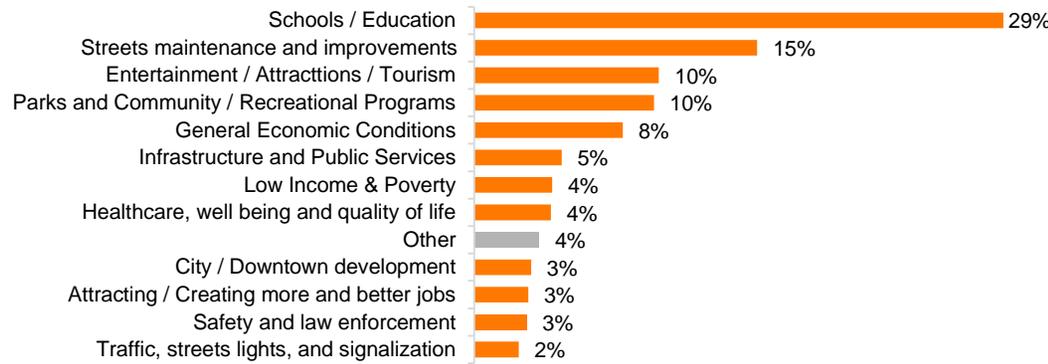
**Figure 60. Ratings for City’s Business and Job Markets**



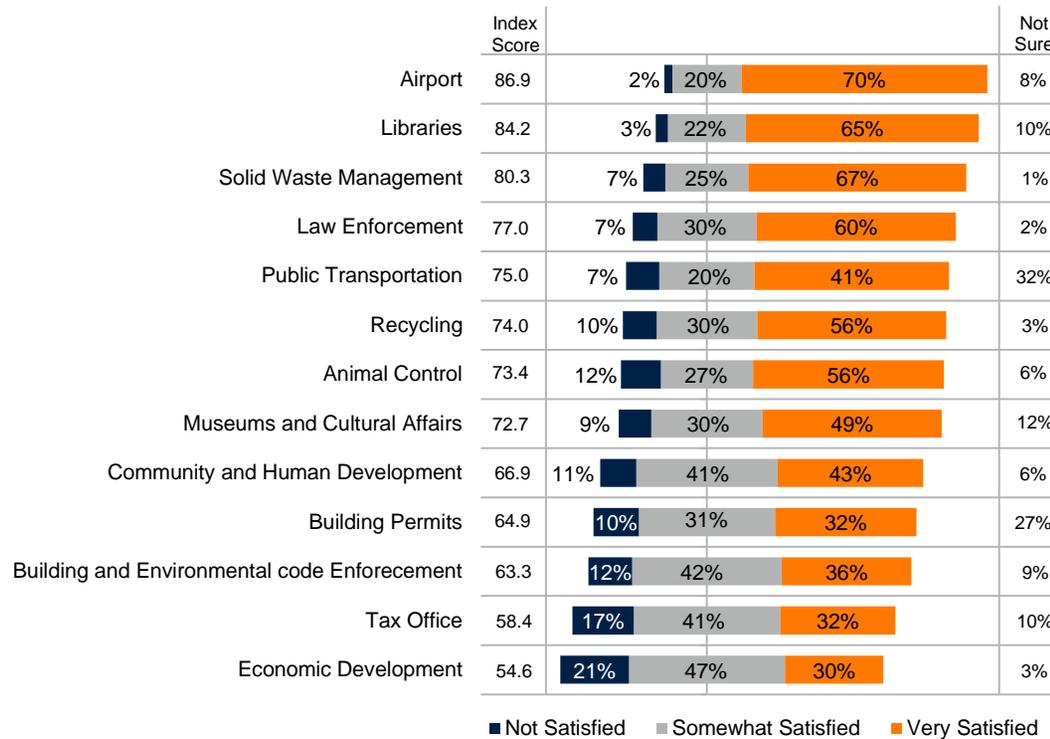
**Figure 61. Satisfaction with the Way City Uses Tax Dollars**



**Figure 62. Preferences for Tax Dollars to be Spent On**



**Figure 63. Satisfaction with City Areas**



## Customer Service and Citizens' Community Involvement

The last section of the survey asked cellphone users about their level of satisfaction with various City departments. The overall responses were very similar to those obtained from households. For instance, the City's airport, libraries, solid waste management, and public transportation were ranked as the top five areas, in that order (**Figure 63**). Also comparable to households' responses, respondents indicated being less satisfied with building and environmental code enforcement, the tax office, and economic development.

Finally, the last question asked cellphone respondents if they believed the City provides adequate opportunities to its citizens to be involved in local government. Slightly over half, or 53 percent, of respondents said "yes" (**Figure 64**). This is ten percent higher than the proportion of household respondents answering this same way.

**Figure 64. Adequacy of Opportunities to Participate in Local Government**



# Section VIII

## Cross-Tabulations

This section analyzes differences in perceptions and satisfaction levels among groups of respondents (households and cellphones) using a cross-tabulation procedure. Cross-tabulation tables, provided in Appendix D, are employed in conjunction with Chi-square tests of independence to determine whether the answers from the two groups are statistically related or not. A five percent significance level is chosen as the significance threshold, meaning that there is a 95 percent chance that differences among the responses from the two groups do exist. In other words, there is a 95 percent chance that, if those differences exist, they are not due to chance or sampling error.

For example, if there is no relationship between (1) the type of survey respondents and (2) the level of satisfaction with the overall quality of life in the City, then the two variables are said to be independent. On the other hand, if household respondents statistically differ in their response to a question relative to cellphone respondents, then the two factors (the type survey respondents and the response to a specific question) are said to be dependent or statistically related. The benefit of understanding whether or not two variables are statistically related (dependent) is that it can assist the City of El Paso in better understanding the attitudes and perceptions of its citizens and if those vary across respondent groups.

Table 5 below lists the survey questions for which cross tabulations and related chi-square tests of independence were performed to determine if statistically significant differences exist among the two groups of respondents (households and cellphones). However, it is important to note that this section only describes those cross tabulations whose chi-square statistic suggests that differences among respondent groups are unlikely to have occurred by chance or are statistically significant. The specific threshold used to determine statistical significance is the five percent level. While this section addresses only those cross tabulations yielding statistically significant results at the five percent level, Appendix D contains the results obtained from all cross tabulations and chi-square tests performed.

**Table 5. Survey Questions used in Cross-Tabulations**

Question	
1)	What is your zip code? (recoded into City areas)
2)	What year were you born? (recoded into age cohorts)
3)	What is the last grade or level you completed in school?
4)	How would you rate El Paso as a place: to live, to visit, for recreation and entertainment, to raise children, to retire, and its overall quality of life?
5)	How often do you use public transportation?
6)	How would you rate El Paso as a place to do business?
7)	How would you rate El Paso's job market?
8)	How satisfied are you with the way the City uses your tax dollars?
9)	How satisfied are you with the City with respect to: law enforcement, animal control, economic development, building and environmental code enforcement, solid waste management, libraries, museums and cultural affairs, building permits, recycling, airport, public transportation, community and human development, and the tax office?
10)	Do you think the City provides adequate opportunities to its citizens to be involved in local government?

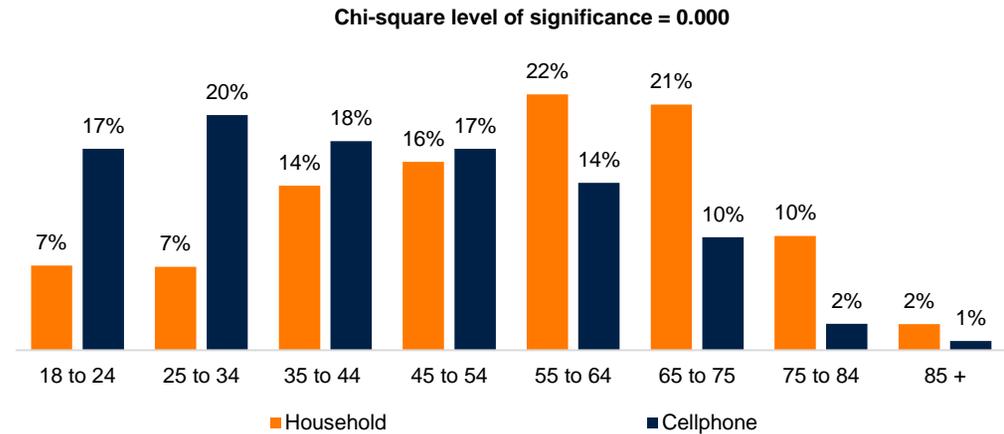
## Demographics

The first series of cross-tabulations examined the relationships between household and cellphone respondents with three demographic variables. A cross-tabulation between respondent type and their zip code (recoded into five City areas) was performed first. No statistical differences between respondent types and City areas were found at the five percent level of significance. Next, a cross-tabulation between respondent type and the year respondents were born (recoded into age cohorts) was completed. The chi-square test revealed that there are statistically significant differences among the age of survey respondent types. **Figure 65**, illustrates that cellphone respondents are more likely to be younger than household respondents. For instance, while the highest proportion of respondents using cellphones were between 25 and 34 years old, the greatest proportion of household respondents were between 55 and 64 years old. The final cross-tabulation related to demographic questions examined the relationship between respondents' type and educational attainment. In this instance, results did not reveal statistically significant differences among them.

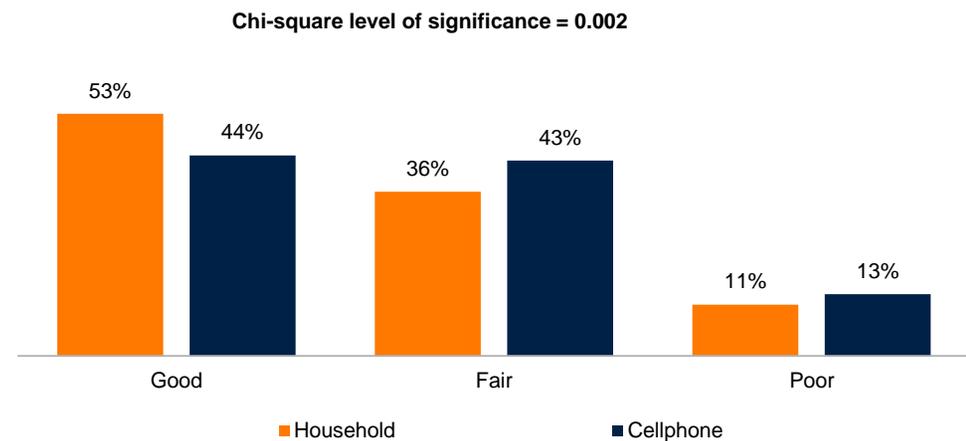
## Community Development

The second series of cross-tabulations were performed between household and cellphone respondents and their satisfaction level with the City of El Paso as a place to live, as a place to visit, as a place for recreation and entertainment, as a place to raise children, as a place to retire, and the overall quality of life in the City. Based on the Chi-square test, differences between household and

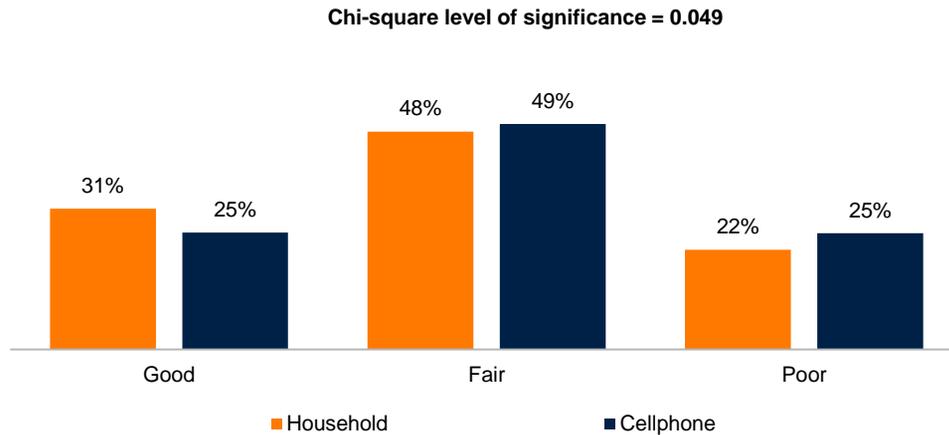
**Figure 65. Cross-Tabulation between Type of Respondent and Age**



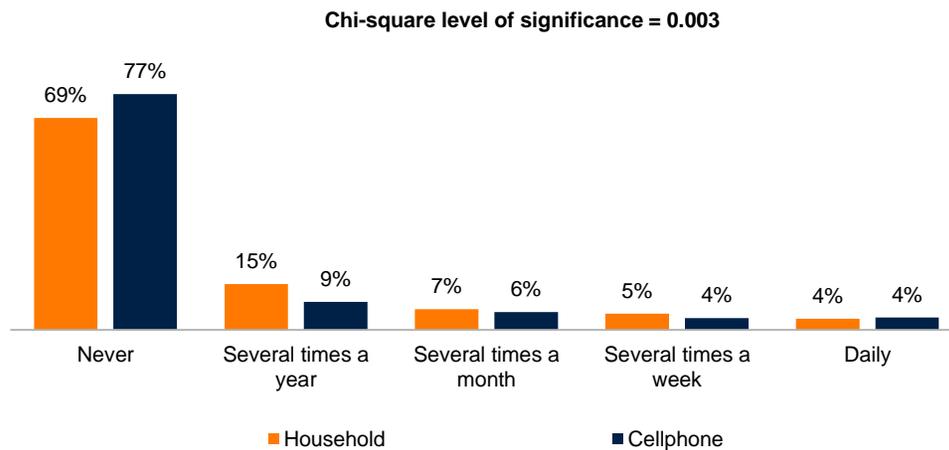
**Figure 66. Cross-Tabulation between Type of Respondent and El Paso as a Place to Visit**



**Figure 67. Cross-Tabulation between Type of Respondent and El Paso as a Place for Recreation and Entertainment**



**Figure 68. Cross-Tabulation between Type of Respondent and How Often they Use Public Transportation**



cellphone respondents were not found statistically significant for El Paso as a place to live. The opposite occurred for El Paso as a place to visit (**Figure 66**) and for El Paso in terms of recreation and entertainment (**Figure 67**), both with statistically significant differences at the five percent level. In particular, cellphone users seem to be more likely to provide lower ratings for these City aspects. This is likely a consequence of a relatively more active and younger population that may prefer to visit more places, additional attractions, and more recreational and entertainment opportunities. On the other hand, the Chi-square revealed no statistically significant differences among the type of respondents and the way they rated El Paso as a place to raise children, as a place to retire, and the overall quality of life in the City.

## Transportation

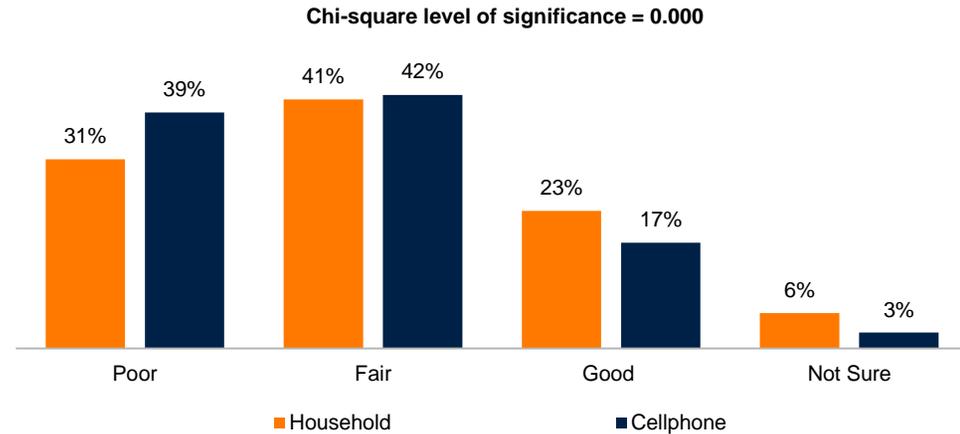
A cross-tabulation was then performed between respondents' type and how often they use public transportation. A statistically significant Chi-square revealed that, although relatively similar in proportions, household respondents are more likely to use public transportation than cellphone users (**Figure 68**). Even though most survey respondents from both groups reported that their main reason for not using public transportation is because they preferred their personal vehicle, the proportion of cellphone respondents answering this way was ten percentage points higher. Accordingly, ridership programs and/or marketing efforts to attract the young adults in the City may prove beneficial

for increasing public transportation usage in the City.

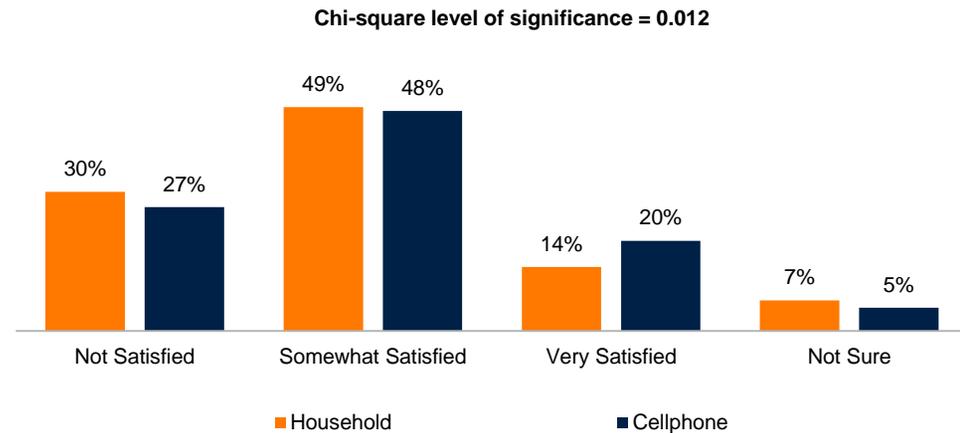
## Economic Development

Next, cross-tabulations between cellphone and household respondents along with their respective ratings for El Paso as a place to do business and El Paso job's market were performed. Only the cross-tabulation between the type of respondents and El Paso's job market produced a statistically significant Chi-square. As depicted in **Figure 69**, cellphone respondents are more likely to provide lower ratings for El Paso job's market than household respondents. In this regards, cellphone respondents may provide more reliable ratings for El Paso job's market than household respondents if we consider their overall age and that the former are likely at the beginning of their careers and the latter likely towards the end or retired, hence, less familiar with the current job market conditions.

**Figure 69. Cross-Tabulation between Type of Respondent and El Paso's Job Market Ratings**



**Figure 70. Cross-Tabulation between Type of Respondent and Satisfaction with the Way City Uses Tax Dollars**

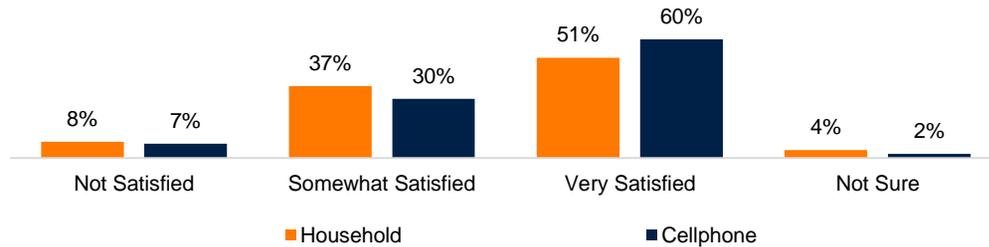


## Fiscal Initiatives

With respect to fiscal initiatives, a cross-tabulation was completed between respondents' type and their level of satisfaction with the way the City used their tax dollars. Results showed statistically significant differences between respondent types with cellphone respondents more likely to be satisfied (**Figure 70**). For instance, while 20 percent of cellphone respondents indicated being very satisfied with the way the City uses their tax dollars, 14 percent of households responded this same way. Moreover, while 27 percent of cellphone respondents

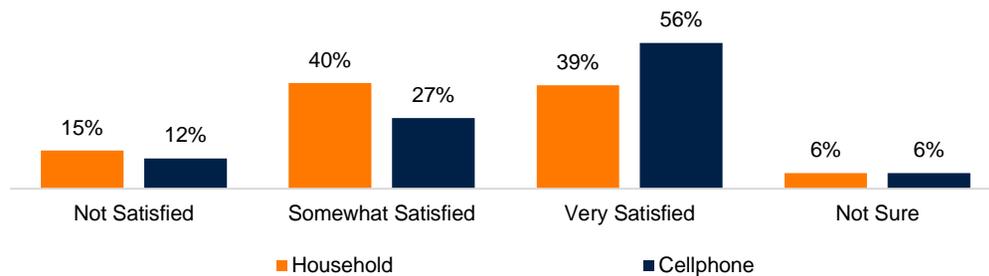
**Figure 71. Cross-Tabulation between Type of Respondent and Satisfaction with Law Enforcement**

Chi-square level of significance = 0.001



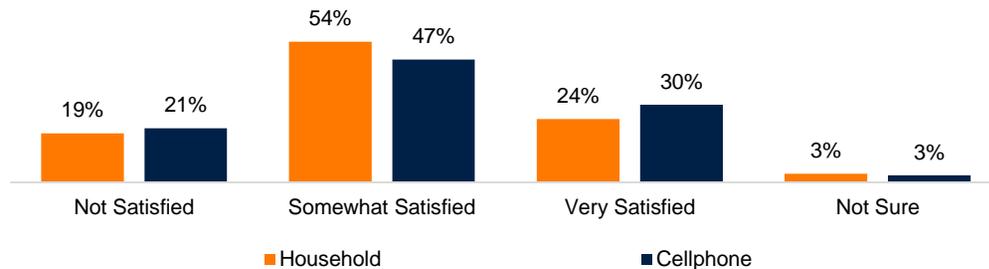
**Figure 72. Cross-Tabulation between Type of Respondent and Satisfaction with Animal Control**

Chi-square level of significance = 0.000



**Figure 73. Cross-Tabulation between Type of Respondent and Satisfaction with Economic Development**

Chi-square level of significance = 0.027



reported not being satisfied, household respondents accounted for 30 percent. On the other hand, nearly half of both respondents said they are somewhat satisfied.

## Customer Service and Citizens' Community Involvement

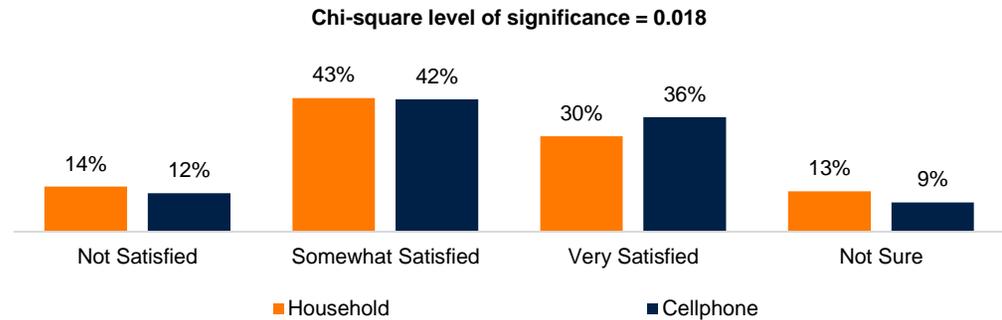
For this section, a series of cross-tabulations examining the relationships between the two groups of survey respondents and their level of satisfaction with several City-funded areas were performed. Specifically, the areas analyzed were: Law Enforcement, Animal Control, Economic Development, Building and Environmental Code Enforcement, Solid Waste Management, Libraries, Museums and Cultural Affairs, Building Permits, Recycling, the Airport, Public Transportation, Community and Human Development, and the Tax Office. With the exception of Building Permits, Recycling, and the Airport, all other cross-tabulations produced significant Chi-square statistics. It is worth noting that finding no statistically significant differences among respondent groups implies that both respondent groups are likely to provide very similar satisfaction levels with respect to these areas.

The first two areas analyzed were law enforcement (**Figure 71**) and animal control (**Figure 72**). In both cases, cellphone respondents provided higher satisfaction levels. Also in both areas, over half of cellphone respondents indicated being very satisfied. Next, cross-tabulations between household and cellphone respondents with respect to economic development, building and

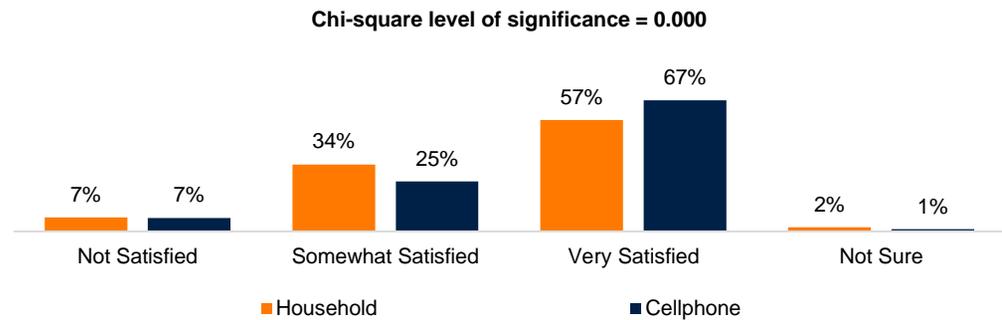
environmental code enforcement, and solid waste management were completed. In terms of economic development, household respondents are more likely to be somewhat satisfied but, in general, cellphone respondents are more likely to provide a bit higher satisfaction levels than household respondents (*Figure 73*). With respect to building and environmental code enforcement, survey respondent groups are more likely to be somewhat satisfied with this City area; however, household respondents are less likely to be satisfied (*Figure 74*). Regarding solid waste management, over half of household respondents indicated being very satisfied with this service whereas two-thirds of cellphone respondents reported this same level of satisfaction (*Figure 75*). Overall, cellphone respondents are more likely to provide higher satisfaction levels for solid waste management services.

The next cross-tabulations analyzed were between the two respondents' groups and their level of satisfaction with libraries, museums and cultural affairs. As shown in *Figure 76*, the greatest proportion of both household and cellphone respondents stated that they are very satisfied with City libraries; however, cellphone respondents are more likely to provide higher satisfaction levels. Similar results were obtain for museums and cultural affairs with nearly half of respondents in both groups reporting being very satisfied and about one-third somewhat satisfied (*Figure 77*). Overall, cellphone respondents are more likely to be slightly more satisfied with museums and cultural affairs than household respondents.

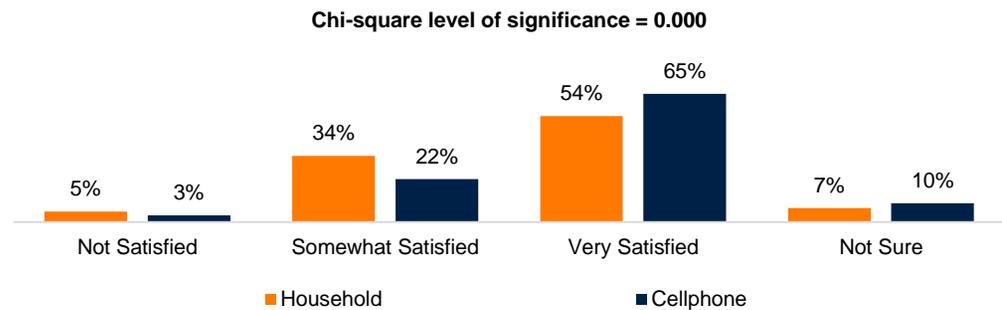
**Figure 74. Cross-Tabulation between Type of Respondent and Satisfaction with Building and Environmental Code Enforcement**



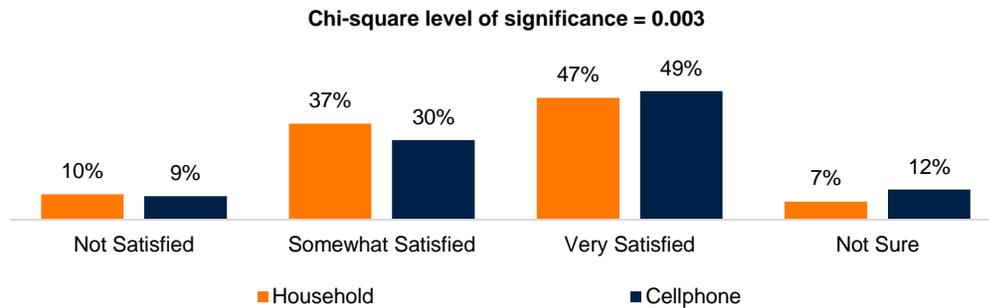
**Figure 75. Cross-Tabulation between Type of Respondent and Satisfaction with Solid Waste Management**



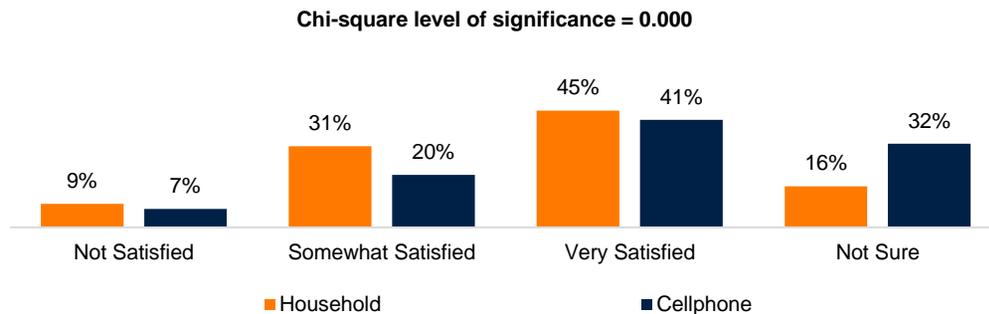
**Figure 76. Cross-Tabulation between Type of Respondent and Satisfaction with Libraries**



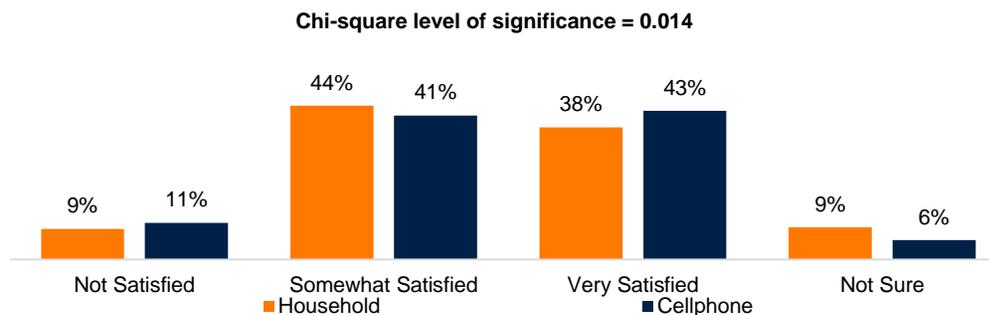
**Figure 77. Cross-Tabulation between Type of Respondent and Satisfaction with Museums and Cultural Affairs**



**Figure 78. Cross-Tabulation between Type of Respondent and Satisfaction with Public Transportation**



**Figure 79. Cross-Tabulation between Type of Respondent and Satisfaction with Community and Human Development**



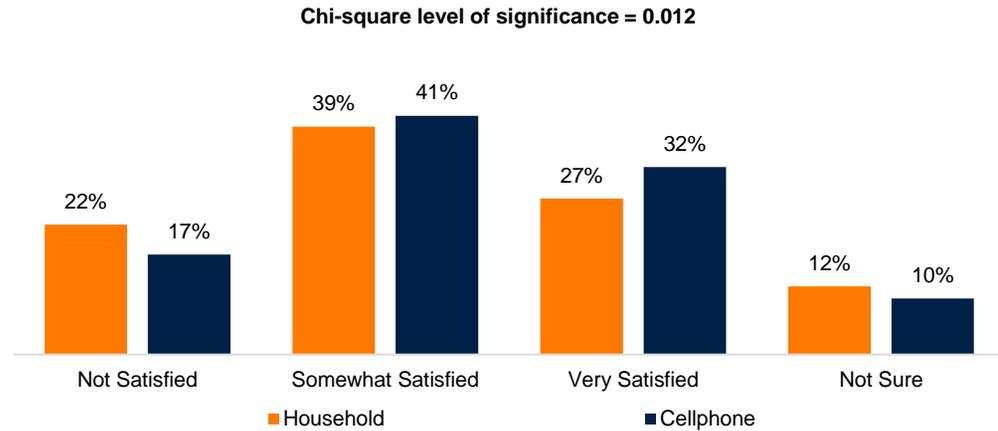
Landline and cellphone respondents' levels of satisfaction with public transportation were then cross-tabulated. Seventy-six percent of household respondents said they are somewhat satisfied or very satisfied with this service whereas 61 percent of cellphone respondents felt exactly the same way (**Figure 78**). It is worth noting that a relatively large percentage of respondents (nearly one-third of cellphone respondents) were not sure about their level of satisfaction which reaffirms the lack of use, and perhaps the lack of knowledge, of public transportation services by both survey respondent groups.

A cross-tabulation between survey respondent groups and their level of satisfaction with community and human development was also performed. **Figure 79** illustrates that while the greatest proportion of household respondents (44 percent) said they are somewhat satisfied with this City areas, the greatest proportion of cellphone respondents (43 percent) said they are very satisfied. In general, these results indicate that cellphone respondents are marginally more likely to be satisfied with community and human development services than household respondents.

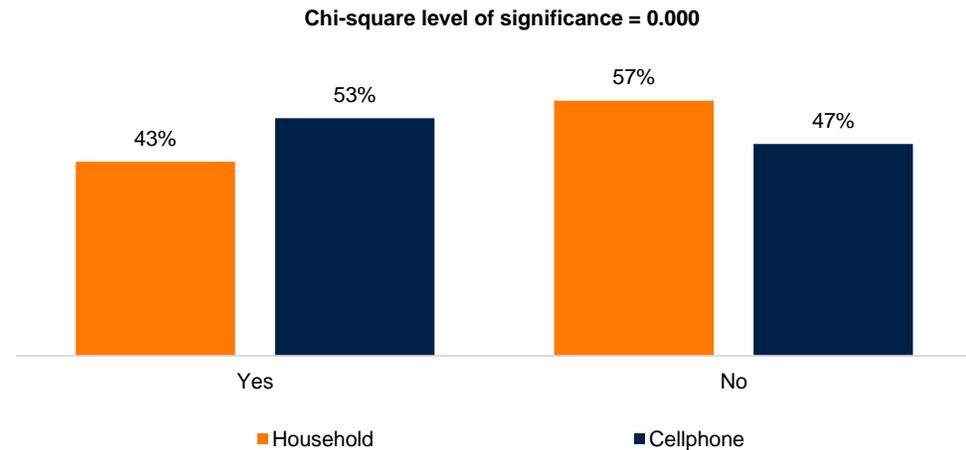
Respondents' level of satisfaction with the tax office were then cross-tabulated by respondents' type. About two out of five household and cellphone respondents reported being somewhat satisfied with the tax office; however, at least one out of six respondents indicated being not satisfied (**Figure 80**). Overall, cellphone respondents are more likely to provide higher satisfaction levels for this office.

To conclude this section, a cross-tabulation was completed examining the type of respondents and whether they felt the City provides adequate opportunities to its citizen to be involved in local government. Results indicated that cellphone respondents are more likely to believe the City provides such opportunities with over half of respondents saying “yes” (**Figure 81**). In contrast, household respondents are more likely to think that the City does not provide adequate opportunities to its citizen to be involved in local government with 57 percent of them answering this way.

**Figure 80. Cross-Tabulation between Type of Respondent and Satisfaction with Community and Human Development**



**Figure 81. Cross-Tabulation between Type of Respondent and Satisfaction with Community and Human Development**



# Appendix A

## Landline Survey Instrument - English

### City of El Paso Survey – 2014

{Surveyor: The two fields below must be entered in order to begin the survey.}

- (1) Phone Number
- (2) Initials of the person conducting the survey
- (3)

**GOOD MORNING/AFTERNOON. MAY I SPEAK TO THE HEAD OF THE HOUSEHOLD OR SOMEONE OVER THE AGE OF 18?**

I'm calling from the Institute for Policy and Economic Development at UTEP. We are conducting a survey about your opinions on the City of El Paso and the services it provides. Your participation is completely voluntary and confidential. The survey will take approximately 15 minutes of your time. Your help is greatly appreciated, would you like to participate?

{Surveyor: If they have any questions, they can contact Roberto Tinajero at 915.747.5096}

{Surveyor: If they are not willing to participate, then politely thank and hang up.}

### Community Development

I will begin by asking you several questions regarding the City of El Paso's Community Development efforts.

#### 1. What positive image first comes to mind when you think of El Paso?

{Surveyor: Do not read the list below; let them answer without providing any options. Based on the person's response, select **ONE** of the options from the list below. If the answer is not on this list, then select "Other" and type in the answer.}

- |       |  |        |                                |
|-------|--|--------|--------------------------------|
| [ 1 ] | Tranquility / Peacefulness / Security  | [ 7 ]  | Schools / Education            |
| [ 2 ] | Climate / Weather                      | [ 8 ]  | Overall Quality of Life        |
| [ 3 ] | Individuals / People                   | [ 9 ]  | Border & International Bridges |
| [ 4 ] | Diversity & Multiculturalism           | [ 10 ] | Family                         |
| [ 5 ] | Friendliness & Lack of Racial Tensions | [ 11 ] | Military / Fort Bliss          |
| [ 6 ] | Franklin Mountains                     | [ 12 ] | Other _____                    |

**2. What negative image first comes to mind when you think of El Paso?**

{Surveyor: Do not read the list below; let them answer without providing any options. Based on the person's response, select **ONE** of the options from the list below. If the answer is not on this list, then select "Other" and type in the answer.}

[ 1 ]	Lack of Jobs & Good Salaries	[ 7 ]	Border & International Bridges
[ 2 ]	Trashy & Dirty Looking	[ 8 ]	General Economic Conditions
[ 3 ]	Poor Climate / Hot & Dusty	[ 9 ]	Low Income & Poverty
[ 4 ]	Violence / Gangs	[ 10 ]	Traffic
[ 5 ]	Nothing To Do / Boring	[ 11 ]	Schools / Education
[ 6 ]	Pollution	[ 12 ]	Other _____

**3. What would you say are El Paso's TWO biggest strengths that can be better utilized to promote the city?**

{Surveyor: Do not read the list below; let them answer without providing any options. Based on the person's response, select **TWO** of the options from the list below. If the answer is not on this list, then select "Other" and type in the answer.}

[ 1 ]	Weather / Climate	[ 8 ]	Cost of Living
[ 2 ]	Border Location	[ 9 ]	General Economic Conditions
[ 3 ]	Friendly / Nice / Good / Helpful People	[ 10 ]	Safe / Peaceful
[ 4 ]	UTEP	[ 11 ]	Military / Fort Bliss
[ 5 ]	K-12 Education	[ 12 ]	Franklin Mountains
[ 6 ]	EPCC	[ 13 ]	Leisure (Dining, Sports, etc.)
[ 7 ]	Hispanic / Mexican Culture & History / Historical Places	[ 14 ]	Other _____
		[ 15 ]	Other _____

**4. How would you rate El Paso {insert topic} - good, fair, or poor?**

		<b>Good</b>	<b>Fair</b>	<b>Poor</b>
4a.	As a place to live	[ 1 ]	[ 2 ]	[ 3 ]
4b.	As a place to visit	[ 1 ]	[ 2 ]	[ 3 ]
4c.	As a place for recreation and entertainment	[ 1 ]	[ 2 ]	[ 3 ]
4d.	As a place to raise children	[ 1 ]	[ 2 ]	[ 3 ]
4e.	As a place to retire	[ 1 ]	[ 2 ]	[ 3 ]
4f.	In general, how would you rate the quality of life in El Paso?	[ 1 ]	[ 2 ]	[ 3 ]

5. {Surveyor: Please note that the following is a two-step question. If the respondent feels that a topic is somewhat important or very important, then ask the respondent about the adequacy of the information they are currently receiving regarding that topic. Otherwise, move on to the next topic.}

	How important is/are {insert topic} to you?				Do you feel the information you are currently receiving about {insert topic} is inadequate, adequate, or neither inadequate nor adequate?			
	Not important	Somewhat important	Very Important	Not Sure	Inadequate	Neither inadequate nor adequate	Adequate	
5a. Recycling Options	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5a1. [ 1 ]	[ 2 ]	[ 3 ]	
5b. Energy Efficiency, Conservation, and Renewable Energy	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5b1. [ 1 ]	[ 2 ]	[ 3 ]	
5c. Alternative or Active Transportation Options	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5c1. [ 1 ]	[ 2 ]	[ 3 ]	
5d. Improving Air Quality	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5d1. [ 1 ]	[ 2 ]	[ 3 ]	
5e. Adaptation to Changing Climate	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5e1. [ 1 ]	[ 2 ]	[ 3 ]	
5f. Local Food Systems (Community Gardens, farmer's market)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5f1. [ 1 ]	[ 2 ]	[ 3 ]	

### Consolidation of Some of the City and County Services

The following questions I will ask are related to the consolidation of some of the City and County services.

6. During the past few years, the City of El Paso and El Paso County have combined or consolidated some of its services. Do you believe the City and the County should work more seriously on consolidating services?

- [ 1 ] Yes
- [ 2 ] No
- [ 3 ] Not Sure

{Surveyor: If the answer is "Yes" then go to the question 6a. Otherwise continue with question 7}

**6a. Using any number from 1 to 5, where 1 is the worst opportunity and 5 is the best opportunity, how would you rate the opportunity to consolidate {insert area}.**

{Surveyor: Read each of the areas.}

		Worst				Best
<b>6a1.</b>	Law Enforcement	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	[ 5 ]
<b>6a2.</b>	Urban Planning and Zoning	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	[ 5 ]
<b>6a3.</b>	Public Transportation	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	[ 5 ]
<b>6a4.</b>	Parks and Recreation	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	[ 5 ]
<b>6a5.</b>	Facilities and Fleet Maintenance	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	[ 5 ]

### Transportation

The next questions are related to Public Transportation in the City of El Paso.

**7. How often do you use public transportation?**

[ 1 ]	Never	{Surveyor: GO TO Q7b}
[ 2 ]	Several times a year	{Surveyor: GO TO Q7a}
[ 3 ]	Several times a month	{Surveyor: GO TO Q7a}
[ 4 ]	Several times a week	{Surveyor: GO TO Q7a}
[ 5 ]	Daily	{Surveyor: GO TO Q7a}

**7a. How often do you use public transportation to go Downtown?**

[ 1 ]	Never
[ 2 ]	Sometimes
[ 3 ]	Often
[ 4 ]	Always

{Surveyor: After Q7a, GO TO Q8}

**7b. What is the main reason why you do not use public transportation?**

{Surveyor: Do not read the list below; let them answer without providing any options. Based on the person's response, select **ONE** of the options from the list below. If the answer is not on this list, then select "Other" and type in the answer.}

- [ 1 ] I prefer my personal vehicle
- [ 2 ] I prefer to walk
- [ 3 ] I prefer to carpool
- [ 4 ] I prefer to bicycle
- [ 5 ] It is too confusing / I don't know which line to take, schedule, cost, etc.
- [ 6 ] Public transportation is never on time / unreliable
- [ 7 ] It is inconvenient when carrying cargo (e.g. groceries, shopping bags, etc.)
- [ 8 ] There is limited service in my area / too far to walk to a bus stop
- [ 9 ] It takes too long to get to my destination / faster in my car
- [ 10 ] Public transportation is dirty / germs
- [ 11 ] I do not feel safe using public transportation
- [ 12 ] Other \_\_\_\_\_

**8. How interested are you in using bicycles as an alternative form of transportation?**

- |       |                     |                       |
|-------|---------------------|-----------------------|
| [ 1 ] | Not Interested      | {Surveyor: GO TO Q8a} |
| [ 2 ] | Somewhat Interested | {Surveyor: GO TO Q9}  |
| [ 3 ] | Very Interested     | {Surveyor: GO TO Q9}  |
| [ 4 ] | Not Sure            | {Surveyor: GO TO Q9}  |

**8a. What is the main reason why you are not interested in using bicycles as an alternative form of transportation?**

{Surveyor: Do not read the list below; let them answer without providing any options. Based on the person's response, select **ONE** of the options from the list below. If the answer is not on this list, then select "Other" and type in the answer.}

- [ 1 ] I prefer my personal vehicle
- [ 2 ] I do not feel safe
- [ 3 ] Not enough bicycle lanes
- [ 4 ] It is time consuming / unreliable
- [ 5 ] It is inconvenient when carrying cargo (e.g. groceries, shopping bags, etc.)
- [ 6 ] It takes too long to get to my destination / faster in my car
- [ 7 ] Other \_\_\_\_\_

9. I am going to read some transportation initiatives, please tell me which one you feel should be the **MOST** important for the City over the next five years?

{Surveyor: Only choose one.}

- [ 1 ] Reduce traffic congestion
- [ 2 ] More bicycle routes or bicycle sharing programs
- [ 3 ] Have a more comprehensive street & road maintenance program
- [ 4 ] More pedestrian access and pedestrian paths

### **Economic Development**

The following questions are related to the City's economic development.

10. How would you rate El Paso as a place to do business?

- [ 1 ] Poor
- [ 2 ] Fair
- [ 3 ] Good
- [ 4 ] Not Sure

11. Is El Paso getting better, getting worse, or staying the same as a place to do business?

- [ 1 ] Getting worse
- [ 2 ] Staying the same
- [ 3 ] Getting better
- [ 4 ] Not Sure

12. How would you rate El Paso's job market?

- [ 1 ] Poor
- [ 2 ] Fair
- [ 3 ] Good
- [ 4 ] Not Sure

**13. Is El Paso's job market getting better, getting worse, or staying the same?**

- [ 1 ] Getting worse
- [ 2 ] Staying the same
- [ 3 ] Getting better
- [ 4 ] Not Sure

**14. {Surveyor: Please note that the following is a two-step question. First, ask respondents how they would rate the topic – poor, fair, good, or not sure. Then, ask respondents how important that topic is to them – not important, somewhat important, very important, or not sure. Next, move on to the next topic.}**

	How would you rate {insert topic} – poor, fair, good, or not sure?					How important is this topic to you – not important, somewhat important, very important, or not sure?			
	Poor	Fair	Good	Not Sure		Not Important	Somewhat Important	Very Important	Not Sure
<b>14a.</b> The City's General Economic Conditions	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14a1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>14b.</b> Downtown Attractiveness	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14b1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>14c.</b> The City's Retail Options	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14c1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>14d.</b> The Implementation of the Quality of Life Bonds	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14d1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>14e.</b> The City's Work Force	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14e1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>14f.</b> The City's Schools and Higher Education	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14f1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

**15. What would you say is the most important factor to improve the general economic conditions in the City?**

{**Surveyor:** Do not read the list below; let them answer without providing any options. Based on the person's response, select **ONE** of the options from the list below. If the answer is not on this list, then select "**Other**" and type in the answer.}

- |       |                       |        |                                      |
|-------|-----------------------|--------|--------------------------------------|
| [ 1 ] | Education             | [ 6 ]  | Implementing Quality of Life Bonds   |
| [ 2 ] | More High-paying Jobs | [ 7 ]  | More Entertainment Options / Tourism |
| [ 3 ] | Downtown Development  | [ 8 ]  | Reducing Border Wait Times           |
| [ 4 ] | More Retail Options   | [ 9 ]  | Baseball Stadium                     |
| [ 5 ] | Workforce Development | [ 10 ] | Other _____                          |

**16. When the city government contracts private companies, how important is {insert topic} – not important, somewhat important, very important, or not sure?**

		Not Important	Somewhat Important	Very Important	Not Sure
16a.	The Quality of Work	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
16b.	A Competitive Bidding	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
16c.	Contracting with Local Businesses	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
16d.	The Cost of the Contract	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

**Fiscal**

Next, I will ask several questions related to fiscal initiatives.

**17. How satisfied are you with the way the city uses your tax dollars?**

- |       |                    |
|-------|--------------------|
| [ 1 ] | Not Satisfied      |
| [ 2 ] | Somewhat Satisfied |
| [ 3 ] | Very Satisfied     |
| [ 4 ] | Not Sure           |

**18. On what would you prefer your tax dollars to be spent?**

{**Surveyor:** Do not read the list below; let them answer without providing any options; based on the person's response, select **ONE** of the options from the list below. If the answer is not on this list, then select "**Other**" and type in the answer.}

- |  |                                       |
|--|---------------------------------------|
| [ 1 ] Streets maintenance and improvements | [ 7 ] Border & International Bridges  |
| [ 2 ] Streets lights and signalization     | [ 8 ] General Economic Conditions     |
| [ 3 ] Downtown development                 | [ 9 ] Poverty and low income families |
| [ 4 ] Safety and law enforcement           | [ 10 ] Traffic                        |
| [ 5 ] Lowering Pollution                   | [ 11 ] Schools / Education            |
| [ 6 ] Animal Control                       | [ 12 ] Other _____                    |

Now, I will ask about your preferences regarding some services the City provides.

19. {Surveyor: Please note that the following is a two-step question. First, ask respondents if they consider a service a high priority, medium priority, low priority, or not a priority. Then, ask respondents if they prefer to support a tax/fee increase to maintain/expand that service OR if they prefer to reduce that service. Next, move on to the next service.}

		Do you consider {insert topic} a high priority a medium priority, a low priority, or not a priority?  {Surveyor: Provide clarification in parentheses as needed.}				Would you prefer to support a tax or fee increase to maintain or expand this service OR would you prefer to reduce this service?		
		High Priority	Medium Priority	Low Priority	Not a Priority		Supports Tax/Fee Increase	Reduce Level of Service
19a.	<b>Animal regulation and enforcement</b> (Patrol and pick up of unlicensed or stray animals)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19a1.	[ 1 ]	[ 2 ]
19b.	<b>Environmental regulation and enforcement</b> (Building inspection, weeds, junk cars, etc.)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19b1.	[ 1 ]	[ 2 ]
19c.	<b>Garbage collection and recycling efforts</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19c1.	[ 1 ]	[ 2 ]
19d.	<b>Police response to non-emergencies</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19d1.	[ 1 ]	[ 2 ]
19e.	<b>Fire prevention, inspection and education</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19e1.	[ 1 ]	[ 2 ]
19f.	<b>Libraries</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19f1.	[ 1 ]	[ 2 ]
19g.	<b>Street cleaning, repair and right-of-way maintenance</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19g1.	[ 1 ]	[ 2 ]
19h.	<b>Public transportation</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19h1.	[ 1 ]	[ 2 ]
19i.	<b>Economic development efforts</b> (Incentives for businesses, downtown development, etc.)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19i1.	[ 1 ]	[ 2 ]
19j.	<b>Parks and recreation centers</b> (Open space development and maintenance of facilities)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19j1.	[ 1 ]	[ 2 ]
19k.	<b>Arts and cultural facilities</b> (Museums)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19k1.	[ 1 ]	[ 2 ]
19l.	<b>The Zoo</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19l1.	[ 1 ]	[ 2 ]

### Customer Service

I will now ask several questions regarding the City's customer service.

**20. How satisfied are you with the City with respect to {insert topic here}? - not satisfied, somewhat satisfied, very satisfied, or not sure.**

		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure
20a.	Law Enforcement	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20b.	Animal Control	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20c.	Economic Development	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20d.	Building and Environmental Code Enforcement	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20e.	Solid Waste Management (Trash)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20f.	Libraries	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20g.	Museums & Cultural Affairs	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20h.	Building Permits	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20i.	Recycling	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20j.	Airport	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20k.	Public Transportation	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20l.	Community and Human Development	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20m.	Tax Office	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

**21. Have you ever visited the City's website?**

- [ 1 ] Yes
- [ 2 ] No

{Surveyor: If the answer is "yes" continue with question 21a.}

**21a. Why did you visit the City's website?**

{Surveyor: Do not read the list below: let them answer without providing any options; based on the person's response, select **ONE** of the options below. If the answer is not on this list, then select "Other" and type in the answer.}

- [ 1 ] Information Search
- [ 2 ] Access a Service
- [ 3 ] On-line Payment
- [ 4 ] Watch City Council Meetings Online
- [ 5 ] Job Openings
- [ 6 ] Other \_\_\_\_\_

**22. In the last 12 months, did you have contact with a City Council Representative or the Mayor?**

- [ 1 ] Yes {Surveyor: GO TO Q22a}
- [ 2 ] No {Surveyor: GO TO Q23}

**22a. How was this contact most often made?**

{Surveyor: Select only one}

- [ 1 ] By phone
- [ 2 ] In-Person
- [ 3 ] By e-mail
- [ 4 ] In writing

**22b. How would you rate your experience after interacting with an elected official?**

- [ 1 ] Not Satisfied
- [ 2 ] Somewhat Satisfied
- [ 3 ] Very Satisfied

**23. In the last 12 months, did you have contact with any City Department or City Personnel, excluding elected officials?**

- [ 1 ] Yes {Surveyor: GO TO Q23a}
- [ 2 ] No {Surveyor: GO TO Q24}

**23a. After interacting with city employees, what would be your level of satisfaction with {insert topic}? - not satisfied, somewhat satisfied, very satisfied, or not sure.**

	Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure
<b>23a1.</b> Their courtesy and professionalism	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>23a2.</b> Their willingness to help/assist	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>23a3.</b> Their Knowledge	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>23a4.</b> Their quickness resolving issues	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>23a5.</b> Your overall experience	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

**24. How successful do you think the City is when communicating with its citizens about {insert topic}? - not successful, somewhat successful, very successful, or not sure.**

{Surveyor: Provide clarification in parentheses as needed.}

	Not Successful	Somewhat Successful	Very Successful	Not Sure
24a. <b>Infrastructure Projects</b> (e.g. building & road construction or damage repair)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24b. <b>City Sponsored Programs</b> (e.g. parks & recreation, zoo, or library & cultural events)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24c. <b>City Regulations, Policies &amp; Ordinances</b> (e.g. environmental & construction guidelines)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24d. <b>Changes in Utility Rates</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24e. <b>Sustainability Programs</b> (Promoting water, energy and natural resource conservation)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24f. <b>The Baseball Stadium</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24g. <b>The Quality of Life Bond Projects</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24h. <b>In general, how successful do you think the City is when communicating with its citizens?</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

**25. Do you think the City provides adequate opportunities to its citizens to be involved in local government?**

- [ 1 ] Yes
- [ 2 ] No

**26. Would you be interested in {insert topic}**

{Surveyor: Provide clarification in parenthesis as needed.}

	YES	NO
26a. <b>Serving on Boards or Commissions</b>	[ 1 ]	[ 2 ]
26b. <b>Participating in Neighborhood Leadership Academy</b> (18 week course, once a week, to become neighborhood advocates and community leaders at no cost)	[ 1 ]	[ 2 ]

**27. Are you currently involved in a neighborhood association?**

- [ 1 ] Yes
- [ 2 ] No



**36. What is your ethnic affiliation?**

{Surveyor: Do not provide answers: allow respondent to give answer and choose the **single** most appropriate option.}

- |       |                    |       |                                    |
|-------|--------------------|-------|------------------------------------|
| [ 1 ] | White Non-Hispanic | [ 5 ] | Native American                    |
| [ 2 ] | Hispanic           | [ 6 ] | Alaskan Native or Pacific Islander |
| [ 3 ] | African-American   | [ 7 ] | Other _____                        |
| [ 4 ] | Asian-American     |       |                                    |

**37. What is your TOTAL HOUSEHOLD income before taxes?**

- |       |                                |       |                                  |
|-------|--------------------------------|-------|----------------------------------|
| [ 1 ] | Less than \$20,000             | [ 5 ] | \$80,000 to less than \$100,000  |
| [ 2 ] | \$20,000 to less than \$40,000 | [ 6 ] | \$100,000 to less than \$120,000 |
| [ 3 ] | \$40,000 to less than \$60,000 | [ 7 ] | \$120,000 or more                |
| [ 4 ] | \$60,000 to less than \$80,000 | [ 8 ] | Refuse to answer / Don't Know    |

# Appendix A (Cont.)

## Cell Phone Survey Instrument - English

### City of El Paso Cell Phone Survey – 2014

{Surveyor: The two fields below must be entered in order to begin the survey.}

- (4) Cell Phone Number
- (5) Initials of the person conducting the survey

**GOOD MORNING/AFTERNOON.** I'm calling from the Institute for Policy and Economic Development at UTEP. We are conducting a short survey about the City of El Paso and the services it provides. Your participation is completely voluntary and confidential. Would you like to participate?

{Surveyor: If they have any questions, they can contact Roberto Tinajero at 915.747.5096}

{Surveyor: If they are not willing to participate, then politely thank them and hang up.}

Before we begin let me ask you:

**1. Are you 18 years old or over?**

- [ 1 ] Yes {Surveyor: Continue with Q2.}
- [ 2 ] No {Surveyor: Mention that, at the moment, we are focusing on individuals of 18 years old or over. Politely thank them and hang up.}

**2. Am I calling you to a cell phone?**

- [ 1 ] Yes {Surveyor: Continue with Q3.}
- [ 2 ] No {Surveyor: Mention that, at the moment, we are focusing on cell phones users only. Politely thank them and hang up.}

**3. Are you in a safe place to talk?**

- [ 1 ] Yes {Surveyor: Continue with Q4.}
- [ 2 ] No {Surveyor: Ask if you can call again at a better time. Politely thank them and hang up.}

### Community Development

Now I will begin with the survey questions.

**4. How would you rate El Paso {insert topic} - good, fair, or poor?**

	Good	Fair	Poor
4a. As a place to live	[ 1 ]	[ 2 ]	[ 3 ]
4b. As a place to visit	[ 1 ]	[ 2 ]	[ 3 ]
4c. As a place for recreation and entertainment	[ 1 ]	[ 2 ]	[ 3 ]
4d. As a place to raise children	[ 1 ]	[ 2 ]	[ 3 ]
4e. As a place to retire	[ 1 ]	[ 2 ]	[ 3 ]
4f. In general, how would you rate the quality of life in El Paso?	[ 1 ]	[ 2 ]	[ 3 ]

### Transportation

**5. How often do you use public transportation?**

[ 1 ]	Never	{Surveyor: GO TO Q5b}
[ 2 ]	Several times a year	{Surveyor: GO TO Q6}
[ 3 ]	Several times a month	{Surveyor: GO TO Q6}
[ 4 ]	Several times a week	{Surveyor: GO TO Q6}
[ 5 ]	Daily	{Surveyor: GO TO Q6}

**5b. What is the main reason why you do not use public transportation?**

{Surveyor: Do not read the list below; let them answer without providing any options. Based on the person's response, select **ONE** of the options from the list below. If the answer is not on this list, then select "Other" and type in the answer.}

[ 1 ]	I prefer my personal vehicle
[ 2 ]	I prefer to walk
[ 3 ]	I prefer to carpool
[ 4 ]	I prefer to bicycle
[ 5 ]	It is too confusing / I don't know which line to take, schedule, cost, etc.
[ 6 ]	Public transportation is never on time / unreliable
[ 7 ]	It is inconvenient when carrying cargo (e.g. groceries, shopping bags, etc.)
[ 8 ]	There is limited service in my area / too far to walk to a bus stop
[ 9 ]	It takes too long to get to my destination / faster in my car
[ 10 ]	Public transportation is dirty / germs
[ 11 ]	I do not feel safe using public transportation
[ 12 ]	Other _____

### Economic Development

6. How would you rate El Paso as a place to do business?

- [ 1 ] Poor
- [ 2 ] Fair
- [ 3 ] Good
- [ 4 ] Not Sure

7. How would you rate El Paso's job market?

- [ 1 ] Poor
- [ 2 ] Fair
- [ 3 ] Good
- [ 4 ] Not Sure

### Fiscal

8. How satisfied are you with the way the city uses your tax dollars?

- [ 1 ] Not Satisfied
- [ 2 ] Somewhat Satisfied
- [ 3 ] Very Satisfied
- [ 4 ] Not Sure

9. On what would you prefer your tax dollars to be spent?

{Surveyor: Do not read the list below; let them answer without providing any options; based on the person's response, select **ONE** of the options from the list below. If the answer is not on this list, then select "**Other**" and type in the answer.}

- |  |                                       |
|--|---------------------------------------|
| [ 1 ] Streets maintenance and improvements | [ 7 ] Border & International Bridges  |
| [ 2 ] Streets lights and signalization     | [ 8 ] General Economic Conditions     |
| [ 3 ] Downtown development                 | [ 9 ] Poverty and low income families |
| [ 4 ] Safety and law enforcement           | [ 10 ] Traffic                        |
| [ 5 ] Lowering Pollution                   | [ 11 ] Schools / Education            |
| [ 6 ] Animal Control                       | [ 12 ] Other _____                    |

**Customer Service**

10. How satisfied are you with the City with respect to {insert topic here}? - not satisfied, somewhat satisfied, very satisfied, or not sure.

	Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure
10a. Law Enforcement	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10b. Animal Control	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10c. Economic Development	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10d. Building and Environmental Code Enforcement	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10e. Solid Waste Management (Trash)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10f. Libraries	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10g. Museums & Cultural Affairs	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10h. Building Permits	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10i. Recycling	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10j. Airport	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10k. Public Transportation	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10l. Community and Human Development	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10m. Tax Office	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

11. Do you think the City provides adequate opportunities to its citizens to be involved in local government?

- [ 1 ] Yes
- [ 2 ] No

**Demographics**

The final questions are about yourself. Please keep in mind that your responses are completely confidential.

12. What is your gender?

- [ 1 ] Male
- [ 2 ] Female

13. What is your zip code? \_\_\_\_\_

14. What year were you born? \_\_\_\_\_

**15. What is the last grade or level you completed in school?**

{Surveyor: Do not provide answers: allow respondent to give answer and choose the **single** most appropriate option.}

- |  |                          |
|--|--------------------------|
| [ 1 ] Did not go to high school          | [ 5 ] Associate's degree |
| [ 2 ] Did not complete high school       | [ 6 ] College graduate   |
| [ 3 ] High school graduate or equivalent | [ 7 ] Graduate degree    |
| [ 4 ] Some college                       | [ 8 ] Trade School       |

**16. What is YOUR ANNUAL INCOME before taxes?**

- |                                      |  |
|--------------------------------------|--|
| [ 1 ] Less than \$20,000             | [ 5 ] \$80,000 to less than \$100,000  |
| [ 2 ] \$20,000 to less than \$40,000 | [ 6 ] \$100,000 to less than \$120,000 |
| [ 3 ] \$40,000 to less than \$60,000 | [ 7 ] \$120,000 or more                |
| [ 4 ] \$60,000 to less than \$80,000 | [ 8 ] Refuse to answer / Don't Know    |

# Appendix B

## Landline Survey Instrument – Spanish

### Encuesta de la Ciudad de El Paso – 2014

{Encuestador: Los dos campos de abajo tienen que ser ingresados para poder comenzar con la encuesta.}

(6) Número Telefónico

(7) Iniciales de la persona que lleva a cabo la encuesta

#### **BUENOS DIAS/TARDES ¿PODRÍA HABLAR CON EL JEFE DE LA FAMILIA O ALGUIEN MAYOR DE 18 AÑOS?**

Estoy llamando del Instituto de Políticas y Desarrollo Económico de UTEP. Estamos llevando a cabo una encuesta sobre su opinión del Municipio de El Paso y los servicios que provee. Su participación es completamente voluntaria y confidencial. La encuesta le tomará aproximadamente 15 minutos de su tiempo. Le agradecemos mucho su ayuda, ¿le gustaría participar?

{Encuestador: Si tienen alguna pregunta, pueden contactar a Roberto Tinajero al 915.747.5096}

{Encuestador: Si no están dispuestos a participar, dele las gracias amablemente y cuelgue.}

#### **Desarrollo Comunitario**

**Empezare haciéndole algunas preguntas relacionadas con los esfuerzos de la Ciudad para el desarrollo comunitario.**

##### **1. ¿Qué imagen positiva se le viene primero a la mente cuando piensa en El Paso?**

{Encuestador: No lea la lista de abajo; déjelos responder sin darles ninguna opción. Basándose en la respuesta de la persona, seleccione **UNA** de las opciones de la lista de abajo. Si la respuesta no está en esta lista, seleccione “Otra” y escriba la respuesta.}

[ 1 ] La tranquilidad / calma / seguridad	[ 7 ] Las escuelas / La educación
[ 2 ] El clima / tiempo	[ 8 ] La calidad de vida en general
[ 3 ] Las personas / La gente	[ 9 ] La frontera y los puentes Internacionales
[ 4 ] La diversidad y multiculturalidad	[ 10 ] La familia
[ 5 ] La amabilidad y la falta de tensiones raciales	[ 11 ] El ejército / Fort Bliss
[ 6 ] Las montañas Franklin	[ 12 ] Otra _____

**2. ¿Qué imagen negativa se le viene primero a la mente cuando piensa en El Paso?**

{Encuestador: No lea la lista de abajo; déjelos responder sin darles ninguna opción. Basándose en la respuesta de la persona, seleccione **UNA** de las opciones de la lista de abajo. Si la respuesta no está en esta lista, seleccione “Otra” y escriba la respuesta.}

[ 1 ] La falta de trabajos y buenos salarios	[ 7 ] La frontera y los puentes Internacionales
[ 2 ] Mucha basura y se ve sucio	[ 8 ] Las condiciones económicas en general
[ 3 ] Mal clima / caluroso y polvoso	[ 9 ] Ingresos bajos y pobreza
[ 4 ] Violencia / pandillas	[ 10 ] Tráfico
[ 5 ] No hay nada que hacer / aburrido	[ 11 ] Escuelas / educación
[ 6 ] Contaminación	[ 12 ] Otra _____

**3. ¿Cuáles diría usted que son las DOS principales fortalezas de El Paso que se podrían utilizar mejor para promover a la ciudad?**

{Encuestador: No lea la lista de abajo; déjelos responder sin darles ninguna opción. Basándose en la respuesta de la persona, seleccione **DOS** de las opciones de abajo. Si las respuestas no están en esta lista, seleccione “Otra” y escriba la respuesta.}

[ 1 ] El clima / el tiempo	[ 8 ] Costo de vida
[ 2 ] La ubicación en la frontera	[ 9 ] Las condiciones económicas en general
[ 3 ] La gente amigable/amable/buena/servicial	[ 10 ] Seguridad / tranquilidad
[ 4 ] UTEP	[ 11 ] El ejército / Fort Bliss
[ 5 ] Educación del Kinder a Preparatoria	[ 12 ] Las montañas Franklin
[ 6 ] EPCC	[ 13 ] Tiempo libre (restaurantes, deportes, etc.)
[ 7 ] Cultura Hispana / Cultura Mexicana e Historia / Lugares Históricos	[ 14 ] Otra _____
	[ 15 ] Otra _____

**4. ¿Cómo calificaría a El Paso {inserte el tema} – bueno, regular, o malo?**

	Bueno	Regular	Malo
4a. Como lugar para vivir	[ 1 ]	[ 2 ]	[ 3 ]
4b. Como lugar para visitar	[ 1 ]	[ 2 ]	[ 3 ]
4c. Como lugar para recreación y entretenimiento	[ 1 ]	[ 2 ]	[ 3 ]
4d. Como lugar para criar hijos	[ 1 ]	[ 2 ]	[ 3 ]
4e. Como lugar para jubilarse	[ 1 ]	[ 2 ]	[ 3 ]
4f. En general, ¿cómo calificaría la calidad de vida en El Paso?	[ 1 ]	[ 2 ]	[ 3 ]

5. {Encuestador: Por favor tome en cuenta que la siguiente pregunta es de dos pasos. Si la persona considera un tema algo importante o muy importante, pregunte acerca de lo adecuada que es la información que recibe actualmente respecto a ese tema. De otra manera pase al siguiente tema.}

	¿Qué tan importante es/son {inserte el tema} para usted?				¿Cree usted que la información que recibe acerca de {inserte tema} es inadecuado, adecuado, o ni inadecuado ni adecuado?			
	No es importante	Algo importante	Muy importante	No está seguro/a	Inadecuado	No es inadecuado ni adecuado	Adecuado	
5a. Las opciones de reciclaje	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5a1. [ 1 ]	[ 2 ]	[ 3 ]	
5b. La eficiencia energética, la conservación, y la energía renovable	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5b1. [ 1 ]	[ 2 ]	[ 3 ]	
5c. Las opciones alternativas de transporte	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5c1. [ 1 ]	[ 2 ]	[ 3 ]	
5d. Mejorar la calidad del aire	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5d1. [ 1 ]	[ 2 ]	[ 3 ]	
5e. La adaptación al cambio climático	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5e1. [ 1 ]	[ 2 ]	[ 3 ]	
5f. Los sistemas alimentarios locales (Jardines comunitarios, mercado de granjeros locales)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	5f1. [ 1 ]	[ 2 ]	[ 3 ]	

### Consolidación de algunos de los Servicios del Municipio y el Condado

Las siguientes preguntas que le haré están relacionadas en consolidar algunos de los servicios del Municipio y el Condado.

6. Durante los últimos años, la Ciudad de El Paso y el Condado de El Paso han combinado o consolidado algunos de sus servicios. ¿Cree usted que la Ciudad y el Condado deberían trabajar más seriamente en consolidar servicios?

- [ 1 ] Sí
- [ 2 ] No
- [ 3 ] No está seguro/a

{Encuestador: Si la respuesta es “Sí”, pase a la pregunta 6a. De otra forma, continúe con la pregunta 7.}

- 6a. Usando cualquier número del 1 al 5, donde 1 significa la peor oportunidad y 5 la mejor oportunidad, ¿cómo calificaría usted la oportunidad para consolidar {inserte tema}?

{Encuestador: Lea cada uno de los siguientes temas.}

	Peor				Mejor
6a1. Cuerpos de seguridad	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	[ 5 ]
6a2. La planeación y zonificación urbana	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	[ 5 ]
6a3. El transporte público	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	[ 5 ]
6a4. Los parques y centros recreativos	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	[ 5 ]
6a5. Instalaciones y mantenimiento de la flotilla vehicular	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	[ 5 ]

### Transporte

Las siguientes preguntas están relacionadas con el transporte público en la Ciudad de El Paso.

7. ¿Qué tan seguido utiliza el transporte público?

- [ 1 ] Nunca {Encuestador: PASE A LA P7b}
- [ 2 ] Varias veces al año {Encuestador: PASE A LA P7a}
- [ 3 ] Varias veces al mes {Encuestador: PASE A LA P7a}
- [ 4 ] Varias veces a la semana {Encuestador: PASE A LA P7a}
- [ 5 ] Diario {Encuestador: PASE A LA P7a}

7a. ¿Qué tan seguido utiliza el transporte público para ir al Centro?

- [ 1 ] Nunca
- [ 2 ] Algunas veces
- [ 3 ] Seguido
- [ 4 ] Siempre

{Encuestador: Después de la P7a, PASE A LA P8}

7b. ¿Cuál es la razón principal por la cual usted no usa el transporte público?

{Encuestador: No lea la lista de abajo; déjelos responder sin darles ninguna opción. Basándose en la respuesta de la persona, seleccione **UNA** de las opciones de la lista de abajo. Si la respuesta no está en esta lista, seleccione "Otra" y escriba la respuesta.}

- [ 1 ] Prefiero mi vehículo particular
- [ 2 ] Prefiero caminar
- [ 3 ] Prefiero compartir un vehículo con más personas
- [ 4 ] Prefiero andar en bicicleta
- [ 5 ] Es muy confuso / No sé qué ruta tomar, horario, costo, etc.
- [ 6 ] El transporte público nunca llega a tiempo / poco confiable
- [ 7 ] Es inconveniente cuando uno está cargando algo (p.ej. el mandado, bolsas de compras, etc.)
- [ 8 ] El servicio es limitado en mi área / está muy lejos caminar hasta una parada de autobús
- [ 9 ] Tardo demasiado tiempo en llegar a mi destino / es más rápido en mi carro
- [ 10 ] El transporte público está sucio / gérmenes
- [ 11 ] No me siento seguro/a usando el transporte público
- [ 12 ] Otra \_\_\_\_\_

8. ¿Qué tan interesado(a) está usted en usar bicicletas como una alternativa de transporte?

- [ 1 ] No estoy Interesado/a {Encuestador: PASE A LA P8a}
- [ 2 ] Algo Interesado/a {Encuestador: PASE A LA P9}
- [ 3 ] Muy Interesado/a {Encuestador: PASE A LA P9}
- [ 4 ] No está seguro/a {Encuestador: PASE A LA P9}

**8a. ¿Cuál es la razón principal por la cual no usted está interesado en usar bicicletas como una alternativa de transporte?**

{Encuestador: No lea la lista de abajo; déjelos responder sin darles ninguna opción. Basándose en la respuesta de la persona, seleccione **UNA** de las opciones de la lista de abajo. Si la respuesta no está en esta lista, seleccione "Otra" y escriba la respuesta.}

- [ 1 ] Prefiero mi vehículo particular
- [ 2 ] No me siento seguro/a
- [ 3 ] No hay suficientes carriles para bicicletas
- [ 4 ] Toma mucho tiempo / poco confiable
- [ 5 ] Es inconveniente cuando uno está cargando algo (p.ej. el mandado, bolsas de compras, etc.)
- [ 6 ] Tardo demasiado tiempo en llegar a mi destino / es más rápido en mi carro
- [ 7 ] Otra \_\_\_\_\_

**9. Voy a leer algunas iniciativas de transporte, por favor dígame ¿cuál siente que debería ser la MÁS importante para la ciudad durante los próximos cinco años?**

{Encuestador: Elija solamente una.}

- [ 1 ] Reducir la congestión de tráfico
- [ 2 ] Más rutas para bicicletas o programas de renta de bicicletas.
- [ 3 ] Tener un programa de mantenimiento de calles y caminos más comprensivo
- [ 4 ] Más acceso peatonal y caminos peatonales

**Desarrollo Económico**

Las siguientes preguntas están relacionadas con el desarrollo económico de la Ciudad.

**10. ¿Cómo calificaría a El Paso como lugar para hacer negocios?**

- [ 1 ] Malo
- [ 2 ] Regular
- [ 3 ] Bueno
- [ 4 ] No está seguro/a

**11. ¿El Paso está mejorando, empeorando, o se mantiene igual como lugar para hacer negocios?**

- [ 1 ] Empeorando
- [ 2 ] Se mantiene igual
- [ 3 ] Mejorando
- [ 4 ] No está seguro/a

**12. ¿Cómo calificaría el mercado laboral en El Paso?**

- [ 1 ] Malo
- [ 2 ] Regular
- [ 3 ] Bueno
- [ 4 ] No está seguro/a

**13. El mercado laboral en El Paso ¿está mejorando, empeorando, o se mantiene igual?**

- [ 1 ] Empeorando
- [ 2 ] Se mantiene igual
- [ 3 ] Mejorando
- [ 4 ] No está seguro/a

**14. {Encuestador: Por favor note que la siguiente pregunta es de dos pasos. Primero pregunte cómo calificarían el tema – pobre, regular, bueno, o no seguro/a. Después, pregunte qué tan importante es el tema para ellos – nada importante, algo importante, muy importante, o no está seguro/a. Después, pase al siguiente tema.**

	¿Cómo calificaría {inserte el tema} – pobre, regular, bueno, o no está seguro/a?					¿Qué tan importante es este tema para usted – nada importante, algo importante, muy importante, o no está seguro/a?			
	Pobre	Regular	Bueno	No está seguro/a		Nada importante	Algo importante	Muy importante	No está seguro/a
<b>14a.</b> Las condiciones económicas de la Ciudad en general	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14a1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>14b.</b> El atractivo del centro	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14b1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>14c.</b> Las opciones de compra de la Ciudad	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14c1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>14d.</b> La implementación de los bonos de calidad de vida	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14d1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>14e.</b> La fuerza laboral de la Ciudad	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14e1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
<b>14f.</b> Las escuelas de la Ciudad y la educación Superior	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	<b>14f1.</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

**15. ¿Cuál diría usted que es el factor más importante para mejorar las condiciones económicas de la Ciudad en general?**

{Encuestador: No lea la lista de abajo; déjelos responder sin darles ninguna opción. Basándose en la respuesta de la persona, seleccione UNA de las opciones de la lista de abajo. Si la respuesta no está en esta lista, seleccione "Otra" y escriba la respuesta.}

- |                                       |  |
|---------------------------------------|--|
| [ 1 ] Educación                       | [ 6 ] Implementación de los bonos de calidad de vida |
| [ 2 ] Más trabajos mejor pagados      | [ 7 ] Más opciones de entretenimiento / Turismo      |
| [ 3 ] Desarrollo del centro           | [ 8 ] Reducción de tiempos de espera en la frontera  |
| [ 4 ] Más opciones de compras         | [ 9 ] El estadio de béisbol                          |
| [ 5 ] Desarrollo de la fuerza laboral | [ 10 ] Otra _____                                    |

**16. Cuando el gobierno de la ciudad contrata compañías privadas, ¿qué tan importante es {inserte el tema} – no es importante, algo importante, muy importante, o no está seguro/a?**

	No es Importante	Algo Importante	Muy Importante	No está seguro/a
16a. La calidad del trabajo	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
16b. Que la subasta de contratos sea competitiva	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
16c. Contratar a negocios locales	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
16d. El costo del contrato	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

**Fiscal**

A continuación, le voy a hacer varias preguntas relacionadas con iniciativas fiscales.

**17. ¿Qué tan satisfecho/a está con la forma en que la Ciudad usa el dinero de sus impuestos?**

- |                            |
|----------------------------|
| [ 1 ] No está satisfecho/a |
| [ 2 ] Algo satisfecho/a    |
| [ 3 ] Muy satisfecho/a     |
| [ 4 ] No está seguro/a     |

**18. ¿En que preferiría que se gastaran sus impuestos?**

{Encuestador: No lea la lista de abajo; déjelos responder sin darles ninguna opción. Basándose en la respuesta de la persona, seleccione UNA de las opciones de la lista de abajo. Si la respuesta no está en esta lista, seleccione "Otra" y escriba la respuesta.}

- |  |  |
|--|--|
| [ 1 ] Mantenimiento y mejora de las calles | [ 7 ] Frontera y los puentes Internacionales |
| [ 2 ] Semáforos y señalización de calles   | [ 8 ] Condiciones económicas generales       |
| [ 3 ] Desarrollo del Centro                | [ 9 ] Pobreza y familias de escasos recursos |
| [ 4 ] Seguridad y cuerpos de seguridad     | [ 10 ] Tráfico                               |
| [ 5 ] Disminución de la contaminación      | [ 11 ] Escuelas / educación                  |
| [ 6 ] Control de animales                  | [ 12 ] Otra _____                            |

Ahora, le voy a preguntar acerca de sus preferencias en relación a algunos de los servicios que provee la Ciudad.

19. {Encuestador: Por favor note que la siguiente pregunta es de dos pasos. Primero, pregunte si consideran que el servicio es de prioridad alta, de prioridad media, de prioridad baja o no es una prioridad. Después, pregunte si preferirían apoyar un impuesto o aumento de cuota para mantener o expandir ese servicio O si preferirían reducir ese servicio. Después, continúe con el siguiente servicio.}

		¿Considera usted que {inserte tema} es/son un servicio de prioridad alta, prioridad media, prioridad baja, o no es una prioridad?				¿Preferiría apoyar un impuesto o aumento de cuota para mantener o expandir este servicio <u>O</u> preferiría reducir este servicio?		
		{Encuestador: Proporcione la aclaración que está entre paréntesis como sea necesario.}						
		Prioridad Alta	Prioridad Media	Prioridad Baja	No es Prioridad		Apoyo Impuesto/ Incremento	Reducir Nivel de Servicio
19a.	Los reglamentos para animales y su aplicación (Patrullar y recoger animales callejeros o sin licencia)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19a1.	[ 1 ]	[ 2 ]
19b.	Los reglamentos ambientales y su aplicación (Inspección de construcciones, quitar hierba mala, autos chatarra, etc.)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19b1.	[ 1 ]	[ 2 ]
19c.	La recolección de basura y los esfuerzos de reciclaje	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19c1.	[ 1 ]	[ 2 ]
19d.	La respuesta de la policía cuando no hay una emergencia	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19d1.	[ 1 ]	[ 2 ]
19e.	La prevención, inspección y educación contra incendios	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19e1.	[ 1 ]	[ 2 ]
19f.	Las bibliotecas	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19f1.	[ 1 ]	[ 2 ]
19g.	La limpieza de calles, reparación y mantenimiento de caminos	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19g1.	[ 1 ]	[ 2 ]
19h.	El transporte público	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19h1.	[ 1 ]	[ 2 ]
19i.	Los esfuerzos de desarrollo económico (Incentivos para negocios, desarrollo del centro, etc.)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19i1.	[ 1 ]	[ 2 ]
19j.	Los parques y centros recreativos (Desarrollo de espacios abiertos y mantenimiento de instalaciones)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19j1.	[ 1 ]	[ 2 ]
19k.	Instalaciones de arte y cultura (Museos)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19k1.	[ 1 ]	[ 2 ]
19l.	El Zoológico	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]	19l1.	[ 1 ]	[ 2 ]

### Servicio al Cliente

Ahora le voy a hacer varias preguntas sobre el servicio al cliente de la Ciudad.

20. ¿Qué tan satisfecho/a está usted con el Municipio con respecto a {inserte el tema aquí}? - no está satisfecho/a, algo satisfecho/a, muy satisfecho/a, o no está seguro/a.

	No está Satisfecho/a	Algo Satisfecho/a	Muy Satisfecho/a	No está Seguro/a
20a. Los cuerpos de seguridad	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20b. El control de animales	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20c. El desarrollo económico	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20d. La aplicación de códigos ambientales y de construcción	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20e. El manejo de residuos sólidos (Basura)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20f. Las bibliotecas	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20g. Los museos y los asuntos culturales	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20h. Los permisos de construcción	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20i. El reciclaje	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20j. El aeropuerto	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20k. El transporte público	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20l. El desarrollo humano y comunitario	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
20m. La oficina de impuestos	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

21. ¿Ha visitado alguna vez el sitio de internet del Municipio?

[ 1 ] Sí

[ 2 ] No

{Encuestador: Si la respuesta es "Sí" continúe con la P21a.}

**21a. ¿Por qué visito el sitio de internet del Municipio?**

{Encuestador: No lea la lista de abajo; déjelos responder sin darles ninguna opción. Basándose en la respuesta de la persona, escoja **UNA** de las opciones de la lista de abajo. Si la respuesta no está en esta lista, seleccione "Otra" y escriba la respuesta.}

- |       |                         |       |  |
|-------|-------------------------|-------|--|
| [ 1 ] | Búsqueda de información | [ 4 ] | Ver las juntas del Consejo de la Ciudad en línea |
| [ 2 ] | Acceso a un servicio    | [ 5 ] | Ofertas de Trabajo                               |
| [ 3 ] | Pago en línea           | [ 6 ] | Otra _____                                       |

**22. En los últimos 12 meses, ¿tuvo usted contacto a algún Representante del Consejo Municipal o al Alcalde?**

- |       |    |                               |
|-------|----|-------------------------------|
| [ 1 ] | Sí | {Encuestador: PASE A LA P22a} |
| [ 2 ] | No | {Encuestador: PASE A LA P23}  |

**22a. ¿De qué manera lo contactó con más frecuencia?**

{Encuestador: Seleccione sólo una respuesta}

- |       |                        |
|-------|------------------------|
| [ 1 ] | Por teléfono           |
| [ 2 ] | En persona             |
| [ 3 ] | Por correo electrónico |
| [ 4 ] | Por escrito            |

**22b. ¿Cómo calificaría su experiencia después de haber interactuado con algún representante electo?**

- |       |                      |
|-------|----------------------|
| [ 1 ] | No está satisfecho/a |
| [ 2 ] | Algo satisfecho/a    |
| [ 3 ] | Muy satisfecho/a     |

**23. En los últimos 12 meses, ¿tuvo usted contacto con algún Departamento o Personal del Municipio, excluyendo a los representantes electos?**

- |       |    |                               |
|-------|----|-------------------------------|
| [ 1 ] | Sí | {Encuestador: PASE A LA P23a} |
| [ 2 ] | No | {Encuestador: PASE A LA P24}  |

23a. Después de haber interactuado con empleados del Municipio, ¿cuál sería su nivel de satisfacción con {Inserte tema}? - no está satisfecho/a, algo satisfecho/a, muy satisfecho/a, o no está seguro/a.

		No está satisfecho/a	Algo satisfecho/a	Muy Satisfecho/a	No está seguro/a
23a1.	Su cortesía y profesionalismo	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
23a2.	Su disposición para ayudarlo/asistirle	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
23a3.	Su conocimiento	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
23a4.	La rapidez para resolver asuntos	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
23a5.	Su experiencia en general	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

24. ¿Qué tan exitoso cree usted que es el Municipio cuando se comunica con sus ciudadanos acerca de {inserte el tema}? - nada exitosa, algo exitosa, muy exitosa, o no está seguro/a.

{Encuestador: Proporcione la aclaración que está entre paréntesis como sea necesario.}

		Nada exitoso	Algo exitoso	Muy Exitoso	No está seguro/a
24a.	<b>Los proyectos de infraestructura</b> (p.ej. construcción de edificios y caminos o reparación de daños)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24b.	<b>Los programas patrocinados por el Municipio</b> (p.ej. parques y centros recreativos, zoológico, o biblioteca y eventos culturales)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24c.	<b>Los reglamentos del Municipio, políticas y estatutos</b> (p.ej. normas ambientales y de construcción)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24d.	<b>El cambio de tarifas en los servicios públicos</b> (p.ej. tarifas de agua)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24e.	<b>Los programas sustentables</b> (Que promueven la conservación de agua, energía y recursos naturales)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24f.	<b>El estadio de béisbol</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24g.	<b>Los proyectos de los bonos de calidad de vida</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
24h.	<b>En general, ¿qué tan exitoso cree usted que es el Municipio cuando se comunica con sus ciudadanos?</b>	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

25. ¿Cree que el Municipio ofrece oportunidades adecuadas a sus ciudadanos para involucrarse en el gobierno local?

- [ 1 ] Sí  
[ 2 ] No

**26. Estaría usted interesado/a en {inserte tema}**

	SÍ	NO
26a. Servir en Mesas de Consejo o Comisiones	[ 1 ]	[ 2 ]
26b. Participar en la Academia de Liderazgo de Vecinos (Curso de 18 semanas, una vez a la semana, para ser defensor de vecinos y líderes de la comunidad sin ningún costo.)	[ 1 ]	[ 2 ]

**27. ¿Participa actualmente en alguna asociación de vecinos?**

- [ 1 ] Sí
- [ 2 ] No

**Demografía**

Esta es la sección final; le voy a hacer varias preguntas sobre usted. Por favor tome en cuenta que sus respuestas son completamente confidenciales.

**28. ¿Cuál es su género?**

- [ 1 ] Masculino
- [ 2 ] Femenino

**29. ¿Cuál es su código postal?** \_\_\_\_\_

**30. ¿En qué año nació?** \_\_\_\_\_

**31. ¿Cuántos años ha vivido en El Paso?**                      **Años:** \_\_\_\_\_                      **Meses:** \_\_\_\_\_

**32. Incluyéndolo/a a usted, ¿cuántas personas viven en su hogar?** \_\_\_\_\_

**33. ¿Cuántos niños menores de 18 años viven en su hogar?** \_\_\_\_\_

**34. ¿Renta o es dueño/a del lugar donde vive y qué tipo de residencia es?**

{Encuestador: No proporcione las respuestas: permita que la persona dé la respuesta y seleccione la opción **más** apropiada.}

[ 1 ] Renta o alquila una casa	[ 5 ] Es dueño/a de una casa
[ 2 ] Renta o alquila un condominio o unifamiliar	[ 6 ] Es dueño/a de un condominio o unifamiliar
[ 3 ] Renta o alquila un departamento	[ 7 ] Es dueño/a de una casa móvil
[ 4 ] Renta o alquila una casa móvil	[ 8 ] Se niega a contestar / No sabe

**35. ¿Cuál fue el último año o nivel que termino en la escuela?**

{Encuestador: No proporcione las respuestas: permita que la persona dé la respuesta y seleccione la opción **más** apropiada.}

[ 1 ] No fue a la Preparatoria	[ 5 ] Titulo Asociado
[ 2 ] No termino la Preparatoria	[ 6 ] Graduado de la Universidad
[ 3 ] Graduado de Preparatoria o equivalente	[ 7 ] Posgrado
[ 4 ] Algo de Universidad	[ 8 ] Escuela Técnica / Vocacional

**36. ¿Cuál es su afiliación étnica?**

{Encuestador: No proporcione las respuestas: permita que la persona dé la respuesta y seleccione la opción **más** apropiada.}

[ 1 ] Blanca No-Hispana	[ 5 ] Nativo Americana
[ 2 ] Hispana	[ 6 ] Nativo de Alaska o de las Islas del Pacífico
[ 3 ] Afroamericana	[ 7 ] Otra _____
[ 4 ] Asiático-americana	

**37. ¿Cuál es el ingreso TOTAL DEL HOGAR antes de impuestos?**

[ 1 ] Menos de \$20,000	[ 5 ] De \$80,000 a menos de \$100,000
[ 2 ] De \$20,000 a menos de \$40,000	[ 6 ] De \$100,000 a menos de \$120,000
[ 3 ] De \$40,000 a menos de \$60,000	[ 7 ] \$120,000 o más
[ 4 ] De \$60,000 a menos de \$80,000	[ 8 ] Se niega a contestar / No sabe

# Appendix B (cont.)

## Cell Phone Survey Instrument - Spanish

### Encuesta a Celulares de la Ciudad de El Paso – 2014

{Encuestador: Los dos campos de abajo tienen que ser ingresados para poder comenzar con la encuesta.}

(8) Número Celular

(9) Iniciales de la persona que lleva a cabo la encuesta

(10)

**BUENOS DIAS/TARDES.** Estoy llamando del Instituto de Políticas y Desarrollo Económico de UTEP. Estamos llevando a cabo una breve encuesta sobre el Municipio de El Paso y los servicios que provee. Su participación es completamente voluntaria y confidencial. ¿Le gustaría participar?

{Encuestador: Si tienen alguna pregunta, pueden contactar a Roberto Tinajero al 915.747.5096}

{Encuestador: Si no están dispuestos a participar, dele las gracias amablemente y cuelgue.}

Antes de empezar permítame preguntarle:

1. ¿Tiene usted 18 años a más?

- |       |    |  |
|-------|----|--|
| [ 1 ] | Sí | {Encuestador: Continúe con la P2.}   |
| [ 2 ] | No | {Encuestador: Mencione que, por el momento, nos estamos enfocando en individuos de 18 años o más. Dele las gracias amablemente y cuelgue.} |

2. ¿Le estoy llamando a un celular?

- |       |    |  |
|-------|----|--|
| [ 1 ] | Sí | {Encuestador: Continúe con la P3.}   |
| [ 2 ] | No | {Encuestador: Mencione que, por el momento, solo nos estamos enfocando usuarios de celular. Dele las gracias amablemente y cuelgue.} |

3. ¿Está usted en un lugar seguro para hablar?

- |       |    |   |
|-------|----|---|
| [ 1 ] | Sí | {Encuestador: Continúe con la P4.}  |
| [ 2 ] | No | {Encuestador: Pregunte si le pueden volver a llamar en un mejor momento. Dele las gracias amablemente y cuelgue.} |

### Desarrollo Comunitario

Ahora empezaré con las preguntas de la encuesta.

4. ¿Cómo calificaría a El Paso {inserte el tema} – bueno, regular, o malo?

		Bueno	Regular	Malo
4a.	Como lugar para vivir	[ 1 ]	[ 2 ]	[ 3 ]
4b.	Como lugar para visitar	[ 1 ]	[ 2 ]	[ 3 ]
4c.	Como lugar para recreación y entretenimiento	[ 1 ]	[ 2 ]	[ 3 ]
4d.	Como lugar para criar hijos	[ 1 ]	[ 2 ]	[ 3 ]
4e.	Como lugar para jubilarse	[ 1 ]	[ 2 ]	[ 3 ]
4f.	In general, ¿cómo calificaría la calidad de vida en El Paso?	[ 1 ]	[ 2 ]	[ 3 ]

### Transporte

5. ¿Qué tan seguido utiliza el transporte público?

[ 1 ]	Nunca	{Encuestador: PASE A LA P5b}
[ 2 ]	Varias veces al año	{Encuestador: PASE A LA P6}
[ 3 ]	Varias veces al mes	{Encuestador: PASE A LA P6}
[ 4 ]	Varias veces a la semana	{Encuestador: PASE A LA P6}
[ 5 ]	Diario	{Encuestador: PASE A LA P6}

**5b. ¿Cuál es la razón principal por la cual usted no usa el transporte público?**

{Encuestador: No lea la lista de abajo; déjelos responder sin darles ninguna opción. Basándose en la respuesta de la persona, seleccione **UNA** de las opciones de la lista de abajo. Si la respuesta no está en esta lista, seleccione “Otra” y escriba la respuesta.}

- [ 1 ] Prefiero mi vehículo particular
- [ 2 ] Prefiero caminar
- [ 3 ] Prefiero compartir un vehículo con más personas
- [ 4 ] Prefiero andar en bicicleta
- [ 5 ] Es muy confuso / No sé qué ruta tomar, horario, costo, etc.
- [ 6 ] El transporte público nunca llega a tiempo / poco confiable
- [ 7 ] Es inconveniente cuando uno está cargando algo (p.ej. el mandado, bolsas de compras, etc.)
- [ 8 ] El servicio es limitado en mi área / está muy lejos caminar hasta una parada de autobús
- [ 9 ] Tardo demasiado tiempo en llegar a mi destino / es más rápido en mi carro
- [ 10 ] El transporte público está sucio / gérmenes
- [ 11 ] No me siento seguro/a usando el transporte público
- [ 12 ] Otra \_\_\_\_\_

**Desarrollo Económico**

**6. ¿Cómo calificaría a El Paso como lugar para hacer negocios?**

- [ 1 ] Malo
- [ 2 ] Regular
- [ 3 ] Bueno
- [ 4 ] No está seguro/a

**7. ¿Cómo calificaría el mercado laboral en El Paso?**

- [ 1 ] Malo
- [ 2 ] Regular
- [ 3 ] Bueno
- [ 4 ] No está seguro/a

### Fiscal

8. ¿Qué tan satisfecho/a está con la forma en que la Ciudad usa el dinero de sus impuestos?

- [ 1 ] No está satisfecho/a
- [ 2 ] Algo satisfecho/a
- [ 3 ] Muy satisfecho/a
- [ 4 ] No está seguro/a

9. ¿En que preferiría que se gastaran sus impuestos?

{Encuestador: No lea la lista de abajo; déjelos responder sin darles ninguna opción. Basándose en la respuesta de la persona, seleccione UNA de las opciones de la lista de abajo. Si la respuesta no está en esta lista, seleccione "Otra" y escriba la respuesta.}

- |  |  |
|--|--|
| [ 1 ] Mantenimiento y mejora de las calles | [ 7 ] Frontera y los puentes Internacionales |
| [ 2 ] Semáforos y señalización de calles   | [ 8 ] Condiciones económicas generales       |
| [ 3 ] Desarrollo del Centro                | [ 9 ] Pobreza y familias de escasos recursos |
| [ 4 ] Seguridad y cuerpos de seguridad     | [ 10 ] Tráfico                               |
| [ 5 ] Disminución de la contaminación      | [ 11 ] Escuelas / educación                  |
| [ 6 ] Control de animales                  | [ 12 ] Otra _____                            |

### Servicio al Cliente

10. ¿Qué tan satisfecho/a está usted con el Municipio con respecto a {inserte el tema aquí}? - no está satisfecho/a, algo satisfecho/a, muy satisfecho/a, o no está seguro/a.

	No está Satisfecho/a	Algo Satisfecho/a	Muy Satisfecho/a	No está Seguro/a
10a. Los cuerpos de seguridad	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10b. El control de animales	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10c. El desarrollo económico	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10d. La aplicación de códigos ambientales y de construcción	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10e. El manejo de residuos sólidos (Basura)	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10f. Las bibliotecas	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10g. Los museos y los asuntos culturales	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10h. Los permisos de construcción	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10i. El reciclaje	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10j. El aeropuerto	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10k. El transporte público	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10l. El desarrollo humano y comunitario	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]
10m. La oficina de impuestos	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ]

11. ¿Cree que el Municipio ofrece oportunidades adecuadas a sus ciudadanos para involucrarse en el gobierno local?

- [ 1 ] Sí
- [ 2 ] No

### Demografía

Las últimas preguntas son acerca de usted. Por favor tome en cuenta que sus respuestas son completamente confidenciales.

12. ¿Cuál es su género?

- [ 1 ] Masculino
- [ 2 ] Femenino

13. ¿Cuál es su código postal? \_\_\_\_\_

14. ¿En qué año nació? \_\_\_\_\_

15. ¿Cuál fue el último año o nivel que termino en la escuela?

{Encuestador: No proporcione las respuestas: permita que la persona dé la respuesta y seleccione la opción **más** apropiada.}

[ 1 ] No fue a la Preparatoria	[ 5 ] Titulo Asociado
[ 2 ] No termino la Preparatoria	[ 6 ] Graduado de la Universidad
[ 3 ] Graduado de Preparatoria o equivalente	[ 7 ] Posgrado
[ 4 ] Algo de Universidad	[ 8 ] Escuela Técnica / Vocacional

16. ¿Cuál es SU INGRESO ANNUAL antes de impuestos?

[ 1 ] Menos de \$20,000	[ 5 ] De \$80,000 a menos de \$100,000
[ 2 ] De \$20,000 a menos de \$40,000	[ 6 ] De \$100,000 a menos de \$120,000
[ 3 ] De \$40,000 a menos de \$60,000	[ 7 ] \$120,000 o más
[ 4 ] De \$60,000 a menos de \$80,000	[ 8 ] Se niega a contestar / No sabe

# Appendix C

## Weighted Frequencies – Households

### SECTION ONE: COMMUNITY DEVELOPMENT

Q1. What positive image first comes to mind when you think of El Paso? (Recorded)

	Frequency	Valid Percent
Tranquility / Peacefulness / Security	269	25.9
Climate / Weather	213	20.5
Individuals / People	84	8.1
Diversity & Multiculturalism	45	4.3
Friendliness & Lack of Racial Tensions	54	5.2
Franklin Mountains	79	7.6
Schools / Education	55	5.3
Overall Quality of Life	30	2.9
Border & International Bridges	19	1.9
Family	28	2.7
Military / Fort Bliss	13	1.3
General Economic Conditions	10	1.0
Landscape / City Aesthetics	22	2.1
History / Historical sites / Culture	15	1.4
Leisure / Entertainment / Parks	31	3.0
City Development and Infrastructure	37	3.6
Nothing / Don't Know	19	1.8
Other	15	1.5
Total	1041	100.0
Missing	2	
Total	1043	

Q2. What negative image first comes to mind when you think of El Paso? (Recorded)

	Frequency	Valid Percent
Lack of Jobs & Good Salaries	74	7.2
Trashy & Dirty Looking	74	7.2
Poor Climate / Hot & Dusty	168	16.4
Violence / Gangs	79	7.7
Nothing To Do / Boring	71	6.9
Pollution	11	1.0
Border & International Bridges	89	8.7
General Economic Conditions / Low Income & Poverty	64	6.3
Traffic	67	6.5
Schools / Education	7	0.7
City government / Government Services	64	6.3
Demolition of Historical / Important Sites / Baseball Stadium	18	1.8
City Development and Infrastructure	34	3.3
Discrimination / Racism / Rudeness / People	33	3.3
Other	28	2.7
None / Don't know	108	10.6
Downtown	24	2.4
Spanish Language / Immigrants	10	1.0
Total	1024	100.0
Missing	24	
Total	1041	

Q3. What are the City of El Paso's two biggest strengths that could be better used to promote the City? (Recoded)

	Frequency	Valid Percent
Weather / Climate	230	11.3
Border Location	115	5.6
Friendly / Nice / Good / Helpful People	273	13.4
UTEP	223	11.0
Other Education and Local Talent	42	2.0
Hispanic / Mexican Culture & History / Historical Places	232	11.4
General Economic Comditions and Cost of Living	100	4.9
Safe / Peaceful	160	7.9
Military / Fort Bliss	77	3.8
Franklin Mountains	110	5.4
Leisure & Entertainment (Dining, Sports, etc.)	188	9.2
Baseball Stadium	103	5.1
City Development Opportunities	47	2.3
None / Doesn't know	28	1.4
City Government and Public Services	68	3.3
Other	42	2.1
Total	2039	100.0

Q4c. How would you rate El Paso as a place for recreation and entertainment?

	Frequency	Valid Percent
Good	320	30.7
Fair	496	47.6
Poor	227	21.7
Total	1043	100.0

Q4a. How would you rate El Paso as a place to live?

	Frequency	Valid Percent
Good	821	78.7
Fair	195	18.7
Poor	27	2.6
Total	1043	100.0

Q4b. How would you rate El Paso as a place to visit?

	Frequency	Valid Percent
Good	552	52.9
Fair	374	35.9
Poor	117	11.2
Total	1043	100.0

Q4d. How would you rate El Paso as a place to raise children?

	Frequency	Valid Percent
Good	824	79.0
Fair	179	17.1
Poor	40	3.8
Total	1042	100.0
Missing	1	
Total	1043	

Q4e. How would you rate El Paso as a place to retire?

	Frequency	Valid Percent
Good	758	72.8
Fair	216	20.7
Poor	68	6.5
Total	1042	100.0
Missing	1	
Total	1043	

Q4f. In general, how would you rate the quality of life in El Paso?

	Frequency	Valid Percent
Good	646	62.0
Fair	361	34.6
Poor	35	3.4
Total	1042	100.0
Missing	1	
Total	1043	

Q5a. How important are Recycling Options to you?

	Frequency	Valid Percent
Not important	30	2.9
Somewhat important	172	16.5
Very Important	831	79.7
Not Sure	10	1.0
Total	1043	100.0

Q5b. How important are Energy Efficiency, Conservation, and Renewable Energy to you?

	Frequency	Valid Percent
Not important	22	2.1
Somewhat important	143	13.7
Very Important	857	82.3
Not Sure	19	1.8
Total	1041	100.0
Missing	2	
Total	1043	

Q5c. How important are Alternative or Active Transportation Options to you?

	Frequency	Valid Percent
Not important	95	9.1
Somewhat important	199	19.1
Very Important	721	69.2
Not Sure	27	2.6
Total	1042	100.0
Missing	1	
Total	1043	

Q5d. How important is Improving Air Quality to you?

	Frequency	Valid Percent
Not important	18	1.8
Somewhat important	122	11.8
Very Important	892	85.9
Not Sure	6	.6
Total	1039	100.0
Missing	4	
Total	1043	

Q5e. How important is Adaptation to Changing Climate to you?

	Frequency	Valid Percent
Not important	68	6.5
Somewhat important	193	18.6
Very Important	751	72.3
Not Sure	27	2.6
Total	1039	100.0
Missing	4	
Total	1043	

Q5f. How important are Local Food Systems to you?

	Frequency	Valid Percent
Not important	51	4.9
Somewhat important	184	17.7
Very Important	748	72.0
Not Sure	57	5.5
Total	1040	100.0
Missing	3	
Total	1043	

Q5a1. Do you feel the information you are currently receiving about Recycling Options is inadequate, adequate, or neither inadequate nor adequate?

	Frequency	Valid Percent
Inadequate	312	31.2
Neither inadequate nor adequate	154	15.3
Adequate	536	53.5
Total	1002	100.0
Missing	1	
Total	1003	

Q5b1. Do you feel the information you are currently receiving about Energy Efficiency, Conservation, and Renewable Energy is inadequate, adequate, or neither inadequate nor adequate?

	Frequency	Valid Percent
Inadequate	325	32.5
Neither inadequate nor adequate	196	19.6
Adequate	478	47.8
Total	1000	100.0

Q5c1. Do you feel the information you are currently receiving about Alternative or Active Transportation Options is inadequate, adequate, or neither inadequate nor adequate?

	Frequency	Valid Percent
Inadequate	257	28.0
Neither inadequate nor adequate	225	24.6
Adequate	435	47.5
Total	916	100.0
Missing	4	
Total	920	

Q5d1. Do you feel the information you are currently receiving about Improving Air Quality is inadequate, adequate, or neither inadequate nor adequate?

	Frequency	Valid Percent
Inadequate	341	33.7
Neither inadequate nor adequate	265	26.2
Adequate	405	40.1
Total	1011	100.0
Missing	4	
Total	1015	

Q5e1. Do you feel the information you are currently receiving about Adaptation to Changing Climate is inadequate, adequate, or neither inadequate nor adequate?

	Frequency	Valid Percent
Inadequate	290	30.7
Neither inadequate nor adequate	290	30.7
Adequate	363	38.5
Total	943	100.0
Missing	1	
Total	945	

Q5f1. Do you feel the information you are currently receiving about Local Food Systems is inadequate, adequate, or neither inadequate nor adequate?

	Frequency	Valid Percent
Inadequate	338	36.4
Neither inadequate nor adequate	223	24.0
Adequate	368	39.6
Total	929	100.0
Missing	3	
Total	932	

**SECTION TWO: CONSOLIDATION OF SOME OF THE CITY AND COUNTY SERVICES**

Q6. During the past few years, the City of El Paso and El Paso County have combined or consolidated some of its services. Do you believe the City and the County should work more seriously on consolidating services?

	Frequency	Valid Percent
Yes	665	63.8
No	161	15.5
Not Sure	217	20.8
Total	1043	100.0

Q6a1. Using any number from 1 to 5, where 1 is the worst opportunity and 5 is the best opportunity, how would you rate the opportunity to consolidate Law Enforcement?

	Frequency	Valid Percent
1	30	4.6
2	20	3.0
3	171	25.8
4	158	23.8
5	285	42.9
Total	665	100.0

Q6a2. Using any number from 1 to 5, where 1 is the worst opportunity and 5 is the best opportunity, how would you rate the opportunity to consolidate Urban Planning and Zoning?

	Frequency	Valid Percent
1	32	4.8
2	35	5.3
3	148	22.2
4	189	28.5
5	260	39.2
Total	664	100.0
Missing	1	
Total	665	

Q6a3. Using any number from 1 to 5, where 1 is the worst opportunity and 5 is the best opportunity, how would you rate the opportunity to consolidate Public Transportation?

	Frequency	Valid Percent
1	33	4.9
2	30	4.5
3	115	17.3
4	163	24.5
5	324	48.8
Total	664	100.0
Missing	1	
Total	665	

Q6a4. Using any number from 1 to 5, where 1 is the worst opportunity and 5 is the best opportunity, how would you rate the opportunity to consolidate Parks and Recreation?

	Frequency	Valid Percent
1	25	3.8
2	38	5.7
3	127	19.0
4	142	21.3
5	333	50.1
Total	664	100.0
Missing	1	
Total	665	

Q6a5. Using any number from 1 to 5, where 1 is the worst opportunity and 5 is the best opportunity, how would you rate the opportunity to consolidate Facilities and Fleet Maintenance?

	Frequency	Valid Percent
1	22	3.3
2	26	3.9
3	175	26.4
4	170	25.6
5	271	40.9
Total	663	100.0
Missing	2	
Total	665	

### SECTION THREE: TRANSPORTATION

Q7. How often do you use public transportation?

	Frequency	Valid Percent
Never	724	69.4
Several times a year	156	15.0
Several times a month	70	6.7
Several times a week	55	5.2
Daily	38	3.7
Total	1043	100.0

Q7a. How often do you use public transportation to go Downtown?

	Frequency	Valid Percent
Never	70	21.9
Sometimes	177	55.4
Often	51	16.1
Always	21	6.6
Total	319	100.0

Q7b. What is the main reason why you do not use public transportation? (Recorded)

	Frequency	Valid Percent
I prefer my personal vehicle	548	75.7
I prefer to walk	9	1.3
I prefer to carpool	12	1.7
I prefer to bicycle	2	0.2
It is too confusing / I don't know which line to take, schedule, cost, etc.	15	2.1
Public transportation is never on time / unreliable	24	3.3
It is inconvenient when carrying cargo (e.g. groceries, shopping bags, etc.)	4	0.6
There is limited service in my area / too far to walk to a bus stop	47	6.4
It takes too long to get to my destination / faster in my car	36	5.0
Disability / Age	10	1.4
I do not feel safe using public transportation	7	1.0
Other	10	1.4
Total	724	100.0

Q8a. What is your main reason why you are not interested in using bicycles as an alternative form of transportation? (Recorded)

	Frequency	Valid Percent
I prefer my personal vehicle	46	15.3
I do not feel safe	99	32.8
Not enough bicycle lane	7	2.4
It is time consuming / unreliable	13	4.2
It is inconvenient when carrying cargo (e.g. groceries, shopping bags, etc.)	12	3.8
It takes too long to get to my destination / faster in my car	20	6.6
Age / Medical Condition / Disability	83	27.7
Don't know how / Don't like it	8	2.6
Climate / Weather	10	3.4
Other	4	1.3
Total	301	100.0
Missing	2	
Total	303	

Q8. How interested are you in using bicycles as an alternative form of transportation?

	Frequency	Valid Percent
Not Interested	303	29.1
Somewhat Interested	280	26.9
Very Interested	424	40.7
Not Sure	35	3.4
Total	1043	100.0

Q9. I am going to read some transportation initiatives, please tell me which one you feel should be the MOST important for the City over the next five years?

	Frequency	Valid Percent
Reduce traffic congestion	407	39.1
More bicycle routes or bicycle sharing programs	196	18.8
Have a more comprehensive street & road maintenance program	260	24.9
More pedestrian paths/access	179	17.2
Total	1043	100.0

**SECTION FOUR: ECONOMIC DEVELOPMENT**

Q10. How would you rate El Paso as a place to do business?

	Frequency	Valid Percent
Poor	89	8.5
Fair	424	40.7
Good	448	42.9
Not Sure	82	7.9
Total	1043	100.0

Q11. Is El Paso getting better, getting worse, or staying the same as a place to do business?

	Frequency	Valid Percent
Getting worse	73	7.0
Staying the same	300	28.8
Getting better	597	57.2
Not Sure	73	7.0
Total	1043	100.0

Q12. How would you rate El Paso's job market?

	Frequency	Valid Percent
Poor	322	31.0
Fair	424	40.7
Good	234	22.5
Not Sure	60	5.8
Total	1041	100.0
Missing	2	
Total	1043	

Q13. Is El Paso's job market getting better, getting worse, or staying the same?

	Frequency	Valid Percent
Getting worse	152	14.6
Staying the same	471	45.2
Getting better	351	33.6
Not sure	70	6.7
Total	1043	100.0

Q14a. How would you rate the City's General Economic Conditions?

	Frequency	Valid Percent
Poor	192	18.4
Fair	589	56.5
Good	217	20.8
Not Sure	45	4.3
Total	1043	100.0

Q14b. How would you rate Downtown Attractiveness?

	Frequency	Valid Percent
Poor	249	23.9
Fair	450	43.2
Good	297	28.4
Not Sure	47	4.5
Total	1043	100.0

Q14c. How would you rate the City's Retail Options?

	Frequency	Valid Percent
Poor	67	6.4
Fair	408	39.2
Good	535	51.4
Not Sure	31	3.0
Total	1041	100.0
Missing	2	
Total	1043	

Q14d. How would you rate the Implementation of the Quality of Life Bonds?

	Frequency	Valid Percent
Poor	114	11.0
Fair	414	39.7
Good	380	36.4
Not Sure	135	12.9
Total	1043	100.0

Q14e. How would you rate the City's Work Force?

	Frequency	Valid Percent
Poor	152	14.6
Fair	475	45.5
Good	370	35.5
Not Sure	46	4.4
Total	1043	100.0

Q14f. How would you rate the City's Schools and Higher Education?

	Frequency	Valid Percent
Poor	115	11.1
Fair	324	31.2
Good	567	54.7
Not Sure	31	3.0
Total	1037	100.0
Missing	6	
Total	1043	

Q14a1. How important are the City's General Economic Conditions to you?

	Frequency	Valid Percent
Not Important	13	1.2
Somewhat Important	136	13.1
Very Important	867	83.5
Not Sure	23	2.2
Total	1038	100.0
Missing	5	
Total	1043	

Q14b1. How important is Downtown Attractiveness to you?

	Frequency	Valid Percent
Not Important	54	5.1
Somewhat Important	233	22.4
Very Important	734	70.4
Not Sure	22	2.1
Total	1043	100.0

Q14c1. How important are the City's Retail Options to you?

	Frequency	Valid Percent
Not Important	60	5.8
Somewhat Important	279	26.9
Very Important	671	64.7
Not Sure	27	2.6
Total	1037	100.0
Missing	4	
Total	1041	

Q14d1. How important is the Implementation of the Quality of Life Bonds to you?

	Frequency	Valid Percent
Not Important	28	2.7
Somewhat Important	196	18.9
Very Important	704	67.8
Not Sure	111	10.7
Total	1039	100.0
Missing	4	
Total	1043	

Q14e1. How important is the City's Work Force to you?

	Frequency	Valid Percent
Not Important	18	1.7
Somewhat Important	143	13.8
Very Important	847	81.4
Not Sure	33	3.2
Total	1042	100.0
Missing	1	
Total	1043	

Q14f1. How important are the City's Schools and Higher Education to you?

	Frequency	Valid Percent
Not Important	9	.9
Somewhat Important	46	4.4
Very Important	963	93.0
Not Sure	17	1.6
Total	1035	100.0
Missing	2	
Total	1037	

Q15. What would you say is the most important factor to improve the general economic conditions in the City? (Recoded)

	Frequency	Valid Percent
Education	133	12.8
More High-paying Jobs	570	55.0
City Development and Infrastructure	44	4.3
More Retail Options	14	1.4
Workforce Development	53	5.1
Implementing Quality of Life Bonds	5	0.5
More Entertainment Options/Tourism	46	4.5
Reducing Border Wait Times	3	0.3
Baseball Stadium	4	0.4
Business Attraction and Retention / Deregulation	54	5.2
Better City Government and Government Services	48	4.6
Don't Know / Not Sure	15	1.4
Lower Taxes	15	1.5
Other	32	3.1
Total	1036	100.0
Missing	7	
Total	1043	

Q16b. When the city government contracts private companies, how important is a Competitive Bidding?

	Frequency	Valid Percent
Not Important	19	1.8
Somewhat Important	142	13.6
Very Important	779	74.8
Not Sure	103	9.8
Total	1042	100.0
Missing	1	
Total	1043	

Q16a. When the city government contracts private companies, how important is the Quality of Work?

	Frequency	Valid Percent
Not Important	14	1.3
Somewhat Important	96	9.2
Very Important	861	82.6
Not Sure	71	6.8
Total	1042	100.0
Missing	1	
Total	1043	

Q16c. When the city government contracts private companies, how important is Contracting with Local Businesses?

	Frequency	Valid Percent
Not Important	6	.6
Somewhat Important	60	5.8
Very Important	923	88.5
Not Sure	54	5.2
Total	1043	100.0

Q16d. When the city government contracts private companies, how important is the Cost of the Contract?

	Frequency	Valid Percent
Not Important	18	1.7
Somewhat Important	112	10.7
Very Important	787	75.5
Not Sure	126	12.1
Total	1043	100.0

**SECTION FIVE: FISCAL**

Q17. How satisfied are you with the way the City uses your tax dollars?

	Frequency	Valid Percent
Not Satisfied	317	30.4
Somewhat Satisfied	510	48.9
Very Satisfied	146	14.0
Not Sure	70	6.7
Total	1043	100.0

Q18. On what would you prefer your tax dollars to be spent? (Recorded)

	Frequency	Valid Percent
Streets maintenance and improvements	197	19.0
Streets lights and signalization	10	1.0
Downtown development	40	3.9
Safety and law enforcement	30	2.9
Lowering Pollution	7	0.7
General Economic Conditions	128	12.4
Poverty and low income families	65	6.3
Traffic	28	2.7
Schools / Education	303	29.2
Leisure / Entertainment / Parks	73	7.1
Improving City Government and Public Services	65	6.2
City Development and Infrastructure	35	3.3
Senior Citizens / Retirees	15	1.4
Overall Quality of Life	18	1.7
Other	16	1.6
Doesn't Know / Not Sure	8	0.8
Total	1038	100.0
Missing	5	
Total	1043	

Q19a. Do you consider Animal Regulation and Enforcement a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	559	53.6
Medium Priority	392	37.6
Low Priority	71	6.8
Not a Priority	21	2.0
Total	1043	100.0

Q19b. Do you consider Environmental Regulation and Enforcement a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	701	67.2
Medium Priority	291	28.0
Low Priority	37	3.5
Not a Priority	13	1.3
Total	1042	100.0
Missing	1	
Total	1043	

Q19c. Do you consider Garbage Collection and Recycling Efforts a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	806	77.4
Medium Priority	217	20.9
Low Priority	15	1.4
Not a Priority	4	.4
Total	1042	100.0
Missing	1	
Total	1043	

Q19d. Do you consider the Police Response to Non-emergencies a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	581	55.7
Medium Priority	324	31.1
Low Priority	112	10.7
Not a Priority	26	2.5
Total	1043	100.0

Q19e. Do you consider Fire Prevention, Inspection and Education a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	827	79.5
Medium Priority	171	16.4
Low Priority	33	3.2
Not a Priority	9	.9
Total	1041	100.0
Missing	2	
Total	1043	

Q19f. Do you consider Libraries a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	705	67.7
Medium Priority	237	22.8
Low Priority	78	7.5
Not a Priority	22	2.1
Total	1042	100.0
Missing	1	
Total	1043	

Q19g. Do you consider Street Cleaning, Repair and Right-of-way Maintenance a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	840	80.6
Medium Priority	173	16.6
Low Priority	23	2.2
Not a Priority	6	.6
Total	1042	100.0
Missing	1	
Total	1043	

Q19i. Do you consider Economic Development Efforts a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	779	74.8
Medium Priority	219	21.0
Low Priority	33	3.2
Not a Priority	10	1.0
Total	1042	100.0
Missing	1	
Total	1043	

Q19k. Do you consider Arts and Cultural Facilities a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	647	62.1
Medium Priority	310	29.8
Low Priority	72	6.9
Not a Priority	13	1.3
Total	1042	100.0
Missing	1	
Total	1043	

Q19h. Do you consider Public Transportation a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	697	66.8
Medium Priority	246	23.6
Low Priority	74	7.1
Not a Priority	26	2.5
Total	1042	100.0
Missing	1	
Total	1043	

Q19j. Do you consider Parks and Recreation Centers a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	732	70.3
Medium Priority	271	26.0
Low Priority	36	3.5
Not a Priority	2	.2
Total	1042	100.0
Missing	1	
Total	1043	

Q19l. Do you consider the Zoo a high priority a medium priority, a low priority, or not a priority?

	Frequency	Valid Percent
High Priority	645	62.4
Medium Priority	301	29.1
Low Priority	68	6.6
Not a Priority	20	1.9
Total	1035	100.0
Missing	8	
Total	1043	

Q19a1. Would you prefer to support a tax or fee increase to maintain or expand Animal Regulation and Enforcement services OR would you prefer to reduce these services?

	Frequency	Valid Percent
Supports Tax/Fee Increase	766	74.2
Reduce Level of Service	266	25.8
Total	1031	100.0
Missing	12	
Total	1043	

Q19c1. Would you prefer to support a tax or fee increase to maintain or expand Garbage Collection and Recycling Efforts OR would you prefer to reduce these services?

	Frequency	Valid Percent
Supports Tax/Fee Increase	839	80.7
Reduce Level of Service	200	19.3
Total	1039	100.0
Missing	3	
Total	1042	

Q19e1. Would you prefer to support a tax or fee increase to maintain or expand Fire Prevention, Inspection and Education services OR would you prefer to reduce these services?

	Frequency	Valid Percent
Supports Tax/Fee Increase	868	83.7
Reduce Level of Service	169	16.3
Total	1037	100.0
Missing	5	
Total	1041	

Q19g1. Would you prefer to support a tax or fee increase to maintain or expand Street Cleaning, Repair and Right-of-way Maintenance services OR would you prefer to reduce these services?

	Frequency	Valid Percent
Supports Tax/Fee Increase	871	84.2
Reduce Level of Service	163	15.8
Total	1034	100.0
Missing	8	
Total	1042	

Q19b1. Would you prefer to support a tax or fee increase to maintain or expand Environmental Regulation and Enforcement services OR would you prefer to reduce these services?

	Frequency	Valid Percent
Supports Tax/Fee Increase	802	77.1
Reduce Level of Service	238	22.9
Total	1040	100.0
Missing	2	
Total	1042	

Q19d1. Would you prefer to support a tax or fee increase to maintain or expand the Police Response to Non-emergencies OR would you prefer to reduce this service?

	Frequency	Valid Percent
Supports Tax/Fee Increase	776	74.6
Reduce Level of Service	264	25.4
Total	1041	100.0
Missing	2	
Total	1043	

Q19f1. Would you prefer to support a tax or fee increase to maintain or expand Libraries OR would you prefer to reduce these services?

	Frequency	Valid Percent
Supports Tax/Fee Increase	794	76.4
Reduce Level of Service	245	23.6
Total	1039	100.0
Missing	3	
Total	1042	

Q19h1. Would you prefer to support a tax or fee increase to maintain or expand Public Transportation OR would you prefer to reduce this service?

	Frequency	Valid Percent
Supports Tax/Fee Increase	811	78.5
Reduce Level of Service	221	21.5
Total	1032	100.0
Missing	10	
Total	1042	

Q19i1. Would you prefer to support a tax or fee increase to maintain or expand Economic Development Efforts OR would you prefer to reduce these services?

	Frequency	Valid Percent
Supports Tax/Fee Increase	838	81.2
Reduce Level of Service	194	18.8
Total	1032	100.0
Missing	9	
Total	1042	

Q19j1. Would you prefer to support a tax or fee increase to maintain or expand Parks and Recreation Centers OR would you prefer to reduce these services?

	Frequency	Valid Percent
Supports Tax/Fee Increase	865	83.1
Reduce Level of Service	176	16.9
Total	1041	100.0
Missing	1	
Total	1042	

Q19k1. Would you prefer to support a tax or fee increase to maintain or expand Arts and Cultural Facilities OR would you prefer to reduce these services?

	Frequency	Valid Percent
Supports Tax/Fee Increase	800	77.2
Reduce Level of Service	236	22.8
Total	1036	100.0
Missing	6	
Total	1042	

Q19l1. Would you prefer to support a tax or fee increase to maintain or expand the Zoo OR would you prefer to reduce this service?

	Frequency	Valid Percent
Supports Tax/Fee Increase	816	79.3
Reduce Level of Service	213	20.7
Total	1028	100.0
Missing	6	
Total	1035	

**SECTION SIX: CUSTOMER SERVICE**

Q20a. How satisfied are you with the City with respect to Law Enforcement?

	Frequency	Valid Percent
Not Satisfied	87	8.4
Somewhat Satisfied	381	36.5
Very Satisfied	532	51.0
Not Sure	43	4.1
Total	1043	100.0

Q20b. How satisfied are you with the City with respect to Animal Control?

	Frequency	Valid Percent
Not Satisfied	151	14.5
Somewhat Satisfied	419	40.2
Very Satisfied	410	39.4
Not Sure	61	5.9
Total	1041	100.0
Missing	2	
Total	1043	

Q20c. How satisfied are you with the City with respect to Economic Development?

	Frequency	Valid Percent
Not Satisfied	196	18.8
Somewhat Satisfied	560	53.7
Very Satisfied	252	24.2
Not Sure	35	3.3
Total	1043	100.0

Q20d. How satisfied are you with the City with respect to Building and Environmental Code Enforcement?

	Frequency	Valid Percent
Not Satisfied	149	14.3
Somewhat Satisfied	443	42.5
Very Satisfied	316	30.3
Not Sure	134	12.8
Total	1043	100.0

Q20e. How satisfied are you with the City with respect to Solid Waste Management?

	Frequency	Valid Percent
Not Satisfied	74	7.1
Somewhat Satisfied	355	34.1
Very Satisfied	591	56.7
Not Sure	22	2.1
Total	1043	100.0

Q20f. How satisfied are you with the City with respect to Libraries?

	Frequency	Valid Percent
Not Satisfied	56	5.4
Somewhat Satisfied	350	33.6
Very Satisfied	561	53.9
Not Sure	74	7.1
Total	1041	100.0
Missing	2	
Total	1043	

Q20g. How satisfied are you with the City with respect to Museums & Cultural Affairs?

	Frequency	Valid Percent
Not Satisfied	101	9.7
Somewhat Satisfied	382	36.7
Very Satisfied	485	46.6
Not Sure	73	7.0
Total	1041	100.0
Missing	2	
Total	1043	

Q20h. How satisfied are you with the City with respect to Building Permits?

	Frequency	Valid Percent
Not Satisfied	121	11.7
Somewhat Satisfied	334	32.1
Very Satisfied	312	30.0
Not Sure	274	26.3
Total	1042	100.0
Missing	1	
Total	1043	

Q20i. How satisfied are you with the City with respect to Recycling?

	Frequency	Valid Percent
Not Satisfied	137	13.2
Somewhat Satisfied	317	30.4
Very Satisfied	561	53.8
Not Sure	28	2.7
Total	1042	100.0
Missing	1	
Total	1043	

Q20j. How satisfied are you with the City with respect to the Airport?

	Frequency	Valid Percent
Not Satisfied	30	2.9
Somewhat Satisfied	259	24.8
Very Satisfied	686	65.9
Not Sure	67	6.4
Total	1042	100.0
Missing	1	
Total	1043	

Q20k. How satisfied are you with the City with respect to Public Transportation?

	Frequency	Valid Percent
Not Satisfied	93	8.9
Somewhat Satisfied	321	30.8
Very Satisfied	463	44.5
Not Sure	163	15.7
Total	1040	100.0
Missing	3	
Total	1043	

Q20l. How satisfied are you with the City with respect to Community and Human Development?

	Frequency	Valid Percent
Not Satisfied	92	8.8
Somewhat Satisfied	459	44.0
Very Satisfied	395	37.9
Not Sure	96	9.3
Total	1042	100.0
Missing	1	
Total	1043	

Q20m. How satisfied are you with the City with respect to the Tax Office?

	Frequency	Valid Percent
Not Satisfied	233	22.4
Somewhat Satisfied	409	39.2
Very Satisfied	280	26.8
Not Sure	122	11.6
Total	1043	100.0

Q21. Have you ever visited the City's website?

	Frequency	Valid Percent
Yes	453	43.4
No	590	56.6
Total	1043	100.0

Q21a. Why did you visit the City's website? (Recoded)

	Frequency	Valid Percent
Information Search	306	68.1
Access a Service	44	9.7
On-line Payment	36	8.0
Watch City Council Meetings Online	5	1.1
Job Openings	52	11.7
Other	6	1.4
Total	450	100.0
Missing	3	
Total	453	

Q22. In the last 12 months, did you have contact with a City Council Representative or the Mayor?

	Frequency	Valid Percent
Yes	72	6.9
No	969	93.1
Total	1041	100.0
Missing	2	
Total	1043	

Q22a. How was this contact most often made?

	Frequency	Valid Percent
By phone	23	32.2
In-Person	38	52.9
By e-mail	8	10.7
In writing	3	4.3
Total	72	100.0

Q22b. How would you rate your experience after interacting with an elected official?

	Frequency	Valid Percent
Not Satisfied	15	20.5
Somewhat Satisfied	23	31.3
Very Satisfied	35	48.2
Total	72	100.0

Q23. In the last 12 months, did you have contact with any City department or City personnel, excluding elected officials?

	Frequency	Valid Percent
Yes	152	14.6
No	890	85.4
Total	1042	100.0
Missing	1	
Total	1043	

Q23a1. After interacting with city employees, what would be your level of satisfaction with their Courtesy and Professionalism?

	Frequency	Valid Percent
Not Satisfied	23	15.2
Somewhat Satisfied	36	23.7
Very Satisfied	92	60.6
Not Sure	1	.5
Total	152	100.0

Q23a2. After interacting with city employees, what would be your level of satisfaction with their Willingness to Help/Assist?

	Frequency	Valid Percent
Not Satisfied	27	17.7
Somewhat Satisfied	32	20.7
Very Satisfied	93	61.5
Total	152	100.0

Q23a3. After interacting with city employees, what would be your level of satisfaction with their Knowledge?

	Frequency	Valid Percent
Not Satisfied	25	16.3
Somewhat Satisfied	45	29.5
Very Satisfied	82	54.2
Total	152	100.0

Q23a4. After interacting with city employees, what would be your level of satisfaction with their Quickness Resolving Issues?

	Frequency	Valid Percent
Not Satisfied	34	22.4
Somewhat Satisfied	49	32.2
Very Satisfied	69	45.3
Total	152	100.0

Q23a5. After interacting with city employees, what would be your level of satisfaction with Your Overall Experience

	Frequency	Valid Percent
Not Satisfied	30	20.2
Somewhat Satisfied	38	25.4
Very Satisfied	82	54.4
Total	150	100.0
Missing	2	
Total	152	

Q24a. How successful do you think the City is when communicating with its citizens about Infrastructure Projects?

	Frequency	Valid Percent
Not Successful	299	28.7
Somewhat Successful	474	45.5
Very Successful	196	18.8
Not Sure	74	7.1
Total	1043	100.0

Q24b. How successful do you think the City is when communicating with its citizens about City Sponsored Programs?

	Frequency	Valid Percent
Not Successful	234	22.4
Somewhat Successful	461	44.2
Very Successful	275	26.3
Not Sure	74	7.1
Total	1043	100.0

Q24c. How successful do you think the City is when communicating with its citizens about City Regulations, Policies & Ordinances?

	Frequency	Valid Percent
Not Successful	269	25.8
Somewhat Successful	441	42.3
Very Successful	226	21.7
Not Sure	107	10.3
Total	1043	100.0

Q24e. How successful do you think the City is when communicating with its citizens about Sustainability Programs?

	Frequency	Valid Percent
Not Successful	244	23.4
Somewhat Successful	463	44.4
Very Successful	269	25.8
Not Sure	66	6.4
Total	1042	100.0
Missing	1	
Total	1043	

Q24g. How successful do you think the City is when communicating with its citizens about Quality of Life Bond Projects?

	Frequency	Valid Percent
Not Successful	231	22.2
Somewhat Successful	435	41.8
Very Successful	275	26.4
Not Sure	100	9.6
Total	1041	100.0
Missing	2	
Total	1043	

Q24d. How successful do you think the City is when communicating with its citizens about Changes in Utility Rates?

	Frequency	Valid Percent
Not Successful	288	27.6
Somewhat Successful	445	42.6
Very Successful	243	23.4
Not Sure	67	6.4
Total	1042	100.0
Missing	1	
Total	1043	

Q24f. How successful do you think the City is when communicating with its citizens about the Baseball Stadium?

	Frequency	Valid Percent
Not Successful	300	28.8
Somewhat Successful	297	28.5
Very Successful	395	37.9
Not Sure	51	4.9
Total	1043	100.0

Q24h. In general, how successful do you think the City is when communicating with its citizens?

	Frequency	Valid Percent
Not Successful	209	20.0
Somewhat Successful	626	60.0
Very Successful	170	16.3
Not Sure	38	3.7
Total	1042	100.0
Missing	1	
Total	1043	

Q25. Do you think the City provides adequate opportunities to its citizens to be involved in local government?

	Frequency	Valid Percent
Yes	448	43.2
No	589	56.8
Total	1038	100.0
Missing	5	
Total	1043	

Q26a. Would you be interested in Serving on Boards or Commissions?

	Frequency	Valid Percent
Yes	333	31.9
No	709	68.1
Total	1042	100.0
Missing	1	
Total	1043	

Q26b. Would you be interested in Participating in Neighborhood Leadership Academy?

	Frequency	Valid Percent
Yes	382	36.7
No	659	63.3
Total	1041	100.0
Missing	2	
Total	1043	

Q27. Are you currently involved in a neighborhood association?

	Frequency	Valid Percent
Yes	80	7.7
No	963	92.3
Total	1043	100.0

**SECTION SEVEN: DEMOGRAPHICS**

Q28. What is your gender?

	Frequency	Valid Percent
Male	494	47.4
Female	549	52.6
Total	1043	100.0

Q29. What is your zip code? (Recoded into City Areas)

	Frequency	Valid Percent
West	171	16.7
Central	142	13.9
Lower Valley	183	17.9
Northeast	190	18.5
East	339	33.1
Total	1025	100.0
Missing	18	
Total	1043	

Q30. What year were you born? (Recoded into age cohorts)

	Frequency	Valid Percent
18 to 24	74	7.3
25 to 34	73	7.2
35 to 44	144	14.1
45 to 54	165	16.2
55 to 64	224	22.0
65 to 74	215	21.1
75 to 84	100	9.8
85 +	23	2.2
Total	1018	100.0
Missing	25	
Total	1043	

Q31. How many years have you lived in El Paso?

	Frequency	Valid Percent
Less than 5 Yrs	55	5.3
5 to 9 Yrs	63	6.1
10 to 19 Yrs	190	18.4
20 to 29 Yrs	191	18.6
30 to 49 Yrs	298	28.9
50 or more Yrs	235	22.8
Total	1031	100.0
Missing	12	
Total	1043	

Q32. Including yourself, how many individuals live in your household?

	Frequency	Valid Percent
1	154	15.0
2	314	30.6
3	189	18.4
4	179	17.4
5	121	11.8
6	40	3.9
7	13	1.3
8	13	1.3
9	2	.2
10	1	.1
17	2	.2
Total	1028	100.0
Missing	15	
Total	1043	

Q33. How many children under the age of 18 live in your household?

	Frequency	Valid Percent
0	652	64.3
1	149	14.7
2	115	11.4
3	58	5.7
4	25	2.4
5	10	1.0
6	4	.4
10	2	.2
Total	1015	100.0
Missing	13	
Total	1028	

Q34. Do you rent or own and what kind of residence is it?

	Frequency	Valid Percent
Rent or lease a house	111	10.7
Rent or lease a condominium or townhouse	20	2.0
Rent or lease an apartment	96	9.3
Rent or lease a mobile home	8	.7
Own a house	757	73.2
Own a condominium or townhouse	11	1.0
Own a mobile home	18	1.8
Refuse to answer / Don't Know	13	1.3
Total	1034	100.0
Missing	9	
Total	1043	

Q35. What is the last grade or level you completed in school?

	Frequency	Valid Percent
Did not go to high school	114	11.1
Did not complete high school	73	7.1
High school graduate or equivalent	203	19.7
Some college	239	23.2
Associate's degree	71	6.9
College graduate	218	21.1
Graduate degree	100	9.7
Trade School	14	1.3
Total	1032	100.0
Missing	11	
Total	1043	

Q36. What is your ethnic affiliation? (Recoded)

	Frequency	Valid Percent
White Non-Hispanic	211	20.5
Hispanic	753	73.4
African-American	31	3.0
Asian-American	3	0.3
Native American	15	1.5
Alaskan Native or Pacific Islander	2	0.2
Multiracial	1	0.1
Refused	10	1.0
Total	1027	100.0
Missing	16	
Total	1043	

Q37. What is your total HOUSEHOLD income before taxes?

	Frequency	Valid Percent
Less than \$20,000	214	20.7
\$20,000 to less than \$40,000	216	20.8
\$40,000 to less than \$60,000	167	16.1
\$60,000 to less than \$80,000	95	9.2
\$80,000 to less than \$100,000	70	6.7
\$100,000 to less than \$120,000	38	3.7
\$120,000 or more	49	4.7
Refuse to answer / Don't Know	187	18.0
Total	1035	100.0
Missing	8	
Total	1043	

# Appendix C (cont.)

## Weighted Frequencies – Cell Phones

### SECTION ONE: INITIAL QUESTIONS

Q1. Do you live in the City of El Paso?

	Frequency	Valid Percent
Yes	624	100.0

Q2. Are you 18 years old or over?

	Frequency	Valid Percent
Yes	624	100.0

Q3. Am I calling you to a cell phone?

	Frequency	Valid Percent
Yes	624	100.0

Q4. Are you in a safe place to talk?

	Frequency	Valid Percent
Yes	624	100.0

### SECTION TWO: COMMUNITY DEVELOPMENT

Q5a. How would you rate El Paso as a place to live?

	Frequency	Valid Percent
Good	467	74.9
Fair	135	21.6
Poor	22	3.5
Total	624	100.0

Q5b. How would you rate El Paso as a place to visit?

	Frequency	Valid Percent
Good	273	43.8
Fair	266	42.7
Poor	84	13.5
Total	624	100.0

Q5c. How would you rate El Paso as a place for recreation and entertainment?

	Frequency	Valid Percent
Good	159	25.5
Fair	307	49.1
Poor	158	25.3
Total	624	100.0

Q5d. How would you rate El Paso as a place to raise children?

	Frequency	Valid Percent
Good	503	80.6
Fair	101	16.2
Poor	20	3.2
Total	624	100.0

Q5e. How would you rate El Paso as a place to retire?

	Frequency	Valid Percent
Good	428	68.7
Fair	144	23.1
Poor	51	8.2
Total	624	100.0

Q5f. In general, how would you rate the quality of life in El Paso?

	Frequency	Valid Percent
Good	352	56.3
Fair	253	40.6
Poor	19	3.0
Total	624	100.0

### SECTION THREE: TRANSPORTATION

Q6a. How often do you use public transportation?

	Frequency	Valid Percent
Never	482	77.3
Several times a year	57	9.1
Several times a month	36	5.8
Several times a week	24	3.8
Daily	25	4.0
Total	624	100.0

Q6b. What is the main reason why you do not use public transportation? Recoded

	Frequency	Valid Percent
I prefer my personal vehicle	415	86.1
I prefer to carpool	6	1.2
I prefer to bicycle	1	.2
It is too confusing / I don't know which line, times, cost, etc.	2	.4
Public transportation is never on time / unreliable	6	1.2
It is inconvenient when carrying cargo (e.g. groceries, shopping bags, etc.)	4	.9
There is limited service in my area / too far to walk to a bus stop	14	2.9
It takes too long to get to my destination / faster in my car	28	5.8
Public transportation is dirty / germs	1	.2
Other	5	1.0
Total	482	100.0

**SECTION FOUR: ECONOMIC DEVELOPMENT**

Q7. How would you rate El Paso as a place to do business?

	Frequency	Valid Percent
Poor	61	9.8
Fair	269	43.1
Good	254	40.7
Not Sure	40	6.3
Total	624	100.0

Q8. How would you rate El Paso's job market?

	Frequency	Valid Percent
Poor	241	38.6
Fair	259	41.5
Good	108	17.3
Not Sure	16	2.5
Total	624	100.0

**SECTION FIVE: FISCAL**

Q9. How satisfied are you with the way the city uses your tax dollars?

	Frequency	Valid Percent
Not Satisfied	169	27.1
Somewhat Satisfied	300	48.1
Very Satisfied	123	19.7
Not Sure	32	5.1
Total	624	100.0

Q10. On what would you prefer your tax dollars to be spent?

	Frequency	Valid Percent
Streets maintenance and improvements	95	15.5
Traffic, streets lights, and signalization	15	2.4
City / Downtown development	19	3.1
Safety and law enforcement	18	2.9
Healthcare, well being and quality of life	26	4.2
Entertainment / Attractions / Tourism	62	10.1
General Economic Conditions	50	8.1
Low Income & Poverty	26	4.3
Attracting / Creating more and better jobs	18	3.0
Schools / Education	178	29.0
Parks and Community / Recreational Programs	61	9.8
Infrastructure and Public Services	30	4.8
Other	17	2.8
Total	615	100
Missing	5	
Total	620	

**SECTION SIX: CUSTOMER SERVICE**

Q11a. How satisfied are you with the City with respect to Law Enforcement?

	Frequency	Valid Percent
Not Satisfied	46	7.4
Somewhat Satisfied	188	30.1
Very Satisfied	377	60.4
Not Sure	13	2.0
Total	624	100.0

Q11c. How satisfied are you with the City with respect to Economic Development?

	Frequency	Valid Percent
Not Satisfied	129	20.6
Somewhat Satisfied	293	47.0
Very Satisfied	185	29.6
Not Sure	17	2.8
Total	624	100.0

Q11e. How satisfied are you with the City with respect to Solid Waste Management?

	Frequency	Valid Percent
Not Satisfied	42	6.8
Somewhat Satisfied	158	25.4
Very Satisfied	416	66.7
Not Sure	7	1.2
Total	624	100.0

Q11g. How satisfied are you with the City with respect to Museums & Cultural Affairs?

	Frequency	Valid Percent
Not Satisfied	56	8.9
Somewhat Satisfied	190	30.4
Very Satisfied	306	49.1
Not Sure	72	11.5
Total	624	100.0

Q11b. How satisfied are you with the City with respect to Animal Control?

	Frequency	Valid Percent
Not Satisfied	72	11.5
Somewhat Satisfied	168	26.9
Very Satisfied	347	55.6
Not Sure	37	6.0
Total	624	100.0

Q11d. How satisfied are you with the City with respect to Building and Environmental Code Enforcement?

	Frequency	Valid Percent
Not Satisfied	76	12.2
Somewhat Satisfied	262	42.0
Very Satisfied	227	36.4
Not Sure	58	9.3
Total	624	100.0

Q11f. How satisfied are you with the City with respect to Libraries?

	Frequency	Valid Percent
Not Satisfied	21	3.4
Somewhat Satisfied	136	21.8
Very Satisfied	407	65.2
Not Sure	60	9.6
Total	624	100.0

Q11h. How satisfied are you with the City with respect to Building Permits?

	Frequency	Valid Percent
Not Satisfied	64	10.3
Somewhat Satisfied	192	30.8
Very Satisfied	199	32.0
Not Sure	168	27.0
Total	624	100.0

Q11i. How satisfied are you with the City with respect to Recycling?

	Frequency	Valid Percent
Not Satisfied	63	10.0
Somewhat Satisfied	188	30.1
Very Satisfied	352	56.4
Not Sure	22	3.5
Total	624	100.0

Q11j. How satisfied are you with the City with respect to Airport?

	Frequency	Valid Percent
Not Satisfied	14	2.2
Somewhat Satisfied	123	19.7
Very Satisfied	437	70.0
Not Sure	51	8.1
Total	624	100.0

Q11k. How satisfied are you with the City with respect to Public Transportation?

	Frequency	Valid Percent
Not Satisfied	44	7.0
Somewhat Satisfied	125	20.1
Very Satisfied	256	41.1
Not Sure	199	31.9
Total	624	100.0

Q11l. How satisfied are you with the City with respect to Community and Human Development?

	Frequency	Valid Percent
Not Satisfied	66	10.6
Somewhat Satisfied	258	41.3
Very Satisfied	266	42.6
Not Sure	35	5.5
Total	624	100.0

Q11m. How satisfied are you with the City with respect to the Tax Office?

	Frequency	Valid Percent
Not Satisfied	107	17.1
Somewhat Satisfied	256	41.0
Very Satisfied	201	32.3
Not Sure	60	9.6
Total	624	100.0

Q12. Do you think the City provides adequate opportunities to its citizens to be involved in local government?

	Frequency	Valid Percent
Yes	330	52.9
No	294	47.1
Total	624	100.0

**SECTION SEVEN: DEMOGRAPHICS**

Q13. What is your gender?

	Frequency	Valid Percent
Male	296	47.4
Female	328	52.6
Total	624	100.0

Q14. What is your zip code? (Recoded into City Area)

	Frequency	Valid Percent
West	108	17.4
Central	98	15.8
Lower Valley	107	17.3
Northeast	82	13.3
East	224	36.2
Total	619	100.0
Missing	5	
Total	624	

Q15. What year were you born? (Recoded into Age Cohorts)

	Frequency	Valid Percent
18 to 24	107	17.4
25 to 34	125	20.2
35 to 44	111	18.0
45 to 54	107	17.3
55 to 64	89	14.4
65 to 74	60	9.7
75 to 84	14	2.2
85 +	5	.8
Total	619	100.0
Missing	5	
Total	624	

Q16. What is the last grade or level you completed in school?

	Frequency	Valid Percent
Did not go to high school	62	9.9
Did not complete high school	48	7.7
High school graduate or equivalent	136	21.8
Some college	146	23.4
Associate's degree	35	5.6
College graduate	134	21.5
Graduate degree	46	7.3
Trade School	17	2.7
Total	624	100.0

Q17. What is your ANNUAL INCOME before taxes?

	Frequency	Valid Percent
Less than \$20,000	199	31.8
\$20,000 to less than \$40,000	145	23.2
\$40,000 to less than \$60,000	97	15.5
\$60,000 to less than \$80,000	56	9.0
\$80,000 to less than \$100,000	25	4.1
\$100,000 to less than \$120,000	13	2.2
\$120,000 or more	21	3.4
Refuse to answer / Don't Know	68	11.0
Total	624	100.0

# Appendix D

## Cross Tabulations

Survey Type \* Q4a How would you rate El Paso as a place to live?

		Q4a How would you rate El Paso as a place to live?			Total	
		Good	Fair	Poor		
Survey Type	Household	Count	821	195	27	1043
		% within Survey Type	78.7%	18.7%	2.6%	100.0%
Cellphone	Count	467	135	22	624	
	% within Survey Type	74.8%	21.6%	3.5%	100.0%	
Total	Count	1,288	330	49	1,667	
	% within Survey Type	77.3%	19.8%	2.9%	100.0%	

Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.628a	2	.163
N of Valid Cases	1667		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 13.34.

Survey Type \* Q4b. How would you rate El Paso as a place to visit?

		Q4b. How would you rate El Paso as a place to visit?			Total	
		Good	Fair	Poor		
Survey Type	Household	Count	552	374	117	1,043
		% within Survey Type	52.9%	35.9%	11.2%	100.0%
Cellphone	Count	273	266	84	623	
	% within Survey Type	43.8%	42.7%	13.5%	100.0%	
Total	Count	825	640	201	1,666	
	% within Survey Type	49.5%	38.4%	12.1%	100.0%	

Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.935a	2	.002
N of Valid Cases	1666		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 75.16.

Survey Type \* Q4c. How would you rate El Paso as a place for recreation and entertainment?

		Q4c. How would you rate El Paso as a place for recreation and entertainment?			Total	
		Good	Fair	Poor		
Survey Type	Household	Count	320	496	227	1,043
		% within Survey Type	30.7%	47.6%	21.8%	100.0%
Cellphone		Count	159	307	158	624
		% within Survey Type	25.5%	49.2%	25.3%	100.0%
Total		Count	479	803	385	1,667
		% within Survey Type	28.7%	48.2%	23.1%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.031a	2	.049
N of Valid Cases	1667		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 144.12.

Survey Type \* Q4d. How would you rate El Paso as a place to raise children?

		Q4d. How would you rate El Paso as a place to raise children?			Total	
		Good	Fair	Poor		
Survey Type	Household	Count	824	179	40	1043
		% within Survey Type	79.0%	17.2%	3.8%	100.0%
Cellphone		Count	503	101	20	624
		% within Survey Type	80.6%	16.2%	3.2%	100.0%
Total		Count	1327	280	60	1667
		% within Survey Type	79.6%	16.8%	3.6%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.778a	2	.678
N of Valid Cases	1667		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 22.46.

Survey Type \* Q4e. How would you rate El Paso as a place to retire?

		Q4e. How would you rate El Paso as a place to retire?			Total	
		Good	Fair	Poor		
Survey Type	Household	Count	758	216	68	1042
		% within Survey Type	72.7%	20.7%	6.5%	100.0%
Cellphone	Count	428	144	51	623	
		% within Survey Type	68.7%	23.1%	8.2%	100.0%
Total	Count	1186	360	119	1665	
		% within Survey Type	71.2%	21.6%	7.1%	100.0%

Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.425a	2	.180
N of Valid Cases	1665		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 44.53.

Survey Type \* Q4f. In general, how would you rate the quality of life in El Paso?

		Q4f. In general, how would you rate the quality of life in El Paso?			Total	
		Good	Fair	Poor		
Survey Type	Household	Count	646	361	35	1042
		% within Survey Type	62.0%	34.6%	3.4%	100.0%
Cellphone	Count	352	253	19	624	
		% within Survey Type	56.4%	40.5%	3.0%	100.0%
Total	Count	998	614	54	1666	
		% within Survey Type	59.9%	36.9%	3.2%	100.0%

Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.838a	2	.054
N of Valid Cases	1666		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 20.23.

Survey Type \* Q7. How often do you use public transportation?

		Q7. How often do you use public transportation?					Total
		Never	Several times a year	Several times a month	Several times a week	Daily	
Household	Count	724	156	70	55	38	1043
	% within Survey Type	69.4%	15.0%	6.7%	5.3%	3.6%	100.0%
Cellphone	Count	482	57	36	24	25	624
	% within Survey Type	77.2%	9.1%	5.8%	3.8%	4.0%	100.0%
Total	Count	1206	213	106	79	63	1667
	% within Survey Type	72.3%	12.8%	6.4%	4.7%	3.8%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.024a	4	.003
N of Valid Cases	1667		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 23.58.

Survey Type \* Q10. How would you rate El Paso as a place to do business?

		Q10. How would you rate El Paso as a place to do business?				Total
		Poor	Fair	Good	Not Sure	
Household	Count	89	424	448	82	1043
	% within Survey Type	8.5%	40.7%	43.0%	7.9%	100.0%
Cellphone	Count	61	269	254	40	624
	% within Survey Type	9.8%	43.1%	40.7%	6.4%	100.0%
Total	Count	150	693	702	122	1667
	% within Survey Type	9.0%	41.6%	42.1%	7.3%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.830a	3	.419
N of Valid Cases	1667		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 45.67.

Survey Type \* Q12. How would you rate El Paso's job market?

		Q12. How would you rate El Paso's job market?				Total
		Poor	Fair	Good	Not Sure	
Household	Count	322	424	234	60	1040
	% within Survey Type	31.0%	40.8%	22.5%	5.8%	100.0%
Cellphone	Count	241	259	108	16	624
	% within Survey Type	38.6%	41.5%	17.3%	2.6%	100.0%
Total	Count	563	683	342	76	1664
	% within Survey Type	33.8%	41.0%	20.6%	4.6%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	20.703a	3	.000
N of Valid Cases	1664		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 28.50.

Survey Type \* Q17. How satisfied are you with the way the City uses your tax dollars?

		Q17. How satisfied are you with the way the City uses your tax dollars?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
Household	Count	317	510	146	70	1043
	% within Survey Type	30.4%	48.9%	14.0%	6.7%	100.0%
Cellphone	Count	169	300	123	32	624
	% within Survey Type	27.1%	48.1%	19.7%	5.1%	100.0%
Total	Count	486	810	269	102	1667
	% within Survey Type	29.2%	48.6%	16.1%	6.1%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.018a	3	.012
N of Valid Cases	1667		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 38.18.

Survey Type \* Q20a. How satisfied are you with the City with respect to Law Enforcement?

		Q20a. How satisfied are you with the City with respect to Law Enforcement?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
Household	Count	87	381	532	43	1043
	% within Survey Type	8.3%	36.5%	51.0%	4.1%	100.0%
Cellphone	Count	46	188	377	13	624
	% within Survey Type	7.4%	30.1%	60.4%	2.1%	100.0%
Total	Count	133	569	909	56	1667
	% within Survey Type	8.0%	34.1%	54.5%	3.4%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.320a	3	.001
N of Valid Cases	1667		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 20.96.

Survey Type \* Q20b. How satisfied are you with the City with respect to Animal Control?

		Q20b. How satisfied are you with the City with respect to Animal Control?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
Household	Count	151	419	410	61	1041
	% within Survey Type	14.5%	40.2%	39.4%	5.9%	100.0%
Cellphone	Count	72	168	347	37	624
	% within Survey Type	11.5%	26.9%	55.6%	5.9%	100.0%
Total	Count	223	587	757	98	1667
	% within Survey Type	13.4%	35.3%	45.5%	5.9%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	44.807a	3	.000
N of Valid Cases	1665		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 36.73.

Survey Type \* Q20c. How satisfied are you with the City with respect to Economic Development?

		Q20c. How satisfied are you with the City with respect to Economic Development?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
Household	Count	196	560	252	35	1043
	% within Survey Type	18.8%	53.7%	24.2%	3.4%	100.0%
Cellphone	Count	129	293	185	17	624
	% within Survey Type	20.7%	47.0%	29.6%	2.7%	100.0%
Total	Count	325	853	437	52	1667
	% within Survey Type	19.5%	51.2%	26.2%	3.1%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.153a	3	.027
N of Valid Cases	1667		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 9.46.

Survey Type \* Q20d. How satisfied are you with the City with respect to Building and Environmental Code Enforcement?

		Q20d. How satisfied are you with the City with respect to Building and Environmental Code Enforcement?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
Household	Count	149	443	316	134	1042
	% within Survey Type	14.3%	42.5%	30.3%	12.9%	100.0%
Cellphone	Count	76	262	227	58	623
	% within Survey Type	12.2%	42.1%	36.4%	9.3%	100.0%
Total	Count	225	705	543	192	1665
	% within Survey Type	13.5%	42.3%	32.6%	11.5%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.017a	3	.018
N of Valid Cases	1665		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 71.84.

Survey Type \* Q20e. How satisfied are you with the City with respect to Solid Waste Management?

		Q20e. How satisfied are you with the City with respect to Solid Waste Management?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
Survey Type	Household	Count	74	355	591	22	1042
		% within Survey Type	7.1%	34.1%	56.7%	2.1%	100.0%
Cellphone	Count	42	158	416	7	623	
	% within Survey Type	6.7%	25.4%	66.8%	1.1%	100.0%	
Total	Count	116	513	1,007	29	1665	
	% within Survey Type	7.0%	30.8%	60.5%	1.7%	100.0%	

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.371 <sup>a</sup>	3	.000
N of Valid Cases	1665		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 10.85.

Survey Type \* Q20f. How satisfied are you with the City with respect to Libraries?

		Q20f. How satisfied are you with the City with respect to Libraries?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
Survey Type	Household	Count	56	350	561	74	1041
		% within Survey Type	5.4%	33.6%	53.9%	7.1%	100.0%
Cellphone	Count	21	136	407	60	624	
	% within Survey Type	3.4%	21.8%	65.2%	9.6%	100.0%	
Total	Count	77	486	968	134	1665	
	% within Survey Type	4.6%	29.2%	58.1%	8.0%	100.0%	

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	33.783 <sup>a</sup>	3	.000
N of Valid Cases	1665		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 26.86.

Survey Type \* Q20g. How satisfied are you with the City with respect to Museums & Cultural Affairs?

		Q20g. How satisfied are you with the City with respect to Museums & Cultural Affairs?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
Survey Type	Household	Count	101	382	485	73	1041
		% within Survey Type	9.7%	36.7%	46.6%	7.0%	100.0%
Cellphone	Count	56	190	306	72	624	
		% within Survey Type	9.0%	30.4%	49.0%	11.5%	100.0%
Total	Count	157	572	791	145	1665	
		% within Survey Type	9.4%	34.4%	47.5%	8.7%	100.0%

Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.320a	3	.003
N of Valid Cases	1665		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 54.34.

Survey Type \* Q20h. How satisfied are you with the City with respect to Building Permits?

		Q20h. How satisfied are you with the City with respect to Building Permits?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
Survey Type	Household	Count	121	334	312	274	1041
		% within Survey Type	11.6%	32.1%	30.0%	26.3%	100.0%
Cellphone	Count	64	192	199	168	623	
		% within Survey Type	10.3%	30.8%	31.9%	27.0%	100.0%
Total	Count	185	526	511	442	1664	
		% within Survey Type	11.1%	31.6%	30.7%	26.6%	100.0%

Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.391a	3	.708
N of Valid Cases	1664		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 69.26.

Survey Type \* Q20i. How satisfied are you with the City with respect to Recycling?

		Q20i. How satisfied are you with the City with respect to Recycling?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
Survey Type	Household	Count	137	317	561	28	1043
		% within Survey Type	13.1%	30.4%	53.8%	2.7%	100.0%
Cellphone	Count	63	188	352	22	625	
		% within Survey Type	10.1%	30.1%	56.3%	3.5%	100.0%
Total	Count	200	505	913	50	1668	
		% within Survey Type	12.0%	30.3%	54.7%	3.0%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.423a	3	.219
N of Valid Cases	1668		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 8.74.

Survey Type \* Q20j. How satisfied are you with the City with respect to the Airport?

		Q20j. How satisfied are you with the City with respect to the Airport?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
Survey Type	Household	Count	30	259	686	67	1042
		% within Survey Type	2.9%	24.9%	65.8%	6.4%	100.0%
Cellphone	Count	14	123	437	51	625	
		% within Survey Type	2.2%	19.7%	69.9%	8.2%	100.0%
Total	Count	44	382	1,123	118	1667	
		% within Survey Type	2.6%	22.9%	67.4%	7.1%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.792a	3	.051
N of Valid Cases	1667		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 16.50.

Survey Type \* Q20k. How satisfied are you with the City with respect to Public Transportation?

		Q20k. How satisfied are you with the City with respect to Public Transportation?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
Survey Type	Household	Count	93	321	463	163	1040
		% within Survey Type	8.9%	30.9%	44.5%	15.7%	100.0%
Cellphone	Count	44	125	256	199	624	
		% within Survey Type	7.1%	20.0%	41.0%	31.9%	100.0%
Total	Count	137	446	719	362	1664	
		% within Survey Type	8.2%	26.8%	43.2%	21.8%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	67.024a	3	.000
N of Valid Cases	1664		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 5138.

Survey Type \* Q20l. How satisfied are you with the City with respect to Community and Human Development?

		Q20l. How satisfied are you with the City with respect to Community and Human Development?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
Survey Type	Household	Count	92	459	395	96	1042
		% within Survey Type	8.8%	44.0%	37.9%	9.2%	100.0%
Cellphone	Count	66	258	266	35	625	
		% within Survey Type	10.6%	41.3%	42.6%	5.6%	100.0%
Total	Count	158	717	661	131	1667	
		% within Survey Type	9.5%	43.0%	39.7%	7.9%	100.0%

**Chi-Square Test**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.554a	3	.014
N of Valid Cases	1667		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 49.12.

Survey Type \* Q20m. How satisfied are you with the City with respect to the Tax Office?

		Q20m. How satisfied are you with the City with respect to the Tax Office?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
Survey Type	Household	Count	233	409	280	122	1044
		% within Survey Type	22.3%	39.2%	26.8%	11.7%	100.0%
Cellphone	Count	107	256	201	60	624	
	% within Survey Type	17.1%	41.0%	32.2%	9.6%	100.0%	
Total	Count	340	665	481	182	1668	
	% within Survey Type	20.4%	39.9%	28.8%	10.9%	100.0%	

Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.929a	3	.012
N of Valid Cases	1668		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is .4912.

Survey Type \* Q25. Do you think the City provides adequate opportunities to its citizens to be involved in local government?

		Q25. Do you think the City provides adequate opportunities to its citizens to be involved in local government?		Total	
		Yes	No		
Survey Type	Household	Count	448	589	1037
		% within Survey Type	43.2%	56.8%	100.0%
Cellphone	Count	330	294	624	
	% within Survey Type	52.9%	47.1%	100.0%	
Total	Count	778	883	1661	
	% within Survey Type	46.8%	53.2%	100.0%	

Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.670a	1	.000
N of Valid Cases	1661		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is .29228.

Survey Type \* City Areas

		City Areas					Total	
		West	Central	Low er Valley	Northeast	East		
Survey Type	Household	Count	171	142	183	190	339	1025
		% within Survey Type	16.7%	13.9%	17.9%	18.5%	33.1%	100.0%
Cellphone	Count	108	98	107	82	224	619	
		% within Survey Type	17.4%	15.8%	17.3%	13.2%	36.2%	100.0%
Total	Count	279	240	290	272	563	1644	
		% within Survey Type	17.0%	14.6%	17.6%	16.5%	34.2%	100.0%

Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.857a	4	.065
N of Valid Cases	1644		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 90.36.

Survey Type \* Age Cohorts

		Age Cohorts							Total		
		18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 75	75 to 84		85 +	
Survey Type	Household	Count	74	73	144	165	224	215	100	23	1018
		% within Survey Type	7.3%	7.2%	14.1%	16.2%	22.0%	21.1%	9.8%	2.3%	100.0%
Cellphone	Count	107	125	111	107	89	60	14	5	618	
		% within Survey Type	17.3%	20.2%	18.0%	17.3%	14.4%	9.7%	2.3%	0.8%	100.0%
Total	Count	181	198	255	272	313	275	114	28	1636	
		% within Survey Type	11.1%	12.1%	15.6%	16.6%	19.1%	16.8%	7.0%	1.7%	100.0%

Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	170.759a	7	.000
N of Valid Cases	1644		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 1.58.

Survey Type \* Q35. What is the last grade or level you completed in school?

		Q35. What is the last grade or level you completed in school?								Total
		Did not go to high school	Did not complete high school	High school graduate or equivalent	Some college	Associate's degree	College graduate	Graduate degree	Trade School	
Household	Count	114	73	203	239	71	218	100	14	1032
	% within Survey Type	11.0%	7.1%	19.7%	23.2%	6.9%	21.1%	9.7%	1.4%	100.0%
Cellphone	Count	62	48	136	146	35	134	46	17	624
	% within Survey Type	9.9%	7.7%	21.8%	23.4%	5.6%	21.5%	7.4%	2.7%	100.0%
Total	Count	176	121	339	385	106	352	146	31	1656
	% within Survey Type	10.6%	7.3%	20.5%	23.2%	6.4%	21.3%	8.8%	1.9%	100.0%

Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.782a	7	.269
N of Valid Cases	1656		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 11.68.

# Appendix E

## City Areas Cross-Tabulations - Households

City Areas \* Q4a. How would you rate El Paso as a place to live?

		Q4a. How would you rate El Paso as a place to live?			Total	
		Good	Fair	Poor		
City Areas	West	Count	138	28	5	171
		% within City Areas	80.7%	16.4%	2.9%	100.0%
	Central	Count	117	21	5	143
		% within City Areas	81.8%	14.7%	3.5%	100.0%
	Lower Valley	Count	153	30	0	183
		% within City Areas	83.6%	16.4%	0.0%	100.0%
	Northeast	Count	142	42	5	189
		% within City Areas	75.1%	22.2%	2.6%	100.0%
	East	Count	259	70	10	339
		% within City Areas	76.4%	20.6%	2.9%	100.0%
	Total	Count	809	191	25	1025
		% within City Areas	78.9%	18.6%	2.4%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.229 <sup>a</sup>	8	.189
N of Valid Cases	1025		

a. 4 cells (26.7%) have expected count less than 5.

The minimum expected count is 3.49.

City Areas \* Q4b. How would you rate El Paso as a place to visit?

		Q4b. How would you rate El Paso as a place to visit?			Total	
		Good	Fair	Poor		
City Areas	West	Count	83	68	20	171
		% within City Areas	48.5%	39.8%	11.7%	100.0%
	Central	Count	96	35	11	142
		% within City Areas	67.6%	24.6%	7.7%	100.0%
	Lower Valley	Count	110	58	16	184
		% within City Areas	59.8%	31.5%	8.7%	100.0%
	Northeast	Count	99	65	26	190
		% within City Areas	52.1%	34.2%	13.7%	100.0%
	East	Count	154	143	42	339
		% within City Areas	45.4%	42.2%	12.4%	100.0%
	Total	Count	542	369	115	1026
		% within City Areas	52.8%	36.0%	11.2%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	26.296 <sup>a</sup>	8	.001
N of Valid Cases	1026		

a. 0 cells (.0%) have expected count less than 5.

The minimum expected count is 15.92.

**City Areas \* Q4c. How would you rate El Paso as a place for recreation and entertainment?**

		Q4c. How would you rate El Paso as a place for recreation and entertainment?			Total	
		Good	Fair	Poor		
City Areas	West	Count	59	73	39	171
		% within City Areas	34.5%	42.7%	22.8%	100.0%
	Central	Count	61	63	19	143
		% within City Areas	42.7%	44.1%	13.3%	100.0%
	Lower Valley	Count	56	93	35	184
		% within City Areas	30.4%	50.5%	19.0%	100.0%
	Northeast	Count	54	85	51	190
		% within City Areas	28.4%	44.7%	26.8%	100.0%
	East	Count	85	173	81	339
		% within City Areas	25.1%	51.0%	23.9%	100.0%
	Total	Count	315	487	225	1027
		% within City Areas	30.7%	47.4%	21.9%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	22.380 <sup>a</sup>	8	.004
N of Valid Cases	1027		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 31.33.

**City Areas \* Q4d. How would you rate El Paso as a place to raise children?**

		Q4d. How would you rate El Paso as a place to raise children?			Total	
		Good	Fair	Poor		
City Areas	West	Count	137	28	6	171
		% within City Areas	80.1%	16.4%	3.5%	100.0%
	Central	Count	116	21	5	142
		% within City Areas	81.7%	14.8%	3.5%	100.0%
	Lower Valley	Count	146	34	3	183
		% within City Areas	79.8%	18.6%	1.6%	100.0%
	Northeast	Count	143	34	12	189
		% within City Areas	75.7%	18.0%	6.3%	100.0%
	East	Count	270	57	11	338
		% within City Areas	79.9%	16.9%	3.3%	100.0%
	Total	Count	812	174	37	1023
		% within City Areas	79.4%	17.0%	3.6%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.291 <sup>a</sup>	8	.506
N of Valid Cases	1023		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 5.14.

**City Areas \* Q4e. How would you rate El Paso as a place to retire?**

		Q4e. How would you rate El Paso as a place to retire?			Total	
		Good	Fair	Poor		
City Areas	West	Count	124	37	9	170
		% within City Areas	72.9%	21.8%	5.3%	100.0%
	Central	Count	99	37	6	142
		% within City Areas	69.7%	26.1%	4.2%	100.0%
	Lower Valley	Count	136	39	7	182
		% within City Areas	74.7%	21.4%	3.8%	100.0%
	Northeast	Count	140	38	12	190
		% within City Areas	73.7%	20.0%	6.3%	100.0%
	East	Count	248	60	31	339
		% within City Areas	73.2%	17.7%	9.1%	100.0%
	Total	Count	747	211	65	1023
		% within City Areas	73.0%	20.6%	6.4%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.205 <sup>a</sup>	8	.190
N of Valid Cases	1023		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 9.02.

**City Areas \* Q4f. In general, how would you rate the quality of life in El Paso?**

		Q4f. In general, how would you rate the quality of life in El Paso?			Total	
		Good	Fair	Poor		
City Areas	West	Count	113	55	3	171
		% within City Areas	66.1%	32.2%	1.8%	100.0%
	Central	Count	96	39	7	142
		% within City Areas	67.6%	27.5%	4.9%	100.0%
	Lower Valley	Count	112	68	3	183
		% within City Areas	61.2%	37.2%	1.6%	100.0%
	Northeast	Count	117	67	6	190
		% within City Areas	61.6%	35.3%	3.2%	100.0%
	East	Count	199	125	14	338
		% within City Areas	58.9%	37.0%	4.1%	100.0%
	Total	Count	637	354	33	1024
		% within City Areas	62.2%	34.6%	3.2%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.773 <sup>a</sup>	8	.281
N of Valid Cases	1024		

a. 1 cells (6.7%) have expected count less than 5.  
The minimum expected count is 4.58.

**City Areas \* Q5a. How important are Recycling Options to you?**

		Q5a. How important are Recycling Options to you?				Total	
		Not important	Somew hat important	Very Important	Not Sure		
City Areas	West	Count	3	27	139	2	171
		% within City Areas	1.8%	15.8%	81.3%	1.2%	100.0%
	Central	Count	2	27	112	1	142
		% within City Areas	1.4%	19.0%	78.9%	.7%	100.0%
	Low er Valley	Count	3	23	157	1	184
		% within City Areas	1.6%	12.5%	85.3%	.5%	100.0%
	Northeast	Count	9	29	149	3	190
		% within City Areas	4.7%	15.3%	78.4%	1.6%	100.0%
	East	Count	10	66	260	3	339
		% within City Areas	2.9%	19.5%	76.7%	.9%	100.0%
	Total	Count	27	172	817	10	1026
		% within City Areas	2.6%	16.8%	79.6%	1.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.079 <sup>a</sup>	12	.439
N of Valid Cases	1026		

a. 8 cells (40.0%) have expected count less than 5.  
The minimum expected count is 1.38.

**City Areas \* Q5b. How important are Energy Efficiency, Conservation, and Renewable Energy to you?**

		Q5b. How important are Energy Efficiency, Conservation, and Renew able Energy to you?				Total	
		Not important	Somew hat important	Very Important	Not Sure		
City Areas	West	Count	6	21	138	5	170
		% within City Areas	3.5%	12.4%	81.2%	2.9%	100.0%
	Central	Count	1	20	115	5	141
		% within City Areas	.7%	14.2%	81.6%	3.5%	100.0%
	Low er Valley	Count	2	18	161	2	183
		% within City Areas	1.1%	9.8%	88.0%	1.1%	100.0%
	Northeast	Count	6	27	155	1	189
		% within City Areas	3.2%	14.3%	82.0%	.5%	100.0%
	East	Count	6	56	272	5	339
		% within City Areas	1.8%	16.5%	80.2%	1.5%	100.0%
	Total	Count	21	142	841	18	1022
		% within City Areas	2.1%	13.9%	82.3%	1.8%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.398 <sup>a</sup>	12	.174
N of Valid Cases	1022		

a. 8 cells (40.0%) have expected count less than 5.  
The minimum expected count is 2.48.

**City Areas \* Q5c. How important are Alternative or Active Transportation Options to you?**

		Q5c. How important are Alternative or Active Transportation Options to you?				Total
		Not important	Somew hat important	Very Important	Not Sure	
West	Count	15	30	119	6	170
	% within City Areas	8.8%	17.6%	70.0%	3.5%	100.0%
Central	Count	16	14	108	5	143
	% within City Areas	11.2%	9.8%	75.5%	3.5%	100.0%
Low er Valley	Count	7	40	128	8	183
	% within City Areas	3.8%	21.9%	69.9%	4.4%	100.0%
Northeast	Count	23	35	129	2	189
	% within City Areas	12.2%	18.5%	68.3%	1.1%	100.0%
East	Count	32	78	222	5	337
	% within City Areas	9.5%	23.1%	65.9%	1.5%	100.0%
Total	Count	93	197	706	26	1022
	% within City Areas	9.1%	19.3%	69.1%	2.5%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	26.637 <sup>a</sup>	12	.009
N of Valid Cases	1022		

a. 4 cells (20.0%) have expected count less than 5.  
The minimum expected count is 3.64.

**City Areas \* Q5d. How important is Improving Air Quality to you?**

		Q5d. How important is Improving Air Quality to you?				Total
		Not important	Somew hat important	Very Important	Not Sure	
West	Count	1	18	148	2	169
	% within City Areas	.6%	10.7%	87.6%	1.2%	100.0%
Central	Count	3	15	124	0	142
	% within City Areas	2.1%	10.6%	87.3%	0.0%	100.0%
Low er Valley	Count	0	23	157	1	181
	% within City Areas	0.0%	12.7%	86.7%	.6%	100.0%
Northeast	Count	5	25	159	1	190
	% within City Areas	2.6%	13.2%	83.7%	.5%	100.0%
East	Count	7	41	288	2	338
	% within City Areas	2.1%	12.1%	85.2%	.6%	100.0%
Total	Count	16	122	876	6	1020
	% within City Areas	1.6%	12.0%	85.9%	.6%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.943 <sup>a</sup>	12	.708
N of Valid Cases	1020		

a. 9 cells (45.0%) have expected count less than 5.  
The minimum expected count is .84.

**City Areas \* Q5e. How important is Adaptation to Changing Climate to you?**

		Q5e. How important is Adaptation to Changing Climate to you?				Total	
		Not important	Somew hat important	Very Important	Not Sure		
City Areas	West	Count	9	39	117	5	170
		% within City Areas	5.3%	22.9%	68.8%	2.9%	100.0%
	Central	Count	9	22	109	1	141
		% within City Areas	6.4%	15.6%	77.3%	.7%	100.0%
	Low er Valley	Count	14	34	129	4	181
		% within City Areas	7.7%	18.8%	71.3%	2.2%	100.0%
	Northeast	Count	15	26	144	4	189
		% within City Areas	7.9%	13.8%	76.2%	2.1%	100.0%
	East	Count	17	72	237	11	337
		% within City Areas	5.0%	21.4%	70.3%	3.3%	100.0%
	Total	Count	64	193	736	25	1018
		% within City Areas	6.3%	19.0%	72.3%	2.5%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.828 <sup>a</sup>	12	.382
N of Valid Cases	1018		

a. 4 cells (20.0%) have expected count less than 5.  
The minimum expected count is 3.46.

**City Areas \* Q5f. How important are Local Food Systems to you?**

		Q5f. How important are Local Food Systems to you?				Total	
		Not important	Somew hat important	Very Important	Not Sure		
City Areas	West	Count	7	19	136	9	171
		% within City Areas	4.1%	11.1%	79.5%	5.3%	100.0%
	Central	Count	5	20	111	6	142
		% within City Areas	3.5%	14.1%	78.2%	4.2%	100.0%
	Low er Valley	Count	5	36	134	9	184
		% within City Areas	2.7%	19.6%	72.8%	4.9%	100.0%
	Northeast	Count	15	28	129	17	189
		% within City Areas	7.9%	14.8%	68.3%	9.0%	100.0%
	East	Count	18	80	224	16	338
		% within City Areas	5.3%	23.7%	66.3%	4.7%	100.0%
	Total	Count	50	183	734	57	1024
		% within City Areas	4.9%	17.9%	71.7%	5.6%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	28.498 <sup>a</sup>	12	.005
N of Valid Cases	1024		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 6.93.

**City Areas \* Q6. Do you believe the City and the County should work more seriously on consolidating services?**

		Q6. Do you believe the City and the County should work more seriously on consolidating services?			Total	
		Yes	No	Not Sure		
City Areas	West	Count	97	27	47	171
		% within City Areas	56.7%	15.8%	27.5%	100.0%
	Central	Count	91	26	25	142
		% within City Areas	64.1%	18.3%	17.6%	100.0%
	Low er Valley	Count	126	24	33	183
		% within City Areas	68.9%	13.1%	18.0%	100.0%
	Northeast	Count	121	24	45	190
		% within City Areas	63.7%	12.6%	23.7%	100.0%
	East	Count	222	53	63	338
		% within City Areas	65.7%	15.7%	18.6%	100.0%
	Total	Count	657	154	213	1024
		% within City Areas	64.2%	15.0%	20.8%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.143 <sup>a</sup>	8	.194
N of Valid Cases	1024		

a. 0 cells (.0%) have expected count less than 5.

The minimum expected count is 21.36.

**City Areas \* Q7. How often do you use public transportation?**

		Q7. How often do you use public transportation?					Total	
		Never	Several times a year	Several times a month	Several times a week	Daily		
City Areas	West	Count	130	17	12	5	6	170
		% within City Areas	76.5%	10.0%	7.1%	2.9%	3.5%	100.0%
	Central	Count	66	38	15	14	10	143
		% within City Areas	46.2%	26.6%	10.5%	9.8%	7.0%	100.0%
	Low er Valley	Count	118	29	18	11	7	183
		% within City Areas	64.5%	15.8%	9.8%	6.0%	3.8%	100.0%
	Northeast	Count	138	27	11	9	5	190
		% within City Areas	72.6%	14.2%	5.8%	4.7%	2.6%	100.0%
	East	Count	262	42	13	15	8	340
		% within City Areas	77.1%	12.4%	3.8%	4.4%	2.4%	100.0%
	Total	Count	714	153	69	54	36	1026
		% within City Areas	69.6%	14.9%	6.7%	5.3%	3.5%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	58.524 <sup>a</sup>	16	.000
N of Valid Cases	1026		

a. 0 cells (.0%) have expected count less than 5.

The minimum expected count is 5.02.

**City Areas \* Q8. How interested are you in using bicycles as an alternative form of transportation?**

		Q8. How interested are you in using bicycles as an alternative form of transportation?				Total
		Not Interested	Somewhat Interested	Very Interested	Not Sure	
West	Count	50	40	70	12	172
	% within City Areas	29.1%	23.3%	40.7%	7.0%	100.0%
Central	Count	34	36	66	6	142
	% within City Areas	23.9%	25.4%	46.5%	4.2%	100.0%
Lower Valley	Count	52	51	73	7	183
	% within City Areas	28.4%	27.9%	39.9%	3.8%	100.0%
Northeast	Count	69	53	65	2	189
	% within City Areas	36.5%	28.0%	34.4%	1.1%	100.0%
East	Count	93	95	143	8	339
	% within City Areas	27.4%	28.0%	42.2%	2.4%	100.0%
Total	Count	298	275	417	35	1025
	% within City Areas	29.1%	26.8%	40.7%	3.4%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	20.671 <sup>a</sup>	12	.055
N of Valid Cases	1025		

a. 1 cells (5.0%) have expected count less than 5.  
The minimum expected count is 4.85.

**City Areas \* Q9. Which transportation initiative you feel should be the MOST important for the City over the next five years?**

		Q9. Which transportation initiative you feel should be the MOST important for the City over the next five years?				Total
		Reduce traffic congestion	More bicycle routes or bicycle sharing programs	Have a more comprehensive street & road maintenance	More pedestrian paths/access	
West	Count	75	42	30	25	172
	% within City Areas	43.6%	24.4%	17.4%	14.5%	100.0%
Central	Count	46	40	31	25	142
	% within City Areas	32.4%	28.2%	21.8%	17.6%	100.0%
Lower Valley	Count	60	26	55	42	183
	% within City Areas	32.8%	14.2%	30.1%	23.0%	100.0%
Northeast	Count	69	25	60	36	190
	% within City Areas	36.3%	13.2%	31.6%	18.9%	100.0%
East	Count	150	57	80	52	339
	% within City Areas	44.2%	16.8%	23.6%	15.3%	100.0%
Total	Count	400	190	256	180	1026
	% within City Areas	39.0%	18.5%	25.0%	17.5%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	37.809 <sup>a</sup>	12	.000
N of Valid Cases	1026		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 24.91.

**City Areas \* Q10. How would you rate El Paso as a place to do business?**

		Q10. How would you rate El Paso as a place to do business?				Total
		Poor	Fair	Good	Not Sure	
West	Count	15	60	77	19	171
	% within City Areas	8.8%	35.1%	45.0%	11.1%	100.0%
Central	Count	10	54	72	5	141
	% within City Areas	7.1%	38.3%	51.1%	3.5%	100.0%
Lower Valley	Count	14	79	78	13	184
	% within City Areas	7.6%	42.9%	42.4%	7.1%	100.0%
Northeast	Count	21	73	73	23	190
	% within City Areas	11.1%	38.4%	38.4%	12.1%	100.0%
East	Count	27	151	139	21	338
	% within City Areas	8.0%	44.7%	41.1%	6.2%	100.0%
Total	Count	87	417	439	81	1024
	% within City Areas	8.5%	40.7%	42.9%	7.9%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	20.134 <sup>a</sup>	12	.065
N of Valid Cases	1024		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 11.15.

**City Areas \* Q11. Is El Paso getting better, getting worse, or staying the same as a place to do business?**

		Q11. Is El Paso getting better, getting worse, or staying the same as a place to do business?				Total
		Getting worse	Staying the same	Getting better	Not Sure	
West	Count	14	37	101	19	171
	% within City Areas	8.2%	21.6%	59.1%	11.1%	100.0%
Central	Count	8	39	91	5	143
	% within City Areas	5.6%	27.3%	63.6%	3.5%	100.0%
Lower Valley	Count	15	63	89	16	183
	% within City Areas	8.2%	34.4%	48.6%	8.7%	100.0%
Northeast	Count	12	53	106	19	190
	% within City Areas	6.3%	27.9%	55.8%	10.0%	100.0%
East	Count	21	103	202	13	339
	% within City Areas	6.2%	30.4%	59.6%	3.8%	100.0%
Total	Count	70	295	589	72	1026
	% within City Areas	6.8%	28.8%	57.4%	7.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	25.645 <sup>a</sup>	12	.012
N of Valid Cases	1026		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 9.76.

**City Areas \* Q12. How would you rate El Paso's job market?**

		Q12. How would you rate El Paso's job market?				Total
		Poor	Fair	Good	Not Sure	
West	Count	52	74	31	12	169
	% within City Areas	30.8%	43.8%	18.3%	7.1%	100.0%
Central	Count	35	53	46	8	142
	% within City Areas	24.6%	37.3%	32.4%	5.6%	100.0%
Lower Valley	Count	62	72	38	11	183
	% within City Areas	33.9%	39.3%	20.8%	6.0%	100.0%
Northeast	Count	66	67	43	13	189
	% within City Areas	34.9%	35.4%	22.8%	6.9%	100.0%
East	Count	106	144	72	16	338
	% within City Areas	31.4%	42.6%	21.3%	4.7%	100.0%
Total	Count	321	410	230	60	1021
	% within City Areas	31.4%	40.2%	22.5%	5.9%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.055 <sup>a</sup>	12	.238
N of Valid Cases	1021		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 8.34.

**City Areas \* Q13. Is El Paso's job market getting better, getting worse, or staying the same?**

		Q13. Is El Paso's job market getting better, getting worse, or staying the same?				Total
		Getting worse	Staying the same	Getting better	Not sure	
West	Count	28	86	39	18	171
	% within City Areas	16.4%	50.3%	22.8%	10.5%	100.0%
Central	Count	11	55	66	10	142
	% within City Areas	7.7%	38.7%	46.5%	7.0%	100.0%
Lower Valley	Count	32	75	63	13	183
	% within City Areas	17.5%	41.0%	34.4%	7.1%	100.0%
Northeast	Count	27	82	66	15	190
	% within City Areas	14.2%	43.2%	34.7%	7.9%	100.0%
East	Count	51	163	111	14	339
	% within City Areas	15.0%	48.1%	32.7%	4.1%	100.0%
Total	Count	149	461	345	70	1025
	% within City Areas	14.5%	45.0%	33.7%	6.8%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	30.375 <sup>a</sup>	12	.002
N of Valid Cases	1025		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 9.70.

**City Areas \* Q17. How satisfied are you with the way the City uses your tax dollars?**

		Q17. How satisfied are you with the way the City uses your tax dollars?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
City Areas	West	Count	54	81	23	12	170
		% within City Areas	31.8%	47.6%	13.5%	7.1%	100.0%
	Central	Count	39	66	26	11	142
		% within City Areas	27.5%	46.5%	18.3%	7.7%	100.0%
	Lower Valley	Count	48	97	26	13	184
		% within City Areas	26.1%	52.7%	14.1%	7.1%	100.0%
	Northeast	Count	72	87	18	13	190
		% within City Areas	37.9%	45.8%	9.5%	6.8%	100.0%
	East	Count	97	172	51	20	340
		% within City Areas	28.5%	50.6%	15.0%	5.9%	100.0%
	Total	Count	310	503	144	69	1026
		% within City Areas	30.2%	49.0%	14.0%	6.7%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.464 <sup>a</sup>	12	.409
N of Valid Cases	1026		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 9.55.

**City Areas \* Q19a. Do you consider Animal Regulation and Enforcement a high priority, a medium priority, a low priority, or not a priority?**

		Q19a. Do you consider Animal Regulation and Enforcement a high priority, a medium priority, a low priority, or not a priority?				Total	
		High Priority	Medium Priority	Low Priority	Not a Priority		
City Areas	West	Count	93	58	15	5	171
		% within City Areas	54.4%	33.9%	8.8%	2.9%	100.0%
	Central	Count	78	51	12	1	142
		% within City Areas	54.9%	35.9%	8.5%	.7%	100.0%
	Lower Valley	Count	95	72	10	7	184
		% within City Areas	51.6%	39.1%	5.4%	3.8%	100.0%
	Northeast	Count	101	72	12	5	190
		% within City Areas	53.2%	37.9%	6.3%	2.6%	100.0%
	East	Count	181	134	21	3	339
		% within City Areas	53.4%	39.5%	6.2%	.9%	100.0%
	Total	Count	548	387	70	21	1026
		% within City Areas	53.4%	37.7%	6.8%	2.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.888 <sup>a</sup>	12	.539
N of Valid Cases	1026		

a. 4 cells (20.0%) have expected count less than 5.  
The minimum expected count is 2.91.

**City Areas \* Q19b. Do you consider Environmental Regulation and Enforcement a high priority a medium priority, a low priority, or not a priority?**

		Q19b. Do you consider Environmental Regulation and Enforcement a high priority a medium priority, a low priority, or not a priority?				Total
		High Priority	Medium Priority	Low Priority	Not a Priority	
West	Count	119	42	7	2	170
	% within City Areas	70.0%	24.7%	4.1%	1.2%	100.0%
Central	Count	100	39	2	1	142
	% within City Areas	70.4%	27.5%	1.4%	.7%	100.0%
Lower Valley	Count	125	53	5	0	183
	% within City Areas	68.3%	29.0%	2.7%	0.0%	100.0%
Northeast	Count	121	54	9	6	190
	% within City Areas	63.7%	28.4%	4.7%	3.2%	100.0%
East	Count	220	101	14	4	339
	% within City Areas	64.9%	29.8%	4.1%	1.2%	100.0%
Total	Count	685	289	37	13	1024
	% within City Areas	66.9%	28.2%	3.6%	1.3%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.555 <sup>a</sup>	12	.330
N of Valid Cases	1024		

a. 5 cells (25.0%) have expected count less than 5.  
The minimum expected count is 1.80.

**City Areas \* Q19c. Do you consider Garbage Collection and Recycling Efforts a high priority a medium priority, a low priority, or not a priority?**

		Q19c. Do you consider Garbage Collection and Recycling Efforts a high priority a medium priority, a low priority, or not a priority?				Total
		High Priority	Medium Priority	Low Priority	Not a Priority	
West	Count	139	29	1	2	171
	% within City Areas	81.3%	17.0%	.6%	1.2%	100.0%
Central	Count	113	25	3	1	142
	% within City Areas	79.6%	17.6%	2.1%	.7%	100.0%
Lower Valley	Count	138	38	5	1	182
	% within City Areas	75.8%	20.9%	2.7%	.5%	100.0%
Northeast	Count	148	41	2	0	191
	% within City Areas	77.5%	21.5%	1.0%	0.0%	100.0%
East	Count	254	80	5	0	339
	% within City Areas	74.9%	23.6%	1.5%	0.0%	100.0%
Total	Count	792	213	16	4	1025
	% within City Areas	77.3%	20.8%	1.6%	.4%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.484 <sup>a</sup>	12	.408
N of Valid Cases	1025		

a. 9 cells (45.0%) have expected count less than 5.  
The minimum expected count is .55.

**City Areas \* Q19d. Do you consider the Police Response to Non-emergencies a high priority a medium priority, a low priority, or not a priority?**

		Q19d. Do you consider the Police Response to Non-emergencies a high priority a medium priority, a low priority, or not a priority?				Total
		High Priority	Medium Priority	Low Priority	Not a Priority	
West	Count	102	52	17	1	172
	% within City Areas	59.3%	30.2%	9.9%	.6%	100.0%
Central	Count	84	45	11	2	142
	% within City Areas	59.2%	31.7%	7.7%	1.4%	100.0%
Lower Valley	Count	100	55	22	6	183
	% within City Areas	54.6%	30.1%	12.0%	3.3%	100.0%
Northeast	Count	96	69	18	6	189
	% within City Areas	50.8%	36.5%	9.5%	3.2%	100.0%
East	Count	187	100	41	11	339
	% within City Areas	55.2%	29.5%	12.1%	3.2%	100.0%
Total	Count	569	321	109	26	1025
	% within City Areas	55.5%	31.3%	10.6%	2.5%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.833 <sup>a</sup>	12	.543
N of Valid Cases	1025		

a. 4 cells (20.0%) have expected count less than 5.  
The minimum expected count is 3.60.

**City Areas \* Q19e. Do you consider Fire Prevention, Inspection and Education a high priority a medium priority, a low priority, or not a priority?**

		Q19e. Do you consider Fire Prevention, Inspection and Education a high priority a medium priority, a low priority, or not a priority?				Total
		High Priority	Medium Priority	Low Priority	Not a Priority	
West	Count	149	17	3	1	170
	% within City Areas	87.6%	10.0%	1.8%	.6%	100.0%
Central	Count	113	20	7	2	142
	% within City Areas	79.6%	14.1%	4.9%	1.4%	100.0%
Lower Valley	Count	142	34	5	1	182
	% within City Areas	78.0%	18.7%	2.7%	.5%	100.0%
Northeast	Count	150	33	5	2	190
	% within City Areas	78.9%	17.4%	2.6%	1.1%	100.0%
East	Count	262	60	13	3	338
	% within City Areas	77.5%	17.8%	3.8%	.9%	100.0%
Total	Count	816	164	33	9	1022
	% within City Areas	79.8%	16.0%	3.2%	.9%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.488 <sup>a</sup>	12	.488
N of Valid Cases	1022		

a. 6 cells (30.0%) have expected count less than 5.  
The minimum expected count is 1.25.

**City Areas \* Q19f. Do you consider Libraries a high priority a medium priority, a low priority, or not a priority?**

		Q19f. Do you consider Libraries a high priority a medium priority, a low priority, or not a priority?				Total	
		High Priority	Medium Priority	Low Priority	Not a Priority		
City Areas	West	Count	112	36	16	7	171
		% within City Areas	65.5%	21.1%	9.4%	4.1%	100.0%
	Central	Count	105	29	6	2	142
		% within City Areas	73.9%	20.4%	4.2%	1.4%	100.0%
	Low er Valley	Count	133	33	17	1	184
		% within City Areas	72.3%	17.9%	9.2%	.5%	100.0%
	Northeast	Count	125	42	18	4	189
		% within City Areas	66.1%	22.2%	9.5%	2.1%	100.0%
	East	Count	217	93	20	7	337
		% within City Areas	64.4%	27.6%	5.9%	2.1%	100.0%
	Total	Count	692	233	77	21	1023
		% within City Areas	67.6%	22.8%	7.5%	2.1%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	19.524 <sup>a</sup>	12	.077
N of Valid Cases	1023		

a. 4 cells (20.0%) have expected count less than 5.  
The minimum expected count is 2.91.

**City Areas \* Q19g. Do you consider Street Cleaning, Repair and Right-of-way Maintenance a high priority a medium priority, a low priority, or not a priority?**

		Q19g. Do you consider Street Cleaning, Repair and Right-of-way Maintenance a high priority a medium priority, a low priority, or not a priority?				Total	
		High Priority	Medium Priority	Low Priority	Not a Priority		
City Areas	West	Count	135	27	4	4	170
		% within City Areas	79.4%	15.9%	2.4%	2.4%	100.0%
	Central	Count	118	22	1	2	143
		% within City Areas	82.5%	15.4%	.7%	1.4%	100.0%
	Low er Valley	Count	147	32	5	0	184
		% within City Areas	79.9%	17.4%	2.7%	0.0%	100.0%
	Northeast	Count	156	32	2	0	190
		% within City Areas	82.1%	16.8%	1.1%	0.0%	100.0%
	East	Count	273	56	9	1	339
		% within City Areas	80.5%	16.5%	2.7%	.3%	100.0%
	Total	Count	829	169	21	7	1026
		% within City Areas	80.8%	16.5%	2.0%	.7%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.012 <sup>a</sup>	12	.241
N of Valid Cases	1026		

a. 9 cells (45.0%) have expected count less than 5.  
The minimum expected count is .98.

**City Areas \* Q19h. Do you consider Public Transportation a high priority a medium priority, a low priority, or not a priority?**

		Q19h. Do you consider Public Transportation a high priority a medium priority, a low priority, or not a priority?				Total
		High Priority	Medium Priority	Low Priority	Not a Priority	
West	Count	116	36	12	6	170
	% within City Areas	68.2%	21.2%	7.1%	3.5%	100.0%
Central	Count	111	23	6	2	142
	% within City Areas	78.2%	16.2%	4.2%	1.4%	100.0%
Lower Valley	Count	121	45	14	3	183
	% within City Areas	66.1%	24.6%	7.7%	1.6%	100.0%
Northeast	Count	124	44	15	7	190
	% within City Areas	65.3%	23.2%	7.9%	3.7%	100.0%
East	Count	212	94	25	7	338
	% within City Areas	62.7%	27.8%	7.4%	2.1%	100.0%
Total	Count	684	242	72	25	1023
	% within City Areas	66.9%	23.7%	7.0%	2.4%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.322 <sup>a</sup>	12	.224
N of Valid Cases	1023		

a. 4 cells (20.0%) have expected count less than 5.  
The minimum expected count is 3.47.

**City Areas \* Q19i. Do you consider Economic Development Efforts a high priority a medium priority, a low priority, or not a priority?**

		Q19i. Do you consider Economic Development Efforts a high priority a medium priority, a low priority, or not a priority?				Total
		High Priority	Medium Priority	Low Priority	Not a Priority	
West	Count	143	21	4	2	170
	% within City Areas	84.1%	12.4%	2.4%	1.2%	100.0%
Central	Count	109	31	1	0	141
	% within City Areas	77.3%	22.0%	.7%	0.0%	100.0%
Lower Valley	Count	130	42	8	3	183
	% within City Areas	71.0%	23.0%	4.4%	1.6%	100.0%
Northeast	Count	134	49	5	2	190
	% within City Areas	70.5%	25.8%	2.6%	1.1%	100.0%
East	Count	251	71	13	3	338
	% within City Areas	74.3%	21.0%	3.8%	.9%	100.0%
Total	Count	767	214	31	10	1022
	% within City Areas	75.0%	20.9%	3.0%	1.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.437 <sup>a</sup>	12	.103
N of Valid Cases	1022		

a. 6 cells (30.0%) have expected count less than 5.  
The minimum expected count is 1.38.

**City Areas \* Q19j. Do you consider Parks and Recreation Centers a high priority a medium priority, a low priority, or not a priority?**

		Q19j. Do you consider Parks and Recreation Centers a high priority a medium priority, a low priority, or not a priority?				Total
		High Priority	Medium Priority	Low Priority	Not a Priority	
West	Count	123	40	7	0	170
	% within City Areas	72.4%	23.5%	4.1%	0.0%	100.0%
Central	Count	107	30	5	0	142
	% within City Areas	75.4%	21.1%	3.5%	0.0%	100.0%
Lower Valley	Count	124	49	10	0	183
	% within City Areas	67.8%	26.8%	5.5%	0.0%	100.0%
Northeast	Count	129	50	9	2	190
	% within City Areas	67.9%	26.3%	4.7%	1.1%	100.0%
East	Count	238	94	6	0	338
	% within City Areas	70.4%	27.8%	1.8%	0.0%	100.0%
Total	Count	721	263	37	2	1023
	% within City Areas	70.5%	25.7%	3.6%	.2%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	17.544 <sup>a</sup>	12	.130
N of Valid Cases	1023		

a. 5 cells (25.0%) have expected count less than 5.  
The minimum expected count is .28.

**City Areas \* Q19k. Do you consider Arts and Cultural Facilities a high priority a medium priority, a low priority, or not a priority?**

		Q19k. Do you consider Arts and Cultural Facilities a high priority a medium priority, a low priority, or not a priority?				Total
		High Priority	Medium Priority	Low Priority	Not a Priority	
West	Count	114	49	5	3	171
	% within City Areas	66.7%	28.7%	2.9%	1.8%	100.0%
Central	Count	87	45	10	0	142
	% within City Areas	61.3%	31.7%	7.0%	0.0%	100.0%
Lower Valley	Count	109	58	14	1	182
	% within City Areas	59.9%	31.9%	7.7%	.5%	100.0%
Northeast	Count	113	52	19	6	190
	% within City Areas	59.5%	27.4%	10.0%	3.2%	100.0%
East	Count	214	99	24	2	339
	% within City Areas	63.1%	29.2%	7.1%	.6%	100.0%
Total	Count	637	303	72	12	1024
	% within City Areas	62.2%	29.6%	7.0%	1.2%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.648 <sup>a</sup>	12	.097
N of Valid Cases	1024		

a. 5 cells (25.0%) have expected count less than 5.  
The minimum expected count is 1.66.

**City Areas \* Q19I. Do you consider the Zoo a high priority a medium priority, a low priority, or not a priority?**

		Q19I. Do you consider the Zoo a high priority a medium priority, a low priority, or not a priority?				Total
		High Priority	Medium Priority	Low Priority	Not a Priority	
West	Count	109	51	8	3	171
	% within City Areas	63.7%	29.8%	4.7%	1.8%	100.0%
Central	Count	83	46	7	3	139
	% within City Areas	59.7%	33.1%	5.0%	2.2%	100.0%
Lower Valley	Count	110	54	16	3	183
	% within City Areas	60.1%	29.5%	8.7%	1.6%	100.0%
Northeast	Count	113	49	16	10	188
	% within City Areas	60.1%	26.1%	8.5%	5.3%	100.0%
East	Count	218	98	18	1	335
	% within City Areas	65.1%	29.3%	5.4%	.3%	100.0%
Total	Count	633	298	65	20	1016
	% within City Areas	62.3%	29.3%	6.4%	2.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	22.541 <sup>a</sup>	12	.032
N of Valid Cases	1016		

a. 4 cells (20.0%) have expected count less than 5.  
The minimum expected count is 2.74.

**City Areas \* Q20a. How satisfied are you with the City with respect to Law Enforcement?**

		Q20a. How satisfied are you with the City with respect to Law Enforcement?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
West	Count	11	48	102	10	171
	% within City Areas	6.4%	28.1%	59.6%	5.8%	100.0%
Central	Count	9	53	75	5	142
	% within City Areas	6.3%	37.3%	52.8%	3.5%	100.0%
Lower Valley	Count	12	74	94	3	183
	% within City Areas	6.6%	40.4%	51.4%	1.6%	100.0%
Northeast	Count	14	79	90	8	191
	% within City Areas	7.3%	41.4%	47.1%	4.2%	100.0%
East	Count	39	119	165	16	339
	% within City Areas	11.5%	35.1%	48.7%	4.7%	100.0%
Total	Count	85	373	526	42	1026
	% within City Areas	8.3%	36.4%	51.3%	4.1%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	19.953 <sup>a</sup>	12	.068
N of Valid Cases	1026		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 5.81.

**City Areas \* Q20b. How satisfied are you with the City with respect to Animal Control?**

		Q20b. How satisfied are you with the City with respect to Animal Control?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
West	Count	16	52	82	21	171
	% within City Areas	9.4%	30.4%	48.0%	12.3%	100.0%
Central	Count	18	63	55	7	143
	% within City Areas	12.6%	44.1%	38.5%	4.9%	100.0%
Lower Valley	Count	20	78	81	5	184
	% within City Areas	10.9%	42.4%	44.0%	2.7%	100.0%
Northeast	Count	22	82	74	12	190
	% within City Areas	11.6%	43.2%	38.9%	6.3%	100.0%
East	Count	73	135	112	17	337
	% within City Areas	21.7%	40.1%	33.2%	5.0%	100.0%
Total	Count	149	410	404	62	1025
	% within City Areas	14.5%	40.0%	39.4%	6.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	46.119 <sup>a</sup>	12	.000
N of Valid Cases	1025		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 8.65.

**City Areas \* Q20c. How satisfied are you with the City with respect to Economic Development?**

		Q20c. How satisfied are you with the City with respect to Economic Development?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
West	Count	32	91	44	5	172
	% within City Areas	18.6%	52.9%	25.6%	2.9%	100.0%
Central	Count	21	68	48	5	142
	% within City Areas	14.8%	47.9%	33.8%	3.5%	100.0%
Lower Valley	Count	31	101	44	7	183
	% within City Areas	16.9%	55.2%	24.0%	3.8%	100.0%
Northeast	Count	38	105	40	6	189
	% within City Areas	20.1%	55.6%	21.2%	3.2%	100.0%
East	Count	72	181	74	12	339
	% within City Areas	21.2%	53.4%	21.8%	3.5%	100.0%
Total	Count	194	546	250	35	1025
	% within City Areas	18.9%	53.3%	24.4%	3.4%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.120 <sup>a</sup>	12	.519
N of Valid Cases	1025		

a. 1 cells (5.0%) have expected count less than 5.  
The minimum expected count is 4.85.

**City Areas \* Q20d. How satisfied are you with the City with respect to Building and Environmental Code Enforcement?**

		Q20d. How satisfied are you with the City with respect to Building and Environmental Code Enforcement?				Total	
		Not Satisfied	Somew hat Satisfied	Very Satisfied	Not Sure		
City Areas	West	Count	23	75	53	21	172
		% within City Areas	13.4%	43.6%	30.8%	12.2%	100.0%
	Central	Count	14	59	50	19	142
		% within City Areas	9.9%	41.5%	35.2%	13.4%	100.0%
	Low er Valley	Count	29	75	55	25	184
		% within City Areas	15.8%	40.8%	29.9%	13.6%	100.0%
	Northeast	Count	28	81	59	22	190
		% within City Areas	14.7%	42.6%	31.1%	11.6%	100.0%
	East	Count	53	145	94	46	338
		% within City Areas	15.7%	42.9%	27.8%	13.6%	100.0%
	Total	Count	147	435	311	133	1026
		% within City Areas	14.3%	42.4%	30.3%	13.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.449 <sup>a</sup>	12	.941
N of Valid Cases	1026		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 18.41.

**City Areas \* Q20e. How satisfied are you with the City with respect to Solid Waste Management?**

		Q20e. How satisfied are you with the City with respect to Solid Waste Management?				Total	
		Not Satisfied	Somew hat Satisfied	Very Satisfied	Not Sure		
City Areas	West	Count	12	47	106	5	170
		% within City Areas	7.1%	27.6%	62.4%	2.9%	100.0%
	Central	Count	15	39	84	4	142
		% within City Areas	10.6%	27.5%	59.2%	2.8%	100.0%
	Low er Valley	Count	7	69	104	4	184
		% within City Areas	3.8%	37.5%	56.5%	2.2%	100.0%
	Northeast	Count	7	79	103	1	190
		% within City Areas	3.7%	41.6%	54.2%	.5%	100.0%
	East	Count	30	115	186	8	339
		% within City Areas	8.8%	33.9%	54.9%	2.4%	100.0%
	Total	Count	71	349	583	22	1025
		% within City Areas	6.9%	34.0%	56.9%	2.1%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	22.364 <sup>a</sup>	12	.034
N of Valid Cases	1025		

a. 4 cells (20.0%) have expected count less than 5.  
The minimum expected count is 3.05.

**City Areas \* Q20f. How satisfied are you with the City with respect to Libraries?**

		Q20f. How satisfied are you with the City with respect to Libraries?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
West	Count	8	53	97	11	169
	% within City Areas	4.7%	31.4%	57.4%	6.5%	100.0%
Central	Count	6	50	76	9	141
	% within City Areas	4.3%	35.5%	53.9%	6.4%	100.0%
Lower Valley	Count	10	54	107	12	183
	% within City Areas	5.5%	29.5%	58.5%	6.6%	100.0%
Northeast	Count	8	65	104	13	190
	% within City Areas	4.2%	34.2%	54.7%	6.8%	100.0%
East	Count	23	119	169	28	339
	% within City Areas	6.8%	35.1%	49.9%	8.3%	100.0%
Total	Count	55	341	553	73	1022
	% within City Areas	5.4%	33.4%	54.1%	7.1%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.787 <sup>a</sup>	12	.871
N of Valid Cases	1022		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 7.59.

**City Areas \* Q20g. How satisfied are you with the City with respect to Museums & Cultural Affairs?**

		Q20g. How satisfied are you with the City with respect to Museums & Cultural Affairs?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
West	Count	17	53	93	6	169
	% within City Areas	10.1%	31.4%	55.0%	3.6%	100.0%
Central	Count	6	56	70	10	142
	% within City Areas	4.2%	39.4%	49.3%	7.0%	100.0%
Lower Valley	Count	22	64	83	14	183
	% within City Areas	12.0%	35.0%	45.4%	7.7%	100.0%
Northeast	Count	15	70	87	18	190
	% within City Areas	7.9%	36.8%	45.8%	9.5%	100.0%
East	Count	38	131	145	25	339
	% within City Areas	11.2%	38.6%	42.8%	7.4%	100.0%
Total	Count	98	374	478	73	1023
	% within City Areas	9.6%	36.6%	46.7%	7.1%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	17.570 <sup>a</sup>	12	.129
N of Valid Cases	1023		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 10.13.

**City Areas \* Q20h. How satisfied are you with the City with respect to Building Permits?**

		Q20h. How satisfied are you with the City with respect to Building Permits?				Total
		Not Satisfied	Somew hat Satisfied	Very Satisfied	Not Sure	
West	Count	23	42	56	49	170
	% within City Areas	13.5%	24.7%	32.9%	28.8%	100.0%
Central	Count	10	53	44	35	142
	% within City Areas	7.0%	37.3%	31.0%	24.6%	100.0%
Low er Valley	Count	19	60	59	46	184
	% within City Areas	10.3%	32.6%	32.1%	25.0%	100.0%
Northeast	Count	28	59	51	52	190
	% within City Areas	14.7%	31.1%	26.8%	27.4%	100.0%
East	Count	40	114	95	89	338
	% within City Areas	11.8%	33.7%	28.1%	26.3%	100.0%
Total	Count	120	328	305	271	1024
	% within City Areas	11.7%	32.0%	29.8%	26.5%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.956 <sup>a</sup>	12	.449
N of Valid Cases	1024		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 16.64.

**City Areas \* Q20i. How satisfied are you with the City with respect to Recycling?**

		Q20i. How satisfied are you with the City with respect to Recycling?				Total
		Not Satisfied	Somew hat Satisfied	Very Satisfied	Not Sure	
West	Count	21	46	98	5	170
	% within City Areas	12.4%	27.1%	57.6%	2.9%	100.0%
Central	Count	19	49	70	5	143
	% within City Areas	13.3%	34.3%	49.0%	3.5%	100.0%
Low er Valley	Count	22	46	109	7	184
	% within City Areas	12.0%	25.0%	59.2%	3.8%	100.0%
Northeast	Count	17	59	114	0	190
	% within City Areas	8.9%	31.1%	60.0%	0.0%	100.0%
East	Count	54	111	162	11	338
	% within City Areas	16.0%	32.8%	47.9%	3.3%	100.0%
Total	Count	133	311	553	28	1025
	% within City Areas	13.0%	30.3%	54.0%	2.7%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	20.961 <sup>a</sup>	12	.051
N of Valid Cases	1025		

a. 2 cells (10.0%) have expected count less than 5.  
The minimum expected count is 3.91.

**City Areas \* Q20j. How satisfied are you with the City with respect to the Airport?**

		Q20j. How satisfied are you with the City with respect to the Airport?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
West	Count	5	35	120	11	171
	% within City Areas	2.9%	20.5%	70.2%	6.4%	100.0%
Central	Count	1	40	93	8	142
	% within City Areas	.7%	28.2%	65.5%	5.6%	100.0%
Lower Valley	Count	5	39	120	18	182
	% within City Areas	2.7%	21.4%	65.9%	9.9%	100.0%
Northeast	Count	7	54	121	8	190
	% within City Areas	3.7%	28.4%	63.7%	4.2%	100.0%
East	Count	9	87	223	20	339
	% within City Areas	2.7%	25.7%	65.8%	5.9%	100.0%
Total	Count	27	255	677	65	1024
	% within City Areas	2.6%	24.9%	66.1%	6.3%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.528 <sup>a</sup>	12	.404
N of Valid Cases	1024		

a. 3 cells (15.0%) have expected count less than 5.  
The minimum expected count is 3.74.

**City Areas \* Q20k. How satisfied are you with the City with respect to Public Transportation?**

		Q20k. How satisfied are you with the City with respect to Public Transportation?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
West	Count	13	41	74	44	172
	% within City Areas	7.6%	23.8%	43.0%	25.6%	100.0%
Central	Count	12	45	73	12	142
	% within City Areas	8.5%	31.7%	51.4%	8.5%	100.0%
Lower Valley	Count	15	52	91	26	184
	% within City Areas	8.2%	28.3%	49.5%	14.1%	100.0%
Northeast	Count	17	62	79	30	188
	% within City Areas	9.0%	33.0%	42.0%	16.0%	100.0%
East	Count	33	112	141	52	338
	% within City Areas	9.8%	33.1%	41.7%	15.4%	100.0%
Total	Count	90	312	458	164	1024
	% within City Areas	8.8%	30.5%	44.7%	16.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	23.639 <sup>a</sup>	12	.023
N of Valid Cases	1024		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 12.48.

**City Areas \* Q20l. How satisfied are you with the City with respect to Community and Human Development?**

		Q20l. How satisfied are you with the City with respect to Community and Human Development?				Total
		Not Satisfied	Somew hat Satisfied	Very Satisfied	Not Sure	
West	Count	19	69	67	15	170
	% within City Areas	11.2%	40.6%	39.4%	8.8%	100.0%
Central	Count	9	59	64	9	141
	% within City Areas	6.4%	41.8%	45.4%	6.4%	100.0%
Low er Valley	Count	17	82	69	15	183
	% within City Areas	9.3%	44.8%	37.7%	8.2%	100.0%
Northeast	Count	19	80	71	19	189
	% within City Areas	10.1%	42.3%	37.6%	10.1%	100.0%
East	Count	25	158	118	37	338
	% within City Areas	7.4%	46.7%	34.9%	10.9%	100.0%
Total	Count	89	448	389	95	1021
	% within City Areas	8.7%	43.9%	38.1%	9.3%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.156 <sup>a</sup>	12	.602
N of Valid Cases	1021		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 12.29.

**City Areas \* Q20m. How satisfied are you with the City with respect to the Tax Office?**

		Q20m. How satisfied are you with the City with respect to the Tax Office?				Total
		Not Satisfied	Somew hat Satisfied	Very Satisfied	Not Sure	
West	Count	37	49	60	25	171
	% within City Areas	21.6%	28.7%	35.1%	14.6%	100.0%
Central	Count	26	56	47	14	143
	% within City Areas	18.2%	39.2%	32.9%	9.8%	100.0%
Low er Valley	Count	33	85	45	20	183
	% within City Areas	18.0%	46.4%	24.6%	10.9%	100.0%
Northeast	Count	54	70	46	19	189
	% within City Areas	28.6%	37.0%	24.3%	10.1%	100.0%
East	Count	76	145	79	40	340
	% within City Areas	22.4%	42.6%	23.2%	11.8%	100.0%
Total	Count	226	405	277	118	1026
	% within City Areas	22.0%	39.5%	27.0%	11.5%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	25.337 <sup>a</sup>	12	.013
N of Valid Cases	1026		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 16.45.

**City Areas \* Q21. Have you ever visited the City's website?**

		Q21. Have you ever visited the City's website?		Total	
		Yes	No		
City Areas	West	Count	89	82	171
		% within City Areas	52.0%	48.0%	100.0%
	Central	Count	49	94	143
		% within City Areas	34.3%	65.7%	100.0%
	Lower Valley	Count	56	128	184
		% within City Areas	30.4%	69.6%	100.0%
	Northeast	Count	87	103	190
		% within City Areas	45.8%	54.2%	100.0%
	East	Count	167	171	338
		% within City Areas	49.4%	50.6%	100.0%
	Total	Count	448	578	1026
		% within City Areas	43.7%	56.3%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	27.994 <sup>a</sup>	4	.000
N of Valid Cases	1026		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 62.44.

**City Areas \* Q22. In the last 12 months, did you have contact with a City Council Representative or the Mayor?**

		Q22. Did you have contact with a City Council Representative or the Mayor?		Total	
		Yes	No		
City Areas	West	Count	12	159	171
		% within City Areas	7.0%	93.0%	100.0%
	Central	Count	8	133	141
		% within City Areas	5.7%	94.3%	100.0%
	Lower Valley	Count	11	172	183
		% within City Areas	6.0%	94.0%	100.0%
	Northeast	Count	14	176	190
		% within City Areas	7.4%	92.6%	100.0%
	East	Count	25	314	339
		% within City Areas	7.4%	92.6%	100.0%
	Total	Count	70	954	1024
		% within City Areas	6.8%	93.2%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.743 <sup>a</sup>	4	.946
N of Valid Cases	1024		

a. 0 cells (.0%) have expected count less than 5.  
The minimum expected count is 9.64.

**City Areas \* Q23. In the last 12 months, did you have contact with any City department or City personnel, excluding elected officials?**

		Q23. In the last 12 months, did you have contact with any City department or City		Total	
		Yes	No		
City Areas	West	Count	31	140	171
		% within City Areas	18.1%	81.9%	100.0%
	Central	Count	16	126	142
		% within City Areas	11.3%	88.7%	100.0%
	Low er Valley	Count	27	156	183
		% within City Areas	14.8%	85.2%	100.0%
	Northeast	Count	27	163	190
		% within City Areas	14.2%	85.8%	100.0%
	East	Count	47	291	338
		% within City Areas	13.9%	86.1%	100.0%
	Total	Count	148	876	1024
		% within City Areas	14.5%	85.5%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.138 <sup>a</sup>	4	.535
N of Valid Cases	1024		

a. 0 cells (.0%) have expected count less than 5.

The minimum expected count is 20.52.

**City Areas \* Q23a1. After interacting with city employees, what would be your level of satisfaction with their Courtesy and Professionalism?**

		Q23a1. After interacting with city employees, what would be your level of satisfaction with their Courtesy and Professionalism?				Total	
		Not Satisfied	Somew hat Satisfied	Very Satisfied	Not Sure		
City Areas	West	Count	3	3	24	0	30
		% within City Areas	10.0%	10.0%	80.0%	0.0%	100.0%
	Central	Count	0	6	10	0	16
		% within City Areas	0.0%	37.5%	62.5%	0.0%	100.0%
	Low er Valley	Count	3	8	16	0	27
		% within City Areas	11.1%	29.6%	59.3%	0.0%	100.0%
	Northeast	Count	5	5	15	1	26
		% within City Areas	19.2%	19.2%	57.7%	3.8%	100.0%
	East	Count	11	12	25	0	48
		% within City Areas	22.9%	25.0%	52.1%	0.0%	100.0%
	Total	Count	22	34	90	1	147
		% within City Areas	15.0%	23.1%	61.2%	.7%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	17.012 <sup>a</sup>	12	.149
N of Valid Cases	147		

a. 10 cells (50.0%) have expected count less than 5.

The minimum expected count is .11.

**City Areas \* Q23a2. After interacting with city employees, what would be your level of satisfaction with their Willingness to Help/Assist?**

		Q23a2. After interacting with city employees, what would be your level of satisfaction with their Willingness to Help/Assist?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
City Areas	West	Count	3	5	22	0	30
		% within City Areas	10.0%	16.7%	73.3%	0.0%	100.0%
	Central	Count	2	4	11	0	17
		% within City Areas	11.8%	23.5%	64.7%	0.0%	100.0%
	Lower Valley	Count	3	10	14	0	27
		% within City Areas	11.1%	37.0%	51.9%	0.0%	100.0%
	Northeast	Count	7	3	17	0	27
		% within City Areas	25.9%	11.1%	63.0%	0.0%	100.0%
	East	Count	12	8	28	0	48
		% within City Areas	25.0%	16.7%	58.3%	0.0%	100.0%
	Total	Count	27	30	92	0	149
		% within City Areas	18.1%	20.1%	61.7%	0.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.052 <sup>a</sup>	8	.199
N of Valid Cases	149		

a. 4 cells (26.7%) have expected count less than 5.  
The minimum expected count is 3.08.

**City Areas \* Q23a3. After interacting with city employees, what would be your level of satisfaction with their Knowledge?**

		Q23a3. After interacting with city employees, what would be your level of satisfaction with their Knowledge?				Total	
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure		
City Areas	West	Count	4	6	21	0	31
		% within City Areas	12.9%	19.4%	67.7%	0.0%	100.0%
	Central	Count	0	10	7	0	17
		% within City Areas	0.0%	58.8%	41.2%	0.0%	100.0%
	Lower Valley	Count	3	10	14	0	27
		% within City Areas	11.1%	37.0%	51.9%	0.0%	100.0%
	Northeast	Count	5	8	15	0	28
		% within City Areas	17.9%	28.6%	53.6%	0.0%	100.0%
	East	Count	13	10	24	0	47
		% within City Areas	27.7%	21.3%	51.1%	0.0%	100.0%
	Total	Count	25	44	81	0	150
		% within City Areas	16.7%	29.3%	54.0%	0.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.413 <sup>a</sup>	8	.037
N of Valid Cases	150		

a. 4 cells (26.7%) have expected count less than 5.  
The minimum expected count is 2.83.

**City Areas \* Q23a4. After interacting with city employees, what would be your level of satisfaction with their Quickness Resolving Issues?**

		Q23a4. After interacting with city employees, what would be your level of satisfaction with their Quickness Resolving Issues?				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
West	Count	7	5	19	0	31
	% within City Areas	22.6%	16.1%	61.3%	0.0%	100.0%
Central	Count	1	8	8	0	17
	% within City Areas	5.9%	47.1%	47.1%	0.0%	100.0%
Lower Valley	Count	4	18	5	0	27
	% within City Areas	14.8%	66.7%	18.5%	0.0%	100.0%
Northeast	Count	8	4	15	0	27
	% within City Areas	29.6%	14.8%	55.6%	0.0%	100.0%
East	Count	14	12	21	0	47
	% within City Areas	29.8%	25.5%	44.7%	0.0%	100.0%
Total	Count	34	47	68	0	149
	% within City Areas	22.8%	31.5%	45.6%	0.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	28.185 <sup>a</sup>	8	.000
N of Valid Cases	149		

a. 1 cells (6.7%) have expected count less than 5.  
The minimum expected count is 3.88.

**City Areas \* Q23a5. After interacting with city employees, what would be your level of satisfaction with Your Overall Experience**

		Q23a5. After interacting with city employees, what would be your level of satisfaction with Your Overall Experience				Total
		Not Satisfied	Somewhat Satisfied	Very Satisfied	Not Sure	
West	Count	5	3	22	0	30
	% within City Areas	16.7%	10.0%	73.3%	0.0%	100.0%
Central	Count	0	7	8	0	15
	% within City Areas	0.0%	46.7%	53.3%	0.0%	100.0%
Lower Valley	Count	4	11	13	0	28
	% within City Areas	14.3%	39.3%	46.4%	0.0%	100.0%
Northeast	Count	7	4	15	0	26
	% within City Areas	26.9%	15.4%	57.7%	0.0%	100.0%
East	Count	12	12	23	0	47
	% within City Areas	25.5%	25.5%	48.9%	0.0%	100.0%
Total	Count	28	37	81	0	146
	% within City Areas	19.2%	25.3%	55.5%	0.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.307 <sup>a</sup>	8	.038
N of Valid Cases	146		

a. 3 cells (20.0%) have expected count less than 5.  
The minimum expected count is 2.88.

**City Areas \* Q24a. How successful do you think the City is when communicating with its citizens about Infrastructure Projects?**

		Q24a. How successful do you think the City is when communicating with its citizens about Infrastructure Projects?				Total	
		Not Successful	Somew hat Successful	Very Successful	Not Sure		
City Areas	West	Count	57	76	27	10	170
		% within City Areas	33.5%	44.7%	15.9%	5.9%	100.0%
	Central	Count	25	62	42	13	142
		% within City Areas	17.6%	43.7%	29.6%	9.2%	100.0%
	Low er Valley	Count	43	93	34	13	183
		% within City Areas	23.5%	50.8%	18.6%	7.1%	100.0%
	Northeast	Count	62	76	33	18	189
		% within City Areas	32.8%	40.2%	17.5%	9.5%	100.0%
	East	Count	104	163	54	17	338
		% within City Areas	30.8%	48.2%	16.0%	5.0%	100.0%
	Total	Count	291	470	190	71	1022
		% within City Areas	28.5%	46.0%	18.6%	6.9%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	29.913 <sup>a</sup>	12	.003
N of Valid Cases	1022		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 9.86.

**City Areas \* Q24b. How successful do you think the City is when communicating with its citizens about City Sponsored Programs?**

		Q24b. How successful do you think the City is when communicating with its citizens about City Sponsored Programs?				Total	
		Not Successful	Somew hat Successful	Very Successful	Not Sure		
City Areas	West	Count	45	75	42	10	172
		% within City Areas	26.2%	43.6%	24.4%	5.8%	100.0%
	Central	Count	21	60	51	11	143
		% within City Areas	14.7%	42.0%	35.7%	7.7%	100.0%
	Low er Valley	Count	32	82	54	15	183
		% within City Areas	17.5%	44.8%	29.5%	8.2%	100.0%
	Northeast	Count	40	81	55	13	189
		% within City Areas	21.2%	42.9%	29.1%	6.9%	100.0%
	East	Count	91	156	68	23	338
		% within City Areas	26.9%	46.2%	20.1%	6.8%	100.0%
	Total	Count	229	454	270	72	1025
		% within City Areas	22.3%	44.3%	26.3%	7.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	22.666 <sup>a</sup>	12	.031
N of Valid Cases	1025		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 10.04.

**City Areas \* Q24c. How successful do you think the City is when communicating with its citizens about City Regulations, Policies & Ordinances?**

		Q24c. How successful do you think the City is when communicating with its citizens about City Regulations, Policies & Ordinances?				Total	
		Not Successful	Somew hat Successful	Very Successful	Not Sure		
City Areas	West	Count	54	70	25	22	171
		% within City Areas	31.6%	40.9%	14.6%	12.9%	100.0%
	Central	Count	32	57	43	11	143
		% within City Areas	22.4%	39.9%	30.1%	7.7%	100.0%
	Low er Valley	Count	33	83	45	22	183
		% within City Areas	18.0%	45.4%	24.6%	12.0%	100.0%
	Northeast	Count	51	75	44	19	189
		% within City Areas	27.0%	39.7%	23.3%	10.1%	100.0%
	East	Count	93	151	65	29	338
		% within City Areas	27.5%	44.7%	19.2%	8.6%	100.0%
	Total	Count	263	436	222	103	1024
		% within City Areas	25.7%	42.6%	21.7%	10.1%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	23.087 <sup>a</sup>	12	.027
N of Valid Cases	1024		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 14.38.

**City Areas \* Q24d. How successful do you think the City is when communicating with its citizens about Changes in Utility Rates?**

		Q24d. How successful do you think the City is when communicating with its citizens about Changes in Utility Rates?				Total	
		Not Successful	Somew hat Successful	Very Successful	Not Sure		
City Areas	West	Count	60	63	42	7	172
		% within City Areas	34.9%	36.6%	24.4%	4.1%	100.0%
	Central	Count	29	66	38	9	142
		% within City Areas	20.4%	46.5%	26.8%	6.3%	100.0%
	Low er Valley	Count	49	79	40	14	182
		% within City Areas	26.9%	43.4%	22.0%	7.7%	100.0%
	Northeast	Count	50	77	47	15	189
		% within City Areas	26.5%	40.7%	24.9%	7.9%	100.0%
	East	Count	94	156	71	18	339
		% within City Areas	27.7%	46.0%	20.9%	5.3%	100.0%
	Total	Count	282	441	238	63	1024
		% within City Areas	27.5%	43.1%	23.2%	6.2%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.318 <sup>a</sup>	12	.281
N of Valid Cases	1024		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 8.74.

**City Areas \* Q24e. How successful do you think the City is when communicating with its citizens about Sustainability Programs?**

		Q24e. How successful do you think the City is when communicating with its citizens about Sustainability Programs?				Total	
		Not Successful	Somew hat Successful	Very Successful	Not Sure		
City Areas	West	Count	46	62	48	14	170
		% within City Areas	27.1%	36.5%	28.2%	8.2%	100.0%
	Central	Count	35	61	38	8	142
		% within City Areas	24.6%	43.0%	26.8%	5.6%	100.0%
	Low er Valley	Count	36	82	53	12	183
		% within City Areas	19.7%	44.8%	29.0%	6.6%	100.0%
	Northeast	Count	43	87	50	9	189
		% within City Areas	22.8%	46.0%	26.5%	4.8%	100.0%
	East	Count	77	164	75	22	338
		% within City Areas	22.8%	48.5%	22.2%	6.5%	100.0%
	Total	Count	237	456	264	65	1022
		% within City Areas	23.2%	44.6%	25.8%	6.4%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.827 <sup>a</sup>	12	.544
N of Valid Cases	1022		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 9.03.

**City Areas \* Q24f. How successful do you think the City is when communicating with its citizens about the Baseball Stadium?**

		Q24f. How successful do you think the City is when communicating with its citizens about the Baseball Stadium?				Total	
		Not Successful	Somew hat Successful	Very Successful	Not Sure		
City Areas	West	Count	57	42	61	11	171
		% within City Areas	33.3%	24.6%	35.7%	6.4%	100.0%
	Central	Count	33	37	66	7	143
		% within City Areas	23.1%	25.9%	46.2%	4.9%	100.0%
	Low er Valley	Count	52	59	63	9	183
		% within City Areas	28.4%	32.2%	34.4%	4.9%	100.0%
	Northeast	Count	66	51	59	15	191
		% within City Areas	34.6%	26.7%	30.9%	7.9%	100.0%
	East	Count	86	106	141	7	340
		% within City Areas	25.3%	31.2%	41.5%	2.1%	100.0%
	Total	Count	294	295	390	49	1028
		% within City Areas	28.6%	28.7%	37.9%	4.8%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	26.793 <sup>a</sup>	12	.008
Likelihood Ratio	27.455	12	.007
Linear-by-Linear Assoc	.064	1	.800
N of Valid Cases	1028		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 6.82.

**City Areas \* Q24g. How successful do you think the City is when communicating with its citizens about Quality of Life Bond Projects?**

		Q24g. How successful do you think the City is when communicating with its citizens about Quality of Life Bond Projects?				Total	
		Not Successful	Somew hat Successful	Very Successful	Not Sure		
City Areas	West	Count	44	59	49	18	170
		% within City Areas	25.9%	34.7%	28.8%	10.6%	100.0%
	Central	Count	27	57	43	13	140
		% within City Areas	19.3%	40.7%	30.7%	9.3%	100.0%
	Low er Valley	Count	39	68	54	23	184
		% within City Areas	21.2%	37.0%	29.3%	12.5%	100.0%
	Northeast	Count	44	89	37	20	190
		% within City Areas	23.2%	46.8%	19.5%	10.5%	100.0%
	East	Count	72	154	88	25	339
		% within City Areas	21.2%	45.4%	26.0%	7.4%	100.0%
	Total	Count	226	427	271	99	1023
		% within City Areas	22.1%	41.7%	26.5%	9.7%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.338 <sup>a</sup>	12	.176
N of Valid Cases	1023		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 13.55.

**City Areas \* Q24h. In general, how successful do you think the City is when communicating with its citizens?**

		Q24h. In general, how successful do you think the City is when communicating with its citizens?				Total	
		Not Successful	Somew hat Successful	Very Successful	Not Sure		
City Areas	West	Count	39	103	27	2	171
		% within City Areas	22.8%	60.2%	15.8%	1.2%	100.0%
	Central	Count	26	81	32	3	142
		% within City Areas	18.3%	57.0%	22.5%	2.1%	100.0%
	Low er Valley	Count	35	96	40	12	183
		% within City Areas	19.1%	52.5%	21.9%	6.6%	100.0%
	Northeast	Count	43	112	26	8	189
		% within City Areas	22.8%	59.3%	13.8%	4.2%	100.0%
	East	Count	60	224	42	13	339
		% within City Areas	17.7%	66.1%	12.4%	3.8%	100.0%
	Total	Count	203	616	167	38	1024
		% within City Areas	19.8%	60.2%	16.3%	3.7%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	25.507 <sup>a</sup>	12	.013
N of Valid Cases	1024		

a. 0 cells (0.0%) have expected count less than 5.  
The minimum expected count is 5.27.

**City Areas \* Q25. Do you think the City provides adequate opportunities to its citizens to be involved in local government?**

		Q25. Do you think the City provides adequate opportunities to its citizens to		Total	
		Yes	No		
City Areas	West	Count	68	102	170
		% within City Areas	40.0%	60.0%	100.0%
	Central	Count	63	79	142
		% within City Areas	44.4%	55.6%	100.0%
	Low er Valley	Count	80	101	181
		% within City Areas	44.2%	55.8%	100.0%
	Northeast	Count	85	103	188
		% within City Areas	45.2%	54.8%	100.0%
	East	Count	147	191	338
		% within City Areas	43.5%	56.5%	100.0%
	Total	Count	443	576	1019
		% within City Areas	43.5%	56.5%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.151 <sup>a</sup>	4	.886
N of Valid Cases	1019		

a. 0 cells (.0%) have expected count less than 5.

The minimum expected count is 61.73.

**City Areas \* Q27. Are you currently involved in a neighborhood association?**

		Q27. Are you currently involved in a neighborhood association?		Total	
		Yes	No		
City Areas	West	Count	14	157	171
		% within City Areas	8.2%	91.8%	100.0%
	Central	Count	10	132	142
		% within City Areas	7.0%	93.0%	100.0%
	Low er Valley	Count	16	167	183
		% within City Areas	8.7%	91.3%	100.0%
	Northeast	Count	15	175	190
		% within City Areas	7.9%	92.1%	100.0%
	East	Count	25	314	339
		% within City Areas	7.4%	92.6%	100.0%
	Total	Count	80	945	1025
		% within City Areas	7.8%	92.2%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.463 <sup>a</sup>	4	.977
N of Valid Cases	1025		

a. 0 cells (.0%) have expected count less than 5.

The minimum expected count is 11.08.