



City of Tacoma

Community Survey – Key Findings

Presented by **MDB Insight**





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Executive Summary

Overall Quality of Life and Satisfaction

Overall, the community has a positive impression of Tacoma’s quality of life; with 76% indicating it is “excellent” or “good” (23% and 53%, respectively). Moreover, 84% are either somewhat satisfied (58%) or very satisfied (26%) with Tacoma’s municipal services.

Regarding Public safety and enforcement, residents are most satisfied with emergency medical services provided by Tacoma Fire Department and fire responses and suppression (82%each). Based on statistical analysis, priorities that are most likely to have a strong impact on resident satisfaction are improvements to code enforcement and parking enforcement.

Local parks, electric power, and drinking water had highest levels of satisfaction (92%, 91%, and 85%) for people’s impressions of For services associated with infrastructure, parks, and public works,. In fact, over 75% of services in this category had over 70% satisfaction. Key priority areas for improvement emergent from statistical analysis include street repair, traffic signal performance and timing, walking infrastructure, and street lighting.

Finally, regarding other municipal services such as libraries, arts & culture, customer service, and economic development services, the community is most satisfied with public libraries, public art, and city events, while areas of high statistical importance for improvement are permitting services and economic and business development services.



Executive Summary

Quality of Life and Community

Overall, 60% of residents are optimistic about quality of life improving within the next five years, compared to 20% who expect it to decline. Top issues that people of Tacoma identify as being important in the next five years are homelessness (19%), overcrowding (17%), and infrastructure (14%). Key solutions for homelessness include more affordable housing, and programs for the homeless; for overcrowding solutions include infrastructure improvements and more housing. Finally, for infrastructure, key solutions include concentrating on fixing infrastructure and better or more public transportation.

The majority of Tacoma's residents feel safe in Tacoma (85%), with 54% feeling somewhat safe and 31% feeling very safe. Black residents are more than twice as likely to feel "not very safe" in Tacoma (29%), compared to 10% of white residents and 4% of Hispanic residents. In total, 27% of residents or members of their households were victims of a crime within the past 12 months, of which 23% did not report the crime. Most commonly, people do not report crimes because they see it as a waste of time or that nothing would be done.

Municipal Confidence and Participation

In Tacoma, 54% of residents indicate their confidence in municipal government is good or excellent (10% and 44%, respectively). City-run events attract the largest amount of participation, at 70% people attending within the last year, while more than half of Tacoma residents have never attended a City meeting (57%) or reported a complaint or problem in a service to the City (54%).



Executive Summary

People currently access information from the City most commonly via online, social media, traditional mail, and email. Meanwhile, the same four items are in listed as people’s preferred access to information. Notably, despite 20% of respondents indicating they already receive information from the City by email, an additional 14% appear to be interested in getting it in the future, suggesting a possible awareness gap about existing services.

Social and Environmental Issues

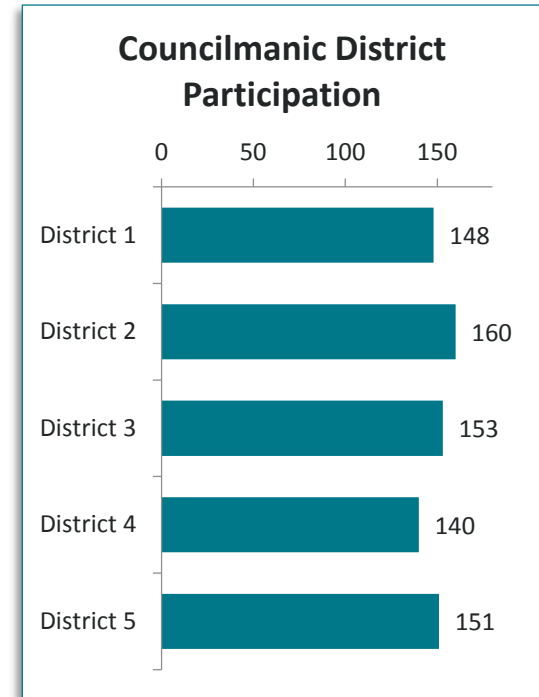
Overall, 60% of residents are satisfied with Tacoma’s social services. More specifically, people are most satisfied with access to healthy, affordable food (75%) and workforce development services (59%). Through statistical tests, the social service areas that are most likely to increase community satisfaction are the amount of homelessness services, mental health services, and drug use services.

The majority of community members agree that street, trail, and other infrastructure projects have enhanced their neighborhoods (60%), and agree that they regularly use reusable bags at stores when shopping (77%). Out of ten key indicators about sustainability, only two garnered fewer than 70% satisfaction, the ease of bus travel and the ease of bicycle travel (58% , each). When looked at via statistical analysis, the three most important environmental considerations include both of the above, but also include the reservation of the quality of the natural environment.



Methodology

- A community satisfaction survey was conducted via telephone with residents of Tacoma, WA, between January 10th and 29th, 2018.
- 752 residents equally across all five Councilmanic Districts were surveyed.
- The survey was random resulting in a 3.6% margin of error, 19 times out of 20.
- To ensure adequate representation of modern demographics, the survey intentionally reached residents via home and cellular phone (42% home phone, 58% cellular phone)
- The person with the most recent birthday in the household was asked to participate in the survey, to ensure respondents were random within each household.
- The results were weighted by age, gender, race and Councilmanic district based on Census 2010 data. (See methodology appendix)
- 15 people responded to the survey in a language other than English.
- Measures of significance are based on a 0.95 confidence interval (pink shading in tables for Councilmanic Districts).



Example	Total	District 1	District 2	District 3	District 4	District 5
Variable x	84.10%	89.8%	88.3%	83.6%	82.7%	75.3%

Measuring the Priorities of the Community



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

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

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

The Community Priorities test is applied in several different portions of the report below, and will be identifiable by having the term “Community Priorities for Improvement” in the header section, as well as a legend that resembles the one demonstrated below.

High Priority
Moderate Priority
Low Priority

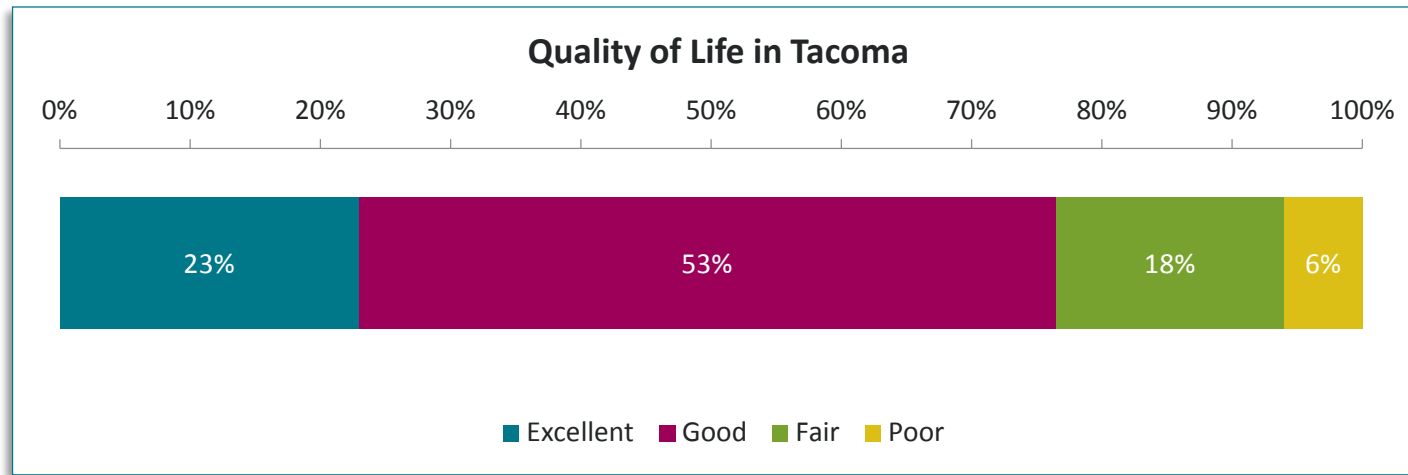
Key Findings

Overall Quality of Life and Satisfaction

Overall Quality of Life



Overall, 76% of Tacoma residents rate its quality of life as good or excellent.



76% rate quality of life as good or excellent

n=752; 0.3% indicated "don't know".

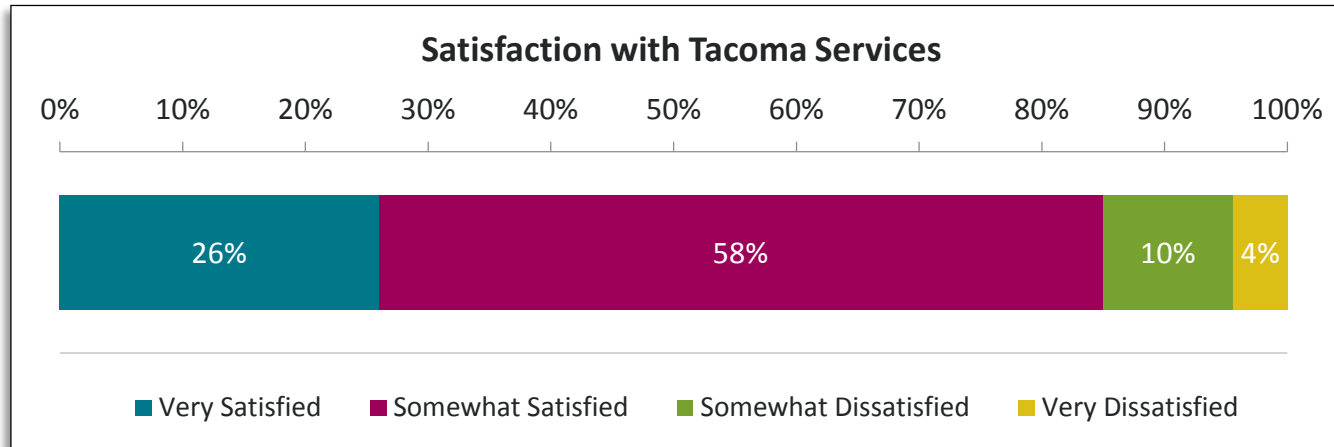
Satisfaction is highest among white residents (79%), compared to black (68%), and Hispanic (50.5%) residents indicating significant variation. Meanwhile females (72%) are less satisfied than males (79%), and the lower the household income, the less likely the resident is to be satisfied.

	Total	District 1	District 2	District 3	District 4	District 5
Excellent/Good	76.2%	84.8%	84.9%	68.5%	78.4%	64.6%



Overall Satisfaction with Municipal Services

84% of Tacoma's residents are satisfied with municipal services, with the majority being somewhat satisfied (56%), followed by very satisfied (26%).



n=752

	Total	District 1	District 2	District 3	District 4	District 5
Very/Somewhat Satisfied	83.6%	89.9%	87.3%	83.4%	80.4%	76.6%

Key Findings

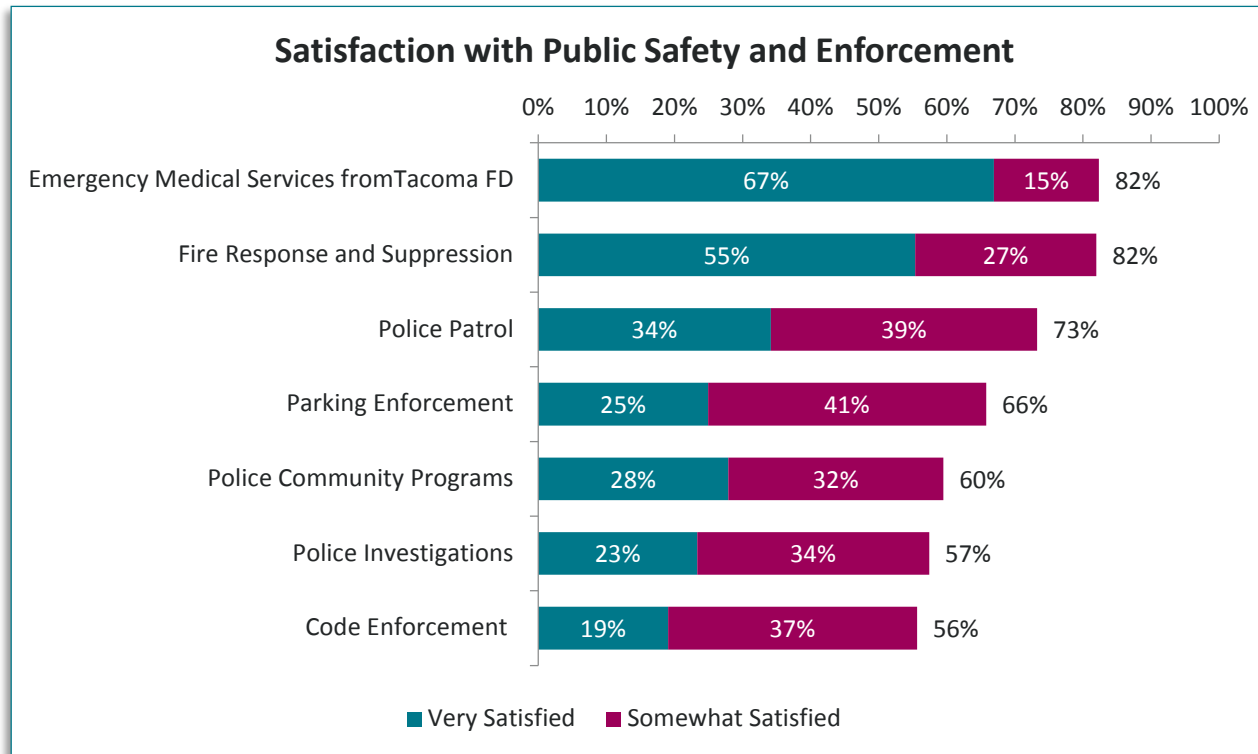
Priorities for Improvement

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

Public Safety and Enforcement



Community members are most satisfied with emergency medical services (82%) and fire response and suppression (82%), and least satisfied with code enforcement (56%), and police investigations (57%).



Statistically significant variation is noted between racial groups for police –related activities. For example, black residents are less likely to be satisfied with police patrols (53%), investigations (37%), and community programs (27%), than white or Hispanic residents (80%, 61%, 61% and 77%, 85%, 88%, respectively).

Community Priorities for Improvement: Public Safety and Enforcement



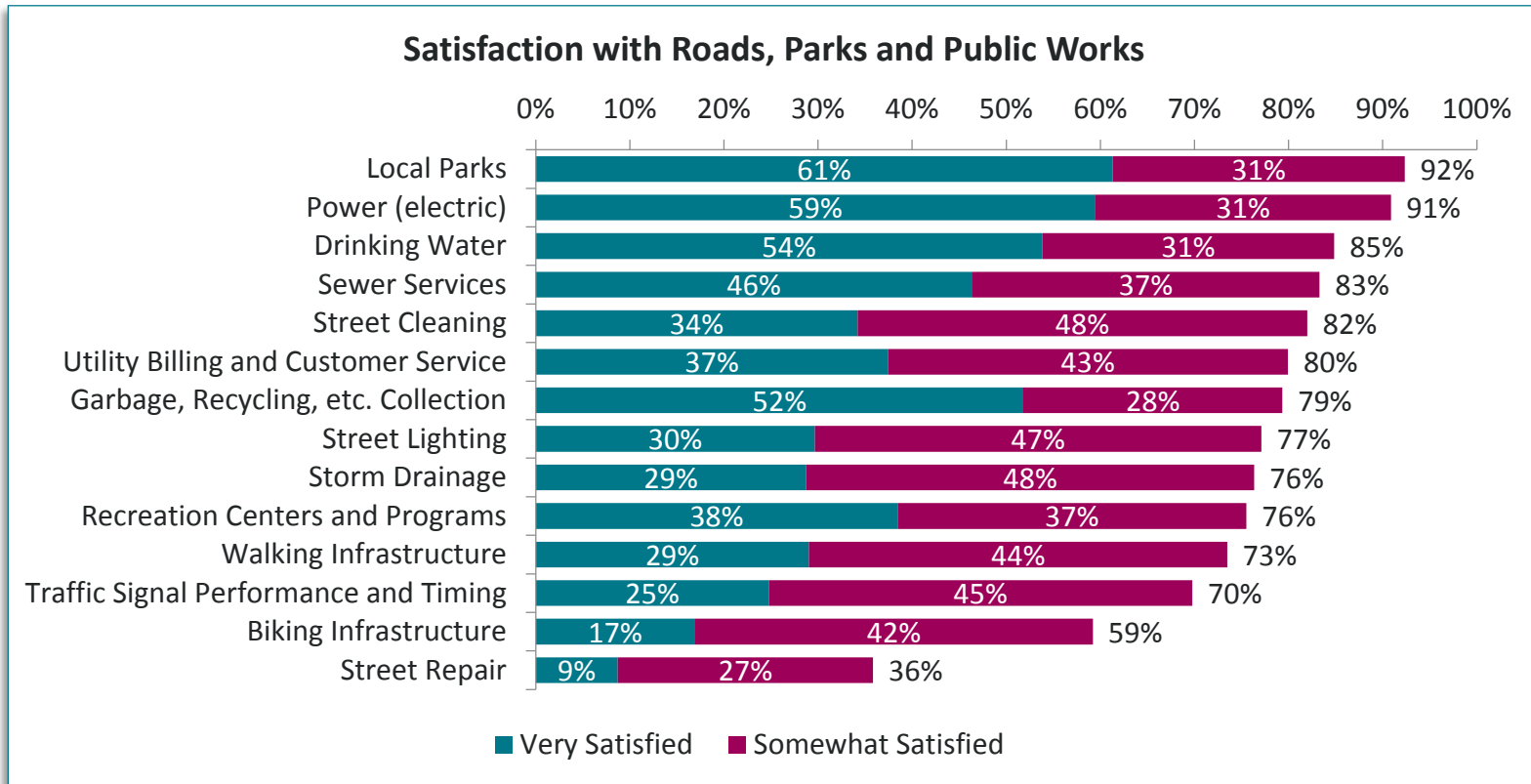
Service Criteria	Importance	Not Satisfied	Ranking
Code Enforcement	8.8	35%	1
Parking Enforcement	8.5	24%	2
Police Investigations	7.6	22%	3
Police Community Programs	7.9	21%	4
Police Patrol	8.0	20%	5
Emergency Medical Services provided by Tacoma Fire Department	7.3	2%	6
Fire Response and Suppression	6.9	1%	7

High Priority
Moderate Priority
Low Priority

Infrastructure, Parks and Public Works



Most services in this category have more than a 70% satisfaction rate, with lowest satisfaction concerning street repair (36%), followed by biking infrastructure (59%)



Community Priorities for Improvement: Infrastructure, Parks and Public Works



Service Criteria	Importance	Not Satisfied	Ranking
Street Repair	8.0	65%	1
Traffic Signal Performance and Timing	7.1	30%	2
Walking Infrastructure	7.8	23%	3
Street Lighting	8.1	21%	4
Storm Drainage	7.9	21%	5
Biking Infrastructure	7.8	21%	6
Utility Billing and Customer Service	8.8	17%	7
Garbage, Recycling, Yard and Food Waste Collection	8.0	18%	8
Street Cleaning	7.9	15%	9
Drinking Water	7.5	11%	10
Sewer Services	8.2	10%	11
Recreation Centers and Programs	7.6	10%	12
Power (electric)	8.6	7%	13
Local Parks	7.9	5%	14

High Priority
Moderate Priority
Low Priority

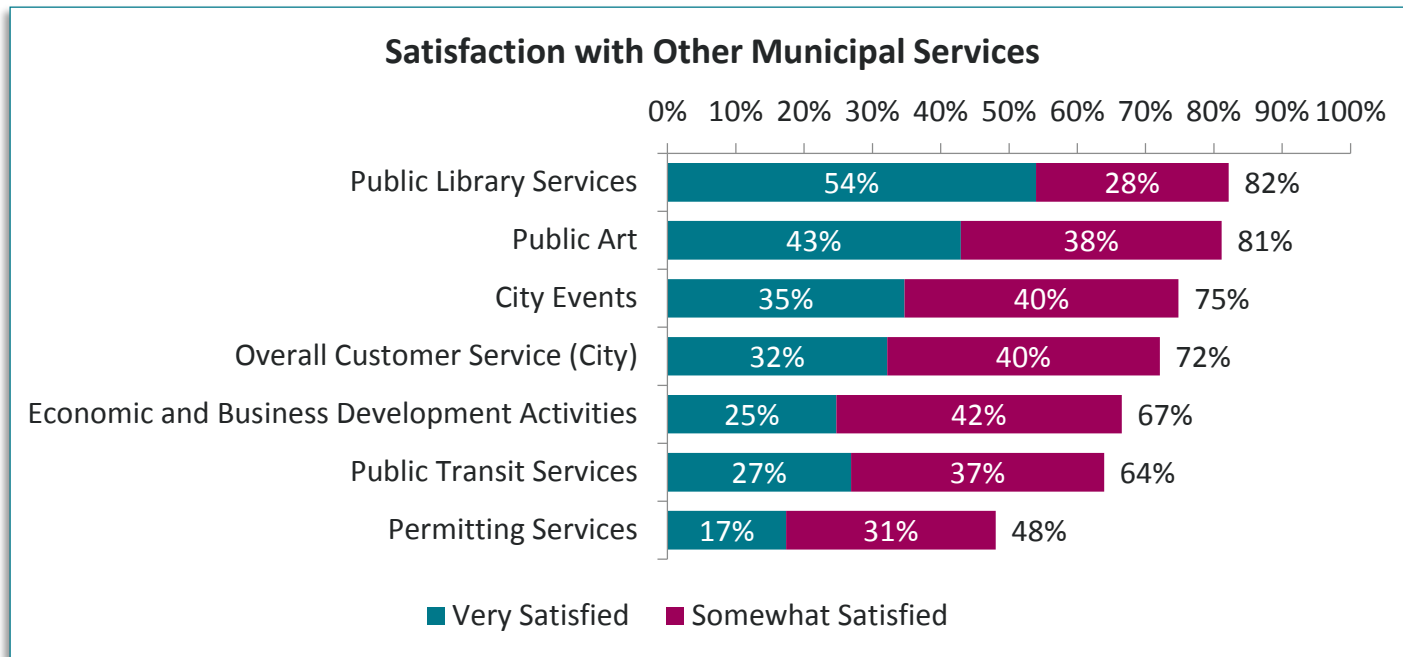


Q2. And how would you rate your overall satisfaction with the services provided by the City of Tacoma, would you say you are...? Q3. Now we would like to get your opinion on various City services. Thinking about your satisfaction with < randomize by category and insert service>, would you say you are...?

Other Municipal Services and Considerations



Over 70% of residents are satisfied with public library, public art, City events, and overall customer service of the City, while permitting services had lowest overall satisfaction (48%).



n =752

Community Priorities for Improvement: Other Municipal Services



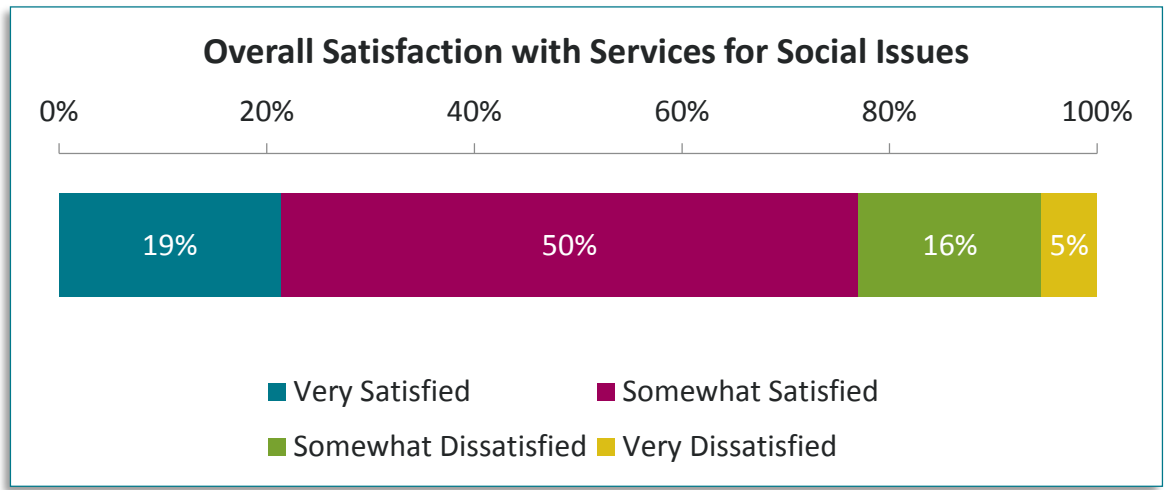
Service Criteria	Importance	Not Satisfied	Ranking
Permitting Services	8.2	22%	1
Economic and Business Development Activities	7.9	21%	2
Public Transit Services	6.3	22%	3
Overall Customer Service at the City of Tacoma	9.0	13%	4
City Events	7.1	11%	5
Public Art	7.1	8%	6
Public Library Services	6.9	7%	7

High Priority
Moderate Priority
Low Priority

Overall Satisfaction on Social Issues

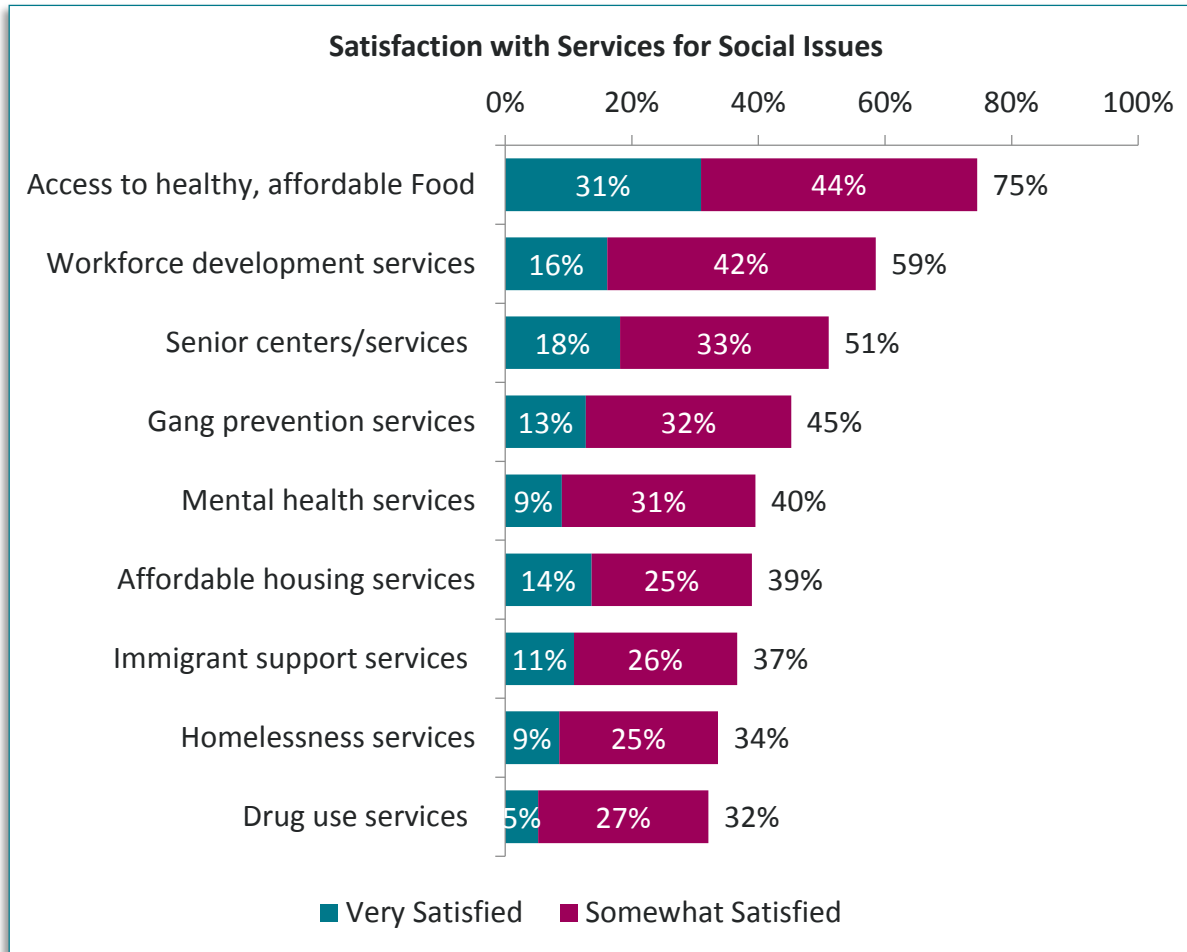


Overall, 69% of Tacoma residents are satisfied with the services Tacoma devotes to social issues in the city.



	Total	District 1	District 2	District 3	District 4	District 5
Very / Somewhat Satisfied	68.9%	80.0%	61.9%	71.5%	68.8%	62.4%

Social Issues



The majority of residents are satisfied with access to healthy, affordable food and workforce development services (75% and 59%, respectively), but drug use, homelessness, immigrant support, mental health services, and affordable housing all have satisfaction ratings below 40%.

n=752

Community Priorities for Improvement: Social Issues



Service Criteria	Importance	Not Satisfied	Ranking
Homelessness services	8.1	61%	1
Mental health services	7.4	55%	2
Drug use services	7.2	52%	3
Affordable housing services	6.6	50%	4
Gang prevention services	7.7	35%	5
Immigrant support services	6.9	37%	6
Workforce development services	8.7	23%	7
Senior centers/services	6.0	23%	8
Access to healthy, affordable food	7.4	17%	9

High Priority
Moderate Priority
Low Priority

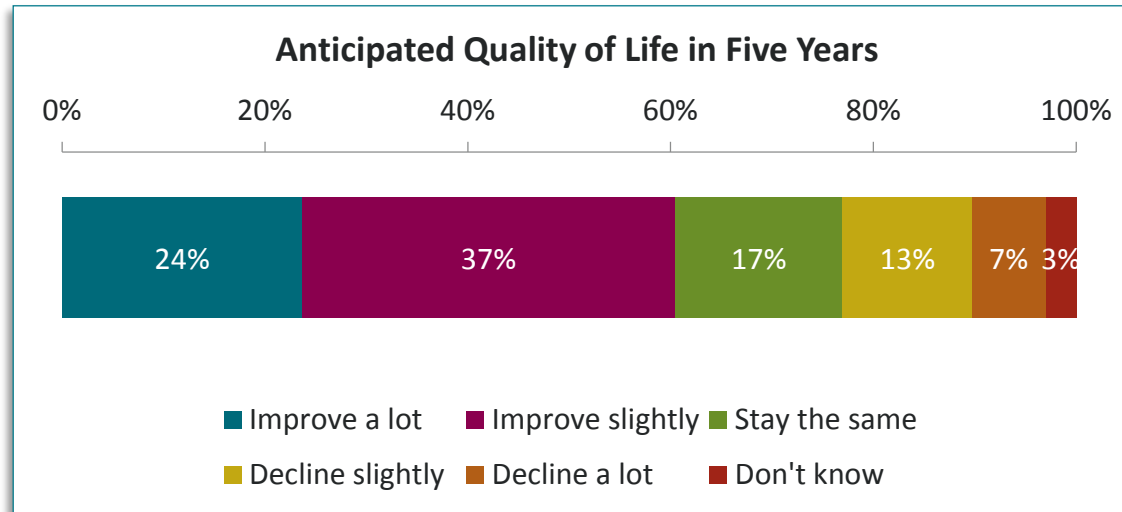
Key Findings

Quality of Life and Community

Quality of Life and Community



Overall, 60% of residents are optimistic about quality of life improving within the next five years, compared to 21% who expect it to decline.



60% of residents expect improvement

Young residents are most likely to expect that quality of life will improve a lot over the next five years at 32% compared to 18% for 35 to 64 year olds, and 19% for people 65 and older.

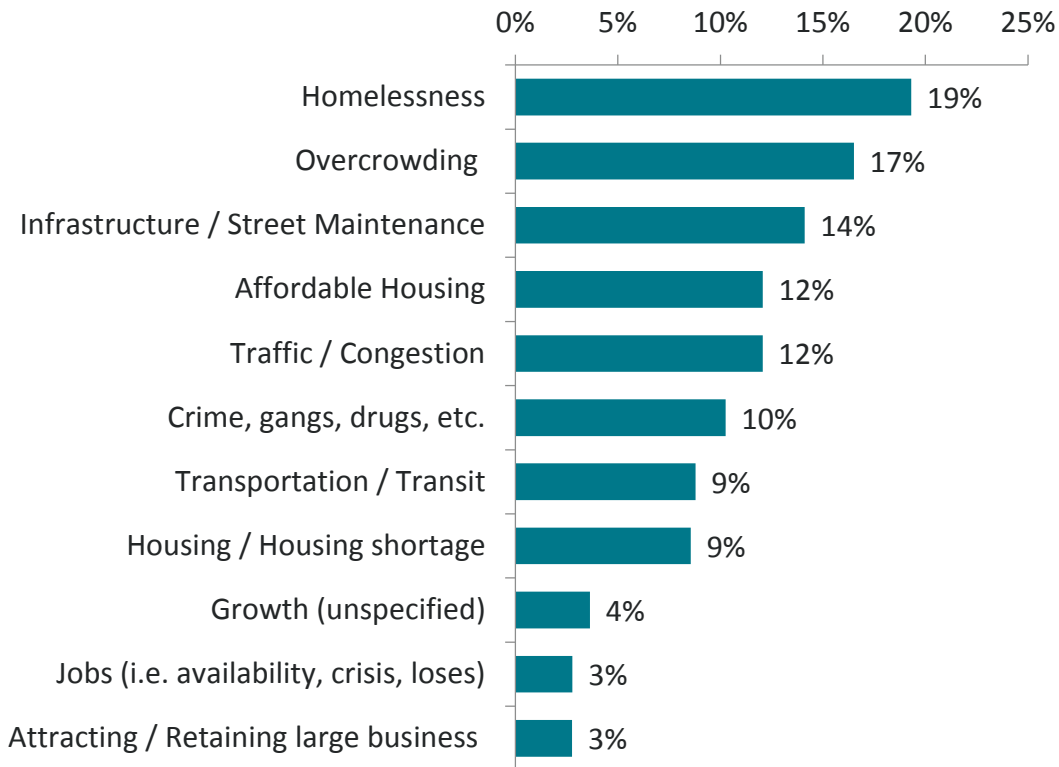
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	Total	District 1	District 2	District 3	District 4	District 5
Decline a lot	7%	7%	7%	4%	4%	15%
Decline slightly	13%	11%	12%	13%	12%	16%
Stay the same	17%	12%	11%	27%	14%	18%
Improve slightly	37%	47%	36%	30%	39%	33%
Improve a lot	24%	21%	31%	24%	28%	15%
Don't Know / No Opinion	3%	2%	4%	2%	3%	3%

Quality of Life and Community



Major Issues Facing Tacoma Over Next 10 Years



Top issues Tacoma residents anticipate within the next 10 years include:

- Homelessness (19%)
- Overcrowding (17%)
- Infrastructure (14%)
- Affordable housing (12%)
- Traffic (12%)

Notably, some items appear interrelated such as homelessness, affordable housing and overcrowding, and infrastructure and traffic

n=752

Note: Only values 3% or greater are shown.

Quality of Life and Community: Top major issues and City's role in addressing them



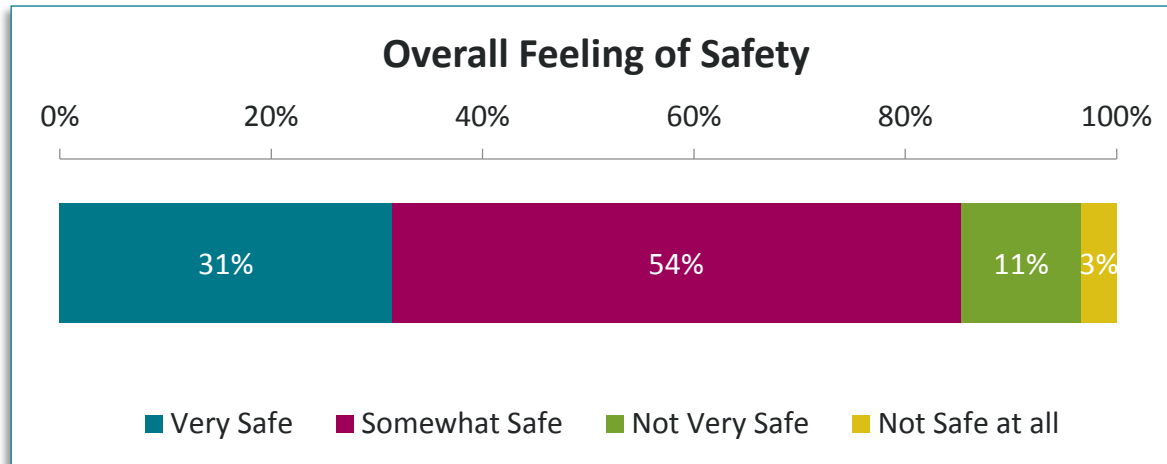
Q6. What is the City's role in addressing this issue?	Q5. What major issue do you think Tacoma will face in next ten years?					
	Homelessness	Overcrowding	Infrastructure / Street Maintenance	Affordable Housing	Traffic / Congestion	Crime, gangs, etc.
Affordable housing	6.7%	4.8%	1.1%	11.9%	2.2%	1.3%
Programs for homeless	15.6%	1.8%	0.9%	6.4%	1.5%	7.5%
Police improvements	7.9%	3.5%	4.3%	1.5%	0.0%	27.6%
More low income housing	2.7%	0.0%	0.0%	12.5%	0.0%	1.9%
Rent control	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%
Plan ahead / Planning	1.1%	0.3%	5.4%	1.5%	3.5%	2.0%
Reduce Taxes	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%
Zoning	0.0%	4.5%	0.0%	9.8%	0.0%	0.0%
Need to take charge / Take care of it	0.4%	0.0%	1.2%	0.3%	0.3%	0.0%
Concentrate on/fix infrastructure	4.9%	15.1%	17.9%	6.8%	9.7%	6.0%
Better / More public transportation	0.2%	5.2%	11.6%	2.5%	35.3%	2.0%
More housing	3.8%	11.7%	4.2%	8.5%	1.9%	1.2%
Crime reduction / Drugs / Gangs / Drug programs	1.3%	0.0%	0.0%	0.0%	0.0%	4.9%
Development (unspecified)	0.0%	4.0%	0.7%	0.0%	0.6%	5.0%
Don't Know / No Opinion	16.5%	16.2%	10.5%	8.8%	32.8%	3.7%

This is a summary of the responses. Percentages do not add to 100% since not all of the responses could be grouped into similar categories.

Crime and Public Safety



Combined, 85% of Tacoma residents feel either very safe (31%) or somewhat safe (54%).



85% feel very safe/somewhat safe

n=752

Black residents are more than twice as likely to feel “not very safe” in Tacoma than other groups at 29% compared to 10% of white residents and 4% of Hispanic residents.

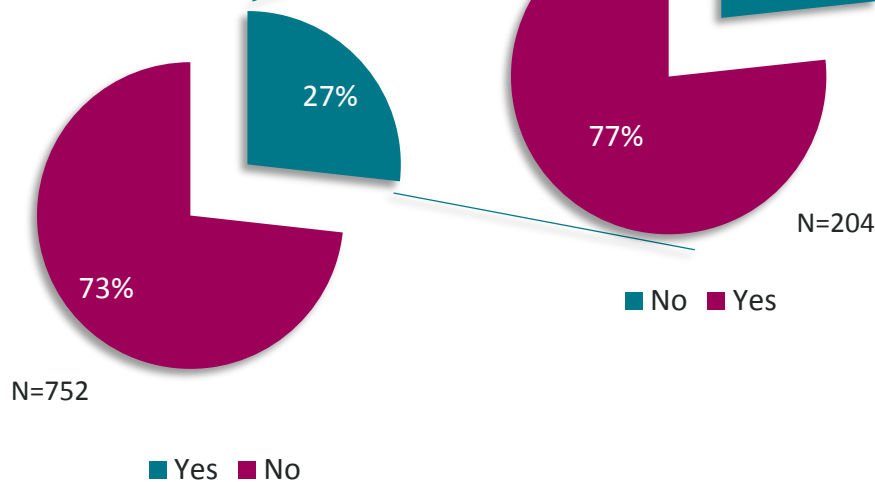
	Total	District 1	District 2	District 3	District 4	District 5
Very/Somewhat Safe	86%	93%	79%	86%	89%	82%
Not Very Safe/Not Safe at All	14%	7%	21%	14%	11%	18%

Crime and Public Safety



Reporting of Crimes

Victims of Crime in Past 12 Months



In Tacoma, 27% of residents or members of their households were victims of a crime within the past 12 months, of which 23% did not report the crime and 77% did report it.

Reasons for Not Reporting A Crime

Waste of time / Nothing would be done / No point	15%
Didn't want to make a big deal / Minor crime / Not worth reporting	13%
No time	6%
Left car unlocked / Don't keep things in car	3%
No barriers/reasons	3%

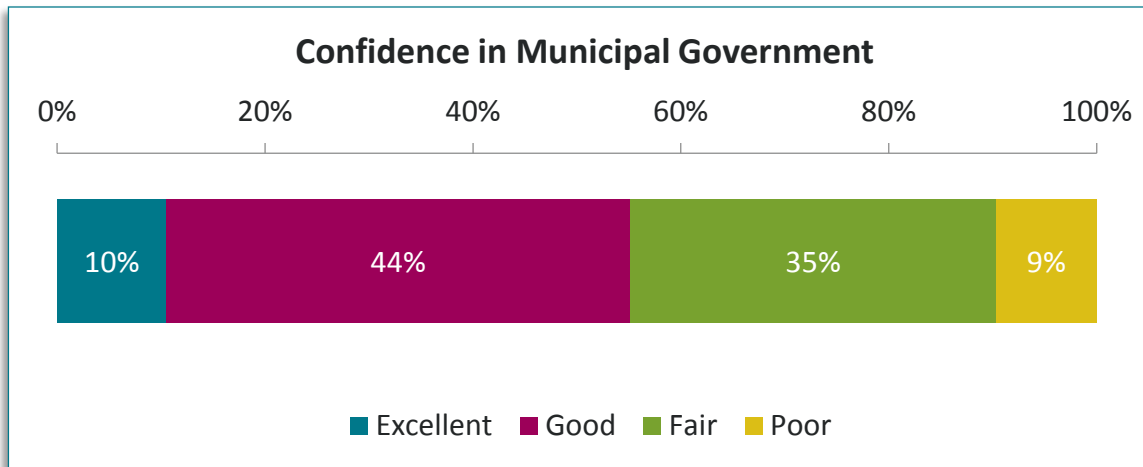
Key Findings

Municipal Confidence and Participation

Government Confidence



56% of residents indicate that their confidence in the Municipal Government is excellent or good.



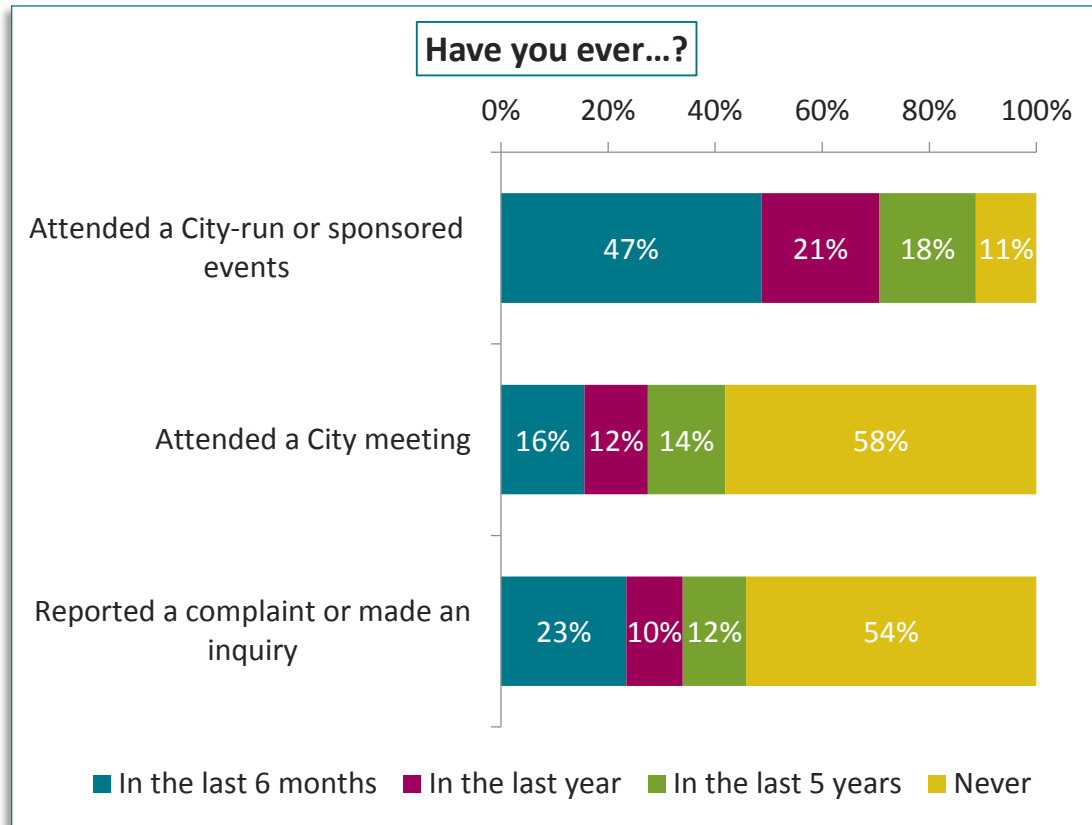
Overall confidence is 54%

n=752

Confidence in the Municipal Government is poorest among black residents (34%) and people that self-identify as two or more races (36%), compared to white and Hispanic residents (60% and 68%, respectively).

	District 1	District 2	District 3	District 4	District 5
Excellent / Good	54%	69%	44%	57%	53%

Participation in Events and Civic Life



69% of residents have attended City-sponsored events within the last year.

28% of Tacoma's residents have attended a City meeting within the last year.

33% of residents have made complaints or inquiries within the last year.

n=752

Those with household incomes of less than \$50,000 per year are less likely to have attended a City-sponsored event or make complaints/inquiries than higher income earners.

Participation in Events and Civic Life



Top five reason for not attending City-sponsored events	Percent
More advertisement / More awareness	14%
No free time	12%
Not interested / Don't like to participate	11%
I work / Work night shift	6%
Too old / If I were younger	5%

Top five reasons for not attending City meetings	Percent
Awareness / Better advertisement	19%
Time / No Time / Need more time	17%
More information	6%
If there was something of interest / Interest	5%
My work schedule	5%

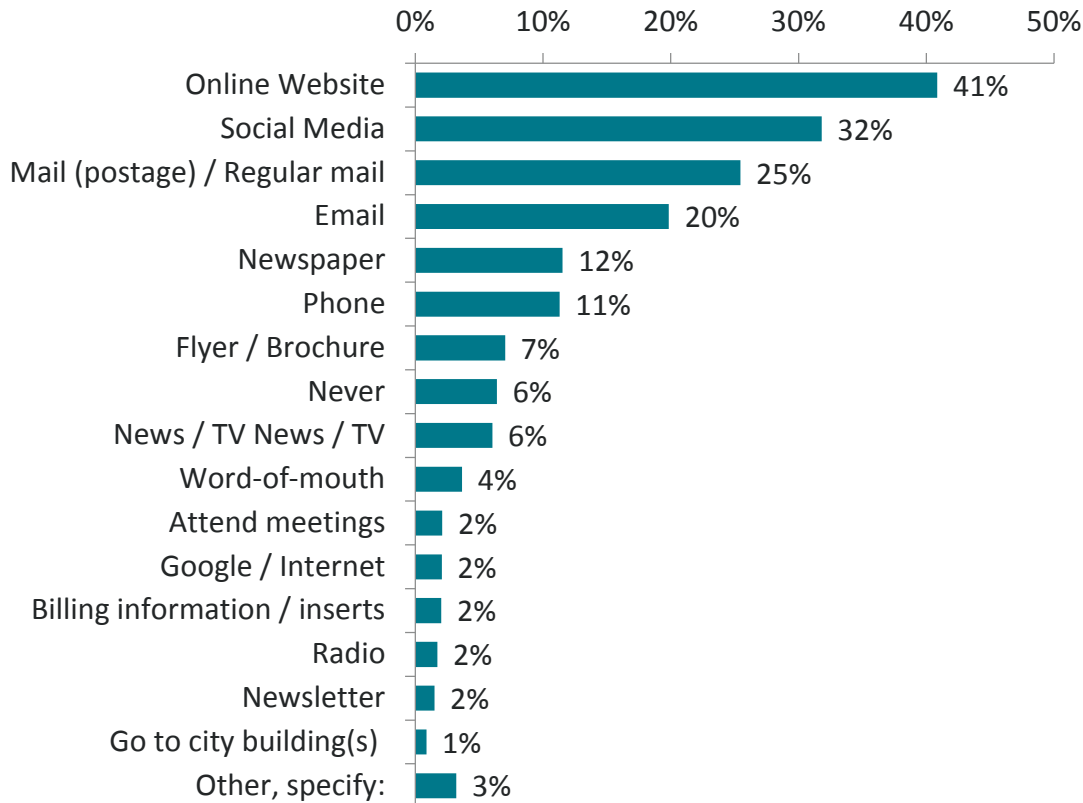
Top five reasons for not making complaints or inquiries	Percent
Didn't know number for call / where to go	13%
Haven't had any complaints	13%
Don't have time / No time	5%
They're not listening	4%
Laziness / Motivation	2%

Q10. Have you attended City-run or sponsored events such as Freedom Fair, community clean-ups, Farmers Markets, Ethnic Fest, or others? Q11. Have you attended a City meeting such as City Council, community meetings, or another City-sponsored public meeting? Have you reported a complaint or made an inquiry about a problem in a service to the City?

Access to Information



Current Access to Information



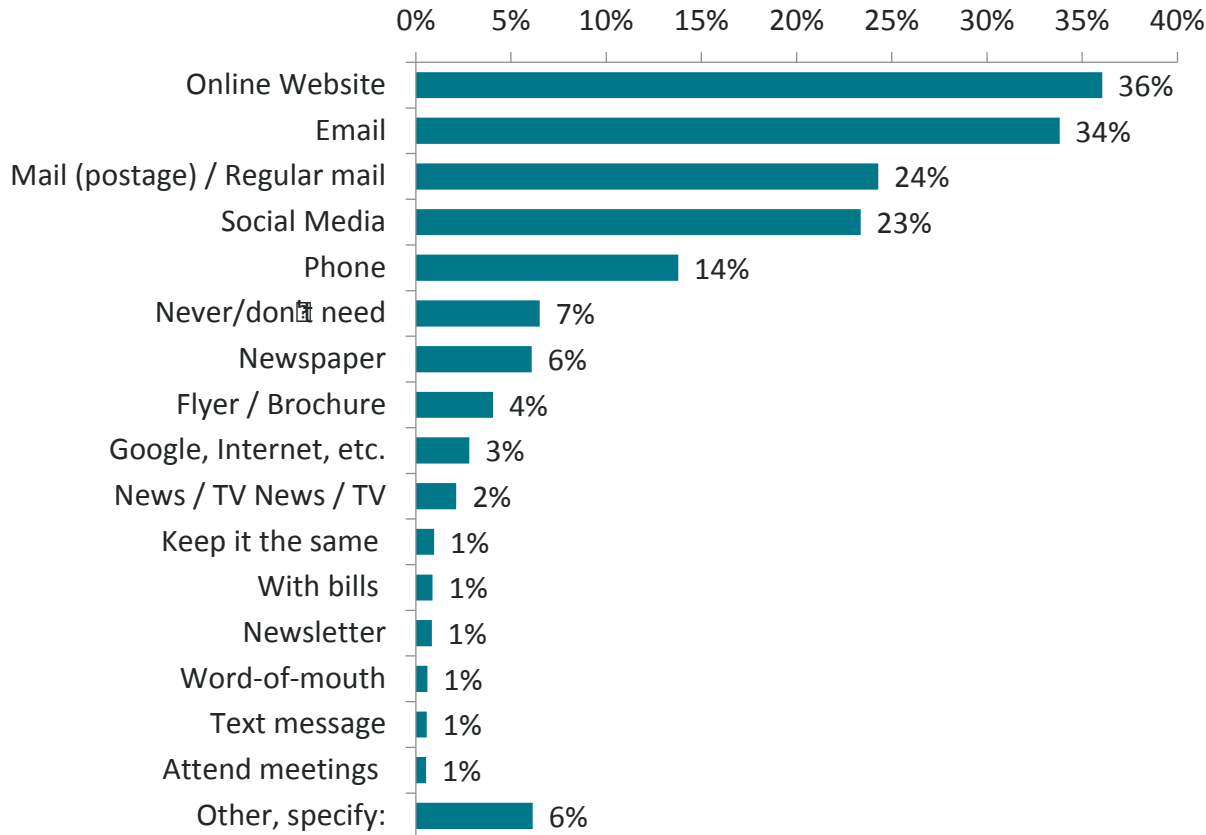
The top ways people currently access information from the City are online (41%), social media (32%), traditional mail (25%), and email (20%).

n=752

Access to Information



Preferred Access to Information



Online is the preferred method for receiving information (36%), followed by email (34%), and traditional mail (24%).

Notably, despite 20% of respondents indicating they already receive information from the City by email, an additional 14% appear to be interested in getting it in the future, suggesting a possible awareness gap about existing services.

n=752

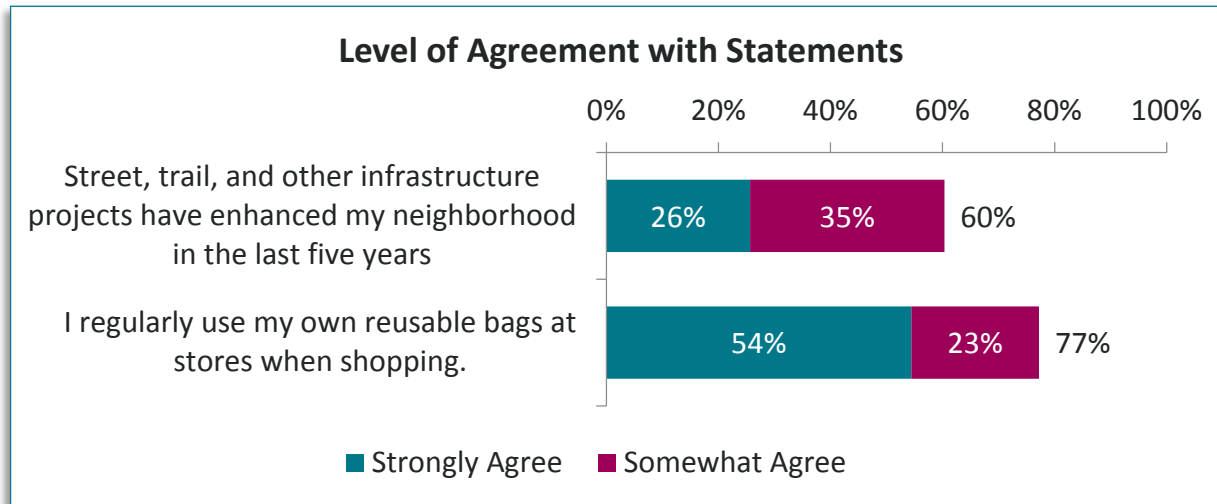
Key Findings

Environment and Sustainability

Level of Agreement



The majority of community members agree that street, trail, and other infrastructure projects have enhanced their neighborhoods (60%), and agree that they regularly use reusable bags at stores when shopping (77%).

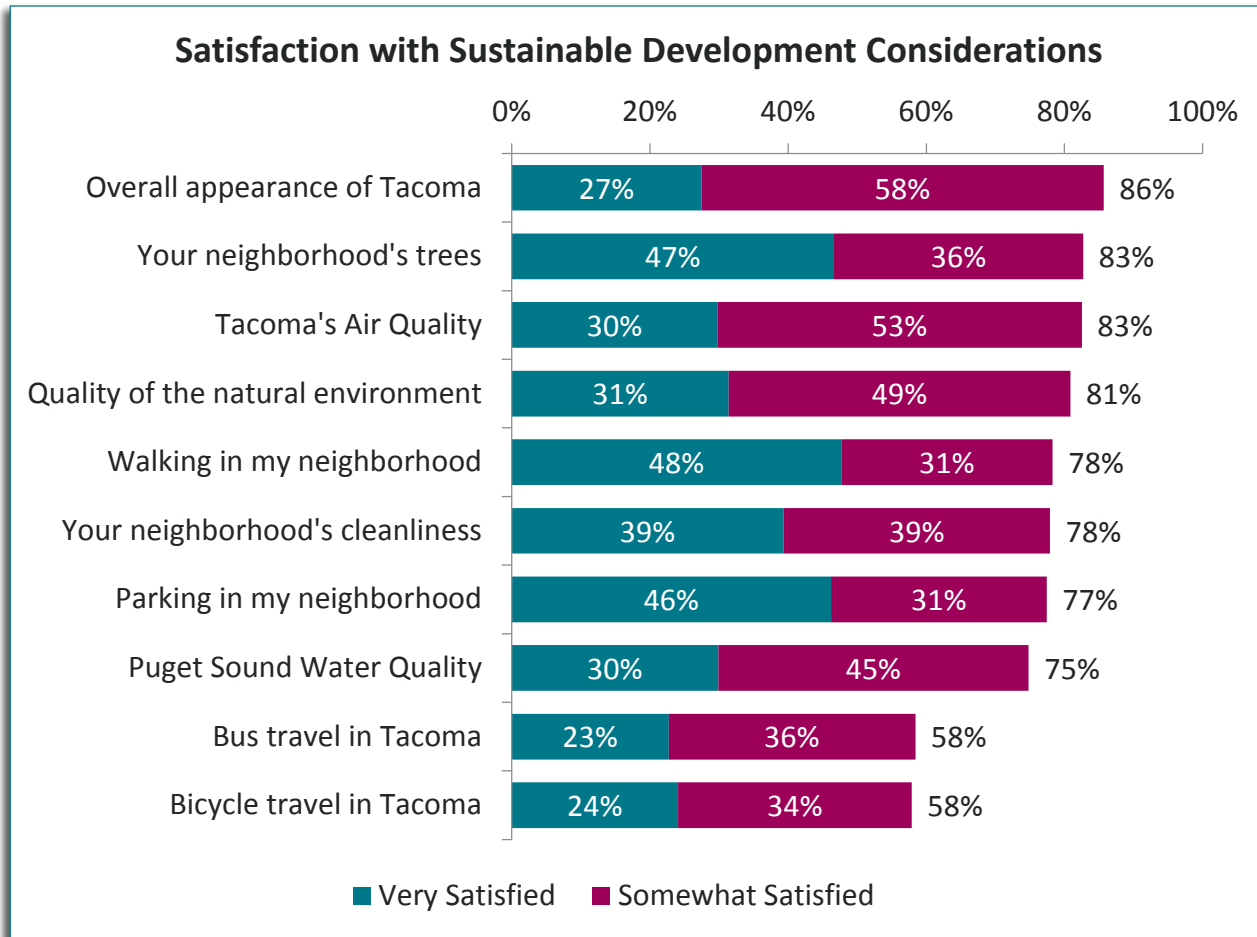


For infrastructure, owners are less likely to be agree than renters (57% to 69% agreement, respectively), while for reusable bags, females are more likely to agree than males (83% to 71%, respectively).

n=752

Strongly Agree/Somewhat Agree	Total	District 1	District 2	District 3	District 4	District 5
Q17A. Street, trail, and other infrastructure projects have enhanced my neighborhood in the last five years	60%	66%	56%	64%	59%	58%
Q17B. Please indicate to what extent you agree or disagree. - I regularly use my own reusable bags at stores when shopping.	77%	86%	57%	84%	85%	74%

Sustainable Development Considerations



Over 70% of residents are satisfied with most environmental considerations in Tacoma, with the lowest satisfaction being associated with bicycle travel (58%) and ease of bus travel (58%).

Community Priorities for Improvement: Environment and Sustainability



Service Criteria	Importance	Not Satisfied	Ranking
The ease of bus travel in Tacoma	7.2	28%	1
Neighborhood cleanliness	8.0	21%	2
The ease of bicycle travel in Tacoma	7.3	23%	3
The ease of walking in my neighborhood	8.1	20%	4
The ease of parking in my neighborhood	7.3	21%	5
Puget Sound Water Quality	7.2	21%	6
Overall appearance of Tacoma	8.6	15%	7
Tacoma's Air Quality	7.7	16%	8
Your neighborhood's trees	7.6	16%	9
The preservation of the quality of the natural environment	6.9	16%	10

High Priority
Moderate Priority
Low Priority

Appendix 1: Councilmanic Profile

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

Public Safety and Enforcement



The figure below demonstrates the Councilmanic District Distribution for Public Safety and Enforcement.

Public Safety and Enforcement – Very/Somewhat satisfied	Total	District 1	District 2	District 3	District 4	District 5
Police Patrol	73%	87%	51%	83%	77%	70%
Police Investigations	57%	62%	40%	67%	57%	63%
Police Community Programs	60%	63%	54%	60%	67%	53%
Fire Response and Suppression	82%	75%	75%	92%	89%	80%
Emergency Medical Services provided by Tacoma Fire Department	82%	88%	68%	92%	88%	78%
Parking Enforcement	66%	80%	63%	71%	57%	58%
Code Enforcement	56%	66%	46%	62%	52%	52%

Infrastructure, Parks and Public Works



Infrastructure, Parks and Public Works - Very/Somewhat satisfied	Total	District 1	District 2	District 3	District 4	District 5
Local Parks	36%	41%	23%	39%	43%	35%
Power (electric)	77%	82%	81%	77%	76%	69%
Drinking Water	70%	73%	65%	67%	74%	70%
Sewer Services	82%	92%	83%	84%	76%	75%
Street Cleaning	79%	71%	83%	83%	91%	68%
Utility Billing and Customer Service	76%	74%	60%	87%	89%	73%
Garbage, Recycling, Yard and Food Waste Collection	83%	90%	75%	89%	77%	85%
Storm Drainage	91%	94%	92%	92%	90%	86%
Street Lighting	85%	94%	85%	85%	77%	83%
Recreation Centers and Programs	80%	86%	73%	90%	79%	71%
Walking Infrastructure	92%	92%	92%	94%	94%	90%
Traffic Signal Performance and Timing	76%	82%	67%	77%	73%	79%
Biking Infrastructure	73%	82%	64%	75%	72%	75%
Street Repair	59%	69%	67%	63%	44%	52%

Other Municipal Services and Considerations



Other Municipal Services - Very/Somewhat satisfied	Total	District 1	District 2	District 3	District 4	District 5
Public Library Services	64%	72%	55%	67%	59%	66%
City Events	82%	86%	77%	76%	90%	83%
Public Art	75%	79%	60%	84%	76%	76%
Overall Customer Service at the City of Tacoma	81%	86%	73%	90%	80%	76%
Economic and Business Development Activities	67%	66%	70%	62%	74%	60%
Public Transit Services	48%	40%	41%	65%	50%	44%
Permitting Services	72%	77%	73%	72%	66%	71%

Social Issues



Very/Somewhat Satisfied	Total	District 1	District 2	District 3	District 4	District 5
Homelessness services	34%	27%	29%	28%	44%	41%
Mental health services	40%	32%	40%	38%	51%	38%
Affordable housing services	39%	31%	39%	40%	35%	49%
Senior centers/services	51%	54%	48%	42%	51%	62%
Healthy, affordable food	75%	82%	72%	77%	67%	73%
Workforce development services	59%	60%	61%	53%	55%	64%
Gang prevention services	45%	54%	42%	35%	44%	51%
Immigrant support services	37%	45%	25%	23%	43%	48%
Drug use services	32%	22%	37%	27%	33%	41%

Quality of Life and Community: City Role in Addressing Issue



	Total	District 1	District 2	District 3	District 4	District 5
Better/more public transportation	5%	17%	1%	1%	6%	1%
Concentrate on infrastructure	5%	4%	1%	4%	6%	9%
Affordable housing	4%	3%	8%	2%	2%	3%
Programs for homeless	4%	6%	6%	4%	1%	1%
More police/Law enforcement	4%	1%	8%	3%	1%	4%
Better housing / prices	3%	4%	3%	4%	1%	5%
More low income housing	2%	1%	1%	7%	0%	1%
Zoning	2%	1%	1%	5%	0%	2%
Plan ahead / Planning	2%	0%	2%	3%	2%	1%
Better education	2%	5%	2%	0%	1%	0%
Other	5%	6%	7%	4%	2%	8%
Record response:	62%	53%	71%	59%	61%	63%
DK / No Opinion	22%	23%	12%	24%	29%	24%

Participation in Events and Civic Life



Q10. Have you attended City-run or sponsored events such as Freedom Fair, community clean-ups, Farmers Markets, Ethnic Fest, or others.?

	Total	District 1	District 2	District 3	District 4	District 5
In the last 6 months	47%	57%	48%	45%	48%	39%
In the last year	21%	19%	10%	20%	27%	32%
In the last 5 years	18%	15%	25%	18%	17%	12%
Never	11%	8%	7%	15%	8%	17%
DK / No Opinion	3%	0%	10%	2%	0%	0%

Q11. Have you attended a City meeting such as City Council, community meetings, or another City-sponsored public meeting ?

	Total	District 1	District 2	District 3	District 4	District 5
In the last 6 months	16%	12%	17%	12%	19%	19%
In the last year	12%	6%	12%	14%	19%	8%
In the last 5 years	14%	17%	15%	9%	12%	19%
Never	58%	65%	56%	65%	49%	55%
DK / No Opinion	0%	0%	0%	0%	0%	0%

Q12. Have you reported a complaint or made an inquiry about a problem in a service to the City?

	Total	District 1	District 2	District 3	District 4	District 5
In the last 6 months	23%	14%	25%	16%	40%	23%
In the last year	10%	12%	10%	8%	6%	16%
In the last 5 years	12%	12%	10%	10%	12%	15%
Never	54%	61%	55%	65%	42%	46%
DK / No Opinion	0%	2%	0%	0%	0%	0%

Q10. Have you attended City-run or sponsored events such as Freedom Fair, community clean-ups, Farmers Markets, Ethnic Fest, or others? Q11. Have you attended a City meeting such as City Council, community meetings, or another City-sponsored public meeting? Have you reported a complaint or made an inquiry about a problem in a service to the City?

Current Methods to Access Information



	Total	District 1	District 2	District 3	District 4	District 5
Online Website	41%	37%	32%	53%	49%	33%
Social Media	32%	24%	48%	32%	33%	20%
Mail (postage) / Regular mail	25%	31%	21%	21%	27%	28%
Email	20%	19%	12%	11%	41%	18%
Newspaper	12%	17%	19%	7%	7%	7%
Phone	11%	12%	6%	6%	18%	15%
Flyer / Brochure	7%	7%	2%	13%	9%	4%
Never	6%	4%	4%	8%	3%	12%
News / TV News / TV	6%	5%	8%	5%	6%	6%
Word-of-mouth / Neighbors / Networking / Friends	4%	7%	2%	2%	3%	5%
Attend meetings / Community meetings	2%	3%	2%	1%	0%	4%
Google / Internet	2%	0%	4%	4%	0%	1%
With bills / Billing information / Bill inserts	2%	1%	3%	4%	1%	2%
Radio	2%	1%	0%	7%	0%	0%
Newsletter	2%	1%	1%	4%	0%	0%
Go to city building / At city / Public utilities / Police station	1%	1%	2%	0%	1%	0%
Other, specify:	3%	2%	2%	3%	8%	2%

Desired Methods to Access Information



	Total	District 1	District 2	District 3	District 4	District 5
Email	34%	40%	31%	24%	43%	33%
Phone	14%	10%	25%	8%	14%	11%
Social Media	23%	25%	29%	17%	33%	13%
Online Website	36%	22%	42%	40%	45%	31%
Never/don't need	7%	6%	6%	10%	4%	6%
Flyer / Brochure	4%	5%	2%	2%	11%	1%
Mail (postage)	24%	21%	18%	30%	31%	23%
Newspaper	6%	12%	4%	6%	5%	4%
Other, specify:	6%	3%	2%	9%	9%	8%
Word-of-mouth	1%	2%	0%	0%	0%	0%
News / TV News / TV	2%	3%	1%	4%	2%	2%
311	0%	1%	0%	0%	0%	0%
With bills	1%	2%	0%	1%	1%	1%
Attend meetings	1%	0%	0%	1%	1%	0%
Google, Internet, etc.	3%	0%	5%	7%	0%	1%
Newsletter	1%	2%	0%	2%	0%	0%
Radio	0%	1%	0%	0%	1%	0%
Keep it the same	1%	1%	2%	1%	0%	1%
Text message	1%	0%	2%	0%	1%	0%

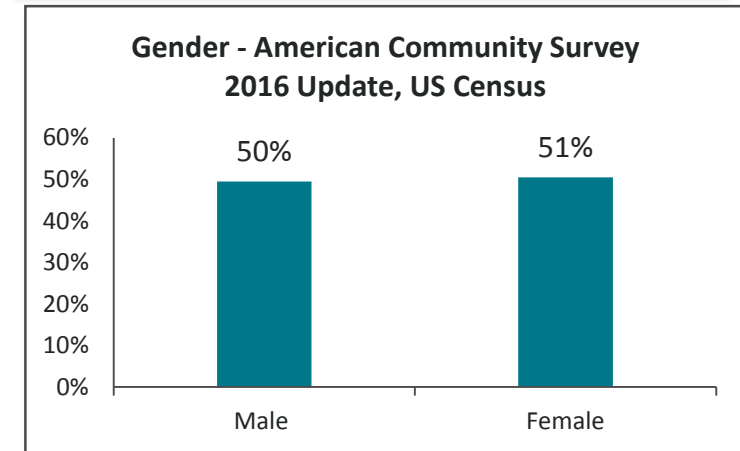
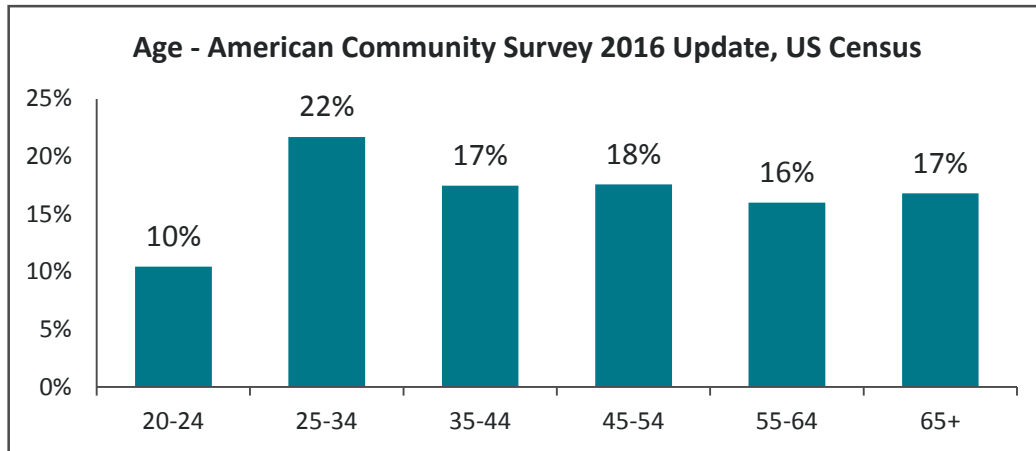
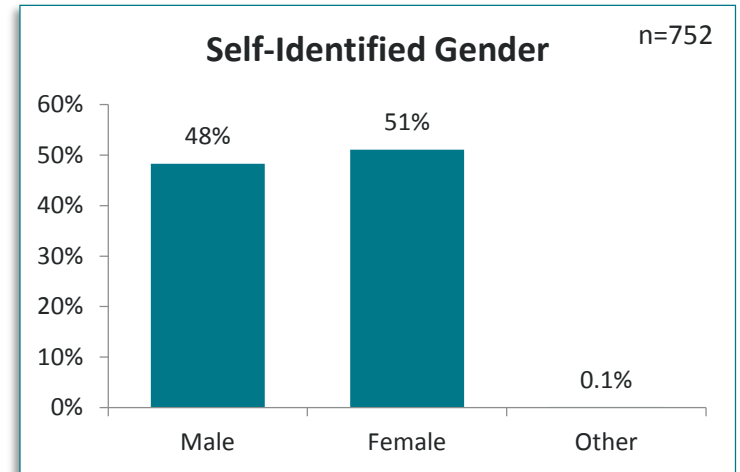
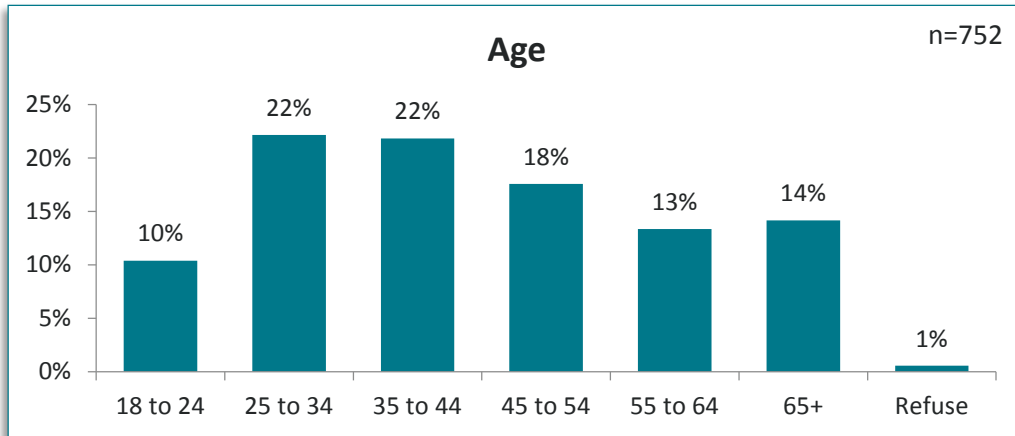
Environment and Sustainability



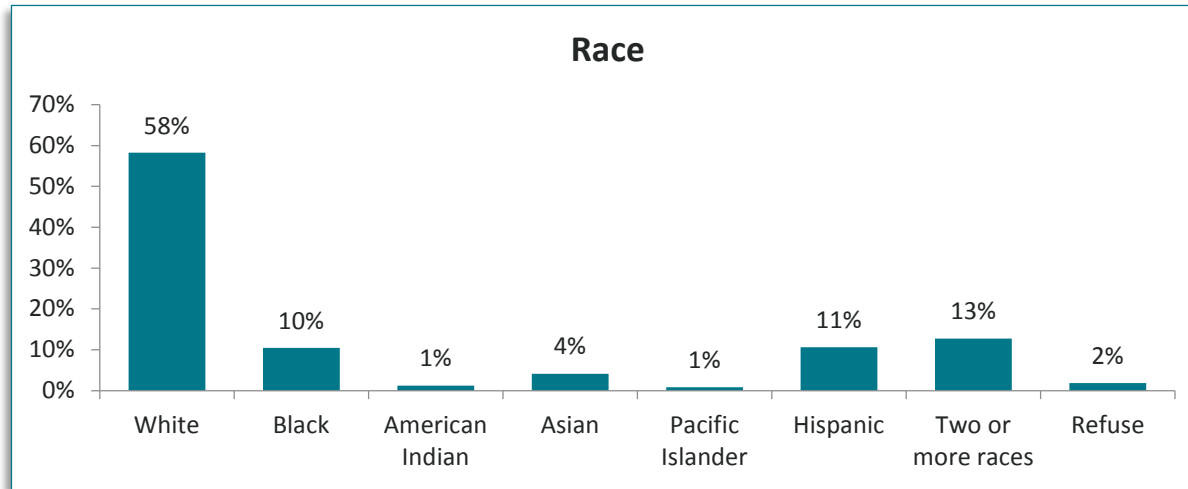
Strongly Agree/Somewhat Agree	Total	District 1	District 2	District 3	District 4	District 5
The ease of parking in my neighborhood	77%	90%	67%	76%	79%	77%
The ease of bus travel in Tacoma	58%	65%	36%	67%	63%	63%
The ease of bicycle travel in Tacoma	58%	68%	48%	62%	51%	61%
The ease of walking in my neighborhood	78%	89%	67%	75%	90%	72%
Tacoma's Air Quality	83%	87%	72%	88%	88%	78%
Puget Sound Water Quality	75%	82%	69%	74%	79%	72%
The preservation of the quality of the natural environment	81%	87%	71%	83%	79%	85%
The preservation of the quality of the natural environment	78%	94%	76%	71%	82%	67%
Your neighborhood's trees	83%	87%	86%	78%	80%	82%
Overall appearance of Tacoma	77%	90%	67%	76%	79%	77%

Appendix 2: Demographic Profile

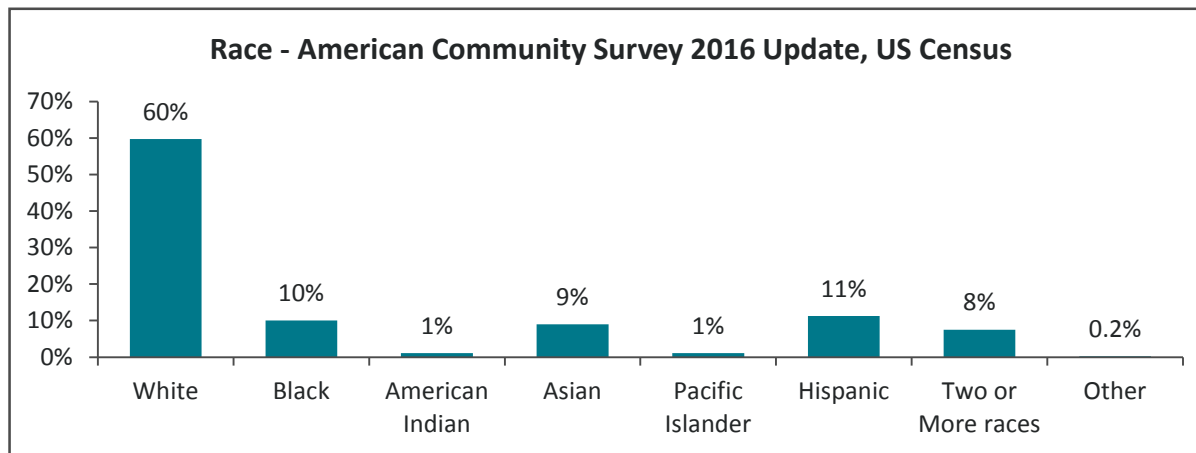
Demographic Profile



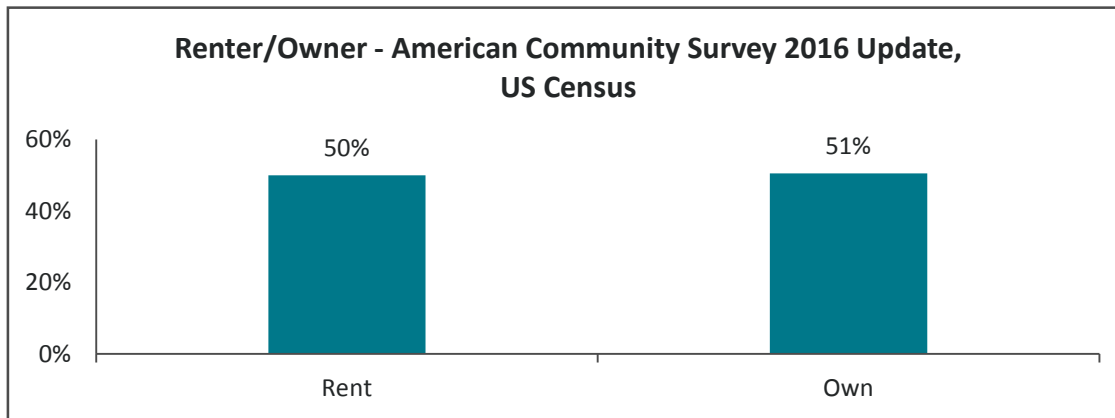
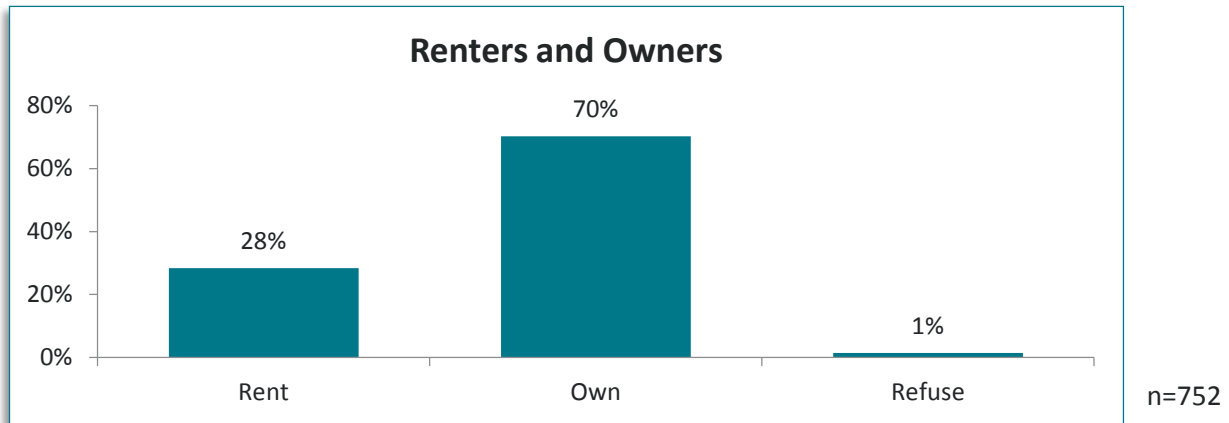
Demographic Profile



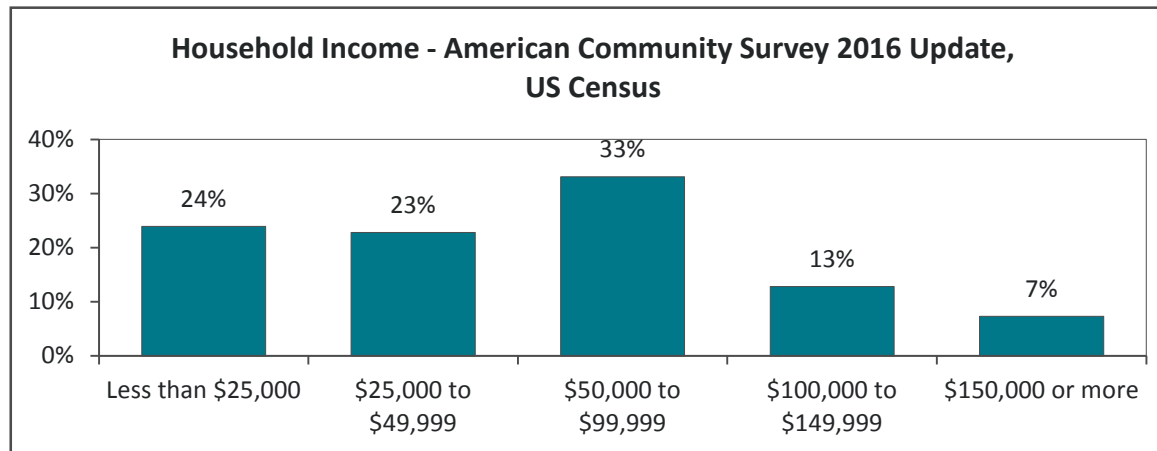
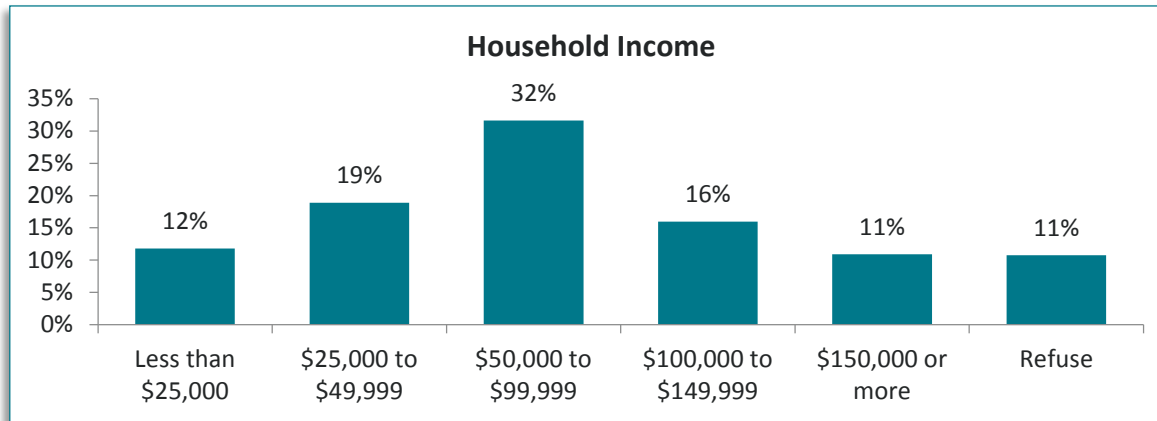
n=752



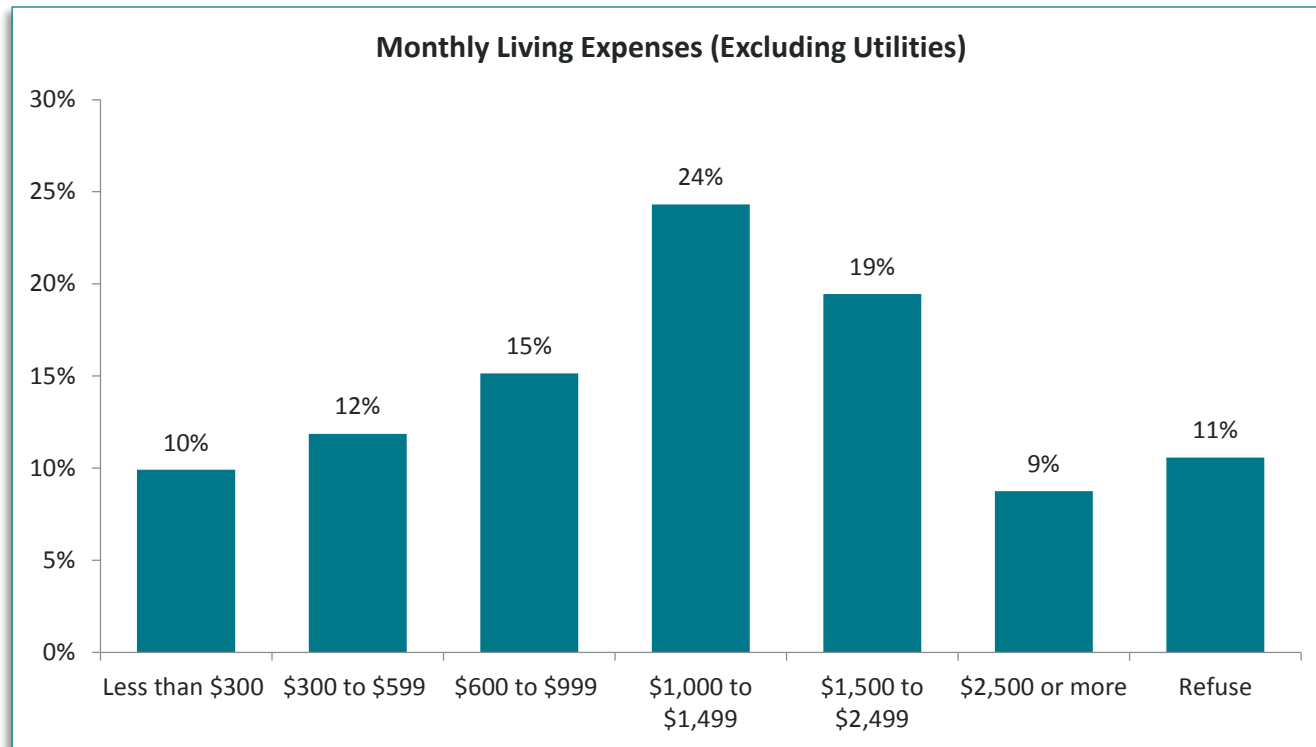
Demographic Profile



Demographic Profile



Demographic Profile



n=752

Appendix 3: Questions Demonstrating Statistical Significance referenced in discussion items

Questions of Statistical Significance



Items in this section present the banner results for observations identified in the sections above that were not displayed visually because of spatial constraints. All Results are based on statistical significance of 0.95 (high significance).

Q1. I would like you to tell me how would you rate the overall quality of life in the City of Tacoma?

	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
Excellent/Good	81%	72%	100%	80%	66%	54%	78%	79%	63%	69%	81%	81%
Fair/Poor	19%	28%	0%	20%	34%	46%	21%	21%	36%	31%	18%	19%

Q3A. Thinking about your satisfaction with Police Patrol, would you say you are...?

	White	Black	Hispanic	Other	Two or more races
Very Satisfied/Somewhat Satisfied	79.6%	53.3%	76.5%	77.2%	54.5%
Somewhat Dissatisfied/Very Dissatisfied	14.0%	43.9%	16.7%	17.7%	34.6%

Q3B. Thinking about your satisfaction with Police Investigations, would you say you are...?

	White	Black	Hispanic	Other	Two or more races
Very Satisfied/Somewhat Satisfied	60.5%	36.5%	84.8%	64.2%	33.3%
Somewhat Dissatisfied/Very Dissatisfied	13.7%	19.9%	4.7%	13.4%	40.5%

Q3C. Thinking about your satisfaction with Police Community Programs, would you say you are...?

	White	Black	Hispanic	Other	Two or more races
Very Satisfied/Somewhat Satisfied	60.5%	26.7%	87.6%	64.0%	57.0%
Somewhat Dissatisfied/Very Dissatisfied	10.1%	51.3%	6.3%	6.9%	30.2%



Questions of Statistical Significance

Q4. Over the next 5 years do you anticipate that the quality of life in Tacoma is going to:

	34 and under	35 to 64	65 and older
Decline a lot	3%	10%	6%
Decline slightly	9%	17%	10%
Stay the same	14%	16%	25%
Improve slightly	39%	37%	34%
Improve a lot	32%	18%	19%
DK / No Opinion	3%	2%	5%

Q10. Have you attended City-run or sponsored events such as Freedom Fair, community clean-ups, Farmers Markets, Ethnic Fest, or others.?

	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or greater
In the last 6 months	44%	40%	48%	64%
In the last year	21%	30%	25%	16%
In the last 5 years	10%	17%	21%	13%
Never	24%	11%	6%	8%
DK / No Opinion	0%	2%	0%	0%

Q12. Have you reported a complaint or made an inquiry about a problem in a service to the City?

	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or greater
In the last 6 months	13%	22%	18%	12%
In the last year	12%	7%	12%	8%
In the last 5 years	19%	13%	0%	1%
Never	56%	59%	70%	79%
DK / No Opinion	0%	0%	0%	0%

Questions of Statistical Significance



Q17A. Please indicate to what extent you agree or disagree. - Street, trail, and other infrastructure projects have enhanced my neighborhood in the last five years. Do you.

	Rent	Own
Strongly Agree/ Somewhat agree	69%	57%
Somewhat disagree/ Strongly Disagree	26%	38%

Q17B. Please indicate to what extent you agree or disagree. - I regularly use my own reusable bags at stores when shopping. Do you...

	Male	Female	Other
Strongly Agree/ Somewhat agree	72%	83%	50%
Somewhat disagree / Strongly Disagree	28%	17%	50%

Appendix 4: Demographic Banners by Survey Question



The appendix below illustrates the banner output from the survey results, including relationships of significance.

How to interpret statistical significance:

- A lower case letter indicates a significance level greater than or equal to the second level installed (0.95). An upper case letter indicates the third level defined (0.99). They illustrate what item is statistically different from other listed items. Refer to the example below with highlighted cells.

Very/Somewhat Satisfied	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other
		B	C	D	E	F	G	H	I	J	K
Public Transit Services	481	181	240	57	229	250	1	282	33	54	39
	63.9%	74.1%	60.4%	53.7%	63.0%	65.0%	50.0%	64.5%	42.1%	68.1%	83.5%
		D		B				lk	HKI		hl
Public Library Services	618	212	324	79	312	303	1	352	61	74	42
	82.2%	86.8%	81.7%	74.6%	86.0%	79.0%	50.0%	80.5%	77.9%	93.1%	89.9%
			d	c	f	e					



Q1. I would like you to tell me how would you rate the overall quality of life in the City of Tacoma?	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
TOP BOX	573	196	291	84	296	274	1	349	52	43	36	83	143	423	55	97	198	162
	76.2%	80.1%	73.3%	78.9%	81.5%	71.3%	100.0%	79.8%	66.3%	54.3%	77.4%	86.8%	67.1%	80.1%	62.1%	68.3%	83.1%	80.0%
Excellent	172	68	79	24	96	75	1	127	11	7	10	16	35	137	23	14	63	66
	22.9%	27.9%	20.0%	22.9%	26.5%	19.5%	50.0%	29.0%	13.9%	8.2%	21.9%	16.3%	16.2%	25.9%	25.5%	10.1%	26.5%	32.8%
Good	401	128	211	60	200	199	1	222	41	37	26	68	108	286	32	83	134	95
	53.4%	52.2%	53.3%	56.0%	55.0%	51.8%	50.0%	50.8%	52.4%	46.1%	55.5%	70.5%	50.9%	54.2%	36.6%	58.1%	56.5%	47.2%
Fair	132	40	73	18	51	80	0	66	18	26	9	10	53	79	21	41	28	27
	17.5%	16.3%	18.4%	16.9%	14.0%	20.9%	0.0%	15.1%	23.5%	32.8%	19.7%	10.8%	24.7%	14.9%	23.9%	29.2%	12.0%	13.4%
Poor	45	9	31	4	16	29	0	21	8	10	1	2	16	26	12	4	11	13
	6.0%	3.6%	7.8%	4.0%	4.3%	7.5%	0.0%	4.8%	10.2%	12.8%	1.7%	2.4%	7.6%	4.9%	13.4%	2.5%	4.7%	6.3%
BOTTOM BOX	177	49	104	22	66	109	0	87	26	36	10	13	69	105	33	45	40	40
	23.5%	19.9%	26.2%	20.9%	18.3%	28.4%	0.0%	19.9%	33.7%	45.7%	21.3%	13.2%	32.3%	19.8%	37.2%	31.7%	16.6%	19.7%
Don't know / No opinion	2	0	2	0	1	1	0	1	0	0	1	0	1	1	1	0	1	1
	0.3%	0.0%	0.5%	0.1%	0.2%	0.3%	0.0%	0.3%	0.0%	0.0%	1.3%	0.0%	0.6%	0.1%	0.7%	0.0%	0.3%	0.3%
Chi2:				(95)				(99.9)					(99.9)		(99.9)			



	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
TOP BOX	628	221	314	89	300	324	1	373	62	72	33	78	186	434	79	105	214	160
	83.6%	90.3%	79.3%	83.3%	82.6%	84.3%	100.0%	85.3%	78.4%	90.8%	72.3%	80.9%	87.5%	82.1%	89.5%	74.2%	89.9%	79.3%
Very Satisfied	194	60	96	37	103	90	1	114	12	14	16	33	50	142	21	30	79	55
	25.7%	24.5%	24.3%	35.1%	28.2%	23.3%	50.0%	26.1%	15.4%	18.0%	35.2%	34.4%	23.7%	26.9%	24.1%	21.0%	33.4%	27.0%
Somewhat Satisfied	435	161	218	51	197	234	1	259	49	58	17	45	136	291	58	76	134	106
	57.8%	65.9%	55.0%	48.2%	54.3%	61.0%	50.0%	59.2%	63.0%	72.8%	37.1%	46.4%	63.8%	55.2%	65.4%	53.2%	56.5%	52.3%
Somewhat Dissatisfied	76	17	46	13	36	40	0	44	13	3	8	6	14	60	8	24	15	23
	10.1%	7.0%	11.7%	11.8%	9.8%	10.5%	0.0%	10.0%	16.1%	3.8%	17.2%	6.4%	6.5%	11.4%	9.0%	17.0%	6.2%	11.6%
Very Dissatisfied	30	3	24	4	15	15	0	16	1	4	4	4	9	21	1	4	9	11
	4.0%	1.1%	6.0%	3.5%	4.2%	3.9%	0.0%	3.7%	1.1%	5.5%	8.8%	3.8%	4.3%	4.0%	1.5%	2.5%	3.8%	5.6%
BOTTOM BOX	106	20	70	16	51	55	0	60	14	7	12	10	23	81	9	28	24	35
	14.2%	8.1%	17.7%	15.4%	14.1%	14.4%	0.0%	13.7%	17.2%	9.2%	26.0%	10.1%	10.8%	15.4%	10.5%	19.5%	10.0%	17.2%
Don't know / No opinion	17	4	12	1	12	5	0	4	3	0	1	9	4	13	0	9	0	7
	2.3%	1.5%	3.0%	1.3%	3.4%	1.3%	0.0%	1.0%	4.3%	0.0%	1.7%	9.0%	1.7%	2.5%	0.0%	6.3%	0.1%	3.5%
Chi2:	(99.9)							(99.9)						(99.9)				



Very/Somewhat Satisfied	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
Police Patrol	551	186	278	85	276	271	1	349	42	61	35	53	141	401	58	116	175	156
	73.3%	76.1%	70.0%	79.5%	75.9%	70.6%	100.0%	79.7%	53.3%	76.5%	76.4%	55.0%	66.1%	75.8%	65.9%	81.6%	73.7%	77.2%
Police Investigations	432	174	193	64	194	235	1	265	29	68	30	35	121	302	59	103	121	113
	57.4%	71.1%	48.6%	59.9%	53.3%	61.3%	50.0%	60.6%	36.5%	84.8%	64.7%	36.7%	57.0%	57.1%	66.4%	72.7%	51.0%	55.6%
Police Community Programs	447	178	206	62	205	241	0	266	21	70	30	55	104	335	56	87	155	116
	59.5%	72.7%	52.0%	58.5%	56.4%	62.7%	0.0%	60.7%	26.7%	87.6%	64.4%	57.7%	48.8%	63.4%	62.6%	61.4%	65.0%	57.6%
Fire Response and Suppression	616	194	332	88	310	304	0	338	67	74	43	86	172	435	83	126	199	137
	82.0%	79.1%	83.8%	82.3%	85.3%	79.2%	0.0%	77.2%	85.4%	93.2%	92.0%	89.8%	80.9%	82.4%	93.9%	89.0%	83.7%	67.5%
Emergency Medical Services from Tacoma FD	619	186	332	98	299	316	1	365	48	66	43	87	153	457	74	127	201	159
	82.4%	75.8%	83.8%	91.9%	82.4%	82.3%	50.0%	83.3%	61.7%	82.8%	93.7%	90.3%	71.8%	86.5%	83.3%	89.7%	84.5%	78.5%
Parking Enforcement	495	187	246	61	242	251	0	282	57	67	30	53	139	348	50	84	168	137
	65.8%	76.3%	62.0%	57.5%	66.6%	65.4%	0.0%	64.4%	72.8%	83.8%	65.1%	55.1%	65.3%	66.0%	56.3%	59.1%	70.8%	67.8%
Code Enforcement	418	162	195	58	208	208	0	249	49	48	27	40	124	287	55	88	120	105
	55.6%	66.3%	49.3%	54.9%	57.1%	54.2%	0.0%	56.8%	62.4%	59.7%	59.1%	42.1%	58.4%	54.4%	61.5%	61.7%	50.4%	51.9%



Very/Somewhat Satisfied	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Street Repair	269	93	132	44	130	138	1	151	23	50	14	26	92	175	39	53	89	74
	35.8%	38.1%	33.2%	40.9%	35.8%	35.9%	50.0%	34.6%	29.8%	62.3%	31.1%	27.0%	43.2%	33.1%	44.0%	37.0%	37.3%	36.4%
Street Lighting	580	208	285	84	300	276	1	344	55	57	36	77	169	402	73	105	192	149
	77.1%	84.9%	72.0%	78.5%	82.5%	71.9%	50.0%	78.6%	69.9%	71.2%	77.4%	79.9%	79.3%	76.0%	82.5%	74.1%	80.6%	73.5%
Traffic Signal Performance and Timing	525	162	277	82	239	282	1	306	45	65	37	64	132	382	65	104	168	141
	69.8%	66.2%	69.9%	77.1%	65.8%	73.4%	100.0%	69.9%	57.2%	81.5%	80.0%	66.6%	62.2%	72.4%	73.1%	73.2%	70.5%	69.7%
Street Cleaning	616	209	314	89	302	311	1	373	70	63	30	73	173	436	80	104	192	179
	82.0%	85.6%	79.3%	83.7%	83.2%	80.9%	50.0%	85.3%	89.4%	78.9%	65.1%	75.9%	81.1%	82.4%	90.4%	73.5%	80.8%	88.4%
Garbage, Recycling, Yard and Food Waste Collection	597	161	334	97	300	292	1	351	65	64	43	61	167	422	80	115	177	152
	79.3%	65.9%	84.2%	91.6%	82.6%	76.0%	100.0%	80.3%	83.4%	79.8%	93.8%	64.1%	78.2%	79.8%	90.4%	81.2%	74.3%	75.0%
Storm Drainage	574	168	316	87	293	277	1	337	44	78	43	64	165	401	76	124	174	149
	76.4%	68.5%	79.8%	81.3%	80.7%	72.3%	50.0%	76.9%	56.0%	97.8%	92.2%	67.0%	77.3%	75.8%	86.2%	87.4%	73.1%	73.7%
Sewer Services	626	202	329	92	319	303	1	376	71	73	38	60	178	441	68	125	188	175
	83.3%	82.4%	83.1%	86.6%	87.9%	79.0%	100.0%	85.8%	90.8%	91.3%	82.1%	62.7%	83.4%	83.5%	77.2%	88.1%	79.0%	86.5%



Very/Somewhat Satisfied	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Power (electric)	683	238	343	98	340	339	1	397	71	73	44	86	191	484	80	131	223	178
	90.9%	97.2%	86.5%	92.1%	93.5%	88.3%	100.0%	90.6%	90.4%	91.5%	95.5%	89.9%	89.8%	91.5%	89.8%	92.0%	93.6%	88.1%
		c	bd	c	f	e												
Drinking Water	638	206	334	94	316	318	1	392	66	72	42	55	173	456	65	122	198	184
	84.9%	84.3%	84.2%	88.4%	87.0%	82.7%	100.0%	89.5%	83.9%	90.6%	91.4%	57.7%	81.1%	86.3%	72.7%	85.8%	83.3%	90.8%
								L	L		L	HIK			pqR	o	or	Oq
Utility Billing and Customer Service	601	207	302	91	303	294	1	362	65	70	38	56	173	425	63	123	176	174
	79.9%	84.4%	76.1%	85.3%	83.3%	76.6%	50.0%	82.6%	82.4%	87.2%	82.3%	58.9%	81.3%	80.4%	71.0%	86.8%	74.0%	85.9%
			D	C	f	e		L	l		l	Hik			PR	OQ	PR	OQ
Local Parks	694	244	354	93	339	352	1	405	72	74	42	89	201	483	83	132	220	185
	92.3%	99.8%	89.2%	87.2%	93.2%	91.7%	50.0%	92.5%	91.5%	92.9%	91.5%	93.1%	94.6%	91.3%	93.4%	93.0%	92.4%	91.4%
		cD	b	B														
Recreation Centers and Programs	568	209	290	67	267	298	1	339	49	71	31	72	149	410	58	113	192	164
	75.5%	85.5%	73.2%	63.3%	73.6%	77.6%	50.0%	77.4%	62.5%	88.8%	66.3%	74.8%	70.0%	77.6%	65.4%	79.5%	80.8%	81.1%
		D	D	BC				i	h						pQR	o	O	O
Walking Infrastructure	552	182	290	77	267	283	1	344	46	63	32	56	160	383	65	114	163	160
	73.5%	74.6%	73.2%	71.9%	73.4%	73.6%	50.0%	78.5%	59.0%	79.1%	69.9%	58.3%	75.2%	72.6%	73.5%	80.1%	68.6%	79.1%
								lL	H			H			q	pr	q	
Biking Infrastructure	445	190	204	49	219	224	0	246	56	51	33	53	125	311	56	82	144	117
	59.2%	77.5%	51.5%	46.1%	60.3%	58.5%	0.0%	56.1%	71.7%	63.6%	71.4%	55.4%	58.9%	58.9%	63.0%	57.8%	60.6%	57.7%
		CD	B	B				i	h									



Very/Somewhat Satisfied	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Public Transit Services	481	181	240	57	229	250	1	282	33	54	39	65	127	348	66	94	150	140
	63.9%	74.1%	60.4%	53.7%	63.0%	65.0%	50.0%	64.5%	42.1%	68.1%	83.5%	68.2%	59.8%	65.9%	74.8%	65.8%	63.0%	69.0%
Public Library Services	618	212	324	79	312	303	1	352	61	74	42	78	172	439	67	125	207	153
	82.2%	86.8%	81.7%	74.6%	86.0%	79.0%	50.0%	80.5%	77.9%	93.1%	89.9%	81.8%	80.7%	83.1%	75.3%	88.0%	87.1%	75.5%
City Events	563	179	311	70	274	286	0	339	53	65	39	57	154	406	74	99	176	169
	74.8%	73.2%	78.5%	65.6%	75.4%	74.4%	0.0%	77.5%	67.2%	81.6%	83.2%	59.1%	72.1%	76.7%	84.0%	69.9%	74.1%	83.6%
Public Art	610	221	311	75	289	318	1	352	54	67	39	88	170	431	80	124	199	164
	81.1%	90.1%	78.5%	70.6%	79.4%	82.9%	50.0%	80.4%	68.9%	84.0%	84.0%	91.9%	80.0%	81.5%	89.7%	87.4%	83.7%	81.2%
Economic and Business Development Activities	500	206	233	59	241	257	1	278	52	69	34	60	150	343	61	91	166	128
	66.5%	84.2%	58.8%	55.7%	66.3%	67.0%	50.0%	63.5%	66.4%	86.4%	74.0%	62.4%	70.7%	64.9%	68.3%	63.7%	69.9%	63.2%
Permitting Services	361	136	182	43	183	177	0	172	32	54	33	65	99	262	56	69	132	79
	48.1%	55.4%	46.0%	40.4%	50.4%	46.0%	0.0%	39.4%	41.0%	67.9%	70.7%	67.4%	46.4%	49.5%	63.4%	48.7%	55.6%	38.9%
Overall Customer Service (City)	542	168	283	88	280	258	1	320	60	71	38	44	168	368	56	122	170	129
	72.1%	68.7%	71.4%	82.4%	77.1%	67.3%	100.0%	73.0%	76.5%	88.5%	82.8%	45.7%	78.6%	69.7%	63.7%	86.2%	71.3%	63.7%



Q4. Over the next 5 years do you anticipate that the quality of life in Tacoma is going to:	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
Decline a lot	55	6	41	7	15	39	0	26	10	8	2	7	15	39	15	5	15	15
	7.3%	2.6%	10.4%	6.8%	4.2%	10.2%	0.0%	5.9%	12.1%	9.5%	5.4%	7.7%	7.3%	7.4%	17.1%	3.7%	6.2%	7.3%
Decline slightly	96	22	63	10	47	48	1	70	9	12	1	4	30	64	8	21	30	27
	12.8%	8.9%	16.0%	9.7%	12.9%	12.6%	50.0%	15.9%	11.2%	15.3%	1.3%	4.5%	13.9%	12.1%	9.0%	14.8%	12.8%	13.5%
Stay the same	124	35	63	26	59	64	0	77	6	18	7	15	45	79	28	30	28	29
	16.5%	14.2%	15.9%	24.3%	16.4%	16.7%	0.0%	17.7%	7.9%	22.3%	15.6%	15.6%	21.0%	14.9%	31.8%	20.9%	11.9%	14.5%
Improve slightly	277	93	145	37	151	124	0	167	36	21	20	26	67	208	11	63	82	81
	36.8%	38.0%	36.5%	34.7%	41.5%	32.4%	0.0%	38.1%	45.5%	26.1%	43.0%	27.0%	31.6%	39.3%	12.6%	44.5%	34.5%	40.2%
Improve a lot	178	83	74	21	76	101	0	84	16	21	11	43	50	123	23	21	79	40
	23.7%	34.0%	18.7%	19.4%	20.9%	26.3%	0.0%	19.1%	20.3%	26.8%	24.7%	44.6%	23.7%	23.2%	25.9%	14.5%	33.3%	19.6%
DK / No Opinion	23	6	10	5	15	7	1	14	2	0	5	1	5	16	3	2	3	10
	3.0%	2.4%	2.6%	5.1%	4.1%	1.9%	50.0%	3.2%	2.9%	0.0%	10.0%	0.6%	2.6%	3.0%	3.6%	1.7%	1.2%	5.0%
Chi2:	(99.9)				(99)			(99.9)							(99.9)			



MQ5. What major issue do you think Tacoma will face in next ten years? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
Affordable Housing	91	25	55	10	35	56	0	62	15	3	4	5	20	70	6	14	31	35
	12.1%	10.3%	13.8%	9.7%	9.5%	14.6%	0.0%	14.2%	19.4%	3.4%	8.1%	5.4%	9.5%	13.3%	7.0%	9.6%	12.9%	17.5%
Homelessness	145	30	99	16	62	82	0	90	11	11	10	22	40	103	11	47	34	43
	19.3%	12.4%	24.9%	15.2%	17.2%	21.4%	0.0%	20.5%	13.6%	13.8%	22.6%	22.7%	18.8%	19.5%	12.2%	33.0%	14.5%	21.3%
Cost of housing / Cost of living / Housing Prices	6	0	6	0	2	4	0	5	1	0	0	0	1	5	0	0	2	1
	0.8%	0.0%	1.4%	0.4%	0.5%	1.1%	0.0%	1.1%	1.6%	0.0%	0.0%	0.0%	0.5%	0.9%	0.0%	0.1%	0.7%	0.7%
Crime / Gang activity / Drugs / Gun Control	77	11	56	10	38	39	0	48	4	8	4	12	20	57	5	19	15	30
	10.3%	4.4%	14.1%	9.3%	10.5%	10.0%	0.0%	10.9%	5.2%	9.9%	9.4%	12.5%	9.4%	10.7%	5.7%	13.3%	6.4%	15.0%
Economic Development / Economic Growth / Economic Diversity	15	6	6	3	11	4	0	11	1	0	0	2	2	12	0	2	8	4
	2.0%	2.3%	1.6%	3.2%	3.0%	1.2%	0.0%	2.6%	1.4%	0.0%	0.0%	2.5%	1.2%	2.4%	0.5%	1.3%	3.5%	2.1%
Education / School qualities / School capacity	10	0	7	4	5	5	0	8	1	0	0	1	1	10	0	1	3	6
	1.4%	0.0%	1.6%	3.5%	1.4%	1.4%	0.0%	1.9%	1.7%	0.0%	0.0%	0.7%	0.3%	1.8%	0.3%	0.7%	1.2%	2.9%



MQ5. What major issue do you think Tacoma will face in next ten years? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Growth (unspecified)	27	10	15	2	8	19	0	12	3	3	0	10	7	21	0	3	9	15
	3.6%	4.1%	3.9%	1.9%	2.2%	5.0%	0.0%	2.7%	3.6%	3.6%	0.0%	10.4%	3.1%	3.9%	0.0%	2.0%	3.8%	7.6%
Housing / Housing shortage	64	15	42	7	23	41	0	38	8	0	2	16	13	51	12	8	19	24
	8.5%	6.3%	10.5%	6.8%	6.4%	10.7%	0.0%	8.8%	9.9%	0.0%	3.4%	17.2%	6.0%	9.7%	13.1%	5.8%	7.8%	12.1%
Jobs (i.e. availability, crisis, losses) / Need more jobs	21	0	17	4	16	5	0	15	0	0	3	3	3	18	1	2	8	7
	2.8%	0.0%	4.3%	3.6%	4.5%	1.2%	0.0%	3.4%	0.6%	0.0%	6.1%	3.0%	1.4%	3.4%	1.6%	1.4%	3.4%	3.6%
Overpopulation / Overcrowding / Influx from Seattle	124	52	61	11	56	68	0	72	5	3	12	31	24	100	11	22	57	26
	16.5%	21.1%	15.4%	10.7%	15.4%	17.6%	0.0%	16.4%	6.6%	4.1%	25.7%	32.8%	11.4%	18.9%	12.7%	15.5%	23.9%	12.9%
Population growth	5	0	3	2	1	4	0	5	0	0	0	0	1	5	0	1	2	2
	0.7%	0.0%	0.8%	2.0%	0.4%	1.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.2%	0.9%	0.3%	0.5%	0.8%	0.7%
Infrastructure / Street Maintenance	106	52	46	9	57	49	0	43	23	10	8	20	34	72	1	21	28	33
	14.1%	21.1%	11.6%	8.2%	15.8%	12.7%	0.0%	9.9%	29.3%	12.5%	17.0%	21.3%	15.8%	13.6%	1.6%	14.9%	11.6%	16.5%
Traffic / Congestion	91	45	38	7	42	48	0	58	5	1	15	10	20	70	13	17	19	34
	12.1%	18.4%	9.6%	6.6%	11.5%	12.6%	0.0%	13.3%	6.2%	1.2%	32.9%	10.5%	9.5%	13.2%	15.1%	11.8%	8.1%	16.6%



MQ5. What major issue do you think Tacoma will face in next ten years? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Transportation / Transit	66	36	25	6	36	30	0	20	18	7	0	20	28	38	7	2	20	16
	8.8%	14.7%	6.2%	5.2%	10.0%	7.8%	0.0%	4.7%	23.0%	8.3%	0.0%	21.3%	13.4%	7.1%	7.9%	1.7%	8.3%	7.9%
		cd	b	b				IL	HK		IL	HK	n	m	p	oQr	P	p
Low income housing (i.e. seniors, disabled)	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
	0.1%	0.0%	0.0%	0.7%	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.4%	0.0%	0.2%	0.5%	0.0%	0.2%	0.0%
Attracting and/or Retaining large business / New business /	21	0	18	3	8	13	0	13	0	2	2	2	2	19	0	1	7	12
	2.8%	0.0%	4.6%	2.6%	2.2%	3.3%	0.0%	3.0%	0.0%	2.2%	5.3%	2.5%	0.9%	3.6%	0.0%	0.4%	3.1%	6.1%
														r	R		oP	
Taxes / Cost of taxes / Increase in taxes	12	0	6	6	6	6	0	9	1	0	0	0	2	10	1	1	8	1
	1.6%	0.0%	1.6%	5.2%	1.6%	1.6%	0.0%	2.1%	1.5%	0.4%	0.9%	0.4%	0.9%	1.9%	1.2%	1.0%	3.3%	0.3%
			D	C												r	q	
Development of the port	12	0	11	1	4	8	0	10	0	0	0	2	0	12	0	2	6	3
	1.6%	0.0%	2.7%	0.9%	1.0%	2.1%	0.0%	2.3%	0.0%	0.0%	0.0%	1.8%	0.0%	2.2%	0.0%	1.2%	2.4%	1.6%
Earthquakes / Earthquakes preparedness	3	0	2	1	1	2	0	1	0	0	0	2	0	3	1	0	2	1
	0.4%	0.0%	0.5%	0.9%	0.3%	0.5%	0.0%	0.3%	0.0%	0.0%	0.0%	1.6%	0.1%	0.5%	0.6%	0.0%	0.8%	0.3%
Financial crisis / Overspending / Economic disaster	13	8	3	2	5	8	0	6	0	6	1	0	9	4	0	6	1	1
	1.7%	3.5%	0.6%	1.5%	1.3%	2.1%	0.0%	1.4%	0.0%	7.2%	2.0%	0.0%	4.3%	0.7%	0.0%	4.5%	0.6%	0.6%
													N	M	p	oQr	P	p



MQ5. What major issue do you think Tacoma will face in next ten years? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Help for mental health	8	4	3	1	5	3	0	4	0	0	0	4	5	3	1	3	5	0
	1.1%	1.7%	0.8%	1.1%	1.4%	0.8%	0.0%	1.0%	0.0%	0.0%	0.0%	4.4%	2.5%	0.6%	0.6%	2.3%	2.0%	0.0%
Police safety / Police investigating / Police coping / Lack	10	0	9	2	4	7	0	10	0	0	0	0	3	7	0	2	2	3
	1.4%	0.0%	2.2%	1.5%	1.0%	1.7%	0.0%	2.2%	0.3%	0.0%	0.0%	0.0%	1.6%	1.3%	0.3%	1.3%	1.0%	1.7%
Parking (availability, affordability)	8	6	2	0	1	6	0	2	0	0	6	0	0	8	0	6	2	0
	1.0%	2.4%	0.4%	0.3%	0.4%	1.6%	0.0%	0.4%	0.0%	0.0%	12.7%	0.0%	0.0%	1.5%	0.2%	4.2%	0.6%	0.0%
Gentrification	11	4	7	0	4	6	0	9	1	0	0	0	1	5	0	1	3	2
	1.4%	1.6%	1.6%	0.2%	1.2%	1.6%	0.0%	2.1%	1.6%	0.0%	0.0%	0.0%	0.7%	1.0%	0.0%	1.1%	1.4%	1.0%
Racial issues / Racism	2	0	1	1	0	1	0	1	1	0	0	0	0	2	0	1	0	1
	0.3%	0.0%	0.3%	0.8%	0.1%	0.3%	0.0%	0.1%	0.8%	0.0%	0.5%	0.0%	0.0%	0.4%	0.0%	0.9%	0.1%	0.3%
Illegal immigrants	2	0	2	0	0	2	0	2	0	0	0	0	0	2	0	0	0	2
	0.3%	0.0%	0.5%	0.5%	0.1%	0.5%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.2%	0.1%	0.8%



MQ5. What major issue do you think Tacoma will face in next ten years? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Public service (increase / improve) / Social services	9	0	7	1	1	7	0	6	0	0	0	2	1	8	0	0	7	1
	1.1%	0.0%	1.8%	1.3%	0.3%	1.9%	0.0%	1.5%	0.3%	0.0%	0.0%	2.0%	0.3%	1.5%	0.0%	0.0%	2.7%	0.3%
No major issues	1	0	0	1	1	0	0	0	1	0	0	0	0	1	0	0	1	0
	0.1%	0.0%	0.0%	0.5%	0.2%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.2%	0.0%
Record response:	110	38	51	19	67	43	1	61	14	11	1	19	42	66	15	23	35	26
	14.7%	15.4%	12.9%	17.9%	18.4%	11.2%	50.0%	14.0%	18.2%	14.4%	2.7%	19.6%	19.5%	12.6%	17.2%	16.4%	14.8%	12.8%
DK / No Opinion	70	14	36	19	44	24	1	35	5	18	8	1	20	48	12	14	25	12
	9.3%	5.7%	9.2%	17.6%	12.0%	6.3%	50.0%	8.1%	6.0%	22.3%	16.6%	0.6%	9.4%	9.2%	13.3%	10.0%	10.5%	6.1%
Chi2:	(99.9)							(99.9)					(99.9)		(99.9)			



Listen to the people / Community	4	0	2	1	1	3	0	3	1	0	0	0	0	4	1	0	1	0
	0.5%	0.0%	0.6%	1.4%	0.2%	0.8%	0.0%	0.7%	1.1%	0.0%	0.0%	0.0%	0.1%	0.7%	0.8%	0.0%	0.6%	0.2%
Better spending / Budgeting wisely	3	0	3	0	2	1	0	3	0	0	0	0	1	2	0	1	1	1
	0.4%	0.0%	0.7%	0.2%	0.5%	0.4%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%	0.0%	0.7%	0.4%	0.5%
Education / Better schools / Diverse teachers	12	0	10	2	4	8	0	7	1	3	0	1	0	12	0	0	7	4
	1.6%	0.0%	2.6%	1.6%	1.1%	2.1%	0.0%	1.6%	1.6%	4.1%	0.0%	0.7%	0.2%	2.2%	0.4%	0.0%	3.0%	2.2%
Encourage business / Business tax break / Attract companies	4	0	4	0	3	1	0	4	0	0	0	0	1	2	0	0	1	2
	0.5%	0.0%	1.0%	0.0%	0.9%	0.2%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.7%	0.5%	0.0%	0.0%	0.6%	1.2%
Record response:	463	149	251	60	224	236	1	240	58	53	19	84	137	319	45	91	150	121
	61.5%	61.0%	63.2%	56.2%	61.7%	61.6%	50.0%	54.8%	73.3%	66.2%	42.0%	88.0%	64.3%	60.5%	51.1%	64.0%	63.0%	60.0%
DK / No Opinion	166	56	79	29	88	76	1	98	12	23	25	3	55	109	35	35	44	29
	22.0%	22.9%	20.0%	27.5%	24.2%	19.7%	50.0%	22.4%	15.9%	29.3%	53.2%	3.0%	25.6%	20.6%	39.9%	24.4%	18.5%	14.3%
Chi2:	(99)						(99.9)					(90)		(99.9)				



MQ6. What is the City's role in addressing this issue? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Zoning	15	9	5	1	6	9	0	15	0	0	0	0	2	14	0	2	12	1
	2.1%	3.7%	1.3%	0.9%	1.7%	2.4%	0.0%	3.5%	0.0%	0.0%	0.0%	0.0%	0.8%	2.6%	0.0%	1.2%	5.1%	0.6%
Need to take charge / Take care of it	7	0	4	2	4	3	0	5	1	0	0	0	1	6	0	0	4	2
	0.9%	0.0%	1.1%	2.3%	1.0%	0.8%	0.0%	1.2%	1.3%	0.0%	0.9%	0.0%	0.3%	1.1%	0.0%	0.3%	1.6%	1.0%
Concentrate on infrastructure / Fix infrastructure / More in	37	12	21	3	24	13	0	25	1	0	0	10	12	25	0	2	17	17
	4.9%	4.9%	5.4%	3.1%	6.6%	3.3%	0.0%	5.7%	1.7%	0.4%	0.0%	10.6%	5.5%	4.7%	0.0%	1.7%	7.0%	8.5%
Better public transportation / More public transportation	40	22	16	3	15	25	0	28	0	1	2	9	6	34	1	4	14	22
	5.3%	8.9%	4.0%	2.4%	4.3%	6.5%	0.0%	6.5%	0.0%	1.2%	3.8%	9.0%	2.8%	6.5%	0.6%	2.6%	6.1%	10.6%
Housing / Better housing / Housing shortage / Housing prices	26	11	13	1	13	12	0	11	0	0	10	3	7	19	0	12	5	5
	3.4%	4.5%	3.4%	1.2%	3.7%	3.2%	0.0%	2.5%	0.0%	0.4%	21.9%	3.4%	3.3%	3.6%	0.0%	8.6%	1.9%	2.7%
Crime reduction / Drugs / Gangs / Drug programs	5	0	5	0	3	2	0	3	1	2	0	0	0	5	0	0	2	3
	0.6%	0.0%	1.2%	0.2%	0.8%	0.5%	0.0%	0.6%	0.7%	2.0%	0.0%	0.0%	0.1%	0.9%	0.0%	0.3%	0.7%	1.4%
Development (unspecified)	11	9	2	0	5	6	0	5	0	0	6	0	5	6	0	6	4	1
	1.5%	3.8%	0.5%	0.0%	1.5%	1.5%	0.0%	1.2%	0.0%	0.0%	12.3%	0.0%	2.2%	1.2%	0.0%	4.0%	1.7%	0.6%



MQ6. What is the City's role in addressing this issue? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Listen to the people / Community	4	0	2	1	1	3	0	3	1	0	0	0	0	4	1	0	1	0
	0.5%	0.0%	0.6%	1.4%	0.2%	0.8%	0.0%	0.7%	1.1%	0.0%	0.0%	0.0%	0.1%	0.7%	0.8%	0.0%	0.6%	0.2%
Better spending / Budgeting wisely	3	0	3	0	2	1	0	3	0	0	0	0	1	2	0	1	1	1
	0.4%	0.0%	0.7%	0.2%	0.5%	0.4%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%	0.0%	0.7%	0.4%	0.5%
Education / Better schools / Diverse teachers	12	0	10	2	4	8	0	7	1	3	0	1	0	12	0	0	7	4
	1.6%	0.0%	2.6%	1.6%	1.1%	2.1%	0.0%	1.6%	1.6%	4.1%	0.0%	0.7%	0.2%	2.2%	0.4%	0.0%	3.0%	2.2%
Encourage business / Business tax break / Attract companies	4	0	4	0	3	1	0	4	0	0	0	0	1	2	0	0	1	2
	0.5%	0.0%	1.0%	0.0%	0.9%	0.2%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.7%	0.5%	0.0%	0.0%	0.6%	1.2%
Record response:	463	149	251	60	224	236	1	240	58	53	19	84	137	319	45	91	150	121
	61.5%	61.0%	63.2%	56.2%	61.7%	61.6%	50.0%	54.8%	73.3%	66.2%	42.0%	88.0%	64.3%	60.5%	51.1%	64.0%	63.0%	60.0%
DK / No Opinion	166	56	79	29	88	76	1	98	12	23	25	3	55	109	35	35	44	29
	22.0%	22.9%	20.0%	27.5%	24.2%	19.7%	50.0%	22.4%	15.9%	29.3%	53.2%	3.0%	25.6%	20.6%	39.9%	24.4%	18.5%	14.3%
Chi2:	(99)							(99.9)					(90)		(99.9)			



Q7. How would you rate your overall feeling of safety in Tacoma, would you say you feel very safe, somewhat safe, not very safe, not safe at all?	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
TOP BOX	643	213	333	94	311	328	1	381	55	72	39	85	163	470	78	127	205	181
	85.6%	86.8%	84.0%	88.8%	85.6%	85.3%	100.0%	87.1%	69.9%	90.0%	84.9%	88.8%	76.7%	88.9%	87.5%	89.3%	86.3%	89.5%
								i	HI			i	N	M				
Very Safe	233	94	98	41	111	121	1	142	20	26	10	30	71	161	30	38	78	73
	31.0%	38.3%	24.8%	38.2%	30.6%	31.4%	50.0%	32.5%	25.3%	32.9%	22.4%	31.0%	33.3%	30.5%	33.7%	27.0%	32.7%	36.0%
		c	bD	C														
Somewhat Safe	410	119	235	54	200	207	1	239	35	45	29	55	92	309	48	88	128	108
	54.5%	48.5%	59.2%	50.5%	55.0%	53.9%	50.0%	54.6%	44.6%	57.0%	62.5%	57.7%	43.4%	58.5%	53.8%	62.2%	53.6%	53.5%
			d	c									N	M				
Not Very Safe	85	29	47	9	43	43	0	42	23	3	6	10	43	42	9	13	21	16
	11.3%	11.8%	11.8%	8.1%	11.7%	11.1%	0.0%	9.5%	29.0%	3.7%	11.9%	10.3%	20.3%	7.9%	9.8%	9.3%	8.8%	8.0%
								i	HI			i	N	M				
Not Safe at all	22	3	16	2	9	13	0	14	1	5	1	1	6	15	2	2	11	4
	2.9%	1.3%	4.1%	2.1%	2.5%	3.3%	0.0%	3.2%	1.2%	6.3%	2.5%	0.6%	3.0%	2.9%	2.3%	1.1%	4.7%	2.1%
BOTTOM BOX	107	32	63	11	52	55	0	55	24	8	7	10	50	57	11	15	32	21
	14.2%	13.2%	15.8%	10.2%	14.2%	14.4%	0.0%	12.7%	30.1%	10.0%	14.5%	10.8%	23.3%	10.7%	12.1%	10.4%	13.6%	10.2%
			d	c				i	HI			i	N	M				
DK / No Opinion	2	0	1	1	1	1	0	1	0	0	0	0	0	2	0	0	0	1
	0.2%	0.0%	0.2%	1.1%	0.2%	0.3%	0.0%	0.2%	0.0%	0.0%	0.6%	0.4%	0.0%	0.3%	0.3%	0.3%	0.2%	0.3%
Chi2:		(95)						(99.9)					(99.9)					



Q8. Have you or someone in your household been the victim of a crime in Tacoma in the last 12 months?	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
No	548	152	303	88	273	272	1	336	48	56	20	78	144	394	68	107	186	131
	72.9%	62.2%	76.4%	83.0%	75.1%	70.8%	50.0%	76.7%	61.6%	69.9%	42.2%	81.1%	67.6%	74.5%	76.5%	75.4%	78.3%	64.8%
		cD	bd	Bc				IK	H		HL	K			r	r	R	opQ
Yes	204	93	94	18	91	112	1	102	30	24	27	18	69	135	21	35	52	71
	27.1%	37.8%	23.6%	17.0%	24.9%	29.2%	50.0%	23.3%	38.4%	30.1%	57.8%	18.9%	32.4%	25.5%	23.5%	24.6%	21.7%	35.2%
		cD	bd	Bc				IK	H		HL	K			r	r	R	opQ
Chi2:		99.9			-			99.9					90		95			

Q8. Have you or someone in your household been the victim of a crime in Tacoma in the last 12 months?

Q8A. Did you report the crime?	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	204	93	94	18	91	112	1	102	30	24	27	18	69	135	21	35	52	71
Total:	153	16	85	52	79	71	1	97	19	9	13	9	39	113	18	32	48	41
No	48	26	18	4	24	22	0	14	21	3	6	2	26	21	2	14	10	5
	23%	27.8%	18.9%	22.9%	26.8%	19.8%	0.0%	13.4%	68.2%	14.0%	21.9%	13.7%	37.9%	15.9%	7.8%	39.9%	19.5%	7.2%
													N	M		qR	p	P
Yes	157	67	76	14	66	90	1	88	10	21	21	16	43	113	19	21	42	66
	77%	72.2%	81.1%	77.1%	73.2%	80.2%	100.0%	86.6%	31.8%	86.0%	78.1%	86.3%	62.1%	84.1%	92.2%	60.1%	80.5%	92.8%
													N	M		qR	p	P
Chi2:								(99.9)					99.9		(99.9)			

Q8A. Did you report the crime?



MQ8B. What barriers were there in reporting the crime? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	48	26	18	4	24	22	0	14	21	3	6	2	26	21	2	14	10	5
Total:	32	3	19	10	13	17	0	18	5	2	1	3	8	24	3	10	12	6
Waste of time / Nothing would be done / No point	7	3	4	0	2	5	0	5	0	2	0	0	4	3	0	3	2	2
	14.9%	12.0%	21.6%	4.7%	6.8%	24.6%	0.0%	39.0%	0.0%	52.5%	0.0%	0.0%	15.0%	14.8%	0.0%	22.0%	16.4%	46.2%
No barriers	2	0	2	0	2	0	0	2	0	0	0	0	1	1	0	1	1	0
	3.4%	0.0%	9.0%	0.0%	6.6%	0.0%	0.0%	11.7%	0.0%	0.0%	0.0%	0.0%	3.2%	3.5%	0.0%	5.4%	8.4%	0.0%
Left car unlocked / Don't keep things in car	2	0	1	1	1	1	0	1	0	0	0	0	0	2	0	1	0	0
	3.5%	0.0%	4.2%	21.8%	3.1%	4.1%	0.0%	8.7%	2.3%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	8.7%	4.3%	0.0%
No time	3	0	3	0	2	1	0	0	1	2	0	0	2	0	0	2	0	0
	5.6%	0.0%	15.0%	0.0%	6.6%	4.7%	0.0%	2.8%	3.2%	47.5%	0.0%	0.0%	8.7%	1.8%	0.0%	16.3%	3.8%	0.0%
Didn't want to make a big deal / Minor crime / Not worth reporting	6	0	5	2	2	4	0	3	2	0	0	1	3	3	1	0	5	0
	13.2%	0.0%	26.9%	36.3%	6.9%	18.3%	0.0%	18.8%	10.7%	0.0%	0.0%	38.8%	11.1%	15.7%	76.5%	0.0%	50.0%	0.0%
Record response:	31	23	7	2	20	11	0	4	17	2	6	2	19	13	0	9	3	3
	66.2%	88.0%	41.3%	37.2%	83.3%	48.4%	0.0%	30.7%	83.8%	47.5%	100.0%	61.2%	71.4%	60.0%	23.5%	64.5%	25.5%	53.8%
Chi2:	(99)							(95)										



Q9. Would you say your confidence in Tacoma's Municipal Government is ...?	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
TOP BOX	407	154	187	65	192	215	0	263	27	54	20	38	104	296	37	85	134	125
	54.2%	62.8%	47.1%	61.0%	52.8%	55.9%	0.0%	60.1%	34.0%	68.3%	44.0%	39.7%	48.7%	56.1%	41.8%	60.2%	56.5%	61.7%
	c	bD	C					ll	H			h			PqR	O	o	O
Excellent	78	27	35	16	47	30	0	45	9	11	8	3	23	55	14	7	34	19
	10.3%	11.1%	8.8%	14.8%	13.1%	7.9%	0.0%	10.2%	11.8%	13.5%	16.9%	3.4%	10.7%	10.4%	15.3%	4.7%	14.1%	9.4%
			d	c	f	e									P	OQ	P	
Good	330	126	152	49	144	184	0	219	17	44	13	35	81	241	23	79	101	106
	43.8%	51.7%	38.3%	46.2%	39.7%	48.0%	0.0%	49.9%	22.2%	54.8%	27.0%	36.2%	38.0%	45.7%	26.5%	55.5%	42.4%	52.3%
			d	c	f	e		lk	H		h				PQR	Oq	Opr	Oq
Fair	261	85	145	30	127	131	1	128	48	18	18	43	84	174	33	46	81	61
	34.7%	34.8%	36.6%	27.9%	35.0%	34.1%	50.0%	29.4%	60.8%	22.2%	38.1%	45.2%	39.6%	32.9%	37.4%	32.6%	33.9%	30.1%
			d	c				l	Hk		i							
Poor	71	3	59	9	40	30	1	35	4	8	7	14	18	53	14	9	20	16
	9.5%	1.1%	14.8%	8.0%	11.1%	7.8%	50.0%	8.0%	5.2%	9.5%	16.0%	14.6%	8.5%	10.0%	16.0%	6.3%	8.5%	7.9%
		C	BD	C											pqr	o	o	o
BOTTOM BOX	332	88	204	38	167	161	1	164	52	25	25	57	103	226	47	55	101	77
	44.2%	35.9%	51.4%	36.0%	46.1%	41.9%	100.0%	37.4%	66.0%	31.7%	54.1%	59.8%	48.1%	42.9%	53.4%	38.9%	42.4%	38.0%
		c	bD	C				ll	H			h			pr	o		o
DK / No Opinion	13	3	6	3	4	8	0	11	0	0	1	1	7	6	4	1	3	1
	1.7%	1.3%	1.5%	3.1%	1.1%	2.2%	0.0%	2.5%	0.0%	0.0%	1.9%	0.6%	3.2%	1.1%	4.8%	1.0%	1.1%	0.3%
															qR	o	O	
Chi2:		(99.9)						(99.9)					(90)		(99.9)			



Q10. Have you attended City-run or sponsored events such as Freedom Fair, community clean-ups, Farmers Markets, Ethnic Fest, or others.?	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
In the last 6 months	356	115	207	32	160	194	1	228	31	30	18	42	85	265	41	55	114	125
	47.4%	47.1%	52.3%	30.1%	44.1%	50.6%	50.0%	52.0%	39.0%	37.5%	39.3%	44.1%	39.8%	50.1%	46.5%	38.6%	47.8%	61.6%
In the last year	161	36	99	27	80	80	0	102	11	27	2	18	50	110	18	43	57	32
	21.4%	14.6%	24.9%	25.2%	22.2%	20.9%	0.0%	23.4%	13.9%	33.8%	3.8%	18.4%	23.4%	20.9%	20.6%	30.1%	24.1%	15.8%
In the last 5 years	132	56	54	20	58	73	0	56	14	15	8	34	34	96	8	25	52	30
	17.5%	22.8%	13.5%	18.7%	15.8%	18.9%	0.0%	12.8%	17.7%	18.5%	17.9%	35.4%	16.0%	18.1%	9.3%	17.9%	21.8%	14.6%
Never	83	21	34	28	48	34	1	52	6	8	15	2	24	58	21	16	15	16
	11.0%	8.6%	8.5%	25.9%	13.2%	8.8%	50.0%	11.8%	8.0%	10.2%	32.0%	2.0%	11.5%	10.9%	23.6%	11.0%	6.3%	8.0%
DK / No Opinion	20	17	3	0	17	3	0	0	17	0	3	0	20	0	0	3	0	0
	2.7%	6.9%	0.8%	0.1%	4.7%	0.9%	0.0%	0.0%	21.4%	0.0%	7.1%	0.0%	9.4%	0.0%	0.0%	2.3%	0.1%	0.0%
Chi2:	(99.9)				(95)			(99.9)					99.9	(99.9)				



Q11. Have you attended a City meeting such as City Council, community meetings, or another City-sponsored public meeting ?	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
In the last 6 months	117	18	84	15	55	62	0	55	17	14	6	21	29	88	16	24	24	46
	15.5%	7.4%	21.1%	13.7%	15.1%	16.1%	0.0%	12.7%	21.5%	17.8%	12.4%	21.7%	13.5%	16.6%	17.6%	17.2%	10.2%	22.9%
In the last year	89	19	58	11	43	46	0	51	5	10	4	17	22	67	11	17	27	28
	11.8%	7.9%	14.8%	10.5%	12.0%	11.9%	0.0%	11.8%	6.9%	12.4%	8.4%	18.1%	10.3%	12.7%	12.2%	11.6%	11.3%	13.8%
In the last 5 years	108	22	65	21	71	36	0	84	10	0	0	11	10	98	7	17	43	33
	14.4%	9.0%	16.3%	20.1%	19.6%	9.4%	0.0%	19.2%	12.9%	0.0%	0.8%	11.1%	4.9%	18.6%	7.4%	12.1%	18.1%	16.1%
Never	436	185	189	59	193	239	1	245	46	56	36	47	152	274	56	83	144	95
	58.0%	75.7%	47.7%	55.0%	53.2%	62.3%	100.0%	56.1%	58.6%	69.8%	78.4%	49.0%	71.3%	51.9%	62.8%	58.5%	60.4%	46.9%
DK / No Opinion	1	0	1	1	0	1	0	1	0	0	0	0	0	1	0	1	0	1
	0.2%	0.0%	0.2%	0.7%	0.1%	0.3%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.5%	0.0%	0.3%
Chi2:		(99.9)			(95)			(99.9)					(99.9)		(95)			

Q11. Have you attended a City meeting such as City Council, community meetings, or another City-sponsored public meeting?



Q12. Have you reported a complaint or made an inquiry about a problem in a service to the City?	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
In the last 6 months	175	49	105	22	83	92	0	82	7	17	8	56	28	148	22	31	67	44
	23.3%	20.1%	26.4%	20.2%	22.9%	23.9%	0.0%	18.7%	9.5%	21.8%	17.5%	58.7%	13.0%	28.0%	24.9%	22.1%	28.3%	21.6%
In the last year	78	6	58	14	37	41	1	54	5	3	4	11	6	72	3	12	27	28
	10.4%	2.4%	14.6%	13.3%	10.1%	10.8%	50.0%	12.4%	6.1%	3.9%	9.3%	11.6%	2.9%	13.6%	3.6%	8.4%	11.4%	14.0%
In the last 5 years	89	14	57	18	44	43	0	59	8	13	1	5	21	64	8	16	35	21
	11.8%	5.7%	14.3%	16.7%	12.2%	11.1%	0.0%	13.5%	10.0%	16.0%	2.2%	4.9%	10.0%	12.1%	9.2%	11.1%	14.8%	10.3%
Never	406	176	174	53	198	206	1	241	57	46	33	24	158	242	55	82	107	109
	54.0%	71.8%	43.9%	49.3%	54.5%	53.6%	50.0%	55.1%	72.0%	58.3%	71.0%	24.8%	74.1%	45.7%	62.3%	57.6%	44.8%	53.8%
DK / No Opinion	3	0	3	0	1	2	0	2	2	0	0	0	0	3	0	1	2	1
	0.5%	0.0%	0.7%	0.4%	0.3%	0.6%	0.0%	0.4%	2.3%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.8%	0.7%	0.3%
Chi2:	(99.9)							(99.9)					(99.9)					



MQ13. How do you currently receive or access information from the City of Tacoma? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
Email	149	25	109	14	88	61	0	67	13	24	13	31	23	126	19	39	42	44
	19.8%	10.4%	27.6%	13.6%	24.2%	16.0%	0.0%	15.4%	16.7%	29.7%	28.8%	31.9%	10.9%	23.9%	21.0%	27.4%	17.7%	21.6%
Phone	85	16	52	16	48	36	0	52	8	1	10	12	11	74	16	20	17	19
	11.3%	6.6%	13.2%	15.4%	13.3%	9.3%	0.0%	11.9%	10.5%	0.7%	22.0%	12.4%	5.0%	14.1%	18.4%	14.3%	7.3%	9.4%
Social Media	239	114	110	15	118	121	0	100	32	45	3	57	89	150	24	51	87	48
	31.8%	46.5%	27.7%	14.0%	32.4%	31.5%	0.0%	22.8%	40.5%	57.0%	6.4%	59.7%	41.8%	28.3%	27.0%	35.6%	36.6%	23.7%
Online Website	307	94	190	22	144	163	0	194	25	26	28	30	73	231	31	69	88	101
	40.9%	38.3%	47.8%	20.9%	39.5%	42.3%	0.0%	44.4%	31.8%	32.0%	59.5%	31.5%	34.1%	43.7%	34.9%	48.6%	37.1%	50.1%
Never	48	21	20	7	23	24	1	32	2	2	4	8	28	19	12	9	10	12
	6.4%	8.5%	5.1%	6.5%	6.5%	6.3%	50.0%	7.2%	2.5%	2.2%	8.7%	8.4%	13.2%	3.6%	13.0%	6.1%	4.4%	6.1%
Flyer / Brochure	53	22	27	3	15	37	0	29	4	18	2	0	22	31	6	17	18	10
	7.0%	8.9%	6.9%	3.1%	4.3%	9.7%	0.0%	6.7%	4.8%	22.7%	3.9%	0.0%	10.2%	5.8%	6.3%	11.8%	7.5%	5.2%

Q12. Have you reported a complaint or made an inquiry about a problem in a service to the City? (Part 1)



MQ13. How do you currently receive or access information from the City of Tacoma? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Mail (postage) / Regular mail	191	43	117	31	105	85	1	109	8	47	5	18	46	145	14	37	69	54
	25.4%	17.4%	29.6%	28.9%	28.8%	22.0%	50.0%	24.9%	10.7%	58.4%	10.5%	19.1%	21.6%	27.4%	16.0%	26.4%	28.8%	26.6%
Newspaper	87	28	29	29	51	35	0	60	22	0	2	1	32	54	8	14	24	15
	11.5%	11.5%	7.2%	27.1%	14.0%	9.2%	0.0%	13.6%	27.5%	0.0%	3.4%	0.6%	15.1%	10.2%	9.3%	9.9%	10.1%	7.4%
Other, specify:	24	9	11	4	7	18	0	16	1	5	1	0	6	14	6	2	4	5
	3.2%	3.7%	2.7%	4.1%	1.8%	4.6%	0.0%	3.6%	1.7%	6.7%	2.0%	0.0%	3.0%	2.6%	6.9%	1.4%	1.7%	2.7%
Word-of-mouth / Neighbors / Networking / Friends	27	8	13	6	12	15	0	10	13	0	0	3	11	17	6	1	12	7
	3.7%	3.4%	3.3%	5.6%	3.3%	4.0%	0.0%	2.4%	16.5%	0.4%	0.0%	3.4%	5.2%	3.1%	6.9%	0.5%	5.2%	3.5%
News / TV News / TV	45	7	23	14	22	23	0	34	5	1	1	3	10	35	5	10	15	7
	6.0%	2.9%	5.9%	13.1%	6.2%	6.0%	0.0%	7.7%	6.9%	1.2%	2.4%	3.3%	4.6%	6.6%	5.6%	7.1%	6.4%	3.6%
311	4	0	3	0	1	2	0	4	0	0	0	0	0	4	0	0	2	1
	0.5%	0.0%	0.8%	0.3%	0.3%	0.6%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	1.0%	0.6%
With bills / Billing information / Bill inserts	15	0	11	4	4	12	0	11	2	0	2	0	1	14	1	2	6	4
	2.0%	0.0%	2.8%	3.4%	1.0%	3.1%	0.0%	2.5%	2.6%	0.0%	3.9%	0.0%	0.5%	2.6%	1.6%	1.1%	2.6%	2.1%
Attend meetings / Community meetings	16	6	7	3	4	11	0	3	1	9	0	2	8	8	7	0	5	3
	2.1%	2.3%	1.8%	3.0%	1.1%	3.0%	0.0%	0.7%	1.3%	11.2%	0.0%	1.9%	3.6%	1.5%	7.6%	0.3%	2.0%	1.5%

Q12. Have you reported a complaint or made an inquiry about a problem in a service to the City? (Part 2)



MQ13. How do you currently receive or access information from the City of Tacoma? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Newsletter	11	3	7	1	5	6	0	7	0	0	0	3	0	11	0	3	4	3
	1.5%	1.1%	1.8%	0.7%	1.4%	1.6%	0.0%	1.6%	0.0%	0.0%	0.0%	3.4%	0.1%	2.1%	0.3%	2.4%	1.5%	1.5%
Radio	13	10	1	2	2	11	0	2	0	0	0	10	1	12	0	2	1	10
	1.7%	4.1%	0.3%	2.0%	0.4%	3.0%	0.0%	0.5%	0.5%	0.0%	0.0%	10.4%	0.3%	2.4%	0.2%	1.2%	0.3%	5.1%
Phonebook	2	0	1	1	1	1	0	1	1	0	0	0	0	1	0	0	0	1
	0.2%	0.0%	0.2%	0.6%	0.3%	0.2%	0.0%	0.1%	1.2%	0.0%	0.0%	0.0%	0.1%	0.2%	0.3%	0.2%	0.0%	0.5%
Text message	1	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	1	0
	0.1%	0.0%	0.2%	0.3%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.3%	0.0%	0.3%	0.0%
Talk with employees / Talk to police / Fireman union / City reps	3	0	2	1	2	1	0	1	0	0	0	1	1	2	0	0	0	1
	0.4%	0.0%	0.6%	0.8%	0.5%	0.4%	0.0%	0.3%	0.0%	0.0%	0.0%	1.1%	0.4%	0.4%	0.0%	0.2%	0.1%	0.5%
Go to city building / At city / Public utilities / Police station	7	0	4	2	4	2	0	4	3	0	0	0	0	6	1	0	4	1
	0.9%	0.0%	1.1%	1.5%	1.1%	0.6%	0.0%	0.8%	3.6%	0.0%	0.0%	0.0%	0.2%	1.2%	0.6%	0.2%	1.9%	0.6%
Don't know / Not sure	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.4%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%
Chi2:		(99.9)			(95)			(99.9)					(99.9)		(99.9)			



MQ14. How would you like to receive or access information from the City of Tacoma? (Part 1)	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Weighted Total:	747	242	394	106	358	384	1	432	79	80	46	96	210	526	86	142	238	201
Total:	748	49	353	338	363	376	2	572	60	28	31	31	148	590	100	146	232	171
Email	253	85	144	23	120	132	0	137	27	15	16	55	47	201	25	47	84	78
	33.8%	35.1%	36.6%	21.5%	33.5%	34.5%	0.0%	31.7%	33.9%	19.2%	35.6%	57.1%	22.4%	38.2%	28.6%	33.3%	35.5%	38.6%
Phone	103	41	47	15	56	47	0	42	22	2	3	34	28	75	15	13	34	18
	13.8%	16.9%	11.9%	14.2%	15.6%	12.3%	0.0%	9.6%	28.1%	2.3%	5.9%	35.7%	13.1%	14.3%	17.0%	9.3%	14.1%	9.0%
Social Media	174	65	97	12	106	68	0	99	25	23	2	23	66	108	17	39	56	36
	23.4%	27.0%	24.6%	11.3%	29.5%	17.8%	0.0%	23.0%	31.7%	29.2%	5.1%	23.9%	31.4%	20.6%	20.2%	27.6%	23.7%	18.0%
Online Website	269	85	162	22	165	102	0	166	32	27	4	35	84	182	19	56	86	79
	36.1%	35.2%	41.1%	20.3%	46.0%	26.7%	0.0%	38.4%	41.2%	34.4%	8.7%	36.5%	39.7%	34.7%	21.6%	39.2%	36.1%	39.1%
Never/don't need	49	17	20	12	15	33	0	27	5	2	1	11	11	38	6	3	7	27
	6.5%	6.9%	5.0%	11.1%	4.2%	8.6%	0.0%	6.2%	6.7%	2.0%	1.3%	11.3%	5.2%	7.2%	7.3%	2.3%	2.7%	13.6%
Flyer / Brochure	30	0	26	4	17	14	0	13	5	10	0	2	3	26	1	4	18	7
	4.0%	0.0%	6.6%	3.6%	4.7%	3.5%	0.0%	3.0%	6.7%	12.2%	0.0%	1.8%	1.4%	5.0%	0.8%	2.6%	7.4%	3.3%
Mail (postage) / Regular mail	181	35	111	34	89	91	1	95	9	32	17	24	46	133	20	44	63	38
	24.3%	14.6%	28.2%	31.9%	24.8%	23.6%	100.0%	22.0%	12.1%	40.7%	35.8%	25.4%	22.0%	25.3%	23.2%	30.9%	26.7%	18.8%



MQ14. How would you like to receive or access information from the City of Tacoma? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Newspaper	45	11	20	13	19	25	0	32	3	3	0	5	12	33	4	13	19	5
	6.1%	4.6%	5.0%	12.6%	5.4%	6.6%	0.0%	7.3%	3.4%	4.1%	0.0%	5.6%	5.6%	6.3%	5.0%	9.5%	7.9%	2.6%
Other, specify:	46	15	24	8	24	22	0	20	10	1	0	13	19	27	24	4	7	9
	6.1%	6.0%	6.0%	7.1%	6.6%	5.8%	0.0%	4.7%	13.3%	1.4%	1.0%	13.5%	8.9%	5.1%	27.3%	2.8%	2.7%	4.4%
Word-of-mouth / Neighbors / Networking / Friends	5	0	3	2	1	3	0	3	2	0	0	0	1	3	0	0	2	1
	0.6%	0.0%	0.7%	1.8%	0.3%	0.9%	0.0%	0.6%	2.0%	0.4%	0.0%	0.0%	0.6%	0.6%	0.0%	0.0%	0.9%	0.7%
News / TV News / TV	16	0	10	6	8	8	0	11	3	1	1	0	2	13	2	4	4	4
	2.1%	0.0%	2.4%	5.4%	2.2%	2.1%	0.0%	2.5%	3.6%	1.4%	1.4%	0.0%	0.8%	2.5%	2.1%	2.5%	1.7%	1.9%
311	1	0	1	0	1	0	0	1	0	0	0	0	0	1	0	0	0	1
	0.2%	0.0%	0.3%	0.3%	0.3%	0.1%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.2%	0.0%	0.6%
With bills / Billing information / Bill inserts	7	0	4	2	3	3	0	3	1	1	0	0	0	6	2	1	1	1
	0.9%	0.0%	0.9%	2.2%	0.9%	0.9%	0.0%	0.7%	1.1%	1.4%	0.0%	0.4%	0.1%	1.1%	2.2%	0.6%	0.4%	0.6%
Attend meetings / Community meetings	4	0	2	1	1	2	0	3	0	0	0	0	0	4	0	0	1	2
	0.5%	0.0%	0.5%	1.4%	0.4%	0.5%	0.0%	0.6%	0.6%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.3%	0.3%	1.0%

MQ14. How would you like to receive or access information from the City of Tacoma? (Part 2)



MQ14. How would you like to receive or access information from the City of Tacoma? - ALL MENTIONS COMBINED	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Google / Internet / Digital information	21	14	5	2	19	2	0	9	0	0	11	1	12	9	8	1	5	4
	2.8%	5.8%	1.2%	1.9%	5.2%	0.6%	0.0%	2.1%	0.0%	0.0%	23.0%	0.7%	5.6%	1.8%	9.5%	0.5%	2.2%	2.1%
Newsletter	6	0	6	1	2	4	0	4	0	2	0	0	3	3	0	1	4	1
	0.8%	0.0%	1.5%	0.5%	0.7%	1.0%	0.0%	1.0%	0.3%	2.3%	0.0%	0.0%	1.5%	0.6%	0.0%	0.7%	1.5%	0.6%
Radio	2	0	2	0	1	1	0	2	0	0	0	0	0	2	0	1	1	0
	0.3%	0.0%	0.5%	0.3%	0.2%	0.4%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.7%	0.4%	0.2%
Keep it the same / Fine the way it is	7	0	5	2	3	5	0	6	1	0	0	0	3	4	0	1	2	3
	1.0%	0.0%	1.4%	1.6%	0.7%	1.2%	0.0%	1.4%	1.4%	0.0%	0.0%	0.0%	1.3%	0.8%	0.0%	0.5%	1.0%	1.7%
Text message	4	0	4	0	4	1	0	2	3	0	0	0	0	4	0	0	4	1
	0.6%	0.0%	1.1%	0.0%	1.0%	0.2%	0.0%	0.4%	3.6%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	1.5%	0.4%
Chi2:	(99.9)				(99)			(99.9)					(99.9)		(99.9)			



Q15. Overall, how satisfied are you with the amount of services Tacoma devotes to social issues? Are you...	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
TOP BOX	522	172	274	73	280	239	1	302	59	64	33	56	141	373	70	102	160	134
	69.4%	70.3%	69.2%	68.8%	77.1%	62.3%	50.0%	69.1%	74.8%	80.4%	70.7%	58.4%	66.1%	70.6%	78.7%	71.7%	67.4%	66.5%
Very Satisfied	143	80	46	16	71	72	0	87	27	26	2	0	52	90	13	18	46	43
	19.1%	32.6%	11.7%	15.0%	19.5%	18.8%	0.0%	19.8%	34.1%	32.6%	4.2%	0.4%	24.6%	17.1%	14.6%	12.8%	19.2%	21.3%
Somewhat Satisfied	379	92	228	57	209	167	1	216	32	38	31	56	88	283	57	84	115	91
	50.3%	37.7%	57.5%	53.8%	57.6%	43.5%	50.0%	49.3%	40.7%	47.8%	66.5%	57.9%	41.5%	53.5%	64.1%	58.9%	48.2%	45.2%
Somewhat Dissatisfied	121	44	58	19	40	80	0	65	15	9	7	22	28	92	9	26	40	34
	16.1%	18.1%	14.5%	17.6%	10.9%	20.8%	0.0%	14.8%	19.3%	11.0%	15.4%	22.9%	13.2%	17.4%	9.6%	18.2%	17.0%	16.7%
Very Dissatisfied	38	4	30	3	18	20	0	20	3	4	0	11	13	25	5	3	14	12
	5.1%	1.7%	7.7%	3.2%	4.9%	5.3%	0.0%	4.6%	3.6%	4.4%	0.0%	11.6%	6.0%	4.7%	5.6%	2.1%	5.7%	5.8%
BOTTOM BOX	159	48	88	22	57	100	0	85	18	12	7	33	41	117	14	29	54	46
	21.2%	19.8%	22.2%	20.8%	15.8%	26.1%	0.0%	19.4%	22.9%	15.4%	15.4%	34.5%	19.2%	22.2%	15.3%	20.2%	22.7%	22.6%
DK / No Opinion	71	24	34	11	26	45	1	50	2	3	6	7	31	38	5	12	24	22
	9.4%	9.9%	8.6%	10.4%	7.1%	11.6%	50.0%	11.5%	2.3%	4.2%	13.9%	7.1%	14.7%	7.2%	6.0%	8.1%	9.9%	10.9%
Chi2:	99.9			(99.9)				(99.9)					99					

Q15. Overall, how satisfied are you with the amount of services Tacoma devotes to social issues? Are you...



Q16A. The amount of homelessness services - Would you say you are Very dissatisfied, Somewhat Dissatisfied, Somewhat Satisfied, Very Satisfied?	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
Homelessness services	253	103	121	27	146	106	0	140	38	37	11	23	94	153	52	37	69	57
	33.6%	42.2%	30.5%	25.7%	40.2%	27.5%	0.0%	31.9%	48.3%	47.0%	23.7%	24.5%	44.2%	28.9%	58.7%	26.2%	28.9%	28.3%
Mental health services	297	138	131	27	158	139	0	137	43	42	21	52	93	196	44	63	79	68
	39.5%	56.6%	33.0%	25.0%	43.4%	36.1%	0.0%	31.4%	54.4%	53.3%	45.8%	53.8%	43.7%	37.1%	49.4%	44.3%	33.3%	33.9%
Affordable housing services	293	117	147	28	151	141	0	163	25	47	17	37	78	213	27	65	109	73
	38.9%	47.7%	37.1%	26.3%	41.5%	36.8%	0.0%	37.3%	31.3%	59.2%	36.6%	38.6%	36.5%	40.3%	30.4%	45.5%	45.9%	36.2%
Senior centers/services	384	124	196	63	188	194	1	212	30	45	28	63	82	301	44	73	134	100
	51.1%	50.8%	49.5%	58.8%	51.6%	50.5%	50.0%	48.4%	38.2%	55.9%	61.2%	65.6%	38.5%	56.9%	50.1%	51.4%	56.5%	49.6%
Access to healthy, affordable Food	561	214	267	76	269	289	1	318	57	68	39	68	162	389	62	122	160	153
	74.6%	87.6%	67.3%	71.3%	73.9%	75.4%	50.0%	72.7%	72.9%	85.0%	84.9%	70.9%	76.0%	73.7%	70.3%	85.9%	67.1%	75.8%
Workforce development services	440	197	195	46	205	234	1	241	53	51	28	61	133	299	46	93	135	117
	58.5%	80.6%	49.2%	42.8%	56.3%	60.9%	50.0%	55.0%	67.1%	64.2%	61.0%	63.1%	62.3%	56.6%	52.1%	65.5%	56.8%	58.0%
Gang prevention services	340	122	168	47	168	169	0	209	34	29	20	42	74	262	38	59	122	100
	45.2%	50.0%	42.4%	44.6%	46.4%	44.0%	0.0%	47.7%	43.2%	36.9%	44.3%	44.1%	34.7%	49.6%	42.5%	41.4%	51.1%	49.7%
Immigrant support services	275	98	142	36	131	144	1	173	16	40	19	24	52	219	27	52	93	86
	36.6%	39.9%	35.8%	33.8%	35.9%	37.5%	50.0%	39.5%	20.7%	50.8%	40.2%	24.6%	24.3%	41.4%	30.1%	36.4%	39.1%	42.6%
Drug use services	241	105	105	29	115	125	0	129	25	31	10	43	66	167	29	45	68	70
	32.1%	43.1%	26.5%	27.7%	31.8%	32.6%	0.0%	29.6%	31.4%	39.5%	21.9%	45.3%	31.0%	31.6%	32.7%	31.8%	28.5%	34.4%

Q16A. The amount of homelessness services - Would you say you are Very dissatisfied, Somewhat Dissatisfied, Somewhat Satisfied, Very Satisfied?



Q17A. Please indicate to what extent you agree or disagree. - Street, trail, and other infrastructure projects have enhanced my neighborhood in the last five years. Do you...	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
TOP BOX	455	190	206	57	221	232	0	273	48	53	26	49	152	297	51	88	142	123
	60.5%	77.6%	52.1%	53.4%	60.8%	60.5%	0.0%	62.3%	61.7%	66.1%	56.4%	51.1%	71.2%	56.2%	57.1%	62.0%	59.8%	60.7%
		CD	B	B									N	M				
Strongly Agree	194	86	82	25	104	89	0	116	35	5	16	19	65	127	23	24	70	50
	25.7%	35.1%	20.6%	23.6%	28.5%	23.2%	0.0%	26.5%	44.3%	6.6%	33.6%	19.4%	30.7%	24.1%	25.6%	16.6%	29.5%	24.6%
		c	b					I	HI			i				Q	P	
Somewhat Agree	261	104	125	32	117	144	0	156	14	47	11	30	86	170	28	64	72	73
	34.7%	42.5%	31.5%	29.8%	32.2%	37.4%	0.0%	35.7%	17.5%	59.5%	22.9%	31.7%	40.5%	32.1%	31.5%	45.4%	30.3%	36.1%
								I	H					p	oQ	P		
Somewhat Disagree	119	20	79	19	66	52	1	69	21	9	10	8	31	87	12	28	39	28
	15.8%	8.3%	20.0%	17.8%	18.1%	13.6%	50.0%	15.7%	27.2%	11.3%	22.1%	8.2%	14.7%	16.5%	13.7%	19.8%	16.5%	13.7%
		c	b					i	hl			i						
Strongly Disagree	144	34	89	18	64	78	0	70	7	16	7	39	22	121	20	20	48	43
	19.2%	14.1%	22.5%	17.1%	17.5%	20.4%	0.0%	15.9%	8.8%	20.6%	15.6%	40.7%	10.4%	22.9%	22.6%	14.2%	20.0%	21.1%
								L	L		I	HIk	N	M				
BOTTOM BOX	263	55	169	37	130	131	1	138	28	25	17	47	53	208	32	48	87	70
	35.0%	22.4%	42.6%	34.9%	35.7%	34.0%	50.0%	31.6%	36.1%	31.9%	37.7%	48.9%	25.1%	39.4%	36.4%	34.0%	36.5%	34.8%
		C	Bd	c				I				h	N	M				
DK/No Opinion	34	0	21	12	13	21	1	27	2	2	3	0	8	23	6	6	9	9
	4.6%	0.0%	5.4%	11.7%	3.6%	5.4%	50.0%	6.1%	2.2%	2.0%	5.9%	0.0%	3.7%	4.4%	6.6%	4.0%	3.7%	4.5%
		d	D	bC														
Chi2:	(99.9)				-			(99.9)					99.9		-			



Q17B. Please indicate to what extent you agree or disagree. - I regularly use my own reusable bags at stores when shopping. Do you...	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
TOP BOX	577	172	315	88	259	315	1	357	54	59	41	58	160	409	76	112	183	159
	76.7%	70.4%	79.5%	82.7%	71.3%	82.2%	50.0%	81.6%	68.4%	74.3%	88.5%	60.0%	75.1%	77.4%	85.8%	78.8%	77.0%	78.6%
Strongly Agree	405	115	222	67	180	224	0	260	33	37	25	44	105	295	52	71	127	124
	53.8%	46.8%	56.0%	62.8%	49.5%	58.3%	0.0%	59.4%	41.8%	45.9%	53.0%	46.0%	49.2%	55.9%	59.1%	50.2%	53.4%	61.2%
Somewhat Agree	172	58	93	21	79	91	1	97	21	23	16	13	55	114	24	41	56	35
	22.9%	23.6%	23.5%	19.9%	21.8%	23.8%	50.0%	22.2%	26.6%	28.4%	35.4%	14.0%	25.9%	21.5%	26.8%	28.6%	23.7%	17.4%
Somewhat Disagree	39	11	23	5	27	12	0	26	1	4	1	6	16	23	5	4	15	10
	5.2%	4.4%	5.8%	5.1%	7.4%	3.2%	0.0%	5.8%	1.4%	4.7%	2.3%	6.7%	7.5%	4.3%	5.2%	3.1%	6.2%	4.9%
Strongly Disagree	133	62	57	12	76	55	1	52	24	17	4	32	37	93	7	26	40	33
	17.7%	25.2%	14.3%	11.7%	20.8%	14.4%	50.0%	11.9%	30.3%	21.1%	8.5%	33.3%	17.4%	17.7%	8.1%	18.0%	16.8%	16.5%
BOTTOM BOX	172	73	79	18	102	67	1	78	25	20	5	38	53	116	12	30	55	43
	22.9%	29.6%	20.0%	16.8%	28.2%	17.5%	50.0%	17.8%	31.6%	25.7%	10.9%	40.0%	24.9%	22.0%	13.4%	21.2%	23.0%	21.4%
DK/No Opinion	3	0	2	1	2	1	0	3	0	0	0	0	0	3	1	0	0	0
	0.4%	0.0%	0.5%	0.5%	0.5%	0.3%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.0%	0.6%	0.8%	0.0%	0.0%	0.0%
Chi2:	(99)				(99)			(99.9)					-		-			

Q17B. Please indicate to what extent you agree or disagree.
 - I regularly use my own reusable bags at stores when shopping. Do you...



Q18B. Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma. - The ease of bus travel in Tacoma. Are you...?	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Weighted Total:	752	245	396	106	363	384	1	438	79	80	46	96	213	528	89	142	238	202
Total:	753	50	355	340	368	376	2	577	60	28	31	31	149	593	101	146	232	172
Parking in my neighborhood	582	174	325	81	275	304	1	359	40	69	30	76	134	441	66	105	194	172
	77.4%	71.2%	81.9%	76.1%	75.6%	79.2%	50.0%	82.0%	51.6%	86.1%	65.4%	79.3%	63.0%	83.5%	74.9%	73.8%	81.7%	85.2%
Bus travel in Tacoma	439	173	209	55	219	218	1	264	33	54	31	51	118	316	60	100	122	130
	58.4%	70.8%	52.8%	52.0%	60.3%	56.8%	50.0%	60.4%	41.7%	68.1%	67.0%	52.9%	55.3%	59.8%	67.1%	70.7%	51.4%	64.1%
Bicycle travel in Tacoma	435	179	205	49	214	220	0	253	37	54	24	63	116	311	68	82	142	111
	57.9%	73.3%	51.7%	45.7%	58.9%	57.3%	0.0%	57.8%	46.8%	68.3%	51.6%	66.2%	54.4%	58.9%	77.2%	57.8%	59.7%	54.9%
Walking in my neighborhood	589	179	320	87	304	282	1	360	48	71	33	67	159	421	71	109	186	168
	78.3%	73.2%	80.6%	81.4%	83.6%	73.4%	50.0%	82.2%	60.6%	89.6%	70.4%	69.9%	74.5%	79.7%	80.5%	76.7%	78.3%	82.9%
Tacoma's Air Quality	620	195	331	92	317	298	1	363	63	76	35	72	175	436	84	114	187	168
	82.5%	79.5%	83.5%	86.4%	87.3%	77.7%	100.0%	82.9%	80.2%	95.8%	76.6%	75.3%	82.0%	82.6%	94.4%	80.4%	78.7%	83.0%
Puget Sound Water Quality	563	195	286	79	281	277	1	331	61	71	34	57	152	404	63	112	162	166
	74.8%	79.5%	72.1%	74.5%	77.5%	72.2%	100.0%	75.5%	77.9%	88.9%	73.0%	59.5%	71.4%	76.4%	71.2%	78.9%	68.1%	81.9%

Q18B. Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma. - The ease of bus travel in Tacoma. Are you...? (Part 1)



Q18B. Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma. - The ease of bus travel in Tacoma. Are you...?	Total	34 and under	35 to 64	65 and older	Male	Female	Other	White	Black	Hispanic	Other	Two or more races	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Quality of the natural environment	608	224	296	86	306	300	0	363	69	68	43	55	184	416	72	124	184	166
	80.9%	91.4%	74.8%	80.6%	84.2%	78.0%	0.0%	83.0%	88.3%	84.9%	93.1%	57.6%	86.5%	78.8%	81.0%	86.9%	77.4%	82.0%
		C	B		f	e		L	L		L	HIK	n	m		q	p	
Your neighborhood's cleanliness	586	191	304	88	293	291	1	349	51	61	30	86	143	436	67	116	196	165
	77.9%	77.9%	76.7%	82.7%	80.7%	75.7%	50.0%	79.7%	65.0%	77.1%	65.8%	89.8%	67.3%	82.4%	75.7%	81.9%	82.2%	81.8%
			d	c				l	HI		l	ik	N	M				
Your neighborhood's trees	622	225	306	88	307	312	1	354	68	75	41	74	182	431	71	118	205	167
	82.7%	92.0%	77.1%	82.8%	84.4%	81.3%	50.0%	80.9%	87.1%	93.9%	88.5%	77.3%	85.3%	81.5%	80.0%	83.4%	86.0%	82.4%
		c	b															
Overall appearance of Tacoma	644	230	323	89	309	333	1	372	73	70	41	78	183	452	74	127	211	167
	85.7%	93.9%	81.5%	83.8%	84.9%	86.6%	50.0%	85.1%	93.4%	87.7%	89.4%	81.7%	85.9%	85.5%	83.6%	89.4%	88.7%	82.4%
		c	b															

Q18B. Please rate your level of satisfaction with each of the following characteristics, as they relate to Tacoma. - The ease of bus travel in Tacoma. Are you...? (Part 2)

Appendix 5: Methodology



Methodology (cont'd)

- The results were weighted based on Census 2010 data. Weighting was applied based on the following census distributions (see right table).

	Population %	Weighted Data %
Race and Ethnicity		
White	59.7%	58.2%
Black	10.0%	10.4%
American Indian	1.1%	1.2%
Asian	9.0%	4.2%
Pacific Islander	1.1%	0.8%
Hispanic	11.3%	10.6%
Two or more races	7.5%	12.8%
Other	0.2%	0.2%
Sex and Age		
Female	51.2%	51.3%
Male	48.8%	48.7%
18-34 years of age	35.0%	32.7%
35-54 years of age	36.0%	39.5%
55+ years of age	29.1%	27.8%
Females 18-34	17.3%	17.9%
Females 35-54	17.7%	17.9%
Females 55+	16.2%	15.6%
Males 18-34	17.6%	14.9%
Males 35-54	18.3%	21.9%
Males 55+	12.9%	12.0%
District		
Area 1	21.1%	19.6%
Area 2	20.9%	21.3%
Area 3	19.6%	20.4%
Area 4	18.8%	18.7%
Area 5	19.6%	20.0%