City of Los Angeles Business and City Improvement Survey

Executive Summary

Controller Greuel created this study to seek feedback from Los Angeles City residents and businesses on how the City of Los Angeles can improve its City services. Over two months, a total of 2,365 participants responded through e-mail and social media blasts, as well as through a survey link listed on the Controller's website.

Survey participants answered questions, covering seven main themes including public safety, emergency preparedness, community services and livability, community development, transportation, environmental issues, and business. Survey participants rated the quality of City services on a four-point scale that included the options "excellent", "good", "fair" or "poor"; they also ranked the importance of types of City services as "very important", "important", "unimportant" or "very unimportant". Participants rated their level of satisfaction with current City services, and responded to questions which measured the frequency of use of certain services, level of involvement, and demographic information about the respondent. The survey also included an open response question that asked participants to include their top three issues facing the City of Los Angeles.

Survey Summary

More than one-third (36.4%) of survey participants rated the City's level of services as "good". The five categories with the highest average service rating were water, sanitation, electricity, libraries, and recreation and parks. The five categories with the lowest average service rating were street maintenance, public education, housing code violation enforcement, affordable housing, and housing inspection. The two categories used the least in the last 12 months, which were also among the five lowest rated, were housing inspection and housing code violation enforcement.

Public safety encompassed observations of safety, police, fire, and 911 services. When rating safety issues, about nine out of ten survey respondents rated the safety of their respective neighborhoods as either "excellent" or "good". More than seven out of ten respondents feel "safe" overall in the City of Los Angeles. For those who received services from the Los Angeles Police Department (LAPD) in the last 12 months, about

eight out of ten rated the professionalism of the LAPD as either “excellent” or “good”. About two-third of those who received services from the LAPD in the last 12 months rated services as “excellent” or “good” in providing an appropriate level of service.

The Los Angeles Fire Department (LAFD) also received positive ratings. For those who received services from the LAFD in the last 12 months, almost nine out of ten rated the the professionalism of the LAFD as either “excellent” or “good”. More than nine out of ten rated the LAFD in providing an “appropriate level of service”. Additionally, 911 received positive ratings in “timeliness”, “courtesy”, and “overall effectiveness in addressing your needs”. All three categories were rated “excellent” most frequently.

Survey respondents were asked to rate their level of preparedness in the event of a natural disaster. Two out of three believed that their households were “somewhat prepared”. Those who rated their households “very prepared” tended to be age 45 or older. More than half of the participants own an emergency preparedness kit that includes enough food and water to last three days.

Community services and livability encompassed 311, utilities, neighborhood factors, and street services. The 311 service received a positive response, which was rated “good” most frequently in every category including “timeliness”, “courtesy”, and “overall effectiveness in addressing your needs”. There was a disparity in age among 311 users, where only 7.6% of 311 users were between the ages of 18-34. Water and power utilities were rated in the satisfactory range and is an area the City can work on improving. Out of the five neighborhood factors rated, “housing affordability” and “walking distance to public transit” received the lowest average ratings. Respondents were also asked to rate a variety of street factors, and the two with the lowest average ratings were “street condition” and “speeding motorists”. The average rating of the overall livability of the respondent’s neighborhood is “good”.

The community development section asked respondents to rate commercial and residential developments around their respective neighborhood. Commercial development was measured by respondents’ perception of “improving your access to services and shopping” and “overall contribution to the economic development of the City”. About half of respondents were satisfied with the overall contribution to economic

development, while more than two-third of respondents were either “satisfied” or “very satisfied” with commercial development in improving access to services and shopping. Residential development was measured by the degree of satisfaction in both the development’s contribution to the appreciated value of the neighborhood, and the overall improvement of the neighborhood as a place to live. The most frequent rating in both contribution to appreciated value of the neighborhood and the overall improvement of the neighborhood as a place to live was “satisfied”.

When participants were asked about their perception of traffic flow and their methods of transportation, traffic flow on major thoroughfares (excluding freeways) during off-peak hours was rated “good” most frequently; however, more than half of respondents rated traffic flow on major thoroughfares (excluding freeways) during peak hours as “poor”. The primary form of transportation for respondents was driving alone.

The importance of environmental factors, including environmental sustainability, clean water, clean air, and developing an environmentally-friendly city infrastructure were most frequently rated “very important”. Respondents who ranked the environmental categories “very important” or “important” tended to be older and more educated. When asked about City policies, codes, or processes that could be improved based on their experience with the City, the top three choices business owners most frequently rated were “changes to taxes and fees”, “improve customer service through the permit and design process”, and “improve timeliness of obtaining a permit”. The top two business-related issues and concerns rated by business owners were the “cost of doing business – taxes and fees” and the “business climate”.

Respondents were asked to state their top three issues facing Los Angeles, and responses were organized into seven major themes including: (1) public safety, (2) the economy, (3) City infrastructure, (4) education, (5) environment, (6) social issues, and (7) multiple issues/other. The seven themes were further sub-categorized. The top three issues were education, jobs and unemployment (economic), and the City budget (City infrastructure).

Introduction

The City of Los Angeles is the most populated City in the State of California, and the second most populated in the United States of America. Since the City was formed in 1781, there has not been a consistent and systematic way of gauging the perception of everyday citizens who live, work, and play in the Los Angeles community. The City of Los Angeles Business and City Improvement Survey takes a progressive step in connecting with communities, and incorporating quantitative feedback into the decision-making process of local government.

A variety of different ideas contributed to the creation of the City of Los Angeles Business and City Improvement Survey. Several large U.S. cities have recently implemented surveys to measure citizen satisfaction and the quality of life in their respective cities. In addition, a review of the literature provided useful insight into how previously strategies, techniques, and gathered data could be applied to Los Angeles.

Goal

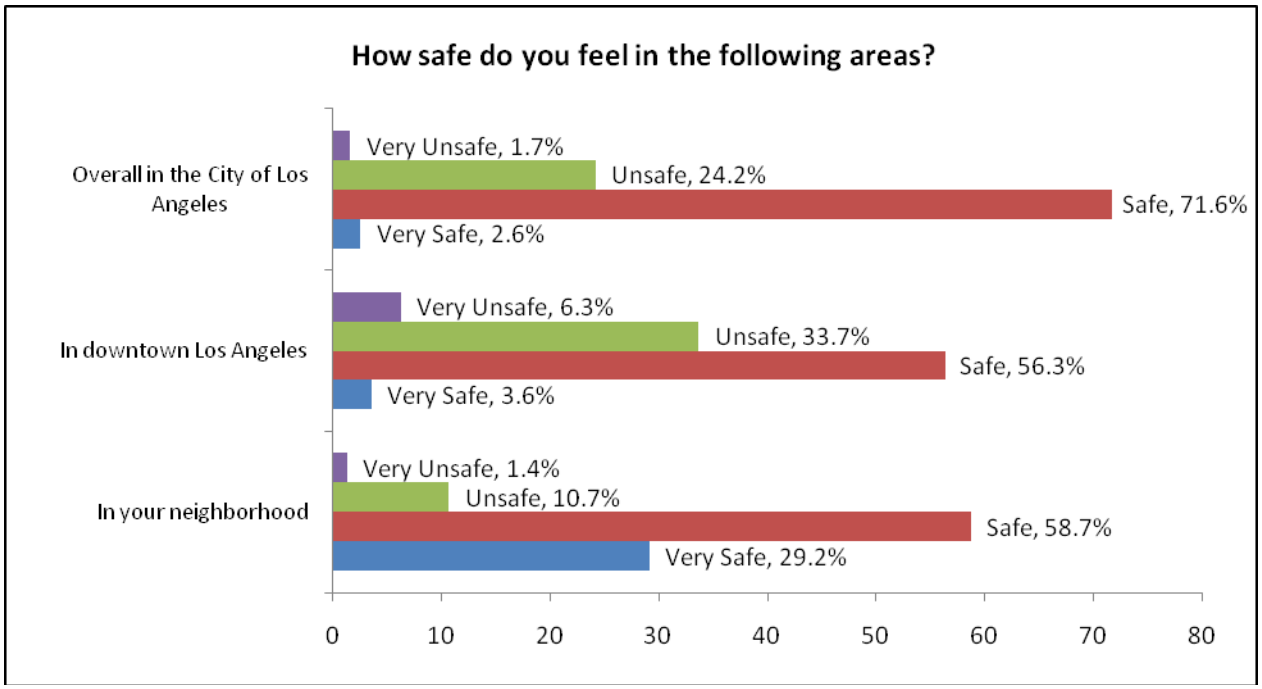
- To measure the level of satisfaction of City services from residents and business owners of the City of Los Angeles

Methodology

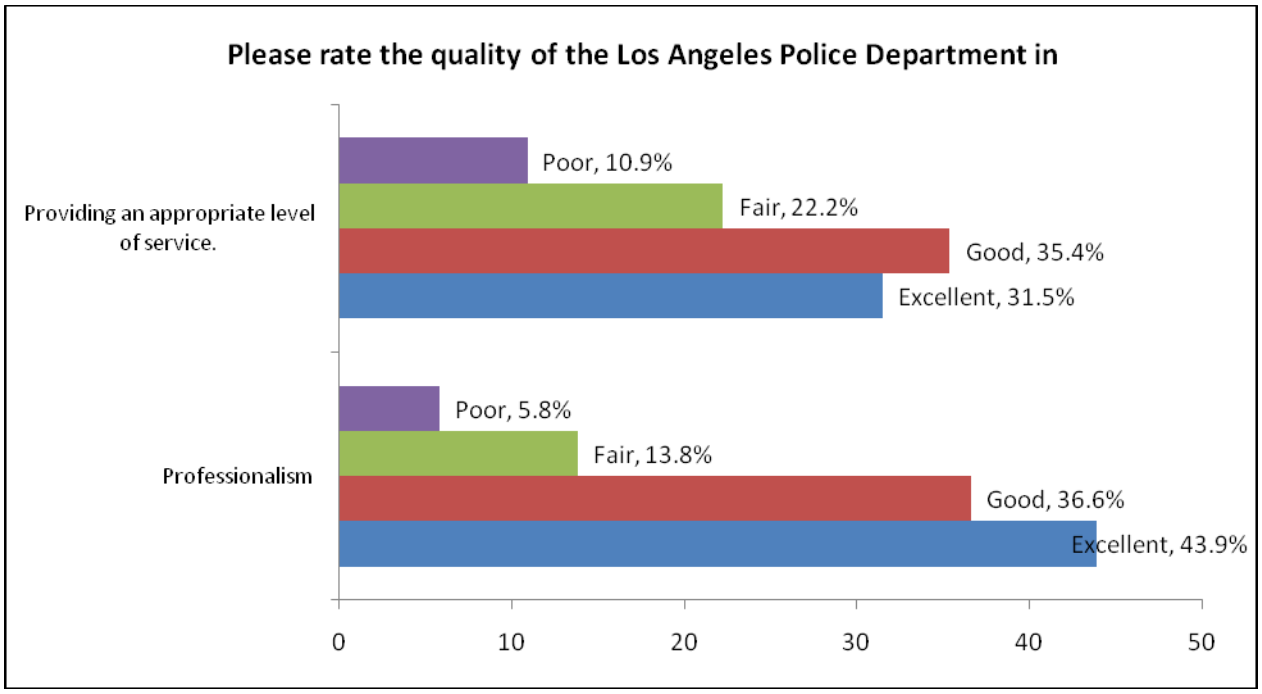
This study used a convenient online sample through the use of a website link, e-mail, and social media blasts over a period of two months. For the sample size to be statistically significant for the City of Los Angeles population of 3,782,621, with a confidence level of 99% and a confidence interval of +/-5%, a sample size of 666 was needed. The final sample size of 2,356 surpassed the number needed for statistical significance.

Findings

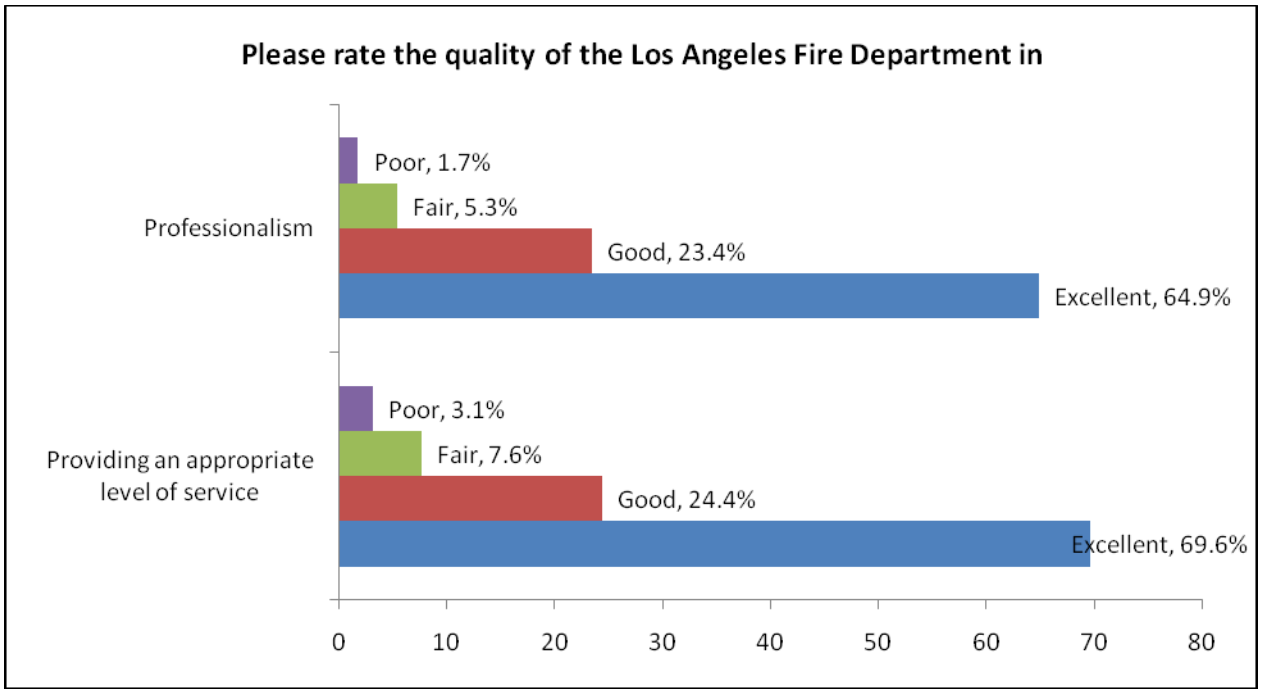
Public Safety



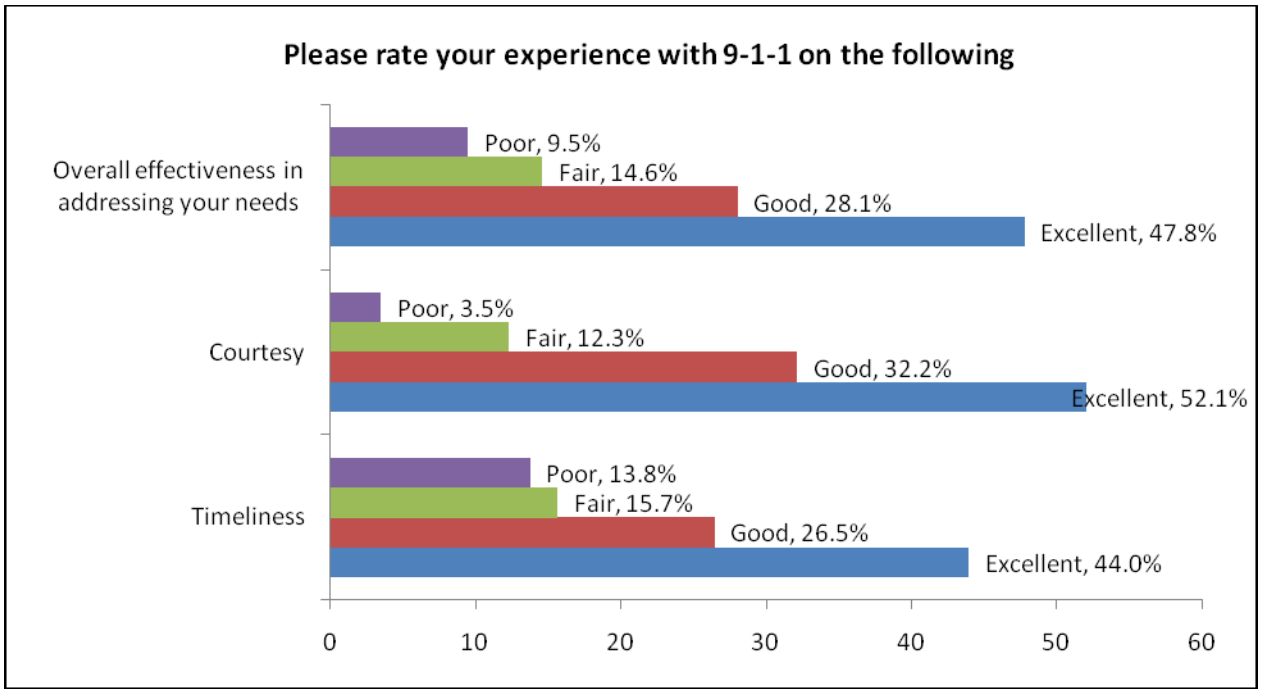
- About nine out of ten respondents feel either **"very safe"** or **"safe"** in their neighborhoods.
- More than seven out of ten respondents feel **"safe"** overall in the City of Los Angeles, while more than half of respondents feel **"safe"** in downtown Los Angeles.
- Council District 15 and Council District 12 had the lowest average rating in respondent's feeling of safety.



- Of the 593 respondents who received services from the Los Angeles Police Department (LAPD) in the last 12 months, about eight out of ten respondents rated the professionalism of the LAPD either **"excellent"** or **"good"**.
- Of the 593 respondents who received services from the LAPD in the last 12 months, about two-third of respondents rated the LAPD as either **"excellent"** or **"good"** in providing an appropriate level of service.

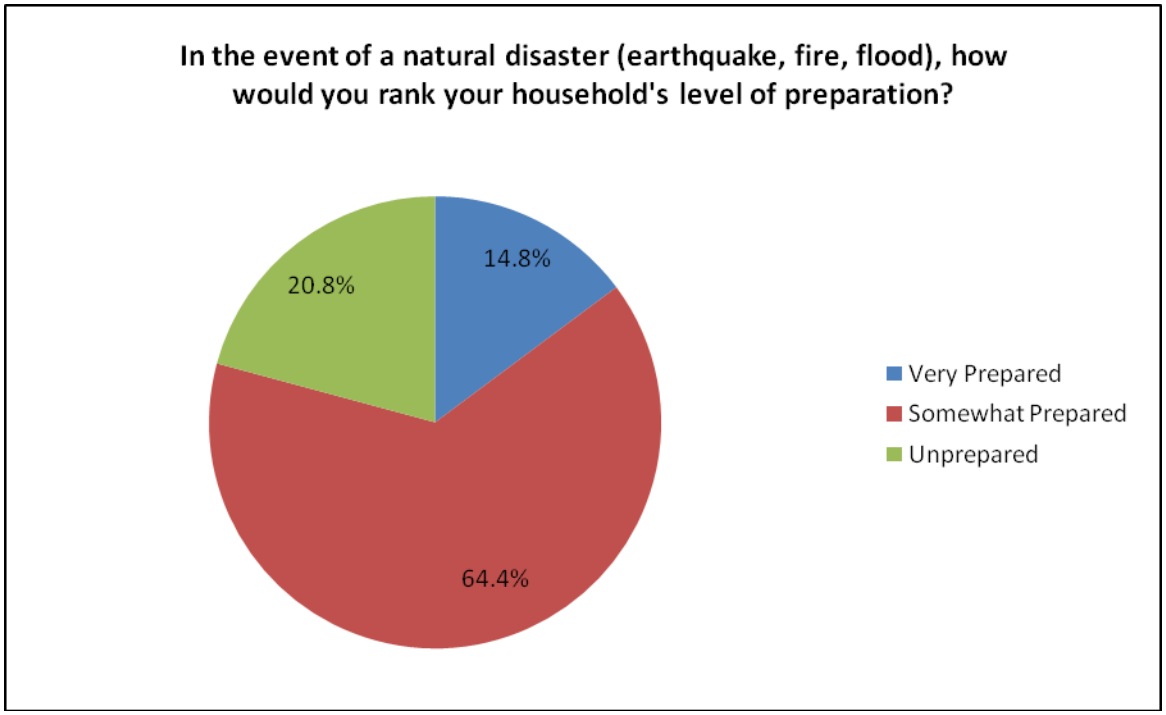


- Of the 303 respondents who received services from the Los Angeles Fire Department (LAFD) in the last 12 months, almost nine out of ten respondents rated the professionalism of the LAFD either **"excellent"** or **"good"**.
- Of the 303 respondents who received services from the LAFD in the last 12 months, more than nine out of ten respondents rated the LAFD as either **"excellent"** or **"good"** in providing an appropriate level of service.

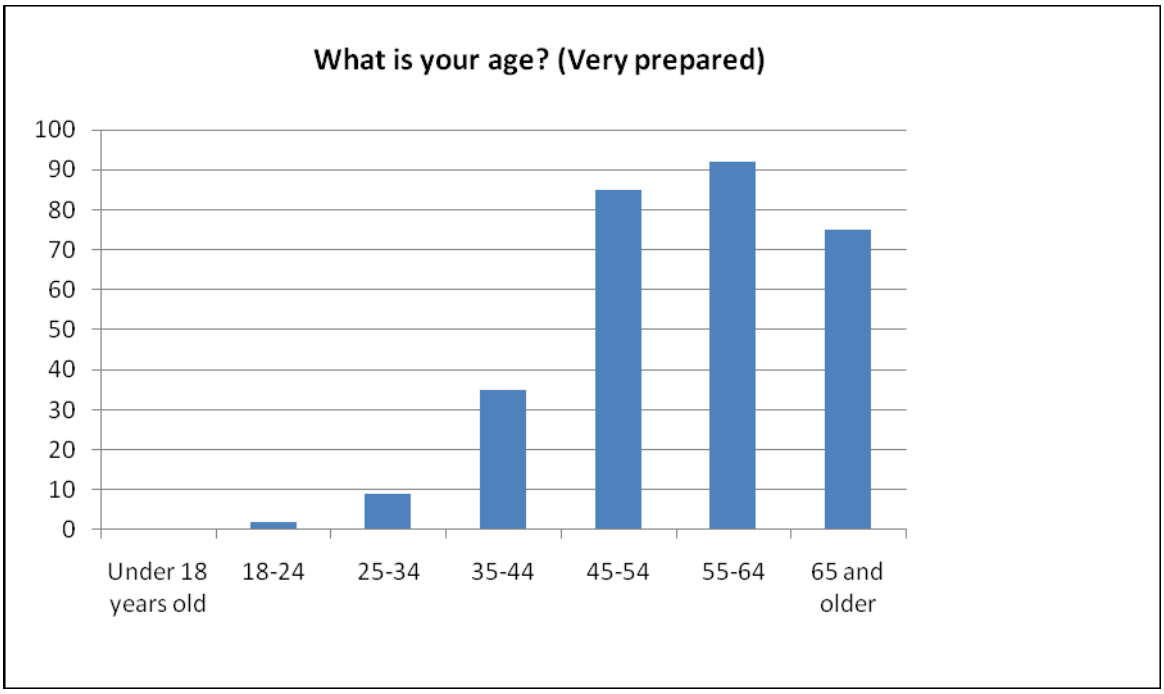


- Of the 434 respondents who called 9-1-1 in the last 12 months, about three out of four respondents rated 9-1-1 either **"excellent"** or **"good"** in the overall effectiveness in addressing the respondent's needs.
- Of the 434 respondents who called 9-1-1 in the last 12 months, more than eight out of ten respondents rated the courtesy of 9-1-1 either **"excellent"** or **"good"**.
- Of the 434 respondents who called 9-1-1 in the last 12 months, about seven out of ten respondents rated 9-1-1 either **"excellent"** or **"good"** in the timeliness of their call response.

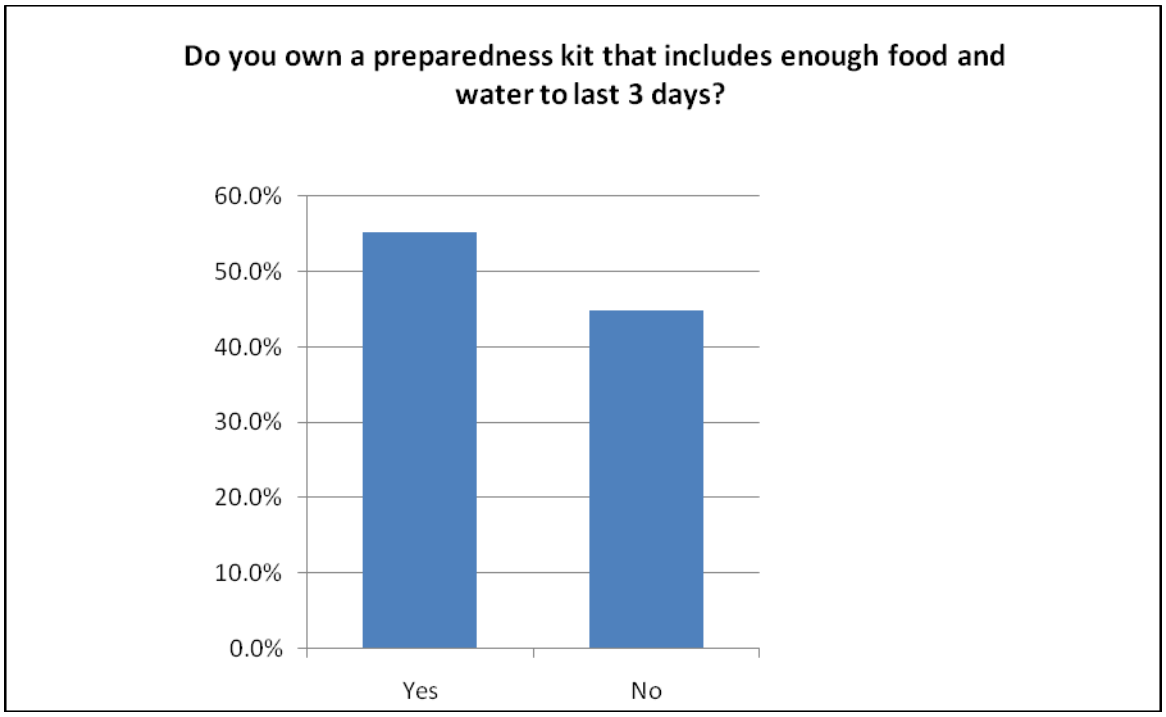
Emergency Preparedness



- Almost two out of three respondents feel **"somewhat prepared"** in the event of a natural disaster.
- About one out of five respondents feel **"unprepared"** in the event of a natural disaster.

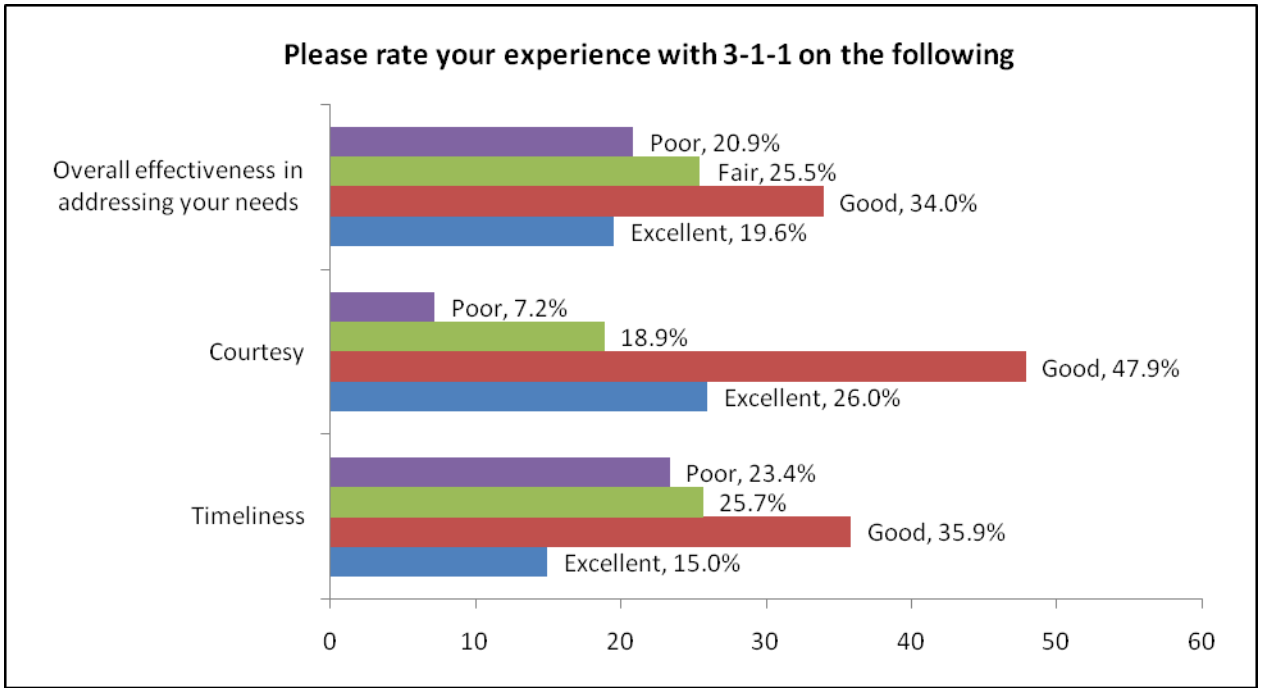


- Respondents who reported to be **"very prepared"** in the event of a natural disaster appeared to age 45 and older appear and were much more prepared compared to respondents age 18-44.

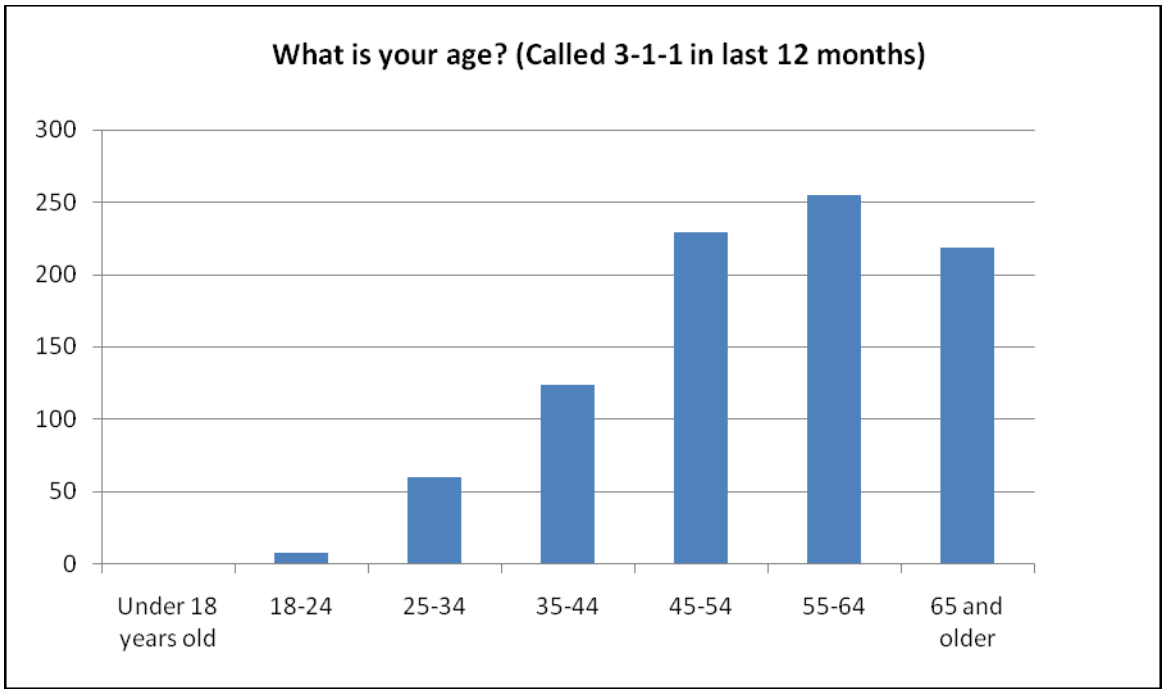


- More than half of respondents own a preparedness kit that includes enough food and water to last 3 days, while fewer than half of respondents do not.

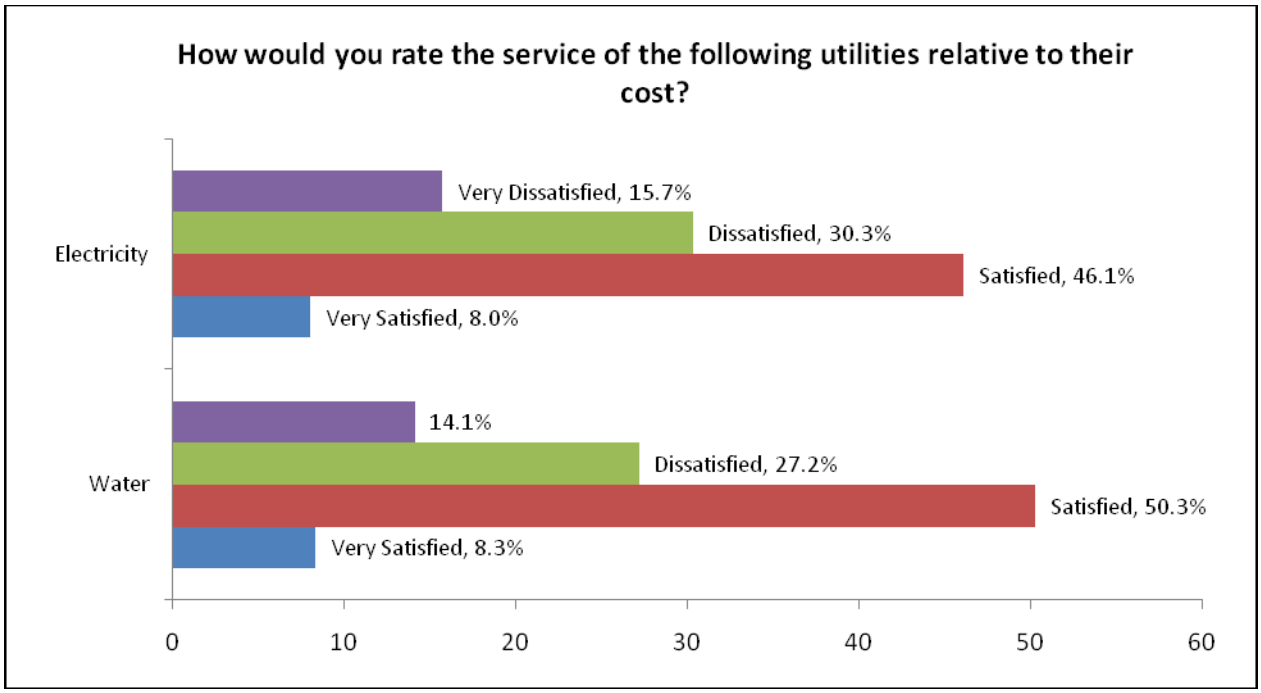
Community Services and Livability



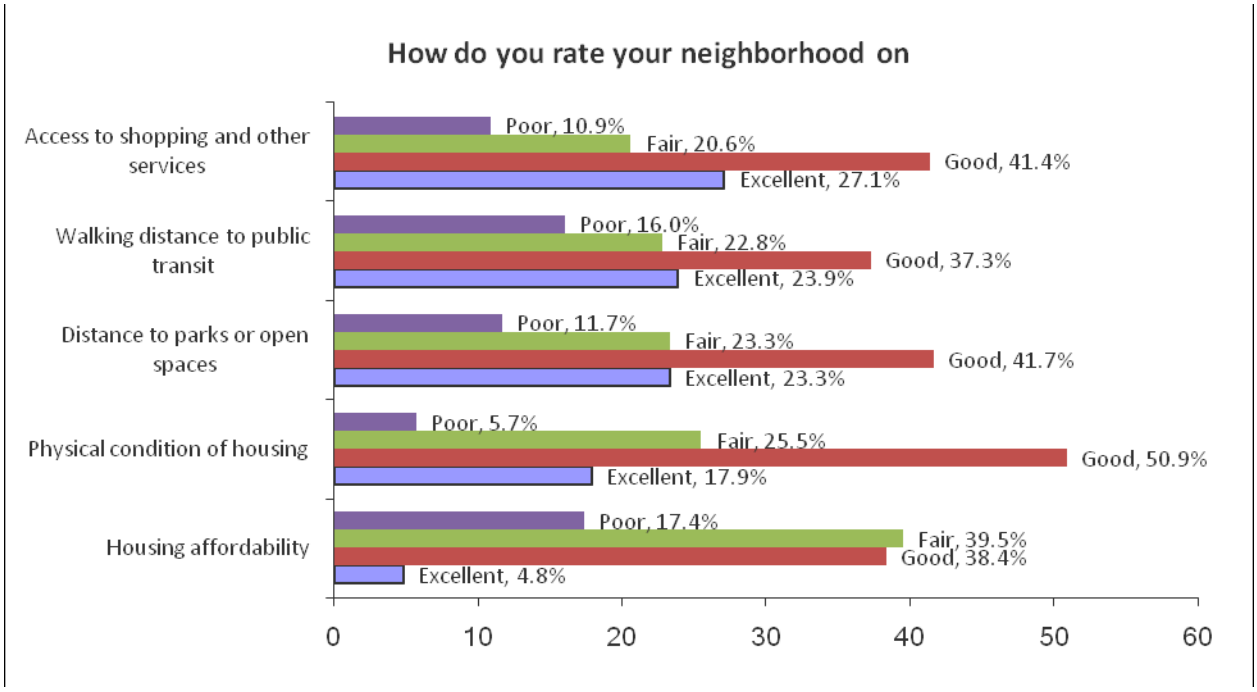
- Of the 988 respondents who received services from 3-1-1 in the last 12 months, more than half of respondents rated the overall effectiveness of 3-1-1 either as **"excellent"** or **"good"** in addressing their needs.
- Of the 982 respondents who received services from 3-1-1 in the last 12 months, almost three out of four respondents rated the courtesy of 3-1-1 as either **"excellent"** or **"good"**.
- Of the 990 respondents who received services from 3-1-1 in the last 12 months, about half of respondents rated the timeliness of 3-1-1 as either **"excellent"** or **"good"**.
- In every category, the most frequent rating was **"good"**, which is a positive indicator for the City's 3-1-1 service.



- For those who called 3-1-1 in the last 12 months, 7.6% of respondents were between the ages of 18-34.

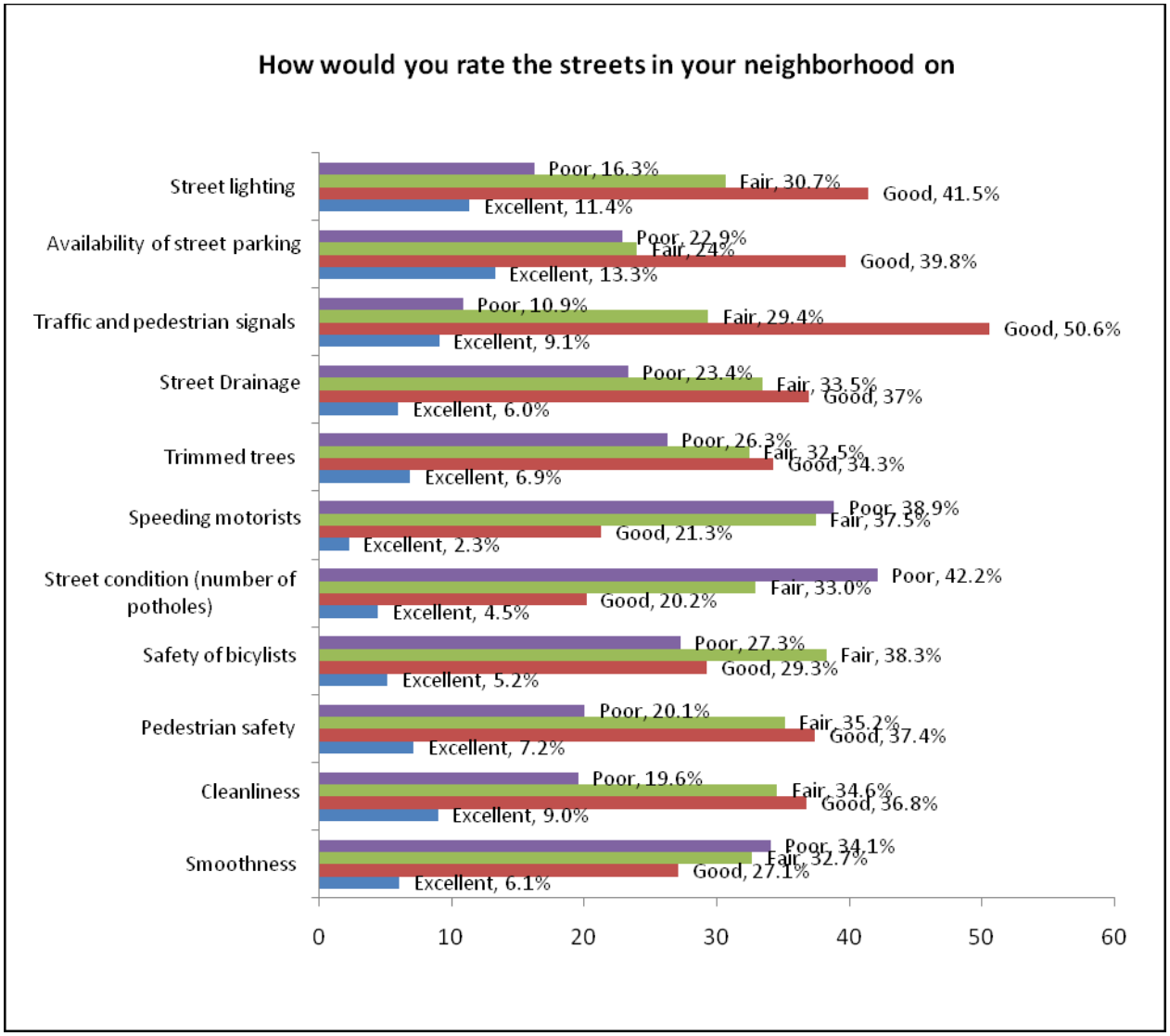


- A little more than half of the respondents were either **"satisfied"** or **"very satisfied"** with the service of electricity relative to its cost.
- Almost six out of ten respondents were either **"satisfied"** or **"very satisfied"** with the service of water relative to its cost.
- The average rating for both electricity and water are in the satisfactory range, and is a specific area the City can look into improving for businesses.

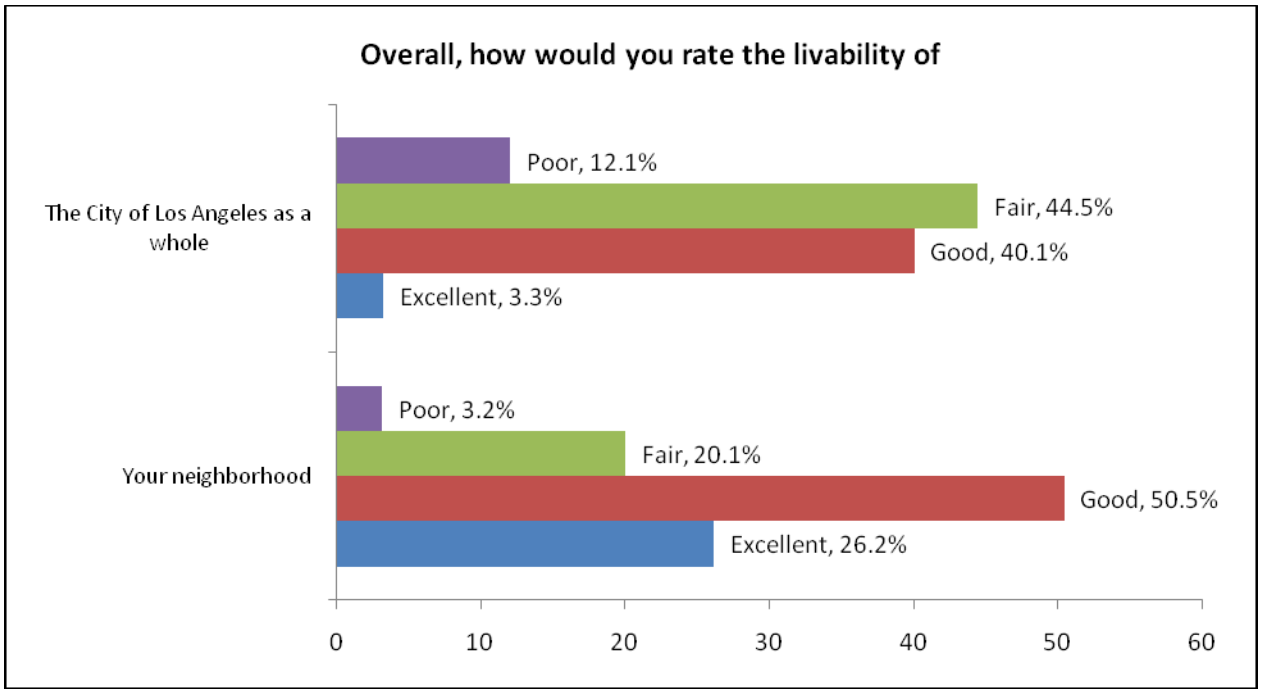


- More than two-thirds of respondents rated access to shopping and other services as **"good"** or **"excellent"**.
- About six out of ten respondents rated the walking distance to public transportation from their neighborhood as **"good"** or **"excellent"**.
- Almost two-thirds of respondents rated the distance to parks or open spaces from their neighborhood as **"good"** or **"excellent"**.
- More than two-thirds of respondents rated the physical condition of housing in their neighborhood as **"good"** or **"excellent"**.

- Below half of respondents rated the housing affordability of their neighborhood as **"good"** or **"excellent".**
- The category of "Housing affordability" received the lowest average rating, and is an area the City can focus efforts.
- Council District 11 and Council District 13 had the lowest average rating in housing affordability.

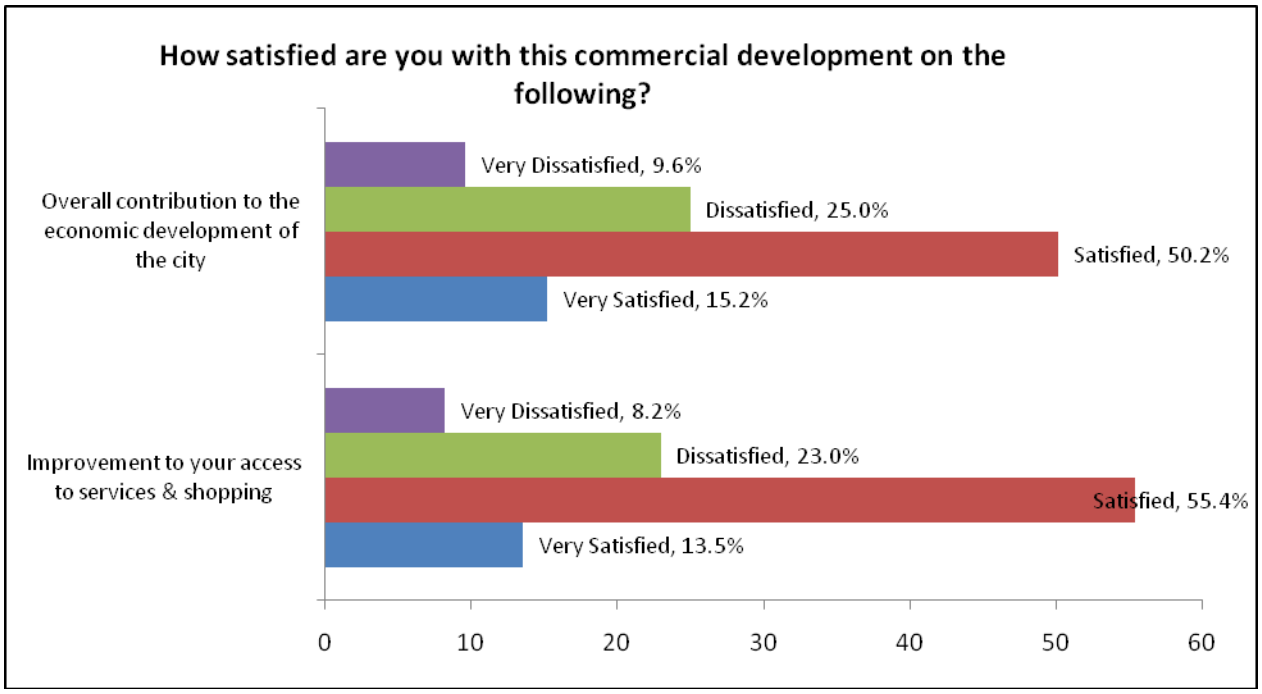


- More than half of respondents rated neighborhood streets as either **“excellent”** or **“good”**.
- Almost six out of ten respondents rated speeding motorists in their neighborhood as either **“excellent”** or **“good”**.
- Less than one out of four respondents rated the condition of their streets in their neighborhood as either **“excellent”** or **“good”**.
- More than one third of respondents rated the safety of bicyclists in their neighborhood as **“excellent”** or **“good”**.
- More than four out of ten respondents rated the cleanliness of streets in their neighborhood as either **“excellent”** or **“good”**.
- The two categories tied for the worst average were **“street condition”** and **“speeding motorists”**. The City should focus efforts on improving the street condition (number of potholes), and reducing the number of speeding motorists on Los Angeles streets.
- Council District 5 and Council District 6 had the lowest average rating for street condition.
- Council District 6 and Council District 14 had the lowest average ratings for the safety of bicyclists.

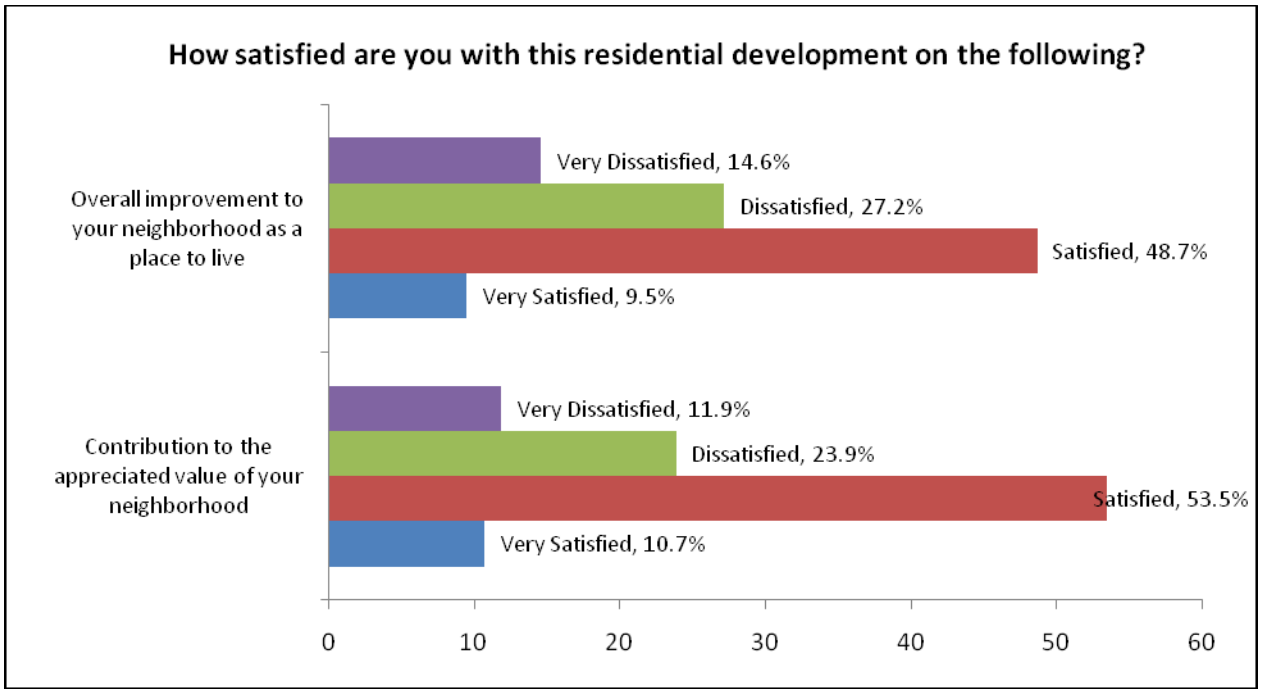


- The average rating of the overall livability of the City of Los Angeles as a whole is **"fair"**.
- The average rating of the overall livability of the respondent's neighborhoods is **"good"**.

Community Development

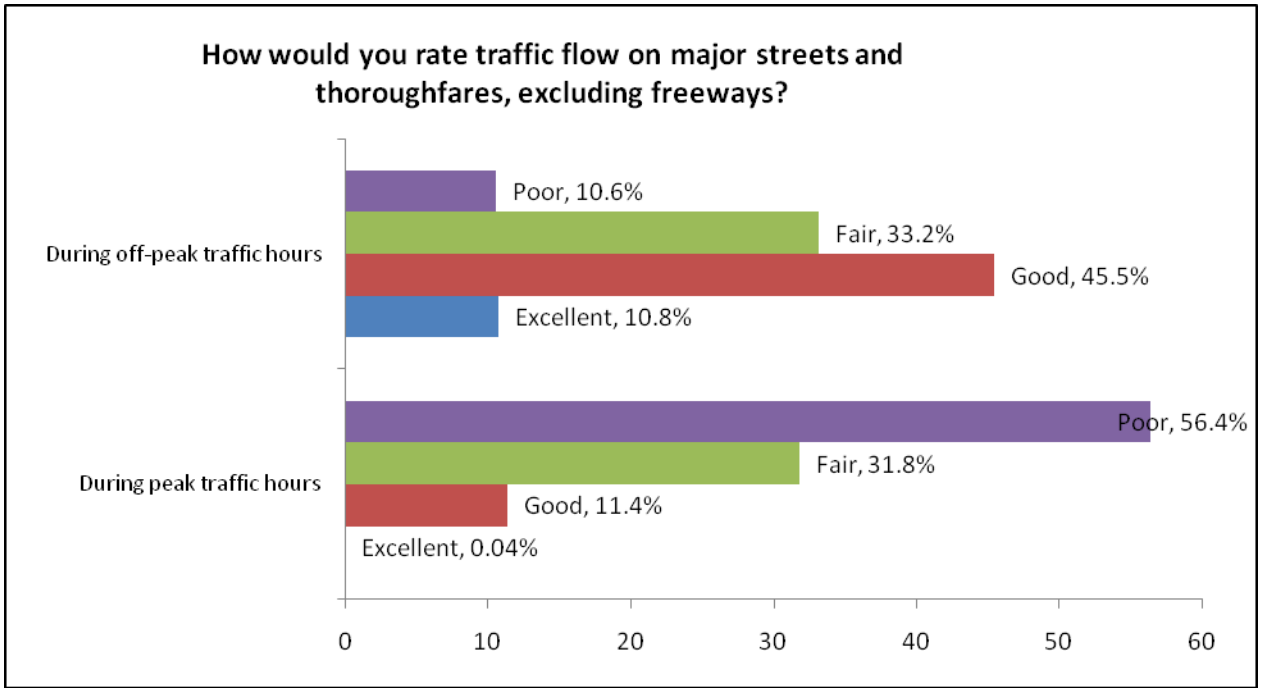


- About half of respondents are **"satisfied"** with commercial development as part of the overall economic development of the City.
- More than two-third of respondents are either **"satisfied"** or **"very satisfied"** with commercial development in improving access to services & shopping.
- On average, respondents are satisfied with the commercial developments they have seen in their neighborhood.

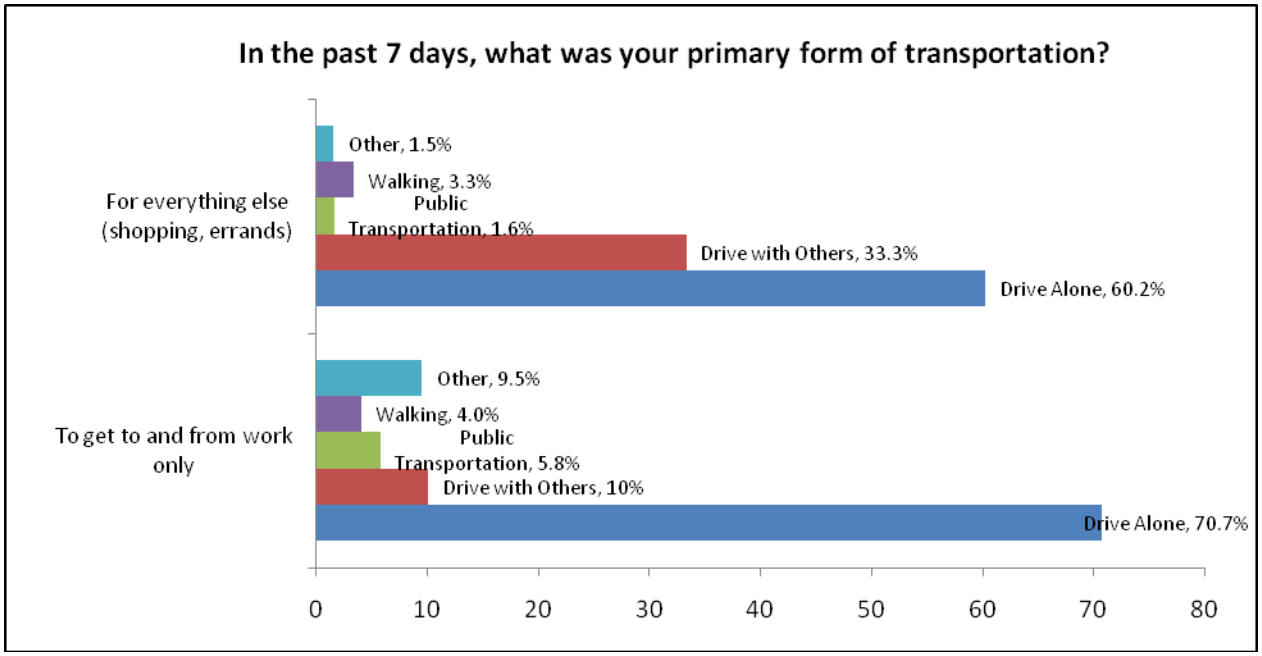


- More than half of respondents were either **"satisfied"** or **"very satisfied"** with the residential development's overall improvement to the respondent's neighborhood as a place to live.
- Almost two out of three respondents were either **"satisfied"** or **"very satisfied"** with the residential development's contribution to the appreciated value of the respondent's neighborhood.
- Overall, residential developments scored lower in satisfaction than commercial developments.

Transportation

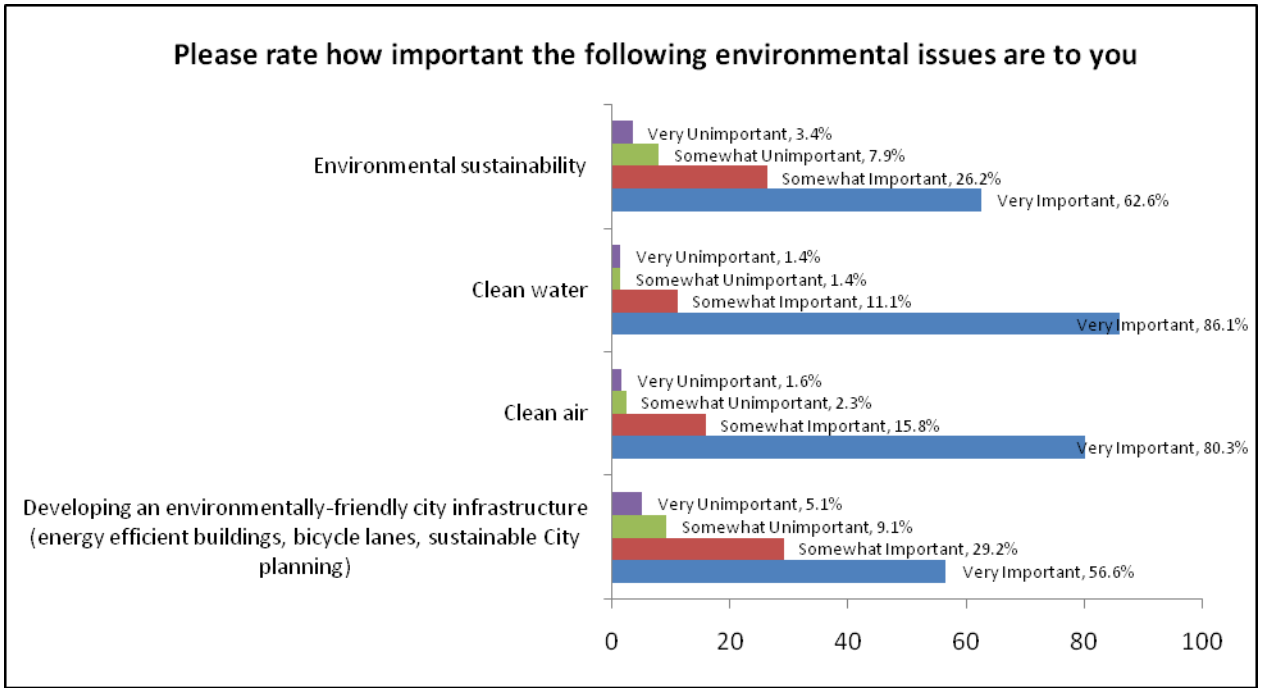


- Traffic flow was most frequently rated **"good"** during off-peak traffic hours.
- During peak traffic hours, more than half of respondents rated traffic flow as **"poor"**.

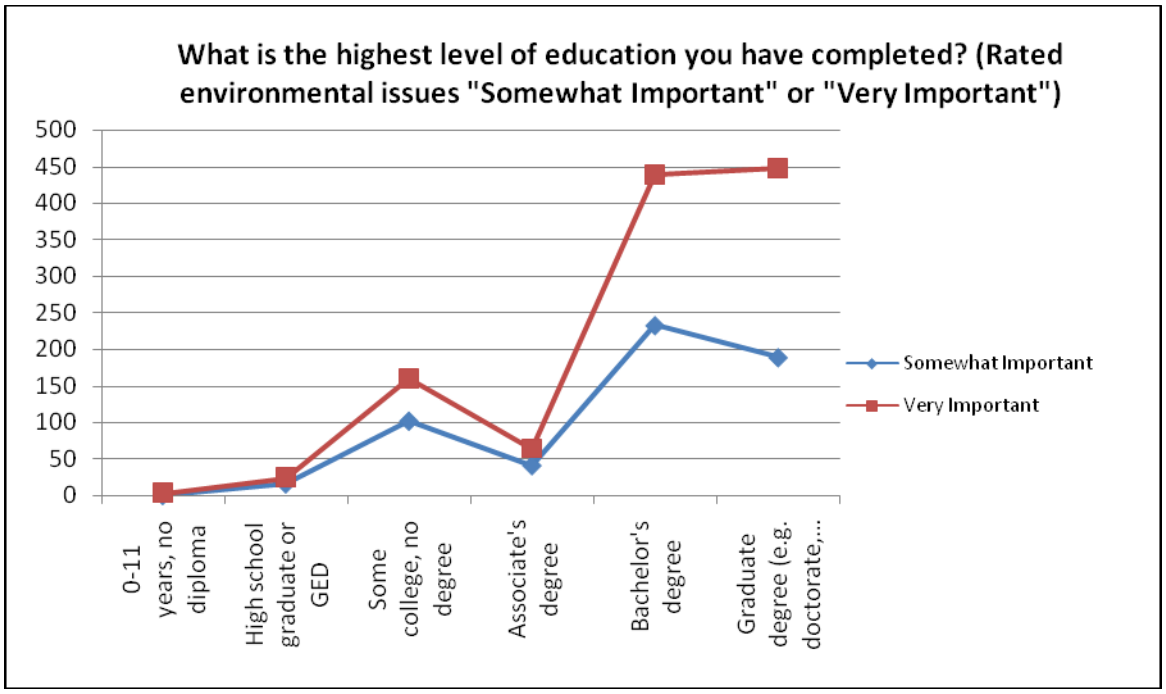


- Driving alone was the primary form of transportation for both getting to and from work and also for everything else.

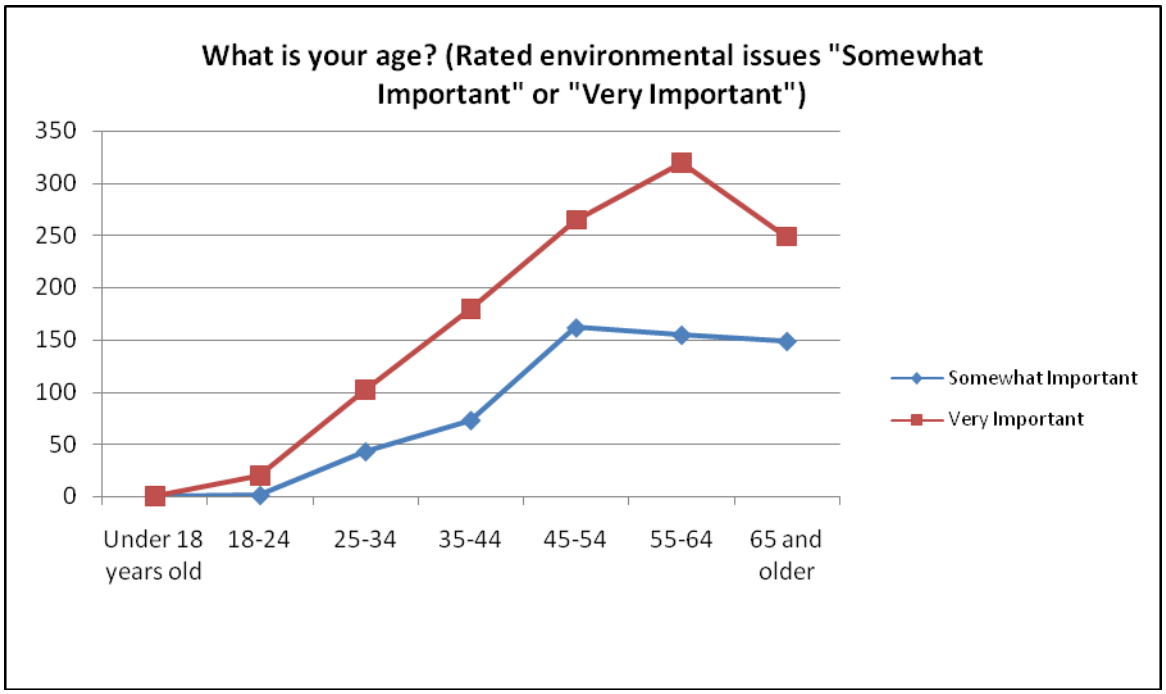
Environmental Issues



- In every category of environmental issues, respondents most frequently rated these issues as **"very important"**.
- Based on respondent's average ratings of importance from most important to least important **"clean water"**, **"clean air"**, **"environmental sustainability"**, and **"developing an environmentally-friendly city infrastructure"**. Based on these ratings, the City needs to focus efforts on clean water and air.

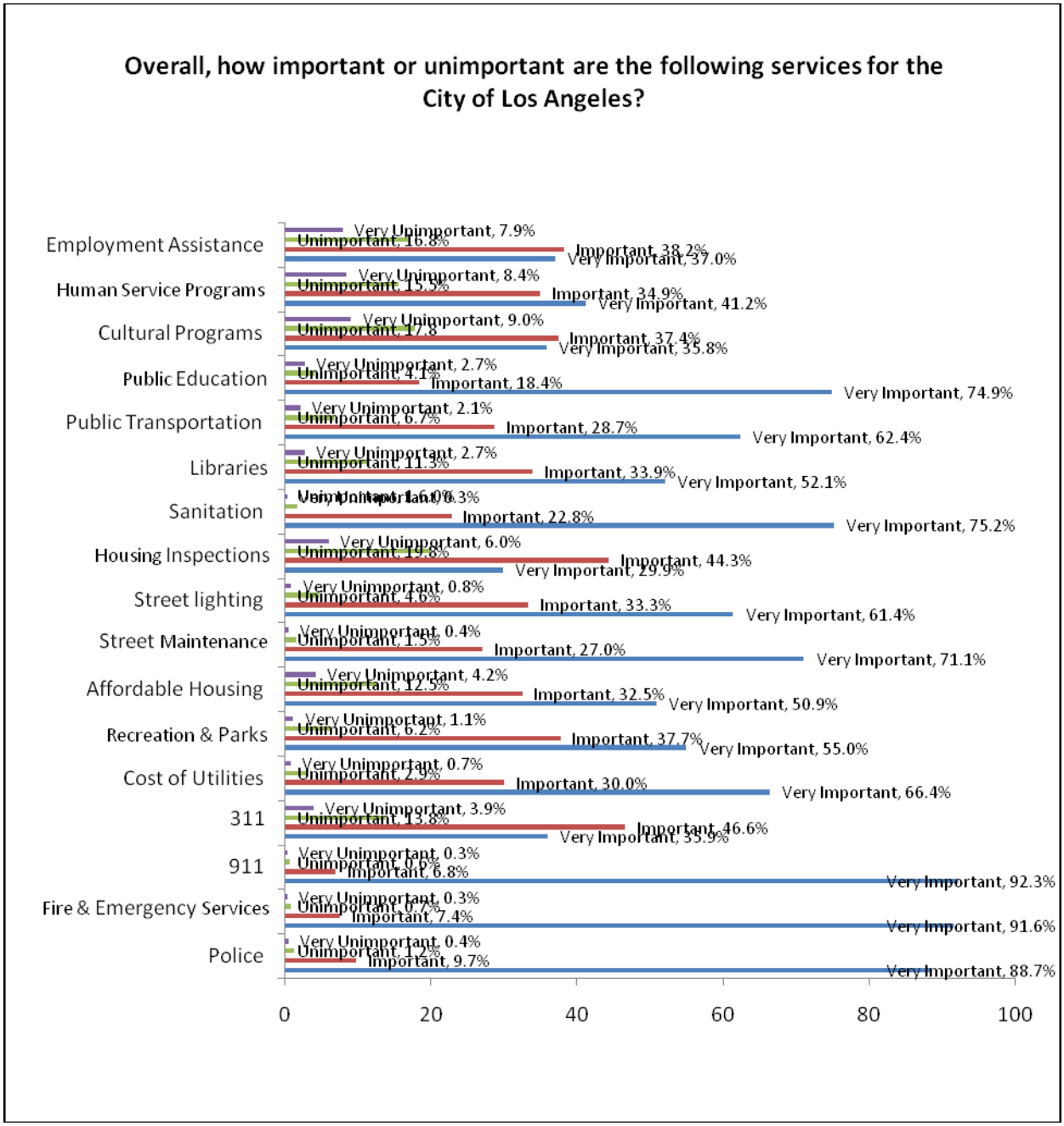


- Respondents who rated environmental issues as **"very important"** or **"somewhwat important"** tended to more educated.



- Respondents who rated environmental issues as **"very important"**, or **"somewhat important"** tended to be older.

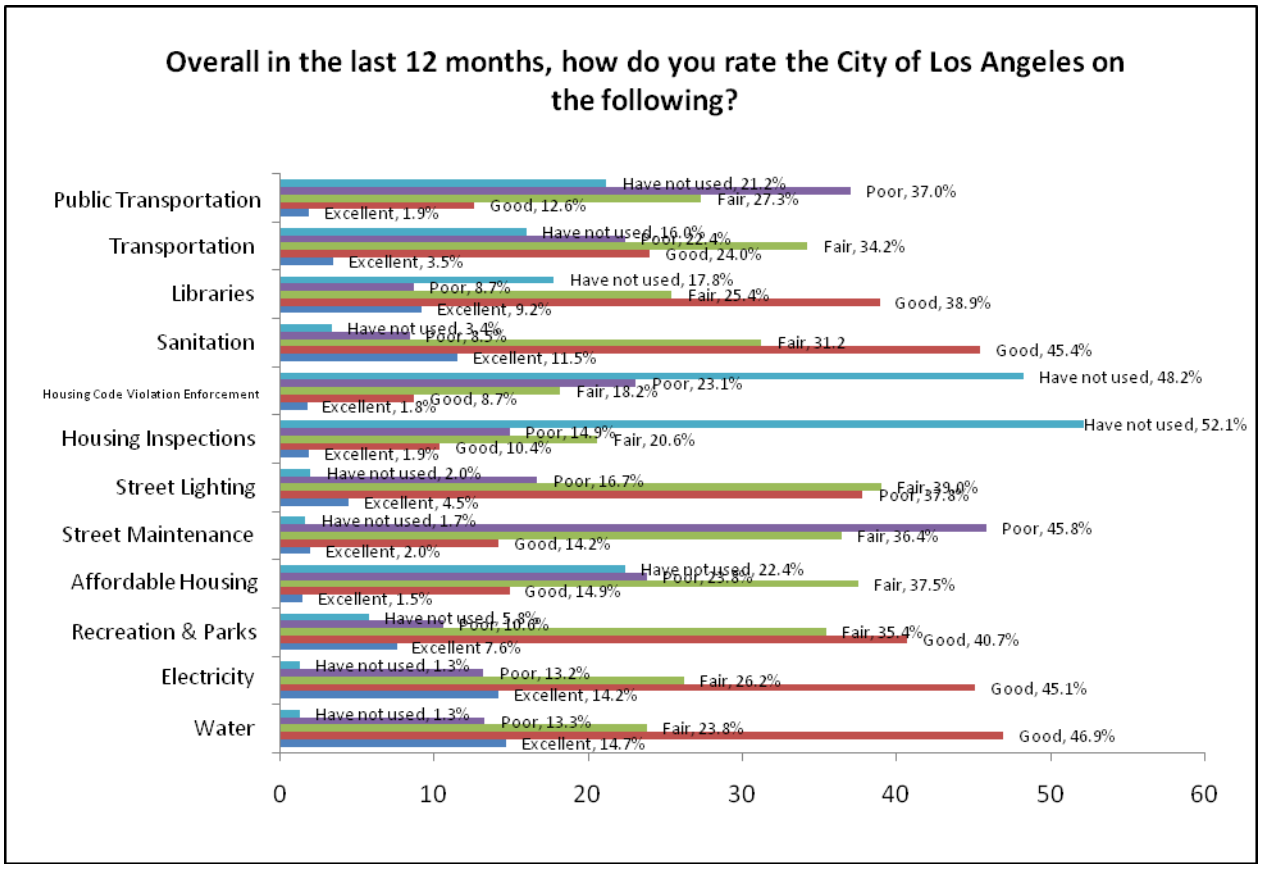
Importance of Services



- The five services rated most important based on average ratings were **"911"**, **"fire & emergency services"**, **"police"**, **"sanitation"**, and **"street maintenance"**.

- The five services rated least important based on average ratings were **"housing inspections"**, **"cultural programs"**, **"employment assistance"**, **"human service programs"**, and **"311"**.

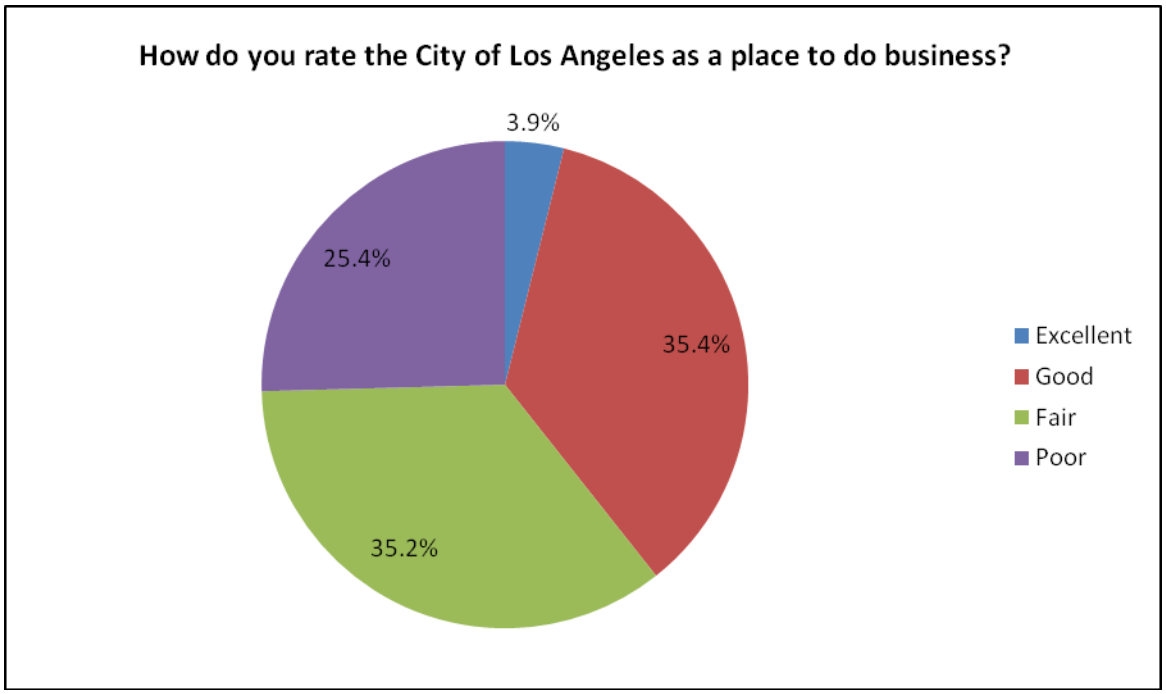
Overall Ratings



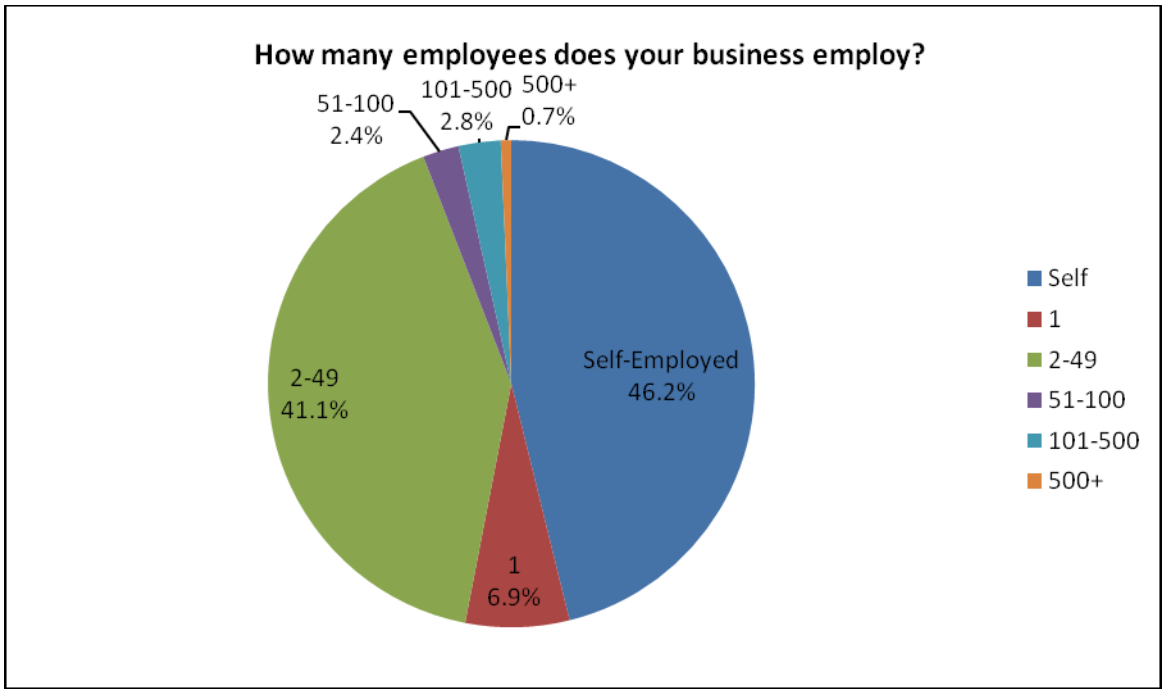
- The five categories rated highest based on average rating were **"water"**, **"sanitation"**, **"electricity"**, **"libraries"**, and **"recreation and parks"**.
- The five categories rated lowest based on average rating were **"street maintenance"**, **"public education"**, **"housing code violation enforcement"**, **"affordable housing"**, and **"housing inspections"**.
- A large number of respondents have not used **"housing inspections"** and **"housing code violation enforcement"** in the last 12 months.

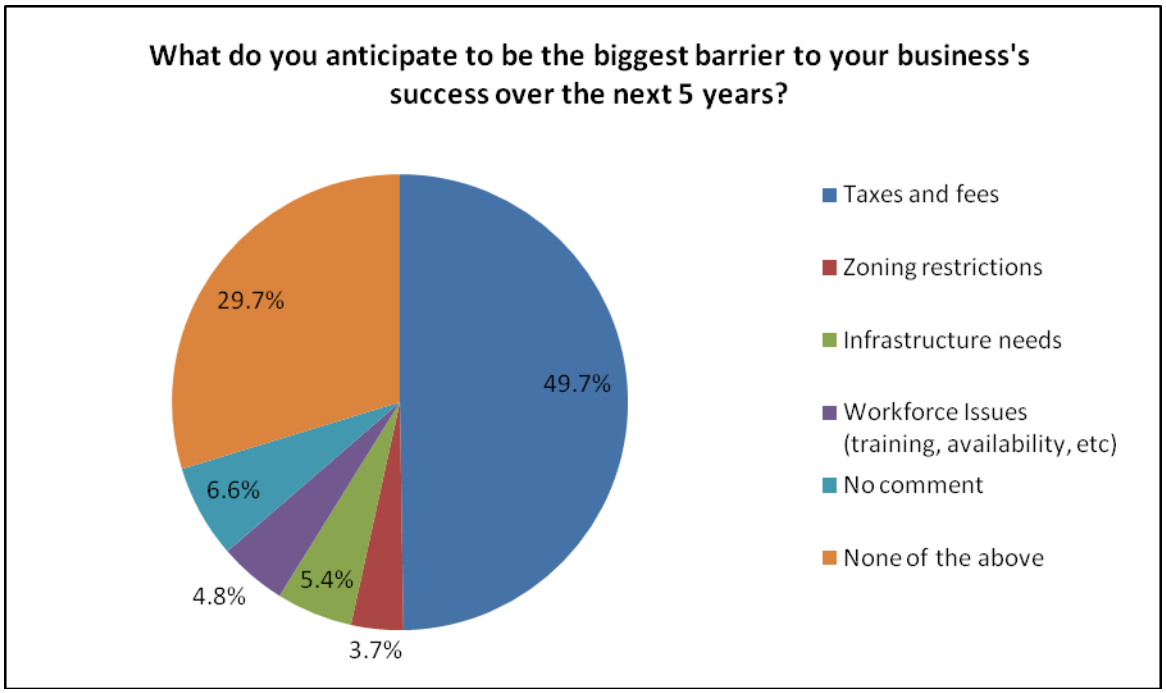
Business Summary

- More than two-thirds of local business rated the City of Los Angeles as either a **"good"** or **"fair"** place to do business.

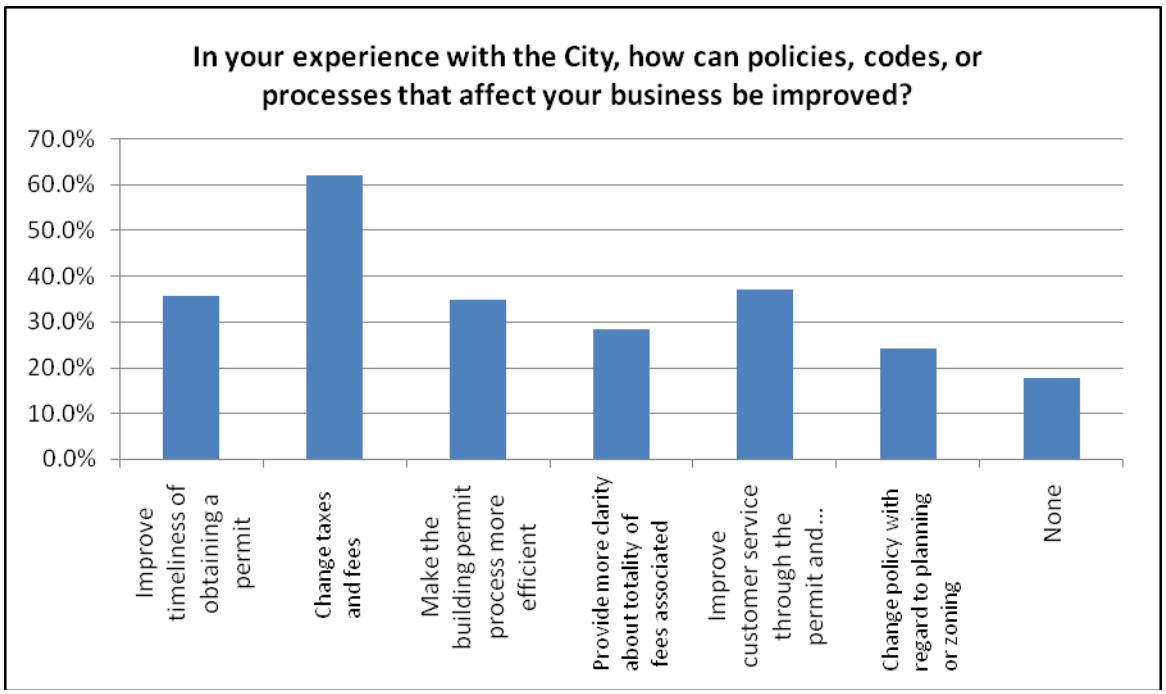


- 740 of survey respondents reported owning a business in the City of Los Angeles
- Almost half of the businesses contacted were **"self-employed"**.
- Four out of ten businesses contacted employed **"3-49"** individuals.
- Below 6% of businesses contacted employed 51 or more individuals.





- When asked about anticipating barriers to business over the next five years, about half of the businesses contacted responded **"taxes and fees"**.
- From the categories including Taxes and fees, zoning restrictions, infrastructure needs, workforce issues, and no comment, about three out of ten businesses responded **"none of the above"**.



- When asked about City policies, codes, or processes that could be improved based on their experience with the City, the top three policies, codes, or processes that business owners most frequently rated were **"changes to taxes and fees"**, **"improve customer service through the permit and design process"**, and **"improve timeliness of obtaining a permit"**.
- When asked how business owners would make changes to the relationship between the City government and local businesses, the top three changes were to **"increase the overall efficiency and timeliness of City departments"**, **"adjust specific City policies and codes to be more business friendly"**, and **"increase the quality of customer service to businesses in the City of Los Angeles."**
- The top two business-related issues and concerns rated by business owners were the **"cost of doing business – taxes and fees"** and the **"business climate"**.

Issues Facing Los Angeles

Respondents were asked to state their top three issues facing Los Angeles and responses were organized into seven major themes including: (1) public safety, (2) the economy, (3) city infrastructure, (4) education, (5) environment, (6) social issues, and (7) multiple issues/other. The seven themes were further sub-categorized.

1. Safety
    a. Police and Fire
        i. Response Times
        ii. Crime
    b. Disaster/Emergency Preparedness
2. Economy
    a. Jobs/Unemployment
        i. Cost of Living
    b. Business Climate
        i. Taxes and Fees
        ii. Film Industry
    c. Housing
        i. Affordability
        ii. Homelessness
        iii. Foreclosed Properties
3. City Infrastructure
    a. City Government
        i. Leadership
            1. Mayor
            2. City Council
        ii. Department of Water and Power
        iii. Parks and Recreation
        iv. Budget and Finance
        v. Pensions/Compensation
        vi. Corruption

        vii. Management Accountability
        viii. City Employees
        ix. Community Outreach
    b. Transportation
        i. Deteriorating Infrastructure
            1. Streets
        ii. Traffic
        iii. Increased Public Transit
    c. City Services/Livability
4. Education
5. Environment
    a. Trash/Cleanliness
    b. Air/Water
6. Social Issues
    a. Population Issues/Overdevelopment
    b. Immigration
    c. Healthcare
    d. Discrimination
    e. Marijuana
7. Multiple Issues/Other

(1) Education was reported as the most important issue facing the City of Los Angeles. Education ranged from the quality and cost of public schools, the Los Angeles Unified School District, access to higher education, and having an educated workforce. Many of these responses were also related to the City budget, and the quality of public education in exchange for taxes.

(2) The second most reported issue facing the City of Los Angeles was the subcategory "Jobs/Unemployment". The large number of responses as the most important issue facing Los Angeles suggests that people perceive the lack of jobs in the region as a very important issue. This data further emphasizes the importance of creating and

maintaining jobs in the City, and that City leaders should re-new their focus on stimulating economic growth.

(3) The City budget was reported as the third most important issue. The majority of responses generally mentioned the need for City leaders to run the City finances more efficiently, balance the budget and to keep expenditures in line with revenues.

Demographics

Ethnicity	City of Los Angeles Census Data	Survey Demographic
American Indian or Alaskan Native	0.7%	0.3%
Asian	11.3%	5.1%
Native Hawaiian and other Pacific Islander	0.1%	0.4%
Black or African-American	9.6%	7.3%
White	49.8%	67.3%
Hispanic, Latino, or Spanish origin	48.5%	9.7%
Two or more races	4.6%	5.2%
Other		4.8%

Age	City of Los Angeles Census Data	Survey Demographic
Persons 65 years and older	10.5%	23.6%

Discussion

Public safety, which includes 9-1-1, police fire and emergency services, was rated very positively. Downtown Los Angeles received the lowest safety score, and would be an area to focus community safety efforts. The Los Angeles Police Department was rated positively in both “Providing an appropriate level of service”, and “Professionalism”. The Los Angeles Fire Department was also rated positively in both “Professionalism” and “Providing an appropriate level of service”. Further, the City’s 9-1-1 services scored well in all three of these categories. The quality of City services addressing community safety appear to be relatively high. The four council districts with the highest average safety neighborhood rating were Council District 3, Council District 5, Council District 11, and Council District 12. The four council districts with the lowest average safety rating in their neighborhood were Council District 6, Council District 7, Council District 13, and Council District 10 and Council District 1 tied for the fourth lowest average rating.

Community services and livability incorporated a variety of different departments and services. On average, respondents rated the livability of their respective

neighborhoods higher than the overall livability of the City. When City livability is cross tabulated with age, ethnicity, education and income, those who rated livability in Los Angeles as “Excellent” or “Good” were predominantly in the age category of 45-64, white, had a bachelors or graduate degree, and had a household annual income between $75,000 and $149,000. One noticeable disparity in the data is that only 7.6% of respondents who used the 3-1-1 service in the last 12 months were in the age category of 18 to 34. Strategies outreaching to the age range of 18 to 34 may help increase the efficacy of the City’s 3-1-1 service, but overall, it received a positive rating from respondents. Both water and electricity received fairly average ratings, though electricity received a slightly lower average rating.

Out of the five neighborhood factors, “Housing affordability” had a noticeably lower average rating than the other four factors. When asked to rate streets in their respective neighborhoods, “Street condition” and “Speeding motorists” were tied for the lowest average score. “Safety of bicyclists” received the second worst average when respondents were asked to rate Los Angeles streets. It is important to highlight that respondents who took the survey tended to be more involved in their communities, with about 80% being involved in a community project or attended a community meeting at least once within the last twelve months and more than one out of five people being involved more than ten times.

For those who reported having a commercial development completed within their neighborhood, respondents were satisfied with both the commercial development’s improvement to the respondent’s access to services and shopping and the commercial development’s overall contribution to the economic development to the City. For those who reported having a residential development completed within their respective neighborhoods, respondents were satisfied with both the residential development’s contribution to the appreciated value of the respondent’s neighborhood and the overall improvement to the respondent’s neighborhood as a place to live. Respondents also rated downtown Los Angeles fairly low on recreation, shopping, and living, and with a slightly higher average rating for working.

The traffic portion of the survey yielded fairly expected results. Respondents overwhelmingly rated traffic flow on major streets and thoroughfares as poor during

peak traffic hours; however, the average rating significantly improved when respondents rated traffic flow during off-peak hours. Additionally, the overwhelming choice of transportation for respondents is to drive alone. This data further emphasizes the importance of effective city planning for streets and thoroughfares, with particular emphasis on accommodating the large number of automobiles within the City.

Ratings of importance can be used to determine how to prioritize funding, especially during difficult economic times. The five most important factors based on rating averages were “9-1-1”, “Fire & Emergency Services”, “Police”, “Sanitation”, and “Street Maintenance”. These most highly rated categories appear to be the most essential City services according to the survey respondents and revolve around the themes of public safety and the community environment. The five least important factors based on their average rating were “Housing inspections”, “Cultural programs”, “Employment assistance”, “Human service programs”, and “311”, and these categories could probably be given a lower priority based on the data gathered.

The survey also incorporated a large business component for respondents to provide feedback. All respondents were asked to rate seven factors in regards to the Los Angeles business climate. Out of the seven factors, including “Having an educated workforce”, “Having a business-friendly environment”, “Having an attractive quality of life”, “Using land effectively”, “Having a solid infrastructure”, and “Availability of employment opportunities”, none were most frequently rated “Excellent” or “Good”. Out of the same seven factors, “Having an attractive quality of life”, and “Having an educated workforce” were rated the highest. These two factors should be widely publicized when promoting the City to prospective businesses or when trying to retain existing ones. A total of 740 respondents reported owning a business in the City, and it should be noted that an overwhelming majority of the local businesses were either self-employed or had 2-49 employees. This suggests the dominant presence of small businesses within the City, and City business policies should largely consider their needs.

The largest barriers businesses anticipate facing within the next five years are pertaining to taxes and fees. When asked how the City could improve policies, codes, or processes, businesses most frequently chose “Change taxes and fees” by a large

margin over other choices, and “Improve customer service through the permit and design process” ranked second most frequently rated. Taxes and fees were a recurring theme throughout the business section, and finding innovative ways to improve on the tax and fee policies would be in the best interest of the City economy and the local businesses. Overall, the City of Los Angeles received a positive rating as a place to do business. When cross-tabulating those who reported the City as either “Excellent”, or “Good”, respondents tended to be more educated, white, and earned an annual income between $75,000 and $149,000.

The three most important issues facing Los Angeles were education, jobs/unemployment, and the City budget. The City must continue partnering with LAUSD and our colleges and universities to advocate for change and improve our public education system. Out of the seven broad categories including public safety, economy, City infrastructure, education, environment, social issue, and multiple issues/other, the number of responses pertaining to City infrastructure exceeded every other category by a noticeable margin. One possible reason for this is the variety of sub-categories encompassed by how City infrastructure was defined.

This study is a progressive step for one of the greatest cities in the world. Steps should be taken to ensure the continuation of this study, and the value it places on the feedback of its citizens. Though this study provides valuable insight on how municipal government can improve, general limitations such as ethnicity are not representative of the City of Los Angeles as a whole. Respondents also appear to be more educated, and more involved in the community than the typical citizen; this could be attributed to the online study methodology. The disparity in the demographic variables of survey respondents compared to the rest of the City is likely related to the larger question of which populations are more civically engaged. It is well documented that middle-aged, educated adults are typically the most involved in the community, and new innovative outreach strategies will need to be developed to reach those that are least likely to be involved. This will result in an improved demographic representation of Los Angeles during future studies. This study is an important step when developing a systematic method for all who live, work, and play in Los Angeles to provide feedback on how municipal government can become more efficient in spending tax dollars.

Full Results

How safe do you feel in the following areas?

Answer Options	Very Safe	Safe	Unsafe	Very Unsafe	Rating Average	Response Count
In your neighborhood	675	**1355**	247	33	1.84	2310
In downtown Los Angeles	82	**1277**	765	144	2.43	2268
Overall in the City of Los Angeles	58	**1626**	550	38	2.25	2272
answered question						**2345**
skipped question						**11**

Have you received services from the Los Angeles Police Department in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	25.3%	593
No	**74.7%**	1752
answered question		**2345**
skipped question		**11**

Please rate the Los Angeles Police Department in

Answer Options	Excellent	Good	Fair	Poor	Rating Average	Response Count
Professionalism	**258**	215	81	34	1.81	588
Providing an appropriate level of service	180	**202**	127	62	2.12	571
answered question						**593**
skipped question						**1763**

Have you received services from the Los Angeles Fire Department in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	13.0%	303
No	**87.0%**	2035
answered question		**2338**
skipped question		**18**

Please rate the Los Angeles Fire Department in

Answer Options	Excellent	Good	Fair	Poor	Rating Average	Response Count
Professionalism	**211**	71	16	5	1.39	303
Providing an appropriate level of service	**189**	71	22	9	1.49	291
answered question						**303**
skipped question						**2053**

Have you called 9-1-1 in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	18.8%	438
No	**81.2%**	**1892**
answered question		**2330**
skipped question		**26**

Please rate your experience with 9-1-1 on the following

Answer Options	Excellent	Good	Fair	Poor	Rating Average	Response Count
Timeliness	**191**	115	68	60	1.99	434
Courtesy	**225**	139	53	15	1.67	432
Overall effectiveness in addressing your needs	**206**	121	63	41	1.86	431
answered question						**437**
skipped question						**1919**

Have you called 3-1-1 in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	42.9%	998
No	**57.1%**	**1326**
answered question		**2324**
skipped question		**32**

Please rate your experience with 3-1-1 on the following

Answer Options	Excellent	Good	Fair	Poor	Rating Average	Response Count
Timeliness	148	**355**	254	231	2.57	988
Courtesy	255	**470**	186	71	2.07	982
Overall effectiveness in addressing your needs	194	**337**	252	207	2.48	990
answered question						**997**
skipped question						**1359**

In the event of a natural disaster (earthquake, fire, flood), how would you rank your household's level of preparation?

Answer Options	Response Percent	Response Count
Very Prepared	14.8%	342
Somewhat Prepared	**64.4%**	**1487**
Unprepared	20.8%	479
answered question		**2308**
skipped question		**48**

Do you owned a preparedness kit that includes enough food and water to last 3 days?

Answer Options	Response Percent	Response Count
Yes	**55.2%**	**1274**
No	44.8%	1034
answered question		**2308**
skipped question		**48**

Do you have a home emergency evacuation plan?

Answer Options	Response Percent	Response Count
Yes	**50.6%**	**1167**
No	49.4%	1141
answered question		**2308**
skipped question		**48**

How would you rate the service of the following utilities relative to their cost?

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
Water	190	**1149**	622	322	2.47	2283
Electricity	181	**1048**	689	356	2.54	2274
answered question						**2291**
skipped question						**65**

Have you obtained a permit from the Los Angeles Department of Building and Safety in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	10.8%	247
No	**89.2%**	**2038**
answered question		**2285**
skipped question		**71**

Please rate your level of satisfaction based on your experience with the Los Angeles Department of Building and Safety on the following

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
Clarity of information about permits	24	**119**	52	52	2.53	247
Quality of service in obtaining a permit	29	**109**	53	54	2.54	245
answered question						**247**
skipped question						**2109**

How do you rate your neighborhood on

Answer Options	Excellent	Good	Fair	Poor	Rating Average	Response Count
Housing affordability	105	833	**857**	377	2.69	2172
Physical condition of housing	390	**1108**	555	125	2.19	2178
Distance to parks or open spaces	509	**909**	508	255	2.23	2181
Walking distance to public transit	521	**813**	496	349	2.31	2179
Access to shopping and other services	591	**902**	450	237	2.15	2180
answered question						**2189**
skipped question						**167**

How would you rate the streets in your neighborhood on

Answer Options	Excellent	Good	Fair	Poor	Rating Average	Response Count
Smoothness	134	591	714	**743**	2.95	2182
Cleanliness	197	**803**	757	428	2.65	2185
Pedestrian safety	157	**815**	768	439	2.68	2179
Safety of bicyclists	112	635	**829**	591	2.88	2167
Street condition (number of potholes)	99	440	719	**920**	3.13	2178
Speeding motorists	50	462	813	**845**	3.13	2170
Trimmed trees	150	**745**	705	570	2.78	2170
Street drainage	130	**801**	725	506	2.74	2162
Traffic and pedestrian signals	198	**1096**	637	236	2.42	2167
Availability of street parking	287	**862**	519	496	2.57	2164
Street lighting	247	**896**	664	353	2.52	2160
answered question						**2189**
skipped question						**167**

Overall, how would you rate the livability of

Answer Options	Excellent	Good	Fair	Poor	Rating Average	Response Count
Your neighborhood	540	**1041**	414	65	2.00	2060
The City of Los Angeles as a whole	71	851	**944**	256	2.65	2122
answered question						**2189**
skipped question						**167**

In the past 12 months, how often have you been involved in a community project or attended a public meeting?

Answer Options	Response Percent	Response Count
Never	20.5%	448
Once or twice	**31.7%**	**695**
3-5 Times	18.1%	397
6-10 Times	8.6%	188
More than 10 times	21.1%	461
answered question		**2189**
skipped question		**167**

Has a new commercial development been completed in, or near, your neighborhood in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	41.1%	899
No	**58.9%**	**1287**
answered question		**2186**
skipped question		**170**

How satisfied are you with this commercial development on the following?

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
Improvement to your access to services & shopping	122	**501**	208	74	2.26	905
Overall contribution to the economic development of the city	137	**451**	225	86	2.29	899
answered question						**911**
skipped question						**1445**

Has a residential development been completed in, or near, your neighborhood in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	37.9%	827
No	**62.1%**	**1354**
answered question		**2181**
skipped question		**175**

How satisfied are you with this residential development on the following?

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
Contribution to the appreciated value of your neighborhood	88	**439**	196	98	2.37	821
Overall improvement to your neighborhood as a place to live	78	**399**	223	120	2.47	820
answered question						**826**
skipped question						**1530**

Please rate how important the following environmental issues are to you

Answer Options	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Rating Average	Response Count
Developing an environmentally-friendly city infrastructure (energy efficient buildings, bicycle lanes, sustainable City planning)	**1208**	622	194	109	1.63	2133
Clean air	**1724**	339	49	34	1.25	2146
Clean water	**1844**	237	31	29	1.18	2141
Environmental sustainability	**1334**	558	168	72	1.52	2132
answered question						**2153**
skipped question						**203**

How would you rate traffic flow on major thoroughfares, excluding freeways?

Answer Options	Excellent	Good	Fair	Poor	Rating Average	Response Count
During peak traffic hours	8	244	684	**1212**	3.44	2148
During off-peak traffic hours	229	**969**	706	225	2.44	2129
answered question						**2153**
skipped question						**203**

In the past 7 days, what was your primary form of transportation?

Answer Options	Drive Alone	Drive with Others	Public Transportation	Walking	Other	Rating Average	Response Count
To get to and from work only	**1422**	201	117	80	190	1.71	2010
For everything else (shopping, errands)	**1287**	713	35	71	32	1.53	2138
answered question							**2153**
skipped question							**203**

How would you rate Downtown Los Angeles on

Answer Options	Excellent	Good	Fair	Poor	Rating Average	Response Count
Recreation	162	728	**802**	441	2.71	2133
Shopping	119	663	**909**	435	2.78	2126
Working	242	**965**	637	209	2.40	2053
Living	62	574	**963**	445	2.88	2044
answered question						**2153**
skipped question						**203**

Please rate the following in the City of Los Angeles

Answer Options	Excellent	Good	Fair	Poor	Don't Know	Rating Average	Response Count
Having an educated workforce	137	632	**819**	400	138	2.75	2126
Having a business-friendly environment	80	468	649	**795**	132	3.08	2124
Having an attractive quality of life	180	761	**790**	360	39	2.64	2130
Using land effectively	56	333	**826**	806	100	3.18	2121
Having a solid infrastructure	57	346	769	**833**	117	3.19	2122
Availability of employment opportunities	54	283	**810**	793	178	3.21	2118
answered question							**2134**
skipped question							**222**

How would you rate Los Angeles as a place to do business?

Answer Options	Response Percent	Response Count
Excellent	3.9%	84
Good	**35.4%**	**755**
Fair	35.2%	752
Poor	25.4%	543
answered question		**2134**
skipped question		**222**

Do you own a business in Los Angeles

Answer Options	Response Percent	Response Count
Yes	34.7%	740
No	**65.3%**	**1394**
answered question		**2134**
skipped question		**222**

How many employees does your business employ?

Answer Options	Response Percent	Response Count
Self	**46.2%**	**334**
1	6.9%	50
2-49	41.1%	297
51-100	2.4%	17
101-500	2.8%	20
500+	0.7%	5
answered question		**723**
skipped question		**1633**

What do you anticipate to be the biggest barrier to your business's success within the next five years?

Answer Options	Response Percent	Response Count
Taxes and fees	**49.7%**	**359**
Zoning restrictions	3.7%	27
Infrastructure needs	5.4%	39
Workforce Issues (training, availability, etc)	4.8%	35
No comment	6.6%	48
None of the above	29.7%	215
answered question		**723**
skipped question		**1633**

In your experience with the City, how can policies, codes, or processes that affect your business be improved?

Answer Options	Response Percent	Response Count
Improve timeliness of obtaining a permit	35.8%	259
Change taxes and fees	**62.2%**	**450**
Make the building permit process more efficient	35.0%	253
Provide more clarity about totality of fees associated with development	28.4%	205
Improve customer service through the permit and design process	37.2%	269
Change policy with regard to planning or zoning	24.3%	176
None	17.7%	128
Other (please specify)		160
answered question		**723**
skipped question		**1633**

From a business perspective, what, if anything, would you change about the relationship and responsibilities of City government.

Answer Options	Response Percent	Response Count
Foster more coordination between departments	50.9%	368
Increase overall efficiency and timeliness of City Departments	**60.4%**	**437**
Increase level of transparency of services, processes and fees	53.5%	387
Adjust specific city policies and codes to be more business-friendly	60.4%	437
Increase the quality of customer service to businesses in the City of Los Angeles	55.0%	398
None	6.9%	50
Other (please specify)		117
answered question		**723**
skipped question		**1633**

What are your top two business-related issues and concerns?

#1 Concern

Answer Options	Cost of doing business - taxes and fees	Navigating City polices and codes	Business climate	Public transportation	Coordination between agencies and departments	Housing affordability and livability of the City	Condition of the City infrastructure	Response Count
Please Select	**319**	68	147	32	45	49	63	723

#2 Concern

Answer Options	Cost of doing business - taxes and fees	Navigating City polices and codes	Business climate	Public transportation	Coordination between agencies and departments	Housing affordability and livability of the City	Condition of the City infrastructure	Response Count
Please Select	**134**	114	139	46	84	90	116	723

	Question Totals
answered question	**723**
skipped question	**1633**

As a whole, how would you rate the City's level of services?

Answer Options	Response Percent	Response Count
Excellent	2.4%	50
Good	36.4%	763
Fair	**48.0%**	**1007**
Poor	13.2%	276
answered question		**2096**
skipped question		**260**

Overall, how important or unimportant are the following services for the City of Los Angeles.

Answer Options	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Rating Average	Response Count
Police	**1848**	203	24	8	1.13	2083
Fire & Emergency Services	**1914**	154	15	7	1.10	2090
911	**1926**	142	12	7	1.09	2087
311	730	**943**	281	79	1.86	2033
Cost of Utilities	**1378**	622	60	15	1.38	2075
Recreation & Parks	**1146**	785	130	22	1.53	2083
Affordable Housing	**1057**	674	259	87	1.70	2077
Street maintenance	**1487**	565	31	8	1.31	2091
Street lighting	**1281**	694	95	16	1.45	2086
Housing inspections	619	**916**	409	124	2.02	2068
Sanitation	**1566**	475	34	7	1.27	2082
Libraries	**1087**	706	235	57	1.65	2085
Public Transportation	**1297**	597	140	44	1.49	2078
Public Education	**1562**	383	85	56	1.35	2086
Cultural Programs	744	**777**	369	186	2.00	2076
Human Service Programs	**858**	727	323	174	1.91	2082
Employment Assistance	770	**794**	350	165	1.96	2079
answered question						**2096**
skipped question						**260**

Overall in the last 12 months, how do you rate the City of Los Angeles on the following.

Answer Options	Excellent	Good	Fair	Poor	Have not used in the last 12 months	Rating Average	Response Count
Water	304	**968**	490	274	26	2.36	2062
Electricity	293	**929**	540	271	27	2.39	2060
Recreation & Parks	157	**841**	731	218	119	2.52	2066
Affordable Housing	31	305	**768**	487	459	3.08	2050
Street Maintenance	42	292	750	**944**	35	3.28	2063
Street Lighting	92	778	**801**	344	41	2.69	2056
Housing Inspections	39	212	420	303	**1061**	3.01	2035
Housing Code Violation Enforcement	37	176	371	**469**	980	3.21	2033
Sanitation	236	**932**	639	175	69	2.38	2051
Libraries	188	**798**	521	179	365	2.41	2051
Transportation	71	494	**702**	460	328	2.90	2055
Public Education	39	259	560	**760**	436	3.26	2054
answered question							**2075**
skipped question							**281**

What is your gender?

Answer Options	Response Percent	Response Count
Male	41.6%	846
Female	**56.1%**	**1142**
Transgender	0.1%	2
Prefer not to answer	2.2%	45
answered question		**2035**
skipped question		**321**

What is your age?

Answer Options	Response Percent	Response Count
Under 18 years old	0.0%	0
18-24	1.1%	22
25-34	7.7%	155
35-44	14.8%	298
45-54	25.1%	507
55-64	**27.8%**	**562**
65 and older	23.6%	476
answered question		**2020**
skipped question		**336**

What best describes your ethnicity?

Answer Options	Response Percent	Response Count
American Indian or Alaskan Native	0.3%	5
Asian	5.1%	101
Native Hawaiian and other Pacific Islander	0.4%	7
Black or African-American	7.3%	146
White	**67.3%**	**1339**
Hispanic, Latino, or Spanish origin	9.7%	193
Two or more races	5.2%	103
Other	4.8%	96
answered question		**1990**
skipped question		**366**

What is the highest level of education you have completed?

Answer Options	Response Percent	Response Count
0-11 years, no diploma	0.1%	3
High school graduate or GED	2.3%	47
Some college, no degree	15.8%	319
Associate's degree	5.9%	119
Bachelor's degree	**39.3%**	**792**
Graduate degree (e.g. doctorate, master's degree)	36.5%	736
answered question		**2016**
skipped question		**340**

In the last 12 months, what was your income before taxes?

Answer Options	Response Percent	Response Count
No income	2.6%	48
Less than $20,000	5.2%	97
$20,000-34,999	7.4%	138
$35,000-74,999	28.0%	519
$75,000-$149,999	**36.0%**	**668**
$150,000 or more	20.8%	386
answered question		**1856**
skipped question		**500**

Are you a resident of the City of Los Angeles?

Answer Options	Response Percent	Response Count
Yes	**88.6%**	**1819**
No	11.4%	234
answered question		**2053**
skipped question		**303**

What Los Angeles City Council District do you live in?

Answer Options	Response Percent	Response Count
Council District 1 - Council Member Ed Reyes	2.9%	52
Council District 2 - Council Member Paul Krekorian	**21.3%**	**381**
Council District 3 - Council Member Dennis P. Zine	8.7%	156
Council District 4 - Council Member Tom LaBonge	11.1%	198
Council District 5 - Council Member Paul Koretz	10.8%	194
Council District 6 - Council Member Tony Cardenas	2.9%	51
Council District 7 - Council Member Richard Alarcon	1.3%	24
Council District 8 - Council Member Bernard Parks	2.9%	52
Council District 9 - Council Member Jan Perry	2.5%	45
Council District 10 - Council Member Herb J. Wesson Jr.	6.8%	121
Council District 11 - Council Member Bill Rosendahl	8.7%	155
Council District 12 - Council Member Mitchell Englander	8.8%	158
Council District 13 - Council Member Eric Garcetti	3.2%	58
Council District 14 - Council Member Jose Huizar	4.9%	88
Council District 15 - Vacant	3.1%	56
answered question		**1789**
skipped question		**567**

Do you work in the City of Los Angeles?

Answer Options	Response Percent	Response Count
Yes	**68.2%**	**1366**
No	31.8%	638
answered question		**2004**
skipped question		**352**

Do you have regular access to internet at home?

Answer Options	Response Percent	Response Count
Yes	**98.0%**	**1972**
No	2.0%	41
answered question		**2013**
skipped question		**343**