



# CITY OF SARASOTA, FLORIDA 2008

Report of Demographic Subgroup Comparisons

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## **SURVEY BACKGROUND**

### **ABOUT THE NATIONAL CITIZEN SURVEY™**

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Sarasota staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Sarasota staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Sarasota chose was to have crosstabulations of evaluative questions 1-18c by demographic questions d3 (length of time lived in Sarasota), d4 (housing unit type), d5 (rent or own home), and d9 (annual household income).

## UNDERSTANDING THE RESULTS

### “DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in gray.

## COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

| Question 1: Quality of Life (Percent "excellent" or "good")               |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|---|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| Please rate each of the following aspects of quality of life in Sarasota: | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|   | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| Sarasota as a place to live   | 83%                         | 85%           | 84%                | 79%               | 89%           | 77%              | 89% | 77%                     | 87%                  | 88%              |
| Your neighborhood as a place to live                                      | 64%                         | 65%           | 69%                | 64%               | 68%           | 55%              | 73% | 54%                     | 67%                  | 74%              |
| Sarasota as a place to raise children                                     | 67%                         | 57%           | 61%                | 56%               | 65%           | 57%              | 62% | 58%                     | 67%                  | 59%              |
| Sarasota as a place to work   | 45%                         | 40%           | 41%                | 41%               | 42%           | 39%              | 43% | 38%                     | 41%                  | 44%              |
| Sarasota as a place to retire   | 84%                         | 79%           | 77%                | 73%               | 84%           | 76%              | 81% | 77%                     | 78%                  | 80%              |
| The overall quality of life in Sarasota                                   | 78%                         | 79%           | 73%                | 70%               | 81%           | 70%              | 80% | 70%                     | 78%                  | 78%              |

| Question 2: Community Characteristics (Percent "excellent" or "good")                    |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|--|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| Please rate each of the following characteristics as they relate to Sarasota as a whole: | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|  | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| Sense of community   | 51%                         | 57%           | 56%                | 49%               | 60%           | 48%              | 60% | 57%                     | 49%                  | 59%              |
| Openness and acceptance of the community towards people of diverse backgrounds           | 54%                         | 42%           | 50%                | 43%               | 52%           | 43%              | 51% | 51%                     | 45%                  | 47%              |
| Overall appearance of Sarasota   | 78%                         | 80%           | 77%                | 79%               | 77%           | 75%              | 81% | 76%                     | 74%                  | 81%              |
| Overall quality of new development in Sarasota   | 65%                         | 57%           | 54%                | 53%               | 62%           | 57%              | 58% | 55%                     | 61%                  | 56%              |
| Shopping opportunities   | 66%                         | 74%           | 73%                | 71%               | 72%           | 70%              | 73% | 79%                     | 71%                  | 65%              |
| Opportunities to attend cultural activities  | 70%                         | 81%           | 75%                | 72%               | 79%           | 70%              | 80% | 76%                     | 73%                  | 78%              |
| Recreational opportunities   | 72%                         | 71%           | 69%                | 66%               | 74%           | 65%              | 74% | 68%                     | 68%                  | 72%              |
| Opportunities to participate in community matters  | 68%                         | 63%           | 61%                | 58%               | 67%           | 59%              | 65% | 60%                     | 65%                  | 65%              |
| Ease of car travel in Sarasota   | 59%                         | 58%           | 55%                | 52%               | 61%           | 56%              | 57% | 54%                     | 56%                  | 62%              |
| Ease of bus travel in Sarasota   | 45%                         | 49%           | 46%                | 41%               | 51%           | 52%              | 43% | 58%                     | 40%                  | 45%              |
| Ease of bicycle travel in Sarasota   | 49%                         | 40%           | 35%                | 35%               | 44%           | 47%              | 34% | 50%                     | 35%                  | 33%              |
| Ease of walking in Sarasota  | 58%                         | 54%           | 52%                | 46%               | 60%           | 57%              | 51% | 62%                     | 49%                  | 52%              |
| Availability of affordable quality housing   | 23%                         | 17%           | 16%                | 15%               | 20%           | 18%              | 17% | 20%                     | 13%                  | 18%              |
| Air quality  | 69%                         | 73%           | 72%                | 68%               | 73%           | 71%              | 72% | 61%                     | 73%                  | 77%              |
| Overall image or reputation of Sarasota  | 76%                         | 79%           | 78%                | 75%               | 80%           | 73%              | 81% | 70%                     | 78%                  | 82%              |

| Question 3: Growth (Percent "too fast")  |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|--|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| Please rate the speed of growth in the following categories in Sarasota over the past 2 years: | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|  | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| Population growth  | 35%                         | 52%           | 64%                | 54%               | 54%           | 61%              | 49% | 63%                     | 61%                  | 41%              |
| Retail growth (stores, restaurants, etc.)  | 19%                         | 27%           | 40%                | 37%               | 26%           | 25%              | 33% | 33%                     | 35%                  | 24%              |
| Jobs growth  | 0%                          | 3%            | 3%                 | 2%                | 2%            | 1%               | 2%  | 4%                      | 1%                   | 2%               |

| Question 4: Code Enforcement (Percent at least a "minor" problem)                                    |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|--|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Sarasota? | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|  | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
|  | 89%                         | 89%           | 89%                | 86%               | 92%           | 87%              | 89% | 89%                     | 87%                  | 92%              |

| Question 5: Community Safety (Percent "very" or "somewhat" safe)        |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|---|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| Please rate how safe or unsafe you feel from the following in Sarasota: | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|   | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| Violent crime (e.g., rape, assault, robbery)                            | 65%                         | 57%           | 61%                | 61%               | 60%           | 53%              | 66% | 44%                     | 61%                  | 72%              |
| Property crimes (e.g., burglary, theft)                                 | 53%                         | 47%           | 49%                | 47%               | 51%           | 43%              | 53% | 39%                     | 49%                  | 57%              |
| Environmental hazards, including toxic waste                            | 78%                         | 56%           | 67%                | 65%               | 66%           | 67%              | 66% | 58%                     | 67%                  | 69%              |

| Question 6: Personal Safety (Percent "very" or "somewhat" safe) |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|---|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| Please rate how safe or unsafe you feel:                        | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|   | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| In your neighborhood during the day                             | 91%                         | 88%           | 85%                | 86%               | 88%           | 85%              | 88% | 82%                     | 90%                  | 87%              |
| In your neighborhood after dark                                 | 64%                         | 54%           | 61%                | 62%               | 56%           | 50%              | 65% | 53%                     | 54%                  | 66%              |
| In Sarasota's downtown area during the day                      | 94%                         | 85%           | 86%                | 86%               | 88%           | 88%              | 88% | 81%                     | 88%                  | 91%              |
| In Sarasota's downtown area after dark                          | 67%                         | 51%           | 53%                | 56%               | 55%           | 54%              | 57% | 48%                     | 51%                  | 62%              |

| Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")                         |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|--|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
|  | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|  | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| During the past twelve months, were you or anyone in your household the victim of any crime? | 19%                         | 20%           | 14%                | 22%               | 13%           | 17%              | 17% | 17%                     | 16%                  | 17%              |
| If yes, was this crime (these crimes) reported to the police?                                | 56%                         | 77%           | 86%                | 78%               | 70%           | 59%              | 87% | 69%                     | 71%                  | 79%              |

| Question 9: Resident Behaviors (Percent at least once in past 12 months)  |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|---|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Sarasota? | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|   | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| Used Sarasota public libraries or their services  | 73%                         | 84%           | 79%                | 83%               | 78%           | 78%              | 80% | 82%                     | 80%                  | 78%              |
| Used Sarasota recreation centers  | 60%                         | 65%           | 59%                | 65%               | 59%           | 64%              | 61% | 60%                     | 64%                  | 62%              |
| Participated in a recreation program or activity  | 42%                         | 52%           | 43%                | 51%               | 42%           | 45%              | 47% | 52%                     | 44%                  | 46%              |
| Visited a neighborhood park or City park  | 84%                         | 89%           | 84%                | 86%               | 86%           | 85%              | 87% | 81%                     | 86%                  | 89%              |
| Ridden a local bus within Sarasota  | 34%                         | 35%           | 32%                | 29%               | 38%           | 48%              | 23% | 50%                     | 37%                  | 21%              |
| Attended a meeting of local elected officials or other local public meeting   | 23%                         | 42%           | 43%                | 41%               | 35%           | 30%              | 43% | 33%                     | 32%                  | 47%              |
| Watched a meeting of local elected officials or other local public meeting on cable television  | 42%                         | 66%           | 75%                | 69%               | 60%           | 58%              | 66% | 65%                     | 56%                  | 71%              |
| Visited the City of Sarasota Web site (at www.sarasotagov.com)  | 53%                         | 55%           | 52%                | 61%               | 48%           | 47%              | 60% | 42%                     | 57%                  | 61%              |
| Recycled used paper, cans or bottles from your home   | 81%                         | 92%           | 93%                | 92%               | 88%           | 82%              | 96% | 84%                     | 96%                  | 90%              |
| Volunteered your time to some group or activity in Sarasota   | 38%                         | 58%           | 59%                | 59%               | 49%           | 45%              | 58% | 46%                     | 50%                  | 64%              |
| Participated in religious or spiritual activities in Sarasota   | 46%                         | 55%           | 61%                | 54%               | 56%           | 52%              | 58% | 55%                     | 52%                  | 57%              |
| Participated in a club or civic group in Sarasota   | 33%                         | 46%           | 45%                | 45%               | 40%           | 36%              | 47% | 39%                     | 37%                  | 48%              |
| Provided help to a friend or neighbor   | 91%                         | 95%           | 96%                | 95%               | 94%           | 93%              | 96% | 93%                     | 94%                  | 95%              |

| Question 10: Neighborliness (Percent at least once per month)   |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|---|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
|   | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|   | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)? | 86%                         | 86%           | 85%                | 82%               | 88%           | 87%              | 84% | 82%                     | 88%                  | 85%              |

| Question 11: Service Quality (Percent "excellent" or "good")           |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|--|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| Please rate the quality of each of the following services in Sarasota: | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|  | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| Police services  | 73%                         | 69%           | 75%                | 70%               | 75%           | 64%              | 78% | 68%                     | 71%                  | 75%              |
| Fire services  | 93%                         | 95%           | 93%                | 91%               | 96%           | 94%              | 93% | 93%                     | 98%                  | 89%              |
| Ambulance or emergency medical services                                | 93%                         | 93%           | 94%                | 94%               | 93%           | 89%              | 96% | 90%                     | 95%                  | 95%              |
| Crime prevention   | 52%                         | 58%           | 53%                | 56%               | 54%           | 46%              | 61% | 49%                     | 52%                  | 61%              |
| Traffic enforcement  | 54%                         | 53%           | 54%                | 53%               | 55%           | 53%              | 55% | 55%                     | 48%                  | 57%              |
| Street repair  | 40%                         | 43%           | 34%                | 37%               | 39%           | 36%              | 39% | 37%                     | 30%                  | 43%              |
| Street cleaning  | 64%                         | 64%           | 62%                | 63%               | 63%           | 59%              | 65% | 63%                     | 57%                  | 65%              |
| Street lighting  | 63%                         | 58%           | 53%                | 53%               | 60%           | 56%              | 57% | 55%                     | 47%                  | 65%              |
| Sidewalk maintenance   | 47%                         | 52%           | 40%                | 43%               | 48%           | 42%              | 48% | 45%                     | 40%                  | 49%              |
| Traffic signal timing  | 36%                         | 40%           | 36%                | 37%               | 37%           | 32%              | 39% | 38%                     | 28%                  | 42%              |
| Bus or transit services  | 66%                         | 61%           | 52%                | 49%               | 66%           | 64%              | 50% | 67%                     | 51%                  | 56%              |
| Garbage collection   | 81%                         | 83%           | 84%                | 84%               | 82%           | 78%              | 86% | 80%                     | 81%                  | 86%              |
| Recycling  | 79%                         | 82%           | 81%                | 83%               | 79%           | 77%              | 83% | 78%                     | 79%                  | 84%              |
| Yard waste pick-up   | 72%                         | 69%           | 70%                | 70%               | 70%           | 65%              | 74% | 67%                     | 69%                  | 74%              |
| Storm drainage   | 37%                         | 45%           | 39%                | 40%               | 41%           | 39%              | 42% | 46%                     | 39%                  | 36%              |
| Drinking water   | 33%                         | 51%           | 51%                | 48%               | 45%           | 41%              | 51% | 49%                     | 42%                  | 47%              |

| Question 11: Service Quality (Percent "excellent" or "good")   |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|--|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| Please rate the quality of each of the following services in Sarasota:   | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|  | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| Sewer services   | 51%                         | 59%           | 66%                | 63%               | 58%           | 55%              | 65% | 54%                     | 59%                  | 64%              |
| City parks   | 82%                         | 78%           | 78%                | 81%               | 78%           | 77%              | 80% | 80%                     | 79%                  | 78%              |
| Recreation programs or classes   | 79%                         | 76%           | 66%                | 74%               | 71%           | 69%              | 74% | 78%                     | 68%                  | 72%              |
| Recreation centers or facilities   | 72%                         | 70%           | 58%                | 66%               | 65%           | 63%              | 66% | 66%                     | 70%                  | 59%              |
| Land use, planning and zoning  | 37%                         | 30%           | 22%                | 26%               | 30%           | 28%              | 28% | 37%                     | 22%                  | 30%              |
| Code enforcement (weeds, abandoned buildings, etc)   | 26%                         | 35%           | 41%                | 38%               | 33%           | 32%              | 39% | 40%                     | 34%                  | 32%              |
| Economic development   | 29%                         | 35%           | 22%                | 25%               | 31%           | 29%              | 28% | 38%                     | 22%                  | 27%              |
| Services to low-income people  | 31%                         | 32%           | 24%                | 25%               | 31%           | 28%              | 28% | 38%                     | 18%                  | 26%              |
| Public library services  | 84%                         | 84%           | 84%                | 82%               | 86%           | 84%              | 85% | 84%                     | 83%                  | 88%              |
| Public information services  | 70%                         | 69%           | 64%                | 61%               | 72%           | 68%              | 67% | 70%                     | 60%                  | 70%              |
| Cable television   | 64%                         | 61%           | 66%                | 62%               | 65%           | 59%              | 67% | 60%                     | 64%                  | 65%              |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 72%                         | 77%           | 76%                | 73%               | 78%           | 72%              | 79% | 74%                     | 76%                  | 75%              |
| Preservation of natural areas such as open space, farmlands and greenbelts                                       | 54%                         | 48%           | 46%                | 44%               | 53%           | 47%              | 49% | 53%                     | 46%                  | 48%              |

| Question 12: Government Services Overall (Percent "excellent" or "good")                   |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|--|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| Overall, how would you rate the quality of the services provided by each of the following? | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|  | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| The City of Sarasota   | 69%                         | 68%           | 63%                | 63%               | 70%           | 59%              | 70% | 68%                     | 63%                  | 66%              |
| The Federal Government   | 35%                         | 38%           | 39%                | 33%               | 42%           | 35%              | 38% | 45%                     | 37%                  | 32%              |
| The State Government   | 44%                         | 45%           | 45%                | 41%               | 49%           | 40%              | 47% | 49%                     | 44%                  | 41%              |
| Sarasota County Government   | 62%                         | 55%           | 53%                | 46%               | 63%           | 52%              | 57% | 56%                     | 49%                  | 60%              |

| Question 13: Contact with City Employees (Percent "yes")  |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|---|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
|   | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|   | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| Have you had any in-person or phone contact with an employee of the City of Sarasota within the last 12 months (including police, receptionists, planners or any others)? | 61%                         | 62%           | 56%                | 71%               | 50%           | 54%              | 64% | 49%                     | 61%                  | 65%              |

| Question 14: City Employees (Percent "excellent" or "good")                                      |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|--|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| What was your impression of the employee(s) of the City of Sarasota in your most recent contact? | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|  | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| Knowledge  | 80%                         | 75%           | 77%                | 77%               | 78%           | 72%              | 81% | 66%                     | 84%                  | 78%              |
| Responsiveness   | 78%                         | 73%           | 71%                | 72%               | 75%           | 68%              | 77% | 65%                     | 80%                  | 74%              |
| Courtesy   | 74%                         | 73%           | 78%                | 73%               | 78%           | 68%              | 79% | 69%                     | 80%                  | 74%              |
| Overall impression   | 75%                         | 71%           | 74%                | 71%               | 76%           | 67%              | 77% | 67%                     | 80%                  | 71%              |

| Question 15: Government Performance (Percent "excellent" or "good")      |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|--|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| Please rate the following categories of Sarasota government performance: | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|  | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| The value of services for the taxes paid to Sarasota                     | 46%                         | 46%           | 36%                | 37%               | 45%           | 41%              | 42% | 34%                     | 43%                  | 46%              |
| The overall direction that Sarasota is taking                            | 52%                         | 37%           | 31%                | 34%               | 41%           | 33%              | 40% | 39%                     | 35%                  | 38%              |
| The job Sarasota government does at welcoming citizen involvement        | 43%                         | 43%           | 41%                | 42%               | 43%           | 38%              | 44% | 46%                     | 40%                  | 44%              |
| The job Sarasota government does at listening to citizens                | 32%                         | 29%           | 29%                | 28%               | 31%           | 27%              | 30% | 28%                     | 28%                  | 32%              |

| Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely) |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|---|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| Please indicate how likely or unlikely you are to do each of the following:     | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|   | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| Recommend living in Sarasota to someone who asks                                | 84%                         | 78%           | 79%                | 77%               | 83%           | 75%              | 84% | 76%                     | 80%                  | 84%              |
| Remain in Sarasota for the next five years                                      | 69%                         | 81%           | 85%                | 79%               | 81%           | 70%              | 85% | 79%                     | 80%                  | 79%              |

| Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)   |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|--|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
|  | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|  | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be: | 11%                         | 13%           | 14%                | 12%               | 14%           | 16%              | 11% | 19%                     | 11%                  | 10%              |

| Question 18a: Policy Question 1(Percent "Improved")  |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|--|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
|  | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|  | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
| Would you say that, in the last 12 months, the value of City services for taxes paid improved, stayed the same or declined compared to the past? | 5%                          | 4%            | 8%                 | 5%                | 7%            | 8%               | 4%  | 11%                     | 3%                   | 4%               |

| Question 18b: Policy Question 2   |                             |               |                    |                   |               |                  |     |                         |                      |                  |
|---|-----------------------------|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
| Please indicate to what extent you support or oppose the City encouraging public transportation with either of the following options:(Percent "somewhat" or "strongly support") | Number of years in Sarasota |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|   | Less than 5 years           | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
|   | Utilizing City tax revenues | 81%           | 78%                | 79%               | 76%           | 82%              | 85% | 75%                     | 80%                  | 81%              |
| Encouraging Sarasota County (SCAT) to expand bus and trolley services   | 89%                         | 93%           | 91%                | 90%               | 92%           | 95%              | 89% | 96%                     | 90%                  | 89%              |

| Question 18c: Policy Question 3 (Percent "very important" or "essential") |  |               |                    |                   |               |                  |     |                         |                      |                  |
|---|--|---------------|--------------------|-------------------|---------------|------------------|-----|-------------------------|----------------------|------------------|
|   | Number of years in Sarasota  |               |                    | Housing unit type |               | Rent or own home |     | Annual household income |                      |                  |
|   | Less than 5 years  | 6 to 20 years | More than 20 years | Detached unit     | Attached unit | Rent             | Own | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more |
|   | How important, if at all, is it to you for the City to expend tax dollars to continue to provide parking downtown? | 52%           | 51%                | 48%               | 39%           | 59%              | 50% | 50%                     | 50%                  | 45%              |