

RESEARCH
& POLLING
INC



**CITY OF ALBUQUERQUE
CITIZENS' PERCEPTION SURVEY
APRIL 2014**

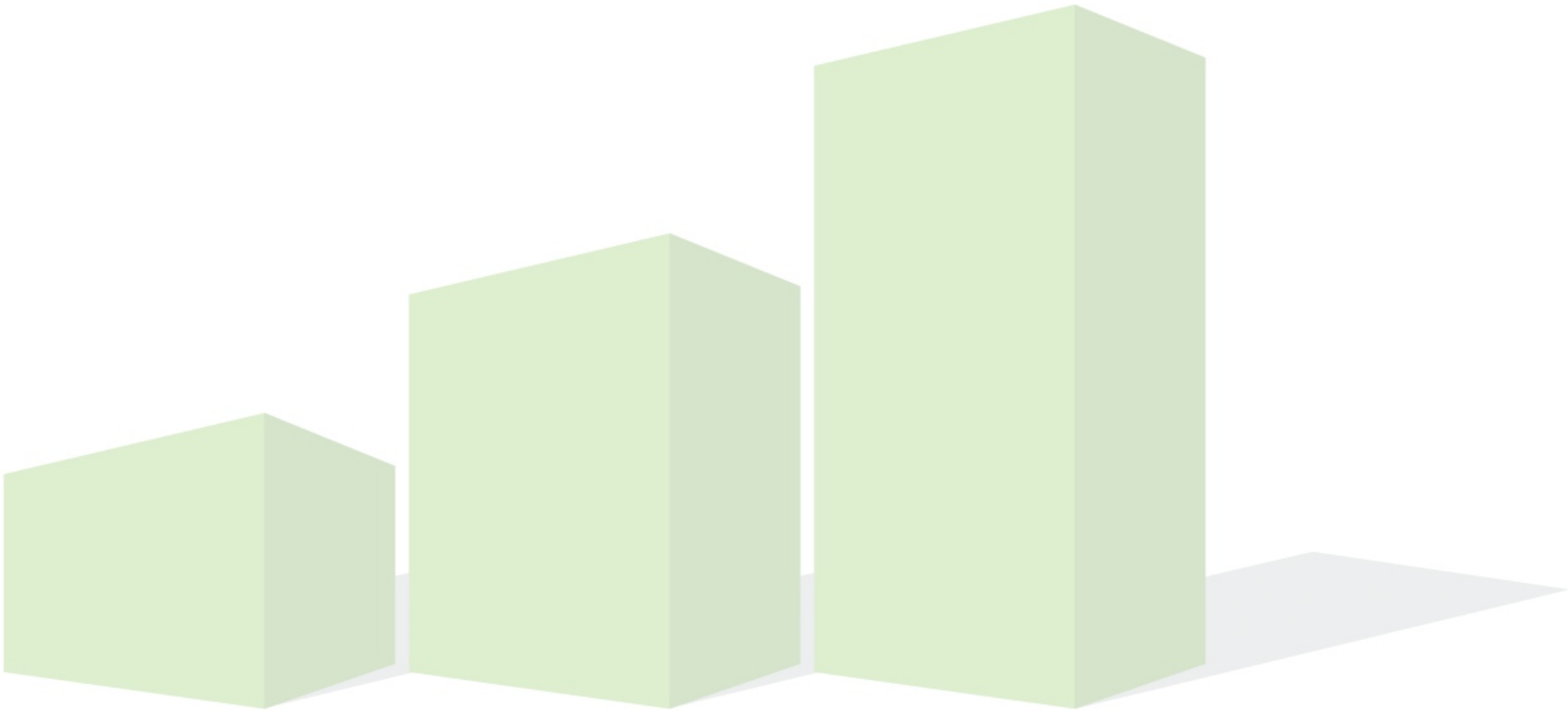
TABLE OF CONTENTS

I. INTRODUCTION 3
 Methodology..... 4
 Executive Summary..... 5

II. SUMMARY OF RESULTS 23

III. DEMOGRAPHICS 53

IV. QUESTIONNAIRE..... 55



METHODOLOGY

This research study was commissioned by the City of Albuquerque in order to assess citizens' perceptions of the overall quality of life in Albuquerque, satisfaction with City services, and opinions regarding priorities for the future.

The Interview

A random sample of 416 adult residents residing within Albuquerque City limits were interviewed by telephone. All interviews were conducted between April 11 and April 16, 2014.

Given the prevalence of cell phone users, 25% of the interviews were completed by random digit dialing cell phone number prefixes that have been issued in Albuquerque.

The telephone interviewers are professionals who are brought together for a training session prior to each survey. This ensures their complete and consistent understanding of the survey instrument. A total of 416 adult Albuquerque residents completed interviews.

Margin of Error

A sample size of 416 at a 95% confidence level provides a maximum margin of error of approximately 4.8%. In theory, in 95 out of 100 cases, the results based on a sample of 416 will differ by no more than 4.8 percentage points in either direction from what would have been obtained by interviewing all adult residents within the City of Albuquerque.

Sample Bias

In any survey, there are some respondents who will refuse to speak to the professional interviewer. A lower response rate among certain types of individuals can result in a sample wherein certain types of individuals are over-represented or under-represented. The potential for sampling bias increases as the response rate decreases. Research & Polling, Inc. often sets quotas for various segments of the population who are historically undercounted. This has the effect of minimizing, but not necessarily eliminating, sampling bias.

The Report

This report summarizes the results from each question in the survey and reports on any variances in attitude or perception, where significant, among demographic subgroups. The report also tracks results to past studies where possible.

EXECUTIVE SUMMARY

QUALITY OF LIFE

Like many areas in the nation and state, the City of Albuquerque has struggled over the last three years to regain its economic footing and has faced other adversity. Despite these challenges, the large majority of Albuquerque residents express satisfaction with the overall quality of life offered in the City. Approximately two-thirds of City residents characterize the overall quality of life here as being either *good* (58%) or *excellent* (10%), while 24% feel the overall quality of life in Albuquerque is *fair*, and few (8%) rate it poorly.

In other indicators of quality of life, nearly three-in-four residents say they would recommend Albuquerque to others as a place to live and 85% say they are likely to be living in the City five years from now.

In any city, feelings of personal safety and security are paramount to overall quality of life. On this front, the vast majority of Albuquerque residents say they feel either *very safe* (75%) or *somewhat safe* (19%) being alone outside in their neighborhood **during the day** and over three-quarters say they feel either *very safe* (45%) or *somewhat safe* (37%) being alone outside in their neighborhood **during the evening**. The percentage of residents who say they feel *very safe* alone in their neighborhood at night has actually improved compared to three years ago.

Although residents generally feel safe in the neighborhoods, there are concerns about safety in the Downtown area. Just 11% of City residents say they feel *very safe* Downtown, though 34% feel at least *somewhat safe*. More than one-in-four residents say they do not feel safe Downtown. Overall, residents are less inclined to feel safe Downtown than they were three years ago.

A vibrant Downtown can be a boon in terms of economic development and enhancing the overall vitality of a city. In order to create this type of atmosphere in Albuquerque, continued efforts need to be made to improve the image and overall experience of visiting the Downtown area.

It should also be noted that while the majority of residents at least partially agree that the City has adequate recreational opportunities for families, individuals, and community groups (63%) and that it has adequate amenities such as performing arts facilities and sports complexes (62%), less than one-third *strongly agree*. There is some indication that residents do want more in terms of cultural programs, performing arts, sports and other recreational amenities. In fact, the majority of residents (58%) say they would be at least somewhat willing to pay up to \$100 a year or more in taxes or fees in order to expand or improve cultural, performing arts, sports and recreation amenities in the City.

PUBLIC SERVICES

One of the real bright spots in terms of City services is the Albuquerque Fire Department. Residents' overall opinion of AFD has improved in the last three years in terms of responsiveness and addressing public safety. Overall, 85% of residents feel AFD is doing a good job responding to emergency medical/fire services and addressing public safety. The percentage of residents who *strongly agree* AFD is doing a good job addressing public safety and responding quickly to fires has increased from 41% in 2011 to 54% currently.

The Albuquerque Police Department on the other hand has faced a great deal of public scrutiny in the past three years, particularly in the months leading up to and during the time this survey took place. Not surprisingly, public sentiment towards the Police Department has been in a state of decline. While two-fifths of City residents feel APD is respectful of its citizens, 36% disagree (in comparison, 23% disagreed in 2011).

Furthermore, though the plurality (42%) of residents feel APD is doing a good job addressing public safety and making quick responses, 30% disagree. The percentage of residents who feel APD is doing a good job addressing public safety issues/making quick responses has fallen 14 percentage points since 2011.

Despite the well-publicized issues facing APD, there is other good news in the survey results in that residents are now more apt to agree that City government is generally responsive to community needs than they were in 2011 (36% and 30%, respectively). However, there is still a sizeable percentage of residents (23%) who disagree that City government is responsive. This is the area that most municipal governments struggle with and while it is a constant work in progress, it does appear that the City is making positive strides.

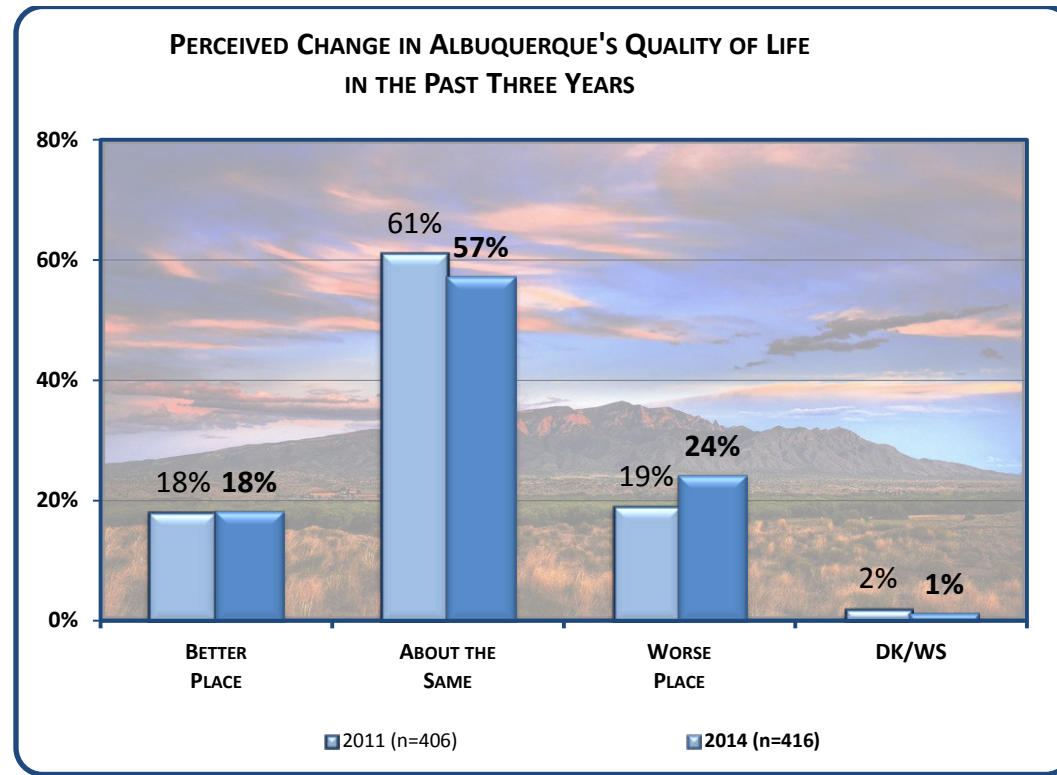
PRIORITIES FOR THE CITY

When planning future budgets, *improving community services such as programs for homeless individuals and families, substance abuse, and mental health issues* along with *improving public safety services* are rated as being the two highest priorities followed by *partnering with business and local colleges in economic development programs* and *improving roads and streets*. The majority of residents also believe that *improving public*

transportation services including Rapid Ride bus transit and improving parks and recreation programs should be a high priority.

When asked which of the above mentioned programs and services should be the *single* highest priority for the City, residents are more than two times as likely to choose improving community services (48%) over improving public safety (18%). This shows the importance that residents place on community services as a quality of life measure.

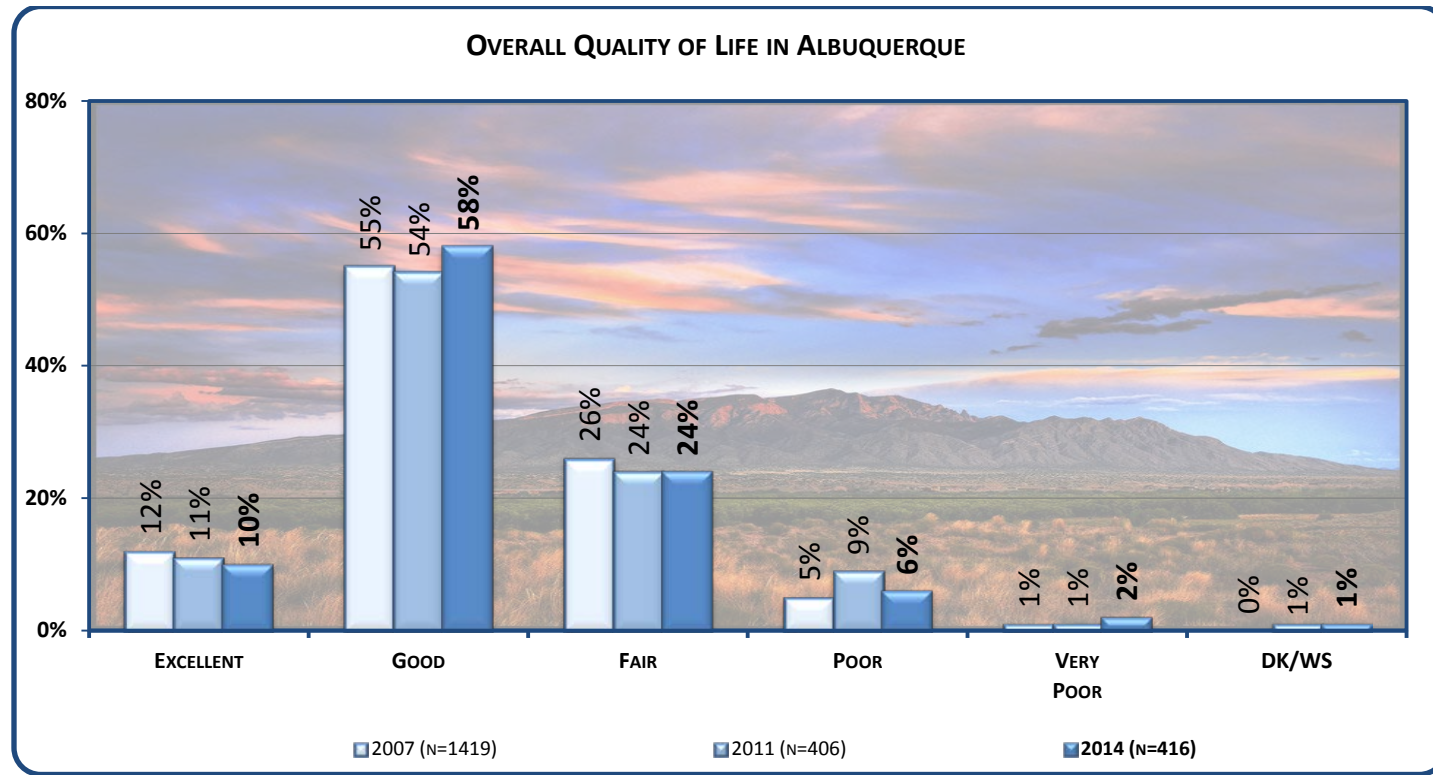
The fact that residents are more apt to place a priority on community services over public safety should not diminish the fact that the feeling of personal safety is an extremely important component to overall quality of life. This is exemplified by the fact that 72% of residents who rate the quality of life in Albuquerque as being *excellent* say they feel *very safe* being alone in their neighborhood at night. In comparison, just 21% of those who rate the quality of life in Albuquerque poorly say they feel *very safe* when alone at night.



Residents were asked if they believe **Albuquerque has become a *better place* to live, is *about the same*, or has become a *worse place* to live in the past three years**. Overall, nearly one-fifth (18%) believe that Albuquerque has become a *better place* to live, while the majority (57%) of residents believe that the City of Albuquerque is *about the same*. Just under one-quarter (24%) say that Albuquerque has become a *worse place* to live over the last three years.

Residents who are most apt to say that Albuquerque has become a *worse place* to live include residents with household incomes of \$20,000 or less (42%) compared to those with household incomes greater than \$20,000 (20%) and residents with a child under the age of eighteen in the household (30%) compared to those with no children under age eighteen (21%). Residents more likely to say Albuquerque has become a *better place* to live include Hispanics (21%) compared to Anglos (14%).

Since the 2011 study, there has been no change in the percentage of residents who say that Albuquerque is a *better place* to live. However, residents are slightly more likely to say Albuquerque has become a *worse place* to live than they were in 2011 (24% in 2014 compared to 19% in 2011).

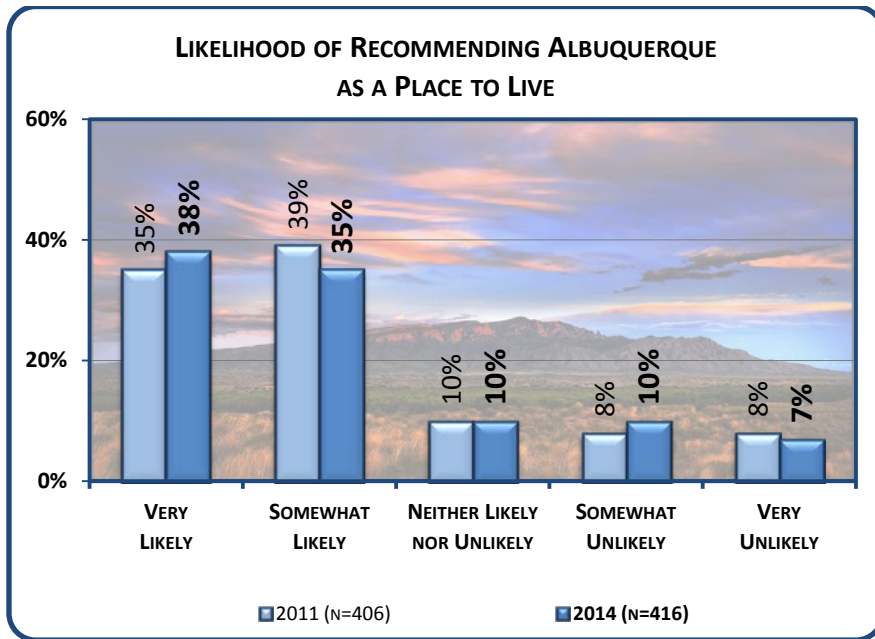


City residents were asked to rate their **overall quality of life in Albuquerque**. As shown above, 10% of City residents rate the quality of life in Albuquerque as being *excellent* while the majority (58%) rate the quality of life as *good*, though 24% give a *fair* rating. Less than one-in-ten residents feel the quality of life in Albuquerque is either *poor* (6%) or *very poor* (2%).

Seniors are much more likely than residents under the age of 35 to rate the quality of life in Albuquerque highly (80% and 61%, respectively). It is also observed that residents with at least a four year college degree are more likely than those with a high school education or less to rate the quality of life positively (78% and 58%, respectively). Furthermore, as household income levels increase, so too does satisfaction with quality of life in the City.

Tracking Results

Overall, there is little change in residents' perceptions of quality of life when comparing the 2014 study to past results. The 68% who currently rate the overall quality of life as being either *good* or *excellent* is almost identical to the 67% observed in 2007 and the 65% observed on 2011.



REASONS FOR RECOMMENDING OR NOT RECOMMENDING ALBUQUERQUE AS A PLACE TO LIVE	
	2014 TOTAL SAMPLE (N=416)
POSITIVE	
CLIMATE/WEATHER IS PLEASANT	30%
FRIENDLY PEOPLE	11%
GOOD PLACE TO LIVE (IN GENERAL)	9%
SCENIC MOUNTAIN SETTING	7%
CULTURAL DIVERSITY	6%
NEGATIVE	
CONCERN ABOUT POLICE DEPARTMENT	12%
CRIME RATE IS HIGH	11%
EDUCATION SYSTEM IS POOR	6%
JOBS UNAVAILABLE/FEW	5%
LACK OF ECONOMIC DEVELOPMENT	5%
GOVERNMENT/POLITICAL LEADERSHIP IS INCOMPETENT	5%
DON'T KNOW/WON'T SAY	6%

Residents were asked how likely they are to **recommend Albuquerque as a place to live** and **why they feel this way**.

Nearly two-fifths (38%) of City residents say they are *very likely* to recommend Albuquerque as a place to live, while over one-third (35%) say they are *somewhat likely* to do so. One-in-ten residents say they are *neither likely nor unlikely*, while 17% are either *somewhat* (10%) or *very unlikely* (7%) to recommend Albuquerque as a place to live.

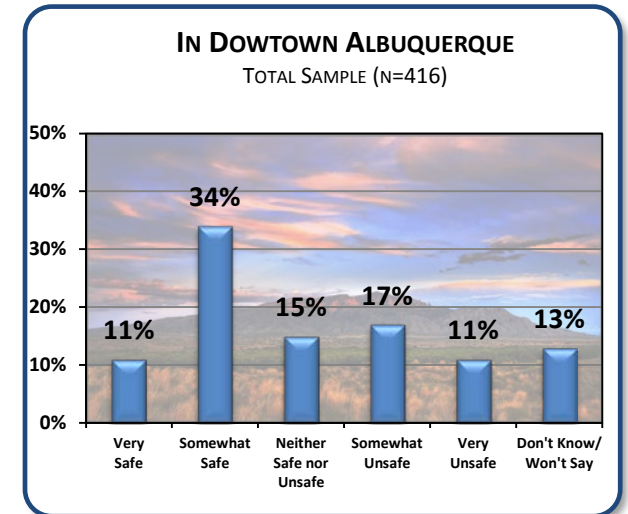
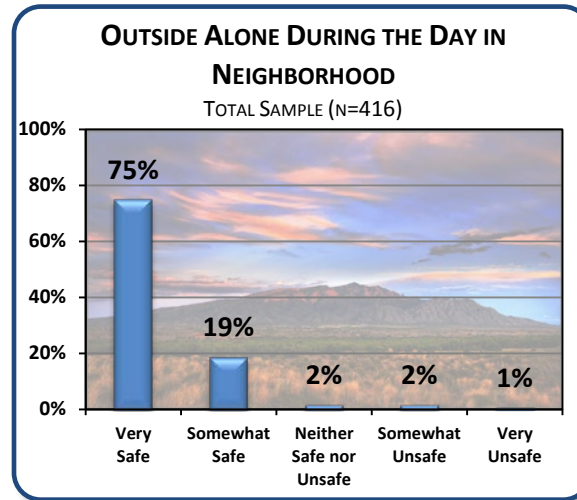
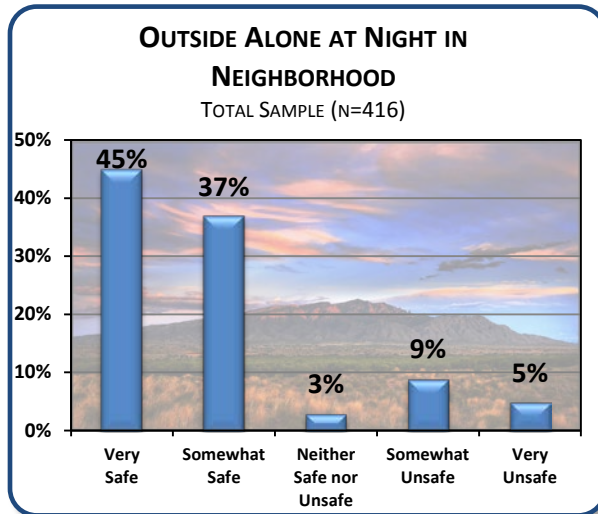
Residents more apt to say they would be *very likely* to recommend Albuquerque as a place to live include residents fifty and older (44%) compared to residents ages 18 to 34 (32%), and residents with no children under age eighteen in the household (43%) compared to those with children under age eighteen in the household (31%).

When comparing the 2014 study to past results, there is little variation in the percentages of residents who would be likely or unlikely to recommend Albuquerque as a place to live.

When residents were asked **why they would or would not recommend Albuquerque as a place to live**, the most frequently mentioned positive responses included: the climate/weather is pleasant (30%), friendly people (11%), good place to live (9%), scenic mountain setting (7%), and cultural diversity (6%).

The most frequently mentioned negative responses include: concerned about police department (12%), crime rate is high (11%), educational system is poor (6%), jobs are unavailable/few (5%) and lack of economic development (5%), and government /political leadership is incompetent (5%).

FEELINGS OF PERSONAL SAFETY



Albuquerque residents were asked, in their neighborhood, how **safe they feel being outside at night** and **during the day** by themselves.

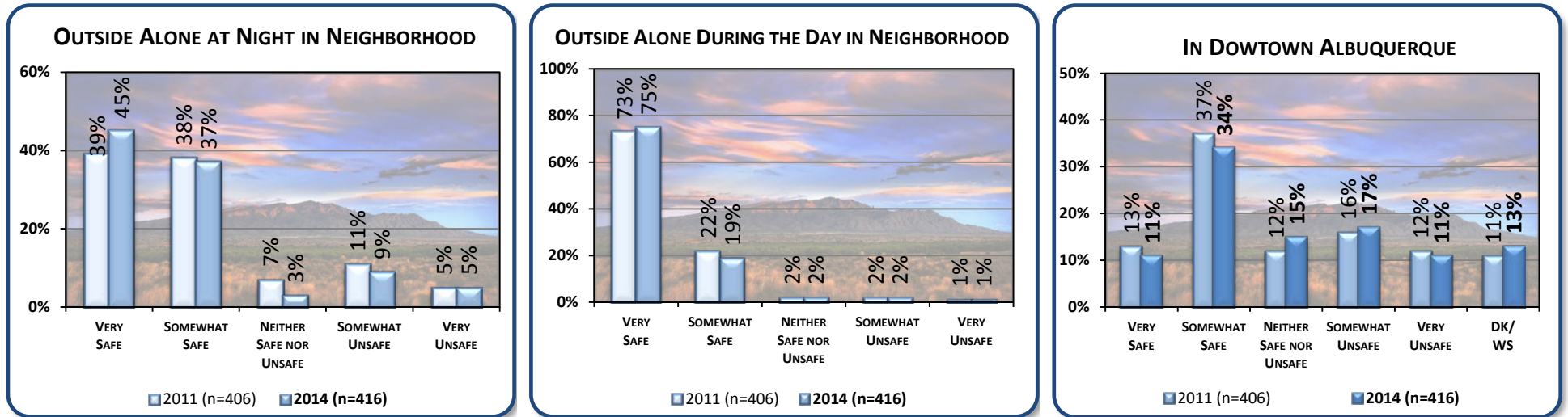
Over four-fifths of City residents (82%) say that they feel either *very safe* (45%) or *somewhat safe* (37%) being outside **at night** in their neighborhood by themselves while 14% say they either feel *somewhat unsafe* (9%) or *very unsafe* (5%)

Residents living in the NE Heights are more apt to feel *very safe* in their neighborhood at night (56%), whereas those living in the North Valley/Downtown area are least apt to feel *very safe* at night (29%). It should also be noted that men (54%) are much more likely than women (37%) to feel *very safe* alone in their neighborhood at night.

Over nine-in-ten (94%) residents say they feel either *very safe* (75%) or *somewhat safe* (19%) being outside **during the day** by themselves in their neighborhoods; few residents say they feel unsafe (3%).

When residents are asked **how safe they feel in Downtown Albuquerque**, 45% say they feel either *very safe* (11%) or *somewhat safe* (34%). Fifteen percent say they feel *neither safe nor unsafe* and over one-quarter (28%) say they feel either *somewhat* (17%) or *very unsafe* (11%). Residents who are more likely than others to feel unsafe in Downtown Albuquerque include females (31%) and residents of the Far Northeast Heights (33%) region.

FEELINGS OF PERSONAL SAFETY: TRACKING RESULTS



Residents are more likely to say they feel *very safe* being alone in their neighborhood at night than they were three years ago (45% in 2014 compared to 39% in 2011).

The percentage of residents who say they feel safe alone outside during the day has not changed significantly since 2011. Residents are now only slightly less likely to feel safe in Downtown Albuquerque when compared to three years ago (50% in 2011 compared to 45% currently).

EVALUATION OF ALBUQUERQUE SERVICES AND PROGRAMS							
RANKED BY HIGHEST 2014 PERCENTAGE "STRONGLY AGREE" RESPONSES							
	STRONGLY AGREE 5	4	3	2	STRONGLY DISAGREE 1	DK/ WS	MEAN
THE ALBUQUERQUE FIRE DEPARTMENT IS DOING A GOOD JOB RESPONDING TO EMERGENCY MEDICAL SERVICES NEEDS AND MAKING QUICK RESPONSE TO MEDICAL EMERGENCIES							
2014 TOTAL SAMPLE (N=416)	55%	30%	6%	2%	0%	7%	4.5
2011 TOTAL SAMPLE (N=406)	45%	35%	9%	2%	1%	9%	4.3
THE ALBUQUERQUE FIRE DEPARTMENT IS DOING A GOOD JOB ADDRESSING PUBLIC SAFETY ISSUES AND MAKING QUICK RESPONSES TO FIRES FOR THE COMMUNITY							
2014 TOTAL SAMPLE (N=416)	54%	31%	6%	1%	0%	7%	4.5
2011 TOTAL SAMPLE (N=406)	41%	34%	11%	3%	1%	10%	4.2
ALBUQUERQUE HAS ADEQUATE RECREATIONAL OPPORTUNITIES FOR FAMILIES, INDIVIDUALS AND COMMUNITY GROUPS							
2014 TOTAL SAMPLE (N=416)	31%	32%	21%	12%	2%	2%	3.8
THE ALBUQUERQUE POLICE DEPARTMENT IS RESPECTFUL IN ITS TREATMENT OF CITIZENS							
2014 TOTAL SAMPLE (N=416)	18%	22%	21%	15%	21%	2%	3.0
2011 TOTAL SAMPLE (N=406)	23%	27%	23%	11%	12%	4%	3.4
THE ALBUQUERQUE POLICE DEPARTMENT IS DOING A GOOD JOB ADDRESSING PUBLIC SAFETY ISSUES AND MAKING QUICK RESPONSES TO EMERGENCIES							
2014 TOTAL SAMPLE (N=416)	17%	25%	24%	14%	16%	3%	3.1
2011 TOTAL SAMPLE (N=406)	22%	34%	22%	11%	7%	3%	3.6
OVERALL THE CITY STREET SYSTEM IS WELL MAINTAINED							
2014 TOTAL SAMPLE (N=416)	13%	31%	34%	12%	9%	0%	3.3
2011 TOTAL SAMPLE (N=406)	12%	28%	36%	13%	9%	1%	3.2
THE ALBUQUERQUE CITY GOVERNMENT IS RESPONSIVE TO COMMUNITY NEEDS							
2014 TOTAL SAMPLE (N=416)	9%	27%	38%	17%	6%	2%	3.2
2011 TOTAL SAMPLE (N=406)	5%	30%	34%	14%	13%	4%	3.0

† The mean score is derived by taking the average score based on the 5-point scale. The Strongly Agree response is assigned a value of 5; the Strongly Disagree response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

Residents were asked **to rate how strongly they either agree or disagree** with various statements regarding programs and services provided by the City of Albuquerque.

ALBUQUERQUE FIRE DEPARTMENT:

As shown on the preceding page, 85% of residents at least somewhat agree (a score of 4 or 5) AFD is **doing a good job responding to emergency medical service needs and making quick responses to medical emergencies**, with 55% who *strongly* agree. In comparison, 45% *strongly agreed* in the 2011 study.

Eighty-five percent of residents also agree that the Albuquerque Fire Department is **doing a good job addressing public safety issues and making quick responses to fires for the community** which is an improvement over the 75% who agreed in 2011. Residents are much more apt to *strongly agree* AFD is doing a good job addressing public safety issues and making quick fire responses than was observed three years ago (54% and 41%, respectively).

ADEQUACY OF RECREATIONAL AND COMMUNITY AMENITIES

Over six-in-ten (63%) residents agree **Albuquerque has adequate recreational opportunities for families, individuals, and community groups**, though 21% have neutral or mixed feelings (a score of 3) and 14% disagree.

ALBUQUERQUE POLICE DEPARTMENT

When it comes to the Albuquerque Police Department, just over two-fifths (42%) of residents believe APD is **doing a good job addressing public safety issues and making quick responses to emergencies**; however, these results show a fourteen percentage point decrease since the 2011 study (42% in 2014 compared to 56% in 2011). Further, three-in-ten residents currently disagree that APD is doing a good job addressing public safety issues and making quick responses to emergencies, marking a twelve percentage point *increase* since the 2011 study.

When residents were asked how strongly they agree or disagree that **APD is respectful in its treatment to citizens**, two-fifths of residents say they at least somewhat agree (a score of four or five) with this statement, marking a ten percentage-point decrease since the 2011 study. Further, over one-third (36%) of City residents currently disagree; a thirteen percentage-point increase since the 2011 study.

Demographically, residents under the age of 35 and those with a household income less than \$20,000 are more likely than others to disagree that APD is doing a good job addressing public safety issues or being respectful to citizens.

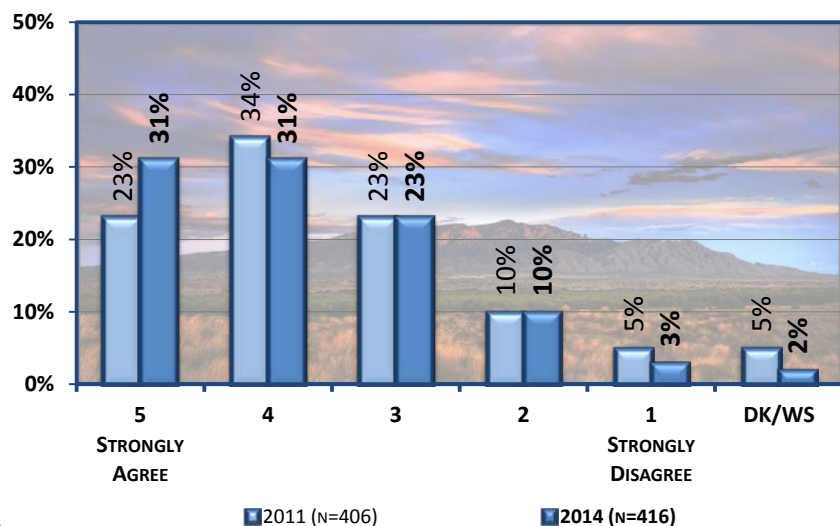
CITY STREETS AND RESPONSIVENESS OF GOVERNMENT

Similar to the 2011 study, over two-fifths (44%) of City residents agree that the **City street system is well maintained**, though 21% disagree and 34% have a neutral/mixed opinion.

Over one-third (36%) of residents at least somewhat agree (scores of four or five) that the **Albuquerque City government is responsive to community needs** while nearly one-quarter (23%) disagree.

When comparing the 2014 study results to the 2011 results, there is a slight increase in the percentage of City residents who agree with this statement and a slight decrease in the percentage who disagree. Further, seniors (46%) and those living in the North Valley/Downtown (48%) region are more likely than others to agree that that Albuquerque City government is responsive to community needs.

AGREE/DISAGREE: ALBUQUERQUE HAS ADEQUATE COMMUNITY AMENITIES SUCH AS PERFORMING ARTS AND SPORTS FACILITIES



2012 Mean: 3.6

2014 Mean: 3.8

† The mean score is derived by taking the average score based on the 5-point scale. The Strongly Agree response is assigned a value of 5; the Strongly Disagree response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

Over three-fifths (62%) of City residents agree that Albuquerque has adequate community amenities such as performing arts facilities and sports complexes, though 23% have mixed/neutral feelings and 13% disagree.

Women (67%) are more likely than men (56%) to feel the City has adequate community amenities for things such as performing arts and sports.

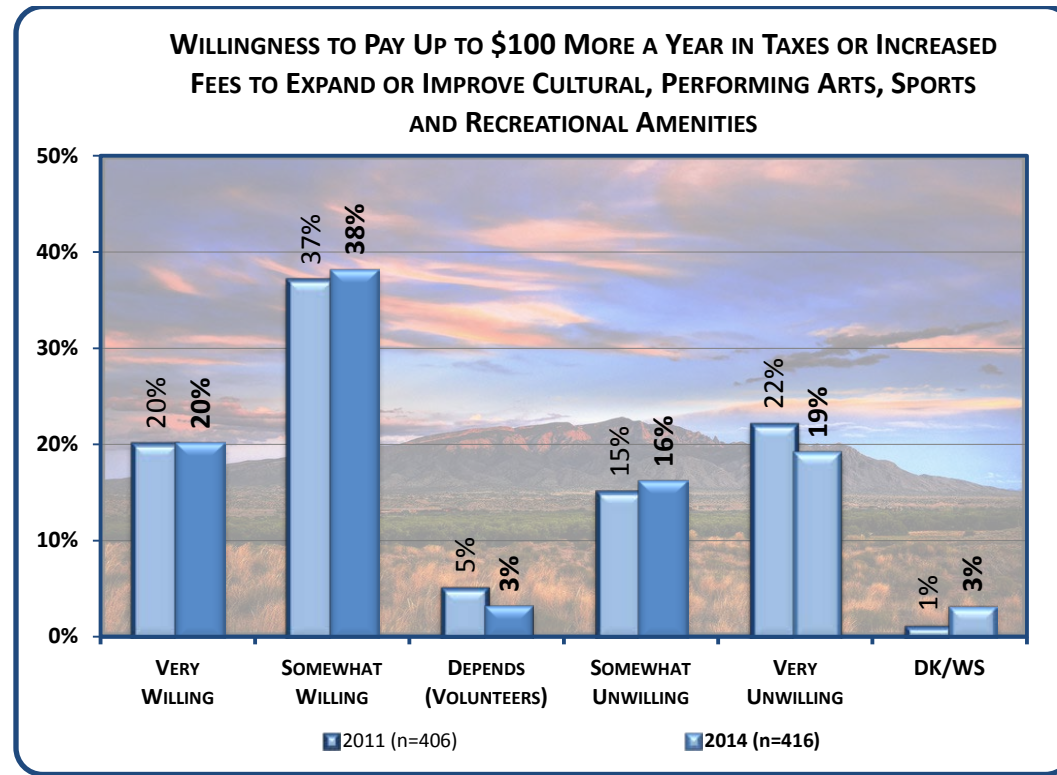
In addition to rating their level of agreement regarding adequacy of recreational and community amenities, City residents were asked **what types of recreational, cultural, performing arts, or sports related attractions or amenities they feel are needed in Albuquerque.**

Fifteen-percent of residents say more activities for youth and teens and 13% mention either professional sports teams or performing arts centers. Six percent of residents mention either parks for recreational use, sports arena or sports complex, or sports fields for recreational use. Notably, one-third (32%) of residents did not offer a suggestion and another 8% feel as though Albuquerque has enough recreational activities.

TYPES OF RECREATIONAL, CULTURAL, PERFORMING ARTS OR SPORTS RELATED ATTRACTIONS OR AMENITIES NEEDED IN ALBUQUERQUE

TOP 8 UNAIDED RESPONSES

	2014 TOTAL SAMPLE (N=416)
MORE ACTIVITIES FOR YOUTH AND TEENS	15%
PROFESSIONAL SPORTS TEAMS	13%
PERFORMING ARTS CENTER	13%
ALREADY HAVE ENOUGH	8%
PARKS FOR RECREATIONAL USE	6%
SPORTS ARENA OR SPORTS COMPLEX	6%
SPORTS FIELDS FOR RECREATIONAL USE	6%
DON'T KNOW/WON'T SAY	32%

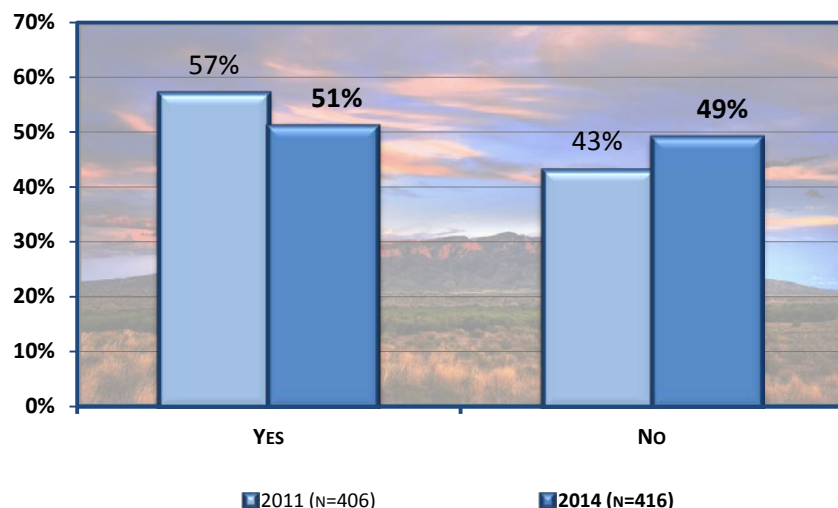


Residents were asked how **willing they would be to pay up to one-hundred dollars more in taxes or increased fees** in order to expand and improve the cultural, performing arts, sports and recreational amenities available to Albuquerque residents.

Almost identical to the 2011 study results, one-fifth of residents say they would be *very willing* to pay more in taxes and fees to expand amenities while nearly two-fifths (38%) say they would be *somewhat willing* to do so. Over one-third (35%) of residents say they would be either *somewhat* (16%) or *very unwilling* (19%) to pay more in taxes to fund City amenities.

Residents between the ages of 35 and 49 (32%) are much more likely than seniors (8%) to be *very willing* to pay more to expand or improve City amenities. And, as would be expected, residents with higher levels of household income are more willing than those in lower income brackets to be willing to pay up to \$100 a year for improved amenities in the City.

UTILIZATION OF ALBUQUERQUE OR BERNALILLO COUNTY PUBLIC LIBRARIES IN THE PAST 12 MONTHS



SERVICES UTILIZED WHILE VISITING THE LIBRARY OR ONLINE SERVICES

AMONG THOSE WHO HAVE VISITED A LIBRARY OR UTILIZED ONLINE SERVICES IN THE PAST 12 MONTHS

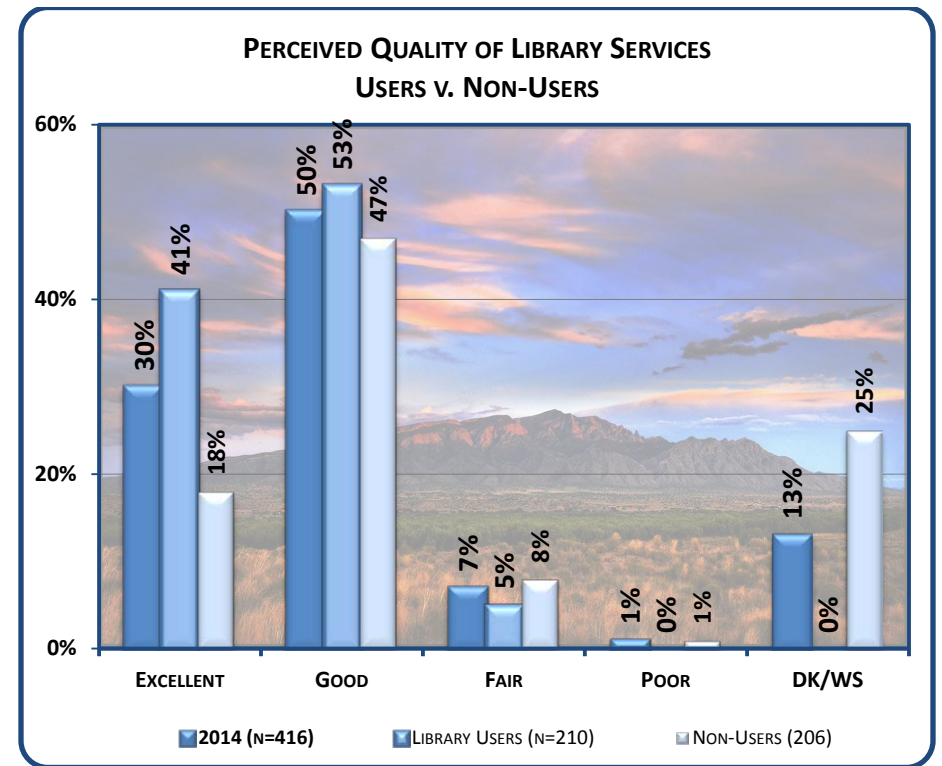
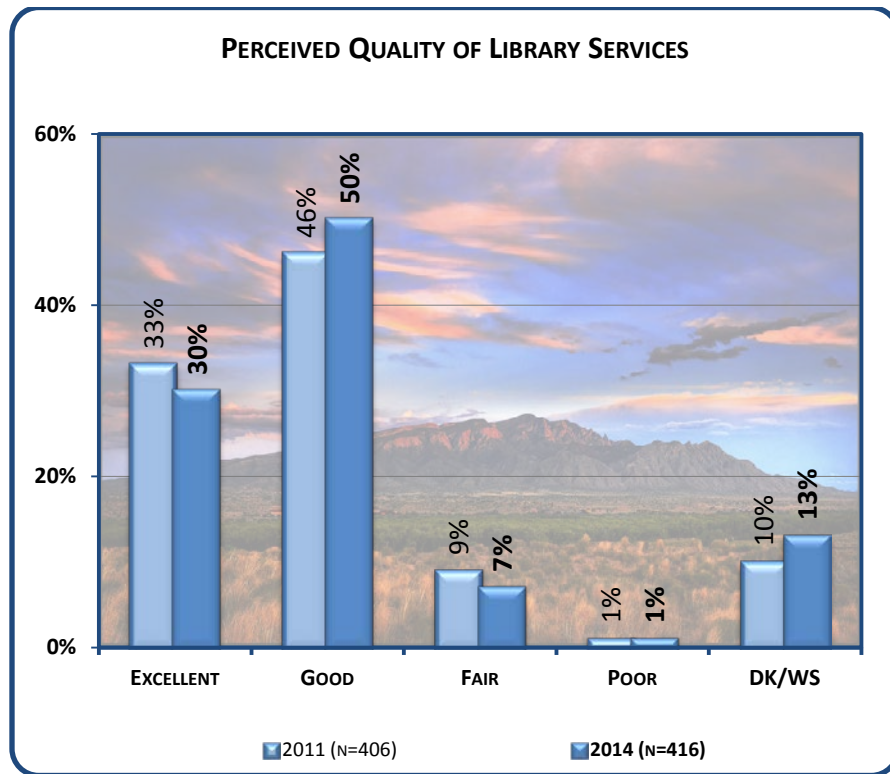
TOP 6 UNAIDED RESPONSES

	2014 TOTAL RESPONSES (N=210)
CHECKING OUT A BOOK	75%
ACCESSING THE INTERNET	26%
DATABASE RESEARCH	12%
RESEARCH (IN GENERAL)	12%
CHECKING OUT DVD/MOVIE OR MUSIC	8%
FOR COMPUTER USAGE	8%

Just over half (51%) of City residents say they **have been to a City of Albuquerque or Bernalillo County public library or accessed the library's online services in the past year** compared to the 57% who say they had visited a library in 2011. Residents most likely to say they have visited an Albuquerque or Bernalillo County public library include:

- Anglos (57%) compared to Hispanics (48%);
- Residents ages 35-49 (63%) compared to seniors (40%);
- Residents with household incomes of \$100,000 or more (65%);
- Residents with at least a four year college degree (60%); and
- Residents with a child under the age of eighteen in the household (61%).

Among those who have used library services in the past year, three-quarters say they were checking out a book and another quarter (26%) say they accessed the Internet. Other frequently mentioned services include: database research (12%), general research (12%), checking out DVD, movie or music (8%), and for computer usage (8%).



Similar to the 2011 study, residents express high levels of **satisfaction with the library services** that are available. As shown above on the left, nearly one-third (30%) of City residents rate library services as *excellent*, and half rate services as *good*. Of the total sample, only 1% of residents rate library services poorly.

As seen on the right, 94% of residents who say they have been to a City of Albuquerque or Bernalillo County library in the past year give either a *good* (53%) or *excellent* (41%) rating for the overall quality of services.

PRIORITY LEVEL FOR VARIOUS SERVICES WHEN PLANNING THE CITY'S BUDGET							
RANKED BY HIGHEST PERCENTAGE "VERY HIGH PRIORITY" RESPONSES TOTAL SAMPLE (N=416)							
	VERY HIGH PRIORITY 5	4	3	2	VERY LOW PRIORITY 1	DK/ WS	MEAN
IMPROVE COMMUNITY SERVICES, INCLUDING PROGRAMS FOR HOMELESS INDIVIDUALS AND FAMILIES, PROGRAMS FOR SUBSTANCE ABUSE AND PROGRAMS FOR INDIVIDUALS WITH MENTAL HEALTH ISSUES	61%	22%	13%	3%	1%	0%	4.4
IMPROVE PUBLIC SAFETY SERVICES	54%	27%	14%	2%	1%	1%	4.3
PARTNER WITH BUSINESSES AND LOCAL COLLEGES IN ECONOMIC DEVELOPMENT PROGRAMS	40%	28%	21%	6%	2%	3%	4.0
IMPROVE ROADS AND STREETS	38%	36%	21%	4%	2%	0%	4.0
IMPROVE PUBLIC TRANSPORTATION SERVICES, INCLUDING RAPID TRANSIT BUS SERVICES	33%	26%	27%	9%	3%	2%	3.8
IMPROVE PARKS AND RECREATION PROGRAMS	27%	35%	29%	4%	2%	2%	3.8

† The mean score is derived by taking the average score based on the 5-point scale. The Very High Priority response is assigned a value of 5; the Very Low Priority response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

Residents were read a list of local government services and programs provided by the City of Albuquerque and asked to rate, on a five-point scale where a score of five means a *very high priority* and a score of one means *very low priority*, **how much of a priority each service should be when Albuquerque officials plan for the City's budget.**

The vast majority (83%) of residents believe that **improving community services**, including programs for homeless individuals and families, programs for substance abuse, and programs for individuals with mental health issues should be a high priority (a score of four or five) when planning for the City's budget, with 61% saying this should be a *very high* priority. In fact, only 4% of residents believe this should be a low priority.

Demographically, females (91%) compared to males (74%), residents with household incomes less than \$20,000 (80%) compared to residents with incomes over \$100,000 (38%), and residents with some college or less (66%) compared to residents who are at least college graduates (53%) are more apt to say improving community services should be a high priority.

Approximately four-fifths (81%) of residents say that **improving public safety services** should be a high priority (54% say it should be a *very high* priority), while only 3% feel this should be a low priority when planning the City's budget. Notably, Hispanics (60%), those with a high school education or less (63%), and residents of the UNM/Southeast (67%) region are more likely than others to say this service should be a *very high* priority.

Approximately two-thirds (68%) of City residents say that **partnering with businesses and local colleges in economic development programs** should be a high priority when planning the City budget, while 21% have a neutral opinion and 8% say this should be a low priority.

Nearly three-quarters (74%) of residents believe that **improving roads and streets** should be a high priority when planning the City budget, while one-fifth (21%) have a neutral opinion and only 6% say this should be a low priority. Importantly, residents of the Far Northeast Heights (81%) and North Valley/Downtown (80%) regions are more likely than residents of the Mid-Heights (66%), Westside/Southwest Mesa (73%), and UNM/Southeast (73%) regions to say that improving roads and streets should be a high priority.

Approximately three-fifths of City residents say that **improving parks and recreation programs** (62%) and **improving public transportation services** (59%), including Rapid Ride Transit Bus services should be high priorities when planning the City Budget.

When it comes to improving **parks and recreation**, Hispanics (35%) compared to Anglos (21%) and residents of the North Valley/Downtown (38%) and Westside/Southwest Mesa (33%) regions are more likely than others to say this should be a *very high* priority.

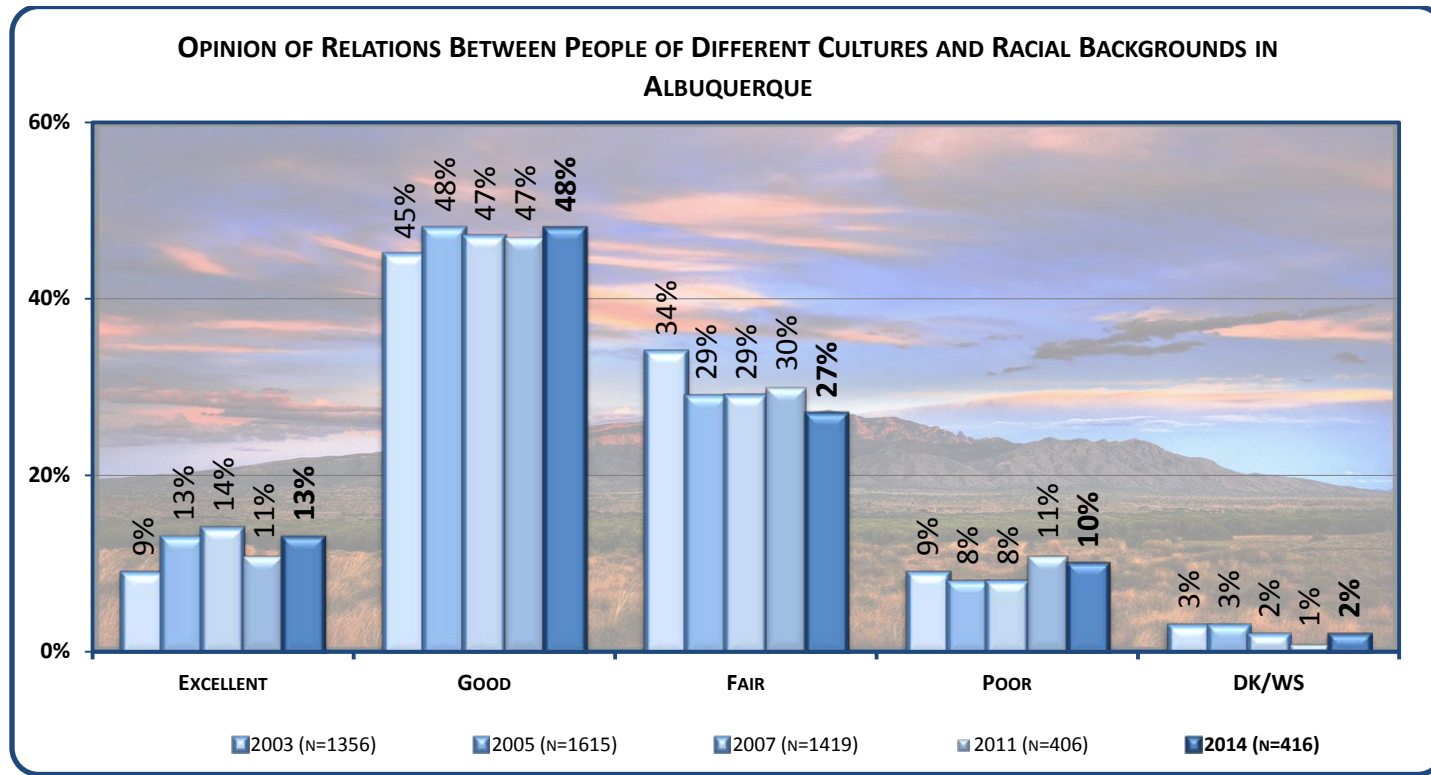
Similarly, Hispanics (40%) compared to Anglos (23%) and residents of the North Valley/Downtown (57%) region are more likely than others to say **improving public transportation** should be a *very high* priority.

PERCEIVED HIGHEST PRIORITY FOR CITY OFFICIALS AIDED RESPONSES	
	2014 TOTAL SAMPLE (N=416)
IMPROVE COMMUNITY SERVICES	48%
IMPROVE PUBLIC SAFETY	18%
PARTNER WITH BUSINESS AND LOCAL COLLEGES IN ECONOMIC DEVELOPMENT PROGRAMS	12%
IMPROVE ROADS AND STREETS	9%
IMPROVE PUBLIC TRANSPORTATION SERVICES, INCLUDING RAPID TRANSIT BUS SERVICE	7%
IMPROVE PARKS AND RECREATION PROGRAMS	4%
DON'T KNOW/WON'T SAY	1%

After residents rated each service and program based on their perceived level of importance when planning the City budget, **residents were reminded of the programs and services they gave the highest marks to and asked which one they believe should be the single highest priority for City officials.**

Nearly half (48%) of City residents believe improving community services should be the single highest priority for City officials, while nearly one-fifth (18%) say the highest priority should be improving public safety. Approximately one-in-ten residents mention either partnering with businesses and local colleges in economic development programs (12%) or improve roads and streets (9%). Seven percent of residents say the highest priority should be improving public transportation and 4% say improve parks and recreational programs.

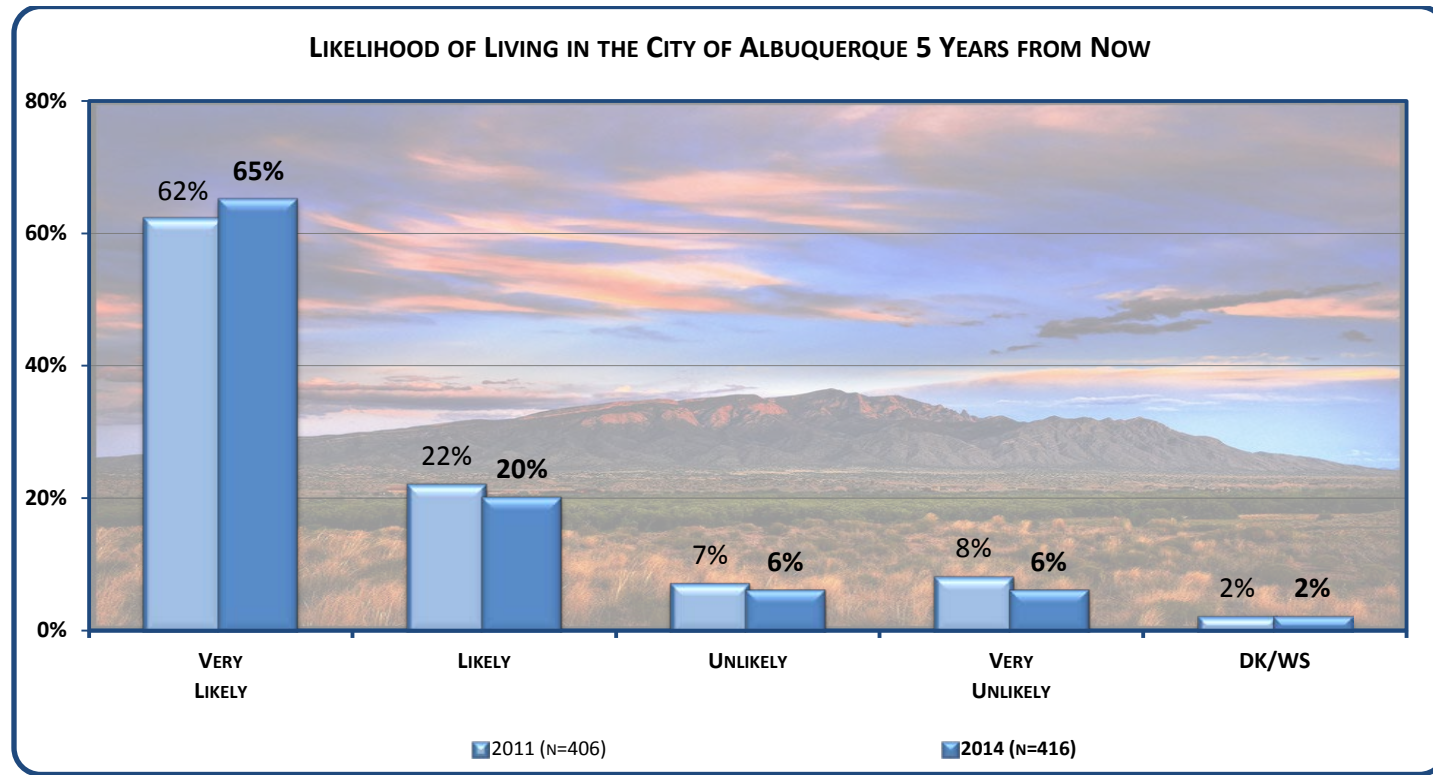
Residents most apt to feel improving community services should be the City's highest priority include residents with lower levels of income, females, and residents of the North Valley/Downtown region. Conversely, males and residents with higher levels of household income are more likely than others to mention improving public safety and partnering with business and local colleges in economic development programs.



Residents were asked whether they believe **relations between people of different cultures and racial backgrounds in Albuquerque are *excellent, good, fair, or poor.***

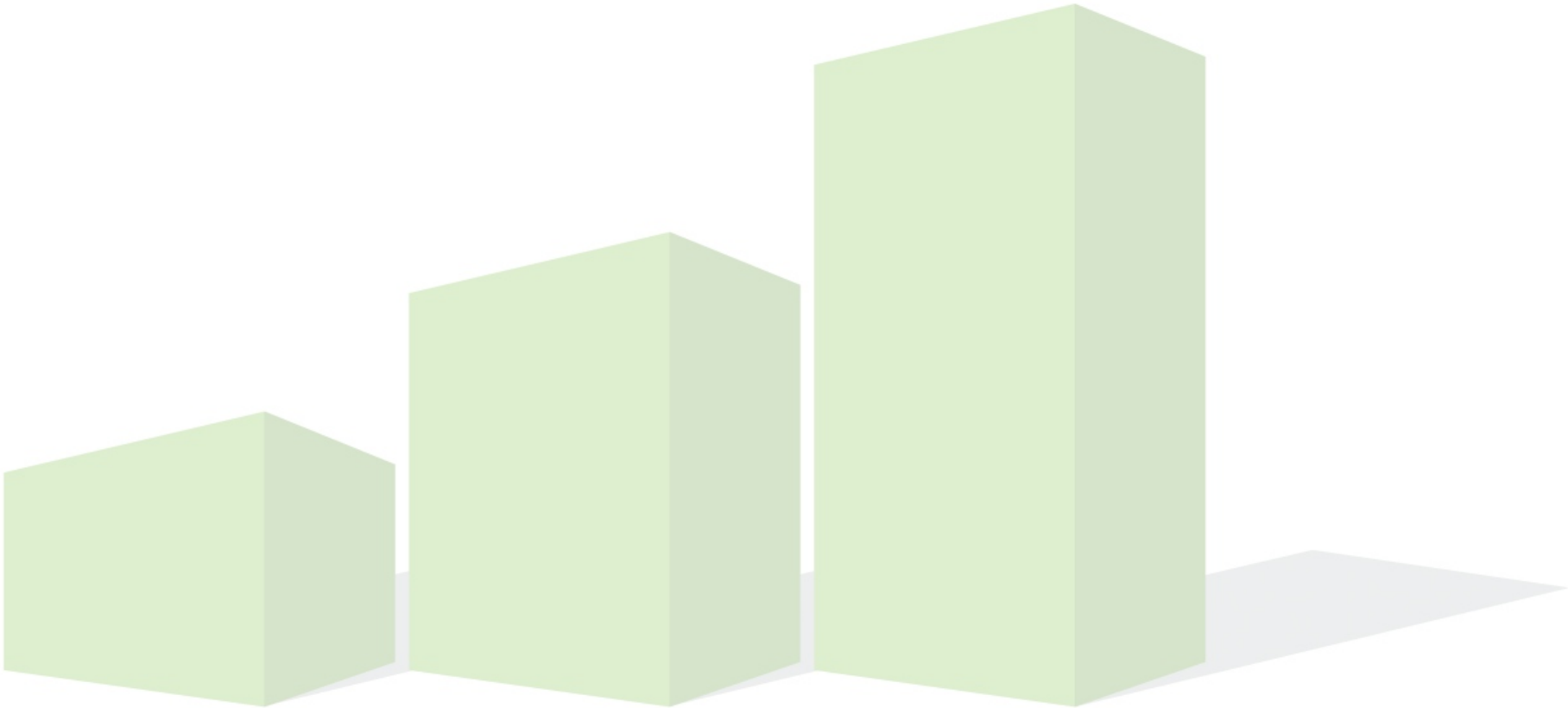
Similar to previous studies, the majority of City residents believe relations between different cultures and racial backgrounds are either *excellent* (13%) or *good* (48%), while just over one-quarter (27%) say relations are *fair*. One-in-ten residents rate relations as *poor*.

Demographically, there are no significant differences observed between Anglo and Hispanic residents when it comes to relations between the different groups in Albuquerque. Further, over the past eleven years, there has been little change in residents' perception of race and culture relations.



Similar to the 2011 study, the vast majority of residents say they are either *very likely* (65%) or *likely* (20%) to **remain living in the City of Albuquerque five years from now**. Approximately one-in-ten residents say they are either *unlikely* (6%) or *very unlikely* (6%) to remain living in Albuquerque five years from now.

Seniors (85%) and Hispanics (71%) are more likely than others to say they are *very likely* to remain living in Albuquerque five years from now. While approximately half (52%) of residents under the age of 35 say they are *very likely* to be living in Albuquerque five years from now and another 29% are *likely* to stay, 17% say they are unlikely to be living in the City in five years.



PERCEIVED CHANGE IN ALBUQUERQUE'S QUALITY OF LIFE IN THE PAST THREE YEARS

Question 1: Overall, in the past 3 years, would you say that the City of Albuquerque has become a better place to live, is about the same, or has become a worse place to live?

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Better place	18%	20%	15%	21%	14%	18%	17%	20%	14%	19%	25%	13%	19%	8%	19%
About the same	57%	53%	61%	55%	63%	64%	46%	52%	70%	38%	61%	60%	61%	73%	54%
Worse place	24%	25%	23%	23%	22%	19%	37%	24%	15%	42%	12%	27%	19%	18%	27%
Don't know/won't say	1%	2%	1%	1%	1%	-	-	3%	2%	2%	2%	-	2%	1%	-

	Total Sample (n=416)	Education				Length of Residency of Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
Better place	18%	22%	15%	19%	15%	9%	19%	19%	14%	19%	19%	19%	16%	12%	23%
About the same	57%	49%	59%	62%	62%	62%	57%	56%	56%	58%	63%	60%	55%	59%	44%
Worse place	24%	28%	26%	17%	21%	22%	23%	25%	30%	21%	16%	19%	29%	29%	31%
Don't know/won't say	1%	1%	1%	2%	2%	7%	-	*	-	2%	2%	2%	-	1%	2%

* LESS THAN 1% REPORTED.

OVERALL QUALITY OF LIFE IN ALBUQUERQUE

Question 2: How would you rate the overall quality of life in Albuquerque? Would you say it is excellent, good, fair, poor, or very poor?

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Excellent	10%	11%	8%	10%	11%	2%	14%	10%	16%	6%	14%	7%	8%	9%	16%
Good	58%	59%	56%	59%	62%	59%	53%	57%	64%	42%	55%	62%	62%	61%	57%
Fair	24%	22%	26%	21%	22%	34%	17%	25%	18%	29%	31%	19%	28%	29%	17%
Poor	6%	5%	6%	7%	6%	4%	10%	6%	3%	18%	-	11%	-	-	6%
Very poor	2%	2%	1%	2%	-	-	5%	2%	-	7%	-	-	2%	-	-
Don't know/won't say	1%	-	2%	2%	-	2%	-	1%	-	-	-	2%	-	-	3%

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
Excellent	10%	9%	8%	11%	15%	11%	6%	10%	10%	10%	19%	6%	9%	13%	8%
Good	58%	49%	57%	67%	63%	58%	55%	58%	50%	62%	40%	62%	63%	54%	58%
Fair	24%	23%	31%	17%	22%	25%	30%	22%	28%	22%	25%	24%	18%	28%	27%
Poor	6%	13%	3%	5%	1%	6%	1%	7%	9%	4%	7%	6%	7%	4%	6%
Very poor	2%	4%	1%	-	-	-	6%	1%	3%	1%	9%	1%	-	-	2%
Don't know/won't say	1%	3%	-	-	-	-	1%	1%	-	1%	-	1%	3%	-	-

LIKELIHOOD OF RECOMMENDING ALBUQUERQUE AS A PLACE TO LIVE

Question 3: How likely would you be to recommend Albuquerque as a place to live? Would you be

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Very likely	38%	38%	39%	41%	38%	32%	35%	40%	50%	33%	45%	36%	33%	43%	33%
Somewhat likely	35%	33%	36%	36%	36%	41%	32%	35%	29%	38%	31%	37%	44%	26%	29%
Neither likely nor unlikely	10%	14%	7%	6%	13%	11%	15%	8%	7%	9%	9%	15%	11%	8%	15%
Somewhat unlikely	10%	7%	12%	12%	6%	10%	11%	10%	6%	4%	11%	9%	6%	13%	17%
Very unlikely to recommend	7%	7%	6%	4%	7%	6%	7%	7%	8%	16%	3%	2%	6%	11%	5%
Don't know/won't say	*	*	*	-	1%	-	-	1%	-	-	-	-	1%	-	1%

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
Very likely	38%	46%	31%	35%	45%	31%	28%	44%	31%	43%	42%	37%	36%	39%	43%
Somewhat likely	35%	21%	44%	40%	34%	35%	37%	34%	33%	36%	27%	36%	36%	39%	29%
Neither likely nor unlikely	10%	9%	10%	12%	12%	19%	17%	6%	15%	7%	5%	14%	6%	8%	14%
Somewhat unlikely	10%	15%	8%	7%	7%	8%	11%	9%	11%	9%	14%	11%	7%	10%	7%
Very unlikely to recommend	7%	10%	7%	6%	1%	6%	7%	7%	9%	6%	12%	3%	14%	4%	8%
Don't know/won't say	*	-	-	-	2%	1%	-	*	*	*	-	-	1%	1%	-

* LESS THAN 1% REPORTED.

REASONS FOR RECOMMENDING OR NOT RECOMMENDING ALBUQUERQUE AS A PLACE TO LIVE

TOTAL SAMPLE (N=416)

Question 4: *Why do you feel this way?*

Climate/weather is pleasant	30%	Homelessness is high	2%	Not green	1%
Concerned about Police Department	12%	Good economy	2%	Taxes are reasonable	1%
Crime rate is high	11%	Variety of entertainment	2%	Poor economy	1%
Friendly people	11%	Food/restaurants	2%	Fires	1%
Good place to live (in general)	9%	Wages low	1%	Nobody speaks/understands English at work place	*
Scenic mountain setting	7%	Drugs/dealers	1%	Economic development	*
Educational system is poor	6%	Transit (City) lack of	1%	Roads/streets/highways are in poor condition	*
Cultural diversity	6%	Gangs	1%	Taxes are high/unreasonable	*
Cost of living is low/reasonable	5%	Lots of recreation available/a lot of things to do	1%	Illegal immigrants	*
Jobs are unavailable/few	5%	Roads/streets/highways are in good condition	1%	No pollution problems	*
Economic development/lack of	5%	Community/public services are needed	1%	It's clean	*
Government/political leadership is incompetent	5%	Hospitals/health care are good	1%	Poor medical care	*
Small town atmosphere	4%	Cultural events - too few	1%	Film industry	*
Nice neighborhoods	4%	It's beautiful	1%	Open spaces	*
Native New Mexican	3%	Traffic congestion	1%	DWI rate is high	*
Proximity to mountains/wilderness/rivers, etc.	3%	Poor City planning	1%	Lack of mental health care	*
Good size - not too big/not too small	3%	Climate/weather is unpleasant	1%	Transients	*
Jobs are available	3%	Too many people	1%	No mosquitos	*
Cost of living is high/unreasonable	2%	Wages are good	1%	Proximity to Grand Canyon and Colorado	*
Laid back atmosphere	2%	Crime rate is low	1%	Shopping	*
Water shortage/water supply	2%	Higher education available	1%	Some areas are being gentrified	*
Growing too big/too fast	2%	Not a lot of things to do	1%	Police doing a good job	*
Recreation facilities/parks/lack of	2%	Housing/cost is high/unreasonable	1%	Abortion	*
Educational system/schools are good	2%	Government/political leadership is competent	1%		
Good general programs/facilities	2%	People are not friendly	1%	Don't know/won't say	6%
Cost of housing is low/reasonable	2%	Access to sports/skiing	1%		
Youth activities/lack of	2%	There are some areas neglected	1%		
Arts/cultural events	2%	No natural disasters	1%		

* LESS THAN 1% REPORTED.

PERCEIVED LEVEL OF SAFETY OUTSIDE ALONE AT NIGHT IN NEIGHBORHOOD

Question 5: *In your neighborhood, how safe do you feel about being outside at night by yourself?*

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Very safe	45%	54%	37%	46%	48%	36%	52%	50%	43%	25%	49%	33%	52%	43%	66%
Somewhat safe	37%	32%	41%	35%	39%	42%	29%	35%	42%	35%	36%	49%	29%	51%	24%
Neither safe nor unsafe	3%	2%	5%	5%	2%	2%	5%	3%	4%	-	5%	7%	4%	-	1%
Somewhat unsafe	9%	9%	9%	6%	8%	14%	10%	7%	4%	25%	8%	8%	10%	6%	6%
Very unsafe	5%	2%	7%	7%	3%	5%	5%	3%	7%	15%	2%	2%	5%	-	3%
Don't know/won't say	*	1%	*	1%	-	-	-	1%	1%	-	-	1%	-	-	-

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
Very safe	45%	47%	37%	49%	55%	47%	49%	44%	46%	45%	29%	48%	40%	56%	46%
Somewhat safe	37%	28%	46%	37%	32%	33%	29%	40%	32%	39%	42%	36%	40%	37%	29%
Neither safe nor unsafe	3%	3%	3%	3%	4%	2%	4%	4%	3%	3%	1%	7%	1%	1%	2%
Somewhat unsafe	9%	14%	9%	5%	6%	15%	15%	6%	12%	7%	17%	4%	11%	5%	19%
Very unsafe	5%	7%	4%	6%	2%	3%	3%	6%	6%	4%	10%	4%	7%	2%	5%
Don't know/won't say	*	1%	-	-	1%	-	-	1%	*	*	1%	1%	-	-	-

* LESS THAN 1% REPORTED.

PERCEIVED LEVEL OF SAFETY OUTSIDE ALONE DURING THE DAY IN NEIGHBORHOOD

Question 6: In your neighborhood, how safe do you feel about being outside during the day by yourself?

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Very safe	75%	80%	72%	72%	79%	71%	75%	77%	80%	62%	77%	70%	79%	81%	81%
Somewhat safe	19%	17%	22%	22%	17%	22%	17%	20%	18%	24%	23%	25%	12%	18%	18%
Neither safe nor unsafe	2%	2%	2%	3%	2%	3%	4%	1%	1%	6%	-	4%	4%	-	1%
Somewhat unsafe	2%	1%	2%	1%	1%	1%	2%	2%	1%	8%	-	1%	2%	2%	-
Very unsafe	1%	*	2%	2%	1%	3%	2%	-	1%	-	-	-	3%	-	-

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
Very safe	75%	78%	66%	79%	83%	75%	75%	75%	75%	76%	72%	81%	68%	78%	70%
Somewhat safe	19%	14%	30%	17%	13%	25%	16%	19%	16%	21%	20%	14%	26%	21%	24%
Neither safe nor unsafe	2%	4%	1%	3%	2%	-	7%	1%	5%	1%	4%	3%	1%	1%	2%
Somewhat unsafe	2%	2%	2%	-	2%	-	-	2%	1%	2%	4%	1%	4%	-	-
Very unsafe	1%	2%	1%	2%	-	-	1%	2%	3%	*	-	1%	1%	-	4%

* LESS THAN 1% REPORTED.

PERCEIVED LEVEL OF SAFETY IN DOWNTOWN ALBUQUERQUE

Question 7: How safe you do you feel in Downtown Albuquerque?

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Very safe	11%	13%	9%	14%	9%	10%	12%	11%	11%	12%	7%	15%	8%	13%	15%
Somewhat safe	34%	35%	33%	39%	31%	39%	34%	38%	21%	31%	47%	34%	28%	24%	29%
Neither safe nor unsafe	15%	14%	15%	12%	19%	21%	11%	10%	17%	7%	19%	14%	17%	13%	13%
Somewhat unsafe	17%	17%	17%	15%	18%	20%	13%	17%	17%	12%	5%	10%	29%	33%	25%
Very unsafe	11%	7%	14%	12%	8%	5%	21%	10%	9%	24%	6%	11%	13%	6%	6%
Don't know/won't say	13%	13%	12%	9%	16%	5%	9%	14%	26%	14%	17%	16%	5%	11%	12%

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
Very safe	11%	14%	8%	13%	11%	5%	12%	12%	13%	10%	15%	10%	6%	8%	20%
Somewhat safe	34%	29%	37%	37%	33%	47%	21%	35%	32%	36%	36%	36%	42%	28%	26%
Neither safe nor unsafe	15%	8%	16%	14%	25%	13%	21%	13%	16%	14%	15%	15%	15%	16%	11%
Somewhat unsafe	17%	17%	18%	17%	14%	19%	22%	15%	17%	17%	14%	20%	18%	23%	5%
Very unsafe	11%	14%	10%	10%	5%	3%	12%	12%	12%	10%	18%	9%	10%	10%	11%
Don't know/won't say	13%	17%	11%	9%	11%	13%	13%	12%	11%	14%	3%	10%	10%	16%	26%

**EVALUATION OF ALBUQUERQUE SERVICES AND PROGRAMS:
OVERALL THE CITY STREET SYSTEM IS WELL MAINTAINED**

Question 8: Please rate how strongly you either agree or disagree with the following statements using a 5-point scale where 5 is strongly agree and 1 is strongly disagree: **Overall the City street system is well maintained**

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Strongly agree	13%	11%	16%	13%	15%	11%	14%	14%	16%	25%	12%	11%	9%	8%	13%
4	31%	32%	30%	22%	41%	30%	26%	28%	43%	25%	25%	25%	37%	42%	34%
3	34%	36%	31%	36%	32%	34%	35%	39%	24%	17%	42%	38%	29%	37%	39%
2	12%	12%	12%	17%	7%	18%	14%	6%	11%	9%	14%	15%	13%	10%	8%
1 - Strongly disagree	9%	8%	11%	12%	5%	7%	12%	13%	5%	23%	7%	11%	12%	3%	5%
Don't know/won't say	*	*	*	1%	*	-	-	1%	1%	2%	-	-	-	-	-
Mean †	3.3	3.3	3.3	3.1	3.6	3.2	3.1	3.2	3.6	3.2	3.2	3.1	3.2	3.4	3.4

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
5 - Strongly agree	13%	14%	15%	11%	10%	17%	13%	13%	17%	11%	8%	13%	14%	12%	20%
4	31%	27%	21%	36%	51%	36%	30%	30%	27%	34%	29%	22%	37%	34%	40%
3	34%	30%	38%	39%	28%	36%	39%	32%	34%	33%	32%	39%	30%	38%	24%
2	12%	16%	13%	10%	6%	8%	8%	14%	15%	11%	8%	17%	8%	13%	7%
1 - Strongly disagree	9%	13%	12%	4%	5%	3%	8%	12%	8%	11%	23%	8%	12%	2%	9%
Don't know/won't say	*	-	1%	-	-	-	1%	*	-	1%	-	1%	-	1%	-
Mean †	3.3	3.1	3.2	3.4	3.6	3.6	3.3	3.2	3.3	3.2	2.9	3.1	3.3	3.4	3.5

* Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The Strongly Agree response is assigned a value of 5; the Strongly Disagree response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

EVALUATION OF ALBUQUERQUE SERVICES AND PROGRAMS:

THE ALBUQUERQUE POLICE DEPARTMENT IS DOING A GOOD JOB ADDRESSING PUBLIC SAFETY ISSUES AND MAKING QUICK RESPONSES TO EMERGENCIES

Question 9: Please rate how strongly you either agree or disagree with the following statements using a 5-point scale where 5 is strongly agree and 1 is strongly disagree: **The Albuquerque Police Department is doing a good job addressing public safety issues and making quick responses to emergencies**

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Strongly agree	17%	14%	19%	21%	11%	10%	22%	15%	24%	19%	17%	11%	14%	14%	23%
4	25%	26%	25%	30%	25%	24%	23%	25%	31%	11%	26%	30%	39%	21%	25%
3	24%	24%	24%	17%	31%	26%	22%	28%	19%	17%	20%	22%	19%	43%	22%
2	14%	15%	14%	12%	18%	22%	13%	12%	9%	16%	16%	19%	10%	14%	13%
1 - Strongly disagree	16%	18%	15%	18%	11%	19%	19%	15%	12%	36%	19%	12%	14%	8%	12%
Don't know/won't say	3%	3%	3%	2%	4%	-	1%	5%	6%	1%	1%	6%	3%	-	5%
Mean †	3.1	3.0	3.2	3.3	3.1	2.8	3.2	3.1	3.5	2.6	3.1	3.1	3.3	3.2	3.4

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
5 - Strongly agree	17%	22%	15%	14%	13%	17%	13%	18%	16%	17%	20%	13%	17%	16%	24%
4	25%	22%	30%	27%	22%	18%	23%	28%	24%	26%	16%	36%	26%	26%	9%
3	24%	24%	18%	32%	29%	31%	31%	20%	26%	23%	22%	20%	28%	28%	26%
2	14%	9%	17%	13%	17%	18%	10%	15%	15%	14%	18%	13%	18%	10%	14%
1 - Strongly disagree	16%	20%	17%	12%	14%	12%	19%	17%	18%	16%	25%	16%	10%	14%	23%
Don't know/won't say	3%	3%	2%	2%	6%	3%	5%	2%	1%	4%	-	2%	2%	6%	5%
Mean †	3.1	3.2	3.1	3.2	3.0	3.1	3.0	3.2	3.1	3.1	2.9	3.2	3.2	3.2	3.0

† The mean score is derived by taking the average score based on the 5-point scale. The Strongly Agree response is assigned a value of 5; the Strongly Disagree response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

EVALUATION OF ALBUQUERQUE SERVICES AND PROGRAMS:

THE ALBUQUERQUE FIRE DEPARTMENT IS DOING A GOOD JOB ADDRESSING PUBLIC SAFETY ISSUES AND MAKING QUICK RESPONSES TO FIRES FOR THE COMMUNITY

Question 10: Please rate how strongly you either agree or disagree with the following statements using a 5-point scale where 5 is strongly agree and 1 is strongly disagree: **The Albuquerque Fire Department is doing a good job addressing public safety issues and making quick responses to fires for the community.**

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Strongly agree	54%	53%	55%	59%	50%	48%	67%	49%	57%	67%	59%	45%	58%	56%	49%
4	31%	31%	31%	31%	32%	40%	17%	35%	27%	25%	31%	40%	31%	29%	30%
3	6%	6%	6%	4%	8%	3%	8%	6%	8%	5%	4%	8%	4%	7%	6%
2	1%	2%	*	1%	2%	1%	1%	1%	1%	-	1%	1%	1%	-	4%
1 - Strongly disagree	*	*	-	-	-	-	-	-	1%	1%	-	-	-	-	-
Don't know/won't say	7%	7%	8%	5%	9%	8%	7%	8%	6%	1%	5%	6%	7%	9%	12%
Mean †	4.5	4.5	4.5	4.6	4.4	4.5	4.6	4.4	4.5	4.6	4.5	4.4	4.6	4.5	4.4

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
5 - Strongly agree	54%	74%	48%	46%	40%	47%	57%	55%	59%	51%	62%	52%	49%	52%	60%
4	31%	20%	39%	34%	33%	33%	24%	32%	27%	33%	31%	34%	34%	33%	19%
3	6%	1%	6%	8%	13%	6%	8%	6%	7%	6%	2%	6%	8%	6%	9%
2	1%	-	2%	3%	-	3%	-	1%	1%	1%	-	2%	-	2%	-
1 - Strongly disagree	*	-	-	1%	-	-	-	*	-	*	-	-	1%	-	-
Don't know/won't say	7%	4%	5%	9%	14%	11%	12%	5%	5%	8%	4%	7%	8%	7%	12%
Mean †	4.5	4.8	4.4	4.3	4.3	4.4	4.6	4.5	4.5	4.5	4.6	4.5	4.4	4.5	4.6

* Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The Strongly Agree response is assigned a value of 5; the Strongly Disagree response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

**EVALUATION OF ALBUQUERQUE SERVICES AND PROGRAMS:
ALBUQUERQUE HAS ADEQUATE COMMUNITY AMENITIES SUCH AS PERFORMING ARTS FACILITIES AND SPORTS COMPLEXES**

*Question 11: Please rate how strongly you either agree or disagree with the following statements using a 5-point scale where 5 is strongly agree and 1 is strongly disagree: **Albuquerque has adequate community amenities such as performing arts facilities, and sports complexes.***

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Strongly agree	31%	26%	36%	31%	31%	29%	39%	25%	35%	32%	36%	24%	30%	34%	23%
4	31%	30%	31%	29%	32%	35%	15%	33%	41%	34%	28%	36%	33%	23%	30%
3	23%	28%	19%	26%	23%	22%	29%	24%	16%	18%	22%	23%	24%	28%	30%
2	10%	11%	10%	9%	11%	10%	13%	11%	5%	7%	11%	12%	9%	12%	9%
1 - Strongly disagree	3%	3%	2%	2%	2%	2%	3%	3%	2%	6%	1%	6%	3%	-	1%
Don't know/won't say	2%	2%	2%	3%	2%	2%	-	5%	1%	4%	2%	-	-	3%	6%
Mean †	3.8	3.7	3.9	3.8	3.8	3.8	3.7	3.7	4.0	3.8	3.9	3.6	3.8	3.8	3.7

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
5 - Strongly agree	31%	35%	29%	28%	31%	36%	34%	29%	35%	29%	44%	28%	28%	29%	34%
4	31%	29%	32%	29%	34%	45%	16%	31%	27%	33%	25%	29%	35%	36%	27%
3	23%	21%	24%	26%	24%	11%	33%	23%	19%	25%	13%	31%	21%	21%	20%
2	10%	9%	11%	12%	8%	1%	13%	12%	15%	8%	8%	11%	8%	12%	12%
1 - Strongly disagree	3%	1%	5%	2%	3%	3%	4%	2%	4%	2%	7%	1%	3%	1%	4%
Don't know/won't say	2%	6%	-	2%	-	4%	-	2%	1%	3%	4%	-	5%	2%	2%
Mean †	3.8	3.9	3.7	3.7	3.8	4.1	3.6	3.8	3.7	3.8	3.9	3.7	3.8	3.8	3.8

† The mean score is derived by taking the average score based on the 5-point scale. The Strongly Agree response is assigned a value of 5; the Strongly Disagree response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

**EVALUATION OF ALBUQUERQUE SERVICES AND PROGRAMS:
THE ALBUQUERQUE CITY GOVERNMENT IS RESPONSIVE TO COMMUNITY NEEDS**

*Question 12: Please rate how strongly you either agree or disagree with the following statements using a 5-point scale where 5 is strongly agree and 1 is strongly disagree: **The Albuquerque City government is responsive to community needs.***

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Strongly agree	9%	7%	11%	14%	6%	8%	6%	10%	14%	13%	12%	11%	4%	5%	9%
4	27%	25%	28%	21%	31%	22%	27%	26%	32%	23%	21%	18%	34%	36%	24%
3	38%	39%	37%	36%	41%	48%	36%	34%	33%	28%	46%	45%	38%	34%	40%
2	17%	20%	14%	21%	14%	15%	21%	19%	13%	19%	15%	17%	15%	16%	19%
1 - Strongly disagree	6%	5%	8%	7%	5%	6%	7%	7%	5%	8%	3%	8%	9%	5%	6%
Don't know/won't say	2%	2%	2%	2%	3%	1%	3%	3%	2%	8%	3%	-	-	4%	1%
Mean †	3.2	3.1	3.2	3.1	3.2	3.1	3.1	3.1	3.4	3.1	3.3	3.1	3.1	3.2	3.1

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
5 - Strongly agree	9%	14%	7%	8%	7%	10%	11%	9%	8%	10%	24%	10%	7%	5%	5%
4	27%	26%	22%	31%	29%	28%	16%	29%	24%	28%	24%	24%	32%	25%	28%
3	38%	30%	46%	38%	41%	39%	44%	36%	37%	39%	33%	36%	34%	51%	37%
2	17%	21%	16%	12%	19%	15%	18%	18%	21%	15%	12%	23%	15%	15%	13%
1 - Strongly disagree	6%	5%	8%	7%	4%	1%	9%	7%	7%	6%	7%	4%	10%	4%	10%
Don't know/won't say	2%	3%	1%	3%	1%	8%	2%	1%	3%	2%	-	2%	2%	1%	7%
Mean †	3.2	3.3	3.0	3.2	3.2	3.3	3.0	3.2	3.0	3.2	3.4	3.1	3.1	3.1	3.0

† The mean score is derived by taking the average score based on the 5-point scale. The Strongly Agree response is assigned a value of 5; the Strongly Disagree response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

**EVALUATION OF ALBUQUERQUE SERVICES AND PROGRAMS:
THE ALBUQUERQUE POLICE DEPARTMENT IS RESPECTFUL IN ITS TREATMENT OF CITIZENS**

*Question 13: Please rate how strongly you either agree or disagree with the following statements using a 5-point scale where 5 is strongly agree and 1 is strongly disagree: **The Albuquerque Police Department is respectful in its treatment of citizens.***

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Strongly agree	18%	14%	21%	22%	13%	11%	19%	21%	21%	20%	23%	11%	20%	6%	19%
4	22%	25%	20%	23%	26%	20%	26%	20%	24%	15%	21%	27%	21%	36%	18%
3	21%	20%	22%	19%	24%	24%	18%	19%	22%	15%	22%	18%	21%	25%	23%
2	15%	14%	17%	15%	15%	15%	12%	19%	14%	11%	12%	17%	17%	12%	23%
1 - Strongly disagree	21%	25%	18%	19%	21%	27%	24%	19%	13%	39%	20%	23%	19%	17%	15%
Don't know/won't say	2%	2%	3%	2%	3%	2%	1%	2%	6%	-	2%	4%	2%	3%	2%
Mean †	3.0	2.9	3.1	3.1	3.0	2.7	3.1	3.0	3.3	2.7	3.2	2.9	3.1	3.0	3.0

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
5 - Strongly agree	18%	20%	19%	17%	10%	20%	15%	18%	16%	19%	16%	18%	23%	16%	16%
4	22%	21%	22%	27%	20%	22%	19%	24%	23%	22%	17%	30%	24%	17%	15%
3	21%	15%	23%	24%	24%	23%	29%	18%	21%	21%	24%	15%	20%	28%	23%
2	15%	17%	11%	14%	19%	16%	11%	17%	15%	15%	15%	16%	14%	16%	13%
1 - Strongly disagree	21%	24%	22%	17%	21%	15%	21%	23%	24%	20%	28%	18%	19%	20%	29%
Don't know/won't say	2%	2%	2%	1%	6%	4%	5%	1%	1%	4%	-	3%	-	3%	5%
Mean †	3.0	3.0	3.0	3.1	2.8	3.2	3.0	3.0	2.9	3.0	2.8	3.1	3.2	2.9	2.8

† The mean score is derived by taking the average score based on the 5-point scale. The Strongly Agree response is assigned a value of 5; the Strongly Disagree response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

EVALUATION OF ALBUQUERQUE SERVICES AND PROGRAMS:

THE ALBUQUERQUE FIRE DEPARTMENT IS DOING A GOOD JOB RESPONDING TO EMERGENCY MEDICAL SERVICES AND MAKING QUICK RESPONSES TO MEDICAL EMERGENCIES

Question 14: Please rate how strongly you either agree or disagree with the following statements using a 5-point scale where 5 is strongly agree and 1 is strongly disagree: **The Albuquerque Fire Department is doing a good job responding to emergency medical services needs and making quick responses to medical emergencies.**

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Strongly agree	55%	55%	54%	58%	52%	53%	64%	46%	59%	62%	63%	44%	61%	47%	54%
4	30%	30%	30%	30%	31%	34%	20%	36%	28%	23%	30%	40%	24%	39%	25%
3	6%	5%	6%	5%	6%	3%	7%	8%	4%	3%	1%	10%	5%	5%	7%
2	2%	3%	1%	1%	3%	2%	2%	2%	1%	7%	2%	-	-	2%	4%
1 - Strongly disagree	*	*	-	*	-	-	-	-	1%	1%	-	-	-	-	-
Don't know/won't say	7%	7%	8%	5%	9%	8%	7%	8%	7%	4%	4%	6%	10%	7%	10%
Mean †	4.5	4.5	4.5	4.5	4.4	4.5	4.6	4.4	4.5	4.4	4.6	4.4	4.6	4.4	4.4

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
5 - Strongly agree	55%	70%	52%	45%	43%	57%	56%	54%	60%	52%	59%	50%	55%	55%	61%
4	30%	21%	38%	32%	29%	20%	28%	34%	25%	33%	32%	34%	28%	35%	17%
3	6%	2%	5%	7%	11%	8%	5%	5%	7%	5%	6%	6%	4%	5%	8%
2	2%	2%	1%	5%	2%	4%	-	2%	1%	2%	-	3%	3%	1%	2%
1 - Strongly disagree	*	-	-	1%	-	-	-	*	-	*	-	-	1%	-	-
Don't know/won't say	7%	4%	4%	10%	15%	11%	11%	5%	6%	8%	3%	8%	9%	4%	13%
Mean †	4.5	4.7	4.5	4.3	4.3	4.5	4.6	4.5	4.5	4.4	4.6	4.4	4.5	4.5	4.6

* Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The Strongly Agree response is assigned a value of 5; the Strongly Disagree response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

EVALUATION OF ALBUQUERQUE SERVICES AND PROGRAMS:
ALBUQUERQUE HAS ADEQUATE RECREATIONAL OPPORTUNITIES FOR FAMILIES, INDIVIDUALS AND COMMUNITY GROUPS

*Question 15: Please rate how strongly you either agree or disagree with the following statements using a 5-point scale where 5 is strongly agree and 1 is strongly disagree: **Albuquerque has adequate recreational opportunities for families, individuals and community groups.***

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Strongly agree	31%	31%	31%	28%	35%	28%	33%	30%	35%	34%	29%	28%	27%	38%	33%
4	32%	29%	35%	32%	35%	35%	24%	32%	38%	32%	35%	26%	36%	28%	28%
3	21%	23%	19%	21%	18%	21%	22%	23%	15%	21%	21%	23%	22%	25%	19%
2	12%	12%	11%	16%	7%	15%	12%	10%	9%	4%	15%	16%	12%	6%	17%
1 - Strongly disagree	2%	2%	2%	3%	*	1%	5%	2%	1%	4%	-	3%	1%	2%	2%
Don't know/won't say	2%	2%	2%	-	4%	1%	5%	1%	2%	6%	-	4%	1%	-	-
Mean †	3.8	3.8	3.8	3.7	4.0	3.7	3.7	3.8	4.0	3.9	3.8	3.6	3.8	3.9	3.7

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
5 - Strongly agree	31%	33%	27%	38%	31%	41%	32%	28%	33%	30%	35%	30%	32%	31%	30%
4	32%	28%	29%	36%	41%	37%	28%	32%	26%	35%	35%	25%	34%	38%	33%
3	21%	22%	24%	14%	22%	15%	21%	22%	25%	19%	17%	26%	19%	14%	23%
2	12%	14%	16%	8%	4%	6%	14%	13%	11%	12%	8%	16%	13%	10%	7%
1 - Strongly disagree	2%	-	4%	3%	2%	1%	4%	2%	4%	1%	1%	2%	1%	2%	5%
Don't know/won't say	2%	3%	1%	1%	1%	-	1%	3%	1%	3%	3%	-	2%	6%	1%
Mean †	3.8	3.8	3.6	4.0	3.9	4.1	3.7	3.7	3.7	3.8	4.0	3.7	3.8	3.9	3.8

† The mean score is derived by taking the average score based on the 5-point scale. The Strongly Agree response is assigned a value of 5; the Strongly Disagree response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

TYPES OF RECREATIONAL, CULTURAL, PERFORMING ARTS OR SPORTS RELATED ATTRACTIONS OR AMENITIES NEEDED IN ALBUQUERQUE

TOTAL SAMPLE (N=416)

Question 16: What types of recreational, cultural, performing arts, or sports related attractions or amenities do you feel are needed in Albuquerque?

More activities for youth and teens	15%	Museums	1%
Professional Sports Team (NFL, MLB, NBA, etc.)	13%	Homeless need more	*
Performing Arts Center (includes civic opera, concert venues, etc.)	13%	Hispanic cultural center	*
Recreational activities: have enough	8%	More recreation	*
Parks for recreational use	6%	Libraries/Book stores	*
Sports Arena or Sports Complex	6%	Parking	*
Sports fields for recreational use	6%	Extended hours at community centers	*
Live music venues	4%	Bigger area for Farmers Market	*
Bike/walking paths	3%	More golf courses	*
Water park	3%	Convention center festivals	*
More family activities	3%	More dog parks	*
Improve what we already have/spread throughout City	2%	Low income activities	*
Amusement/skate parks	2%	Zoo	*
Swimming pools: More/better equipment	1%	Expand activities in Old Town	*
Expanded Aquarium/Botanical Gardens	1%	A river walk area	*
More cultural events	1%	Nothing in particular	*
Community centers: Programs/more	1%	Don't know/won't say	32%
More movie theaters/drive-in	1%		

* LESS THAN 1% REPORTED.

WILLINGNESS TO PAY UP TO \$100 MORE A YEAR IN TAXES OR INCREASED FEES TO EXPAND OR IMPROVE CULTURAL, PERFORMING ARTS, SPORTS AND RECREATIONAL AMENITIES

Question 17: How willing would you be to pay up to 100 dollars more a year in taxes or increased fees in order to expand and improve the cultural, performing arts, sports and recreational amenities available to Albuquerque residents? Would you be very willing, somewhat willing, somewhat unwilling, or very unwilling?

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Very willing	20%	24%	16%	19%	21%	13%	32%	25%	8%	19%	11%	16%	25%	35%	27%
Somewhat willing	38%	34%	43%	38%	43%	49%	33%	32%	40%	23%	46%	42%	44%	30%	39%
Somewhat unwilling	16%	17%	16%	17%	15%	15%	12%	19%	20%	23%	17%	18%	17%	13%	12%
Very unwilling	19%	18%	20%	22%	14%	15%	15%	19%	29%	19%	22%	19%	13%	13%	17%
Depends (volunteered)	3%	4%	2%	1%	3%	3%	5%	3%	2%	7%	1%	5%	-	6%	2%
Don't know/won't say	3%	3%	3%	2%	4%	5%	3%	2%	1%	8%	3%	-	1%	2%	2%

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
Very willing	20%	15%	18%	25%	29%	16%	25%	20%	24%	18%	25%	18%	13%	25%	24%
Somewhat willing	38%	34%	42%	43%	37%	41%	39%	37%	39%	38%	36%	38%	45%	34%	42%
Somewhat unwilling	16%	19%	16%	14%	15%	19%	15%	16%	16%	17%	9%	23%	14%	19%	8%
Very unwilling	19%	24%	18%	11%	18%	13%	13%	22%	11%	24%	17%	17%	24%	18%	17%
Depends (volunteered)	3%	3%	4%	4%	-	3%	6%	2%	4%	2%	10%	2%	1%	3%	4%
Don't know/won't say	3%	5%	3%	3%	1%	7%	1%	2%	5%	2%	3%	3%	3%	2%	6%

UTILIZATION OF ALBUQUERQUE OR BERNALILLO COUNTY PUBLIC LIBRARIES IN THE PAST 12 MONTHS

Question 18: In the last 12 months have you been to a City of Albuquerque or Bernalillo County public library, or accessed the library's online services?

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Yes	51%	47%	54%	48%	57%	49%	63%	48%	40%	50%	55%	40%	46%	46%	65%
No	49%	53%	46%	52%	43%	51%	37%	52%	60%	50%	45%	60%	54%	54%	35%

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
Yes	51%	40%	49%	61%	60%	51%	57%	48%	61%	45%	50%	48%	43%	56%	57%
No	49%	60%	51%	39%	40%	49%	43%	52%	39%	55%	50%	52%	57%	44%	43%

SERVICES UTILIZED WHILE VISITING THE LIBRARY OR ONLINE SERVICES
AMONG THOSE WHO HAVE VISITED OR UTILIZED ONLINE SERVICES IN THE PAST 12 MONTHS
TOTAL RESPONSES (N=210)

Question 19: What services have you used, such as browsing the catalog, checking out a book, searching a database, accessing the Internet, or perhaps something else?

Checking out a book	75%
Accessing the Internet	26%
Database research	12%
Research (in general)	12%
Checking out DVD/Movie or music	8%
For computer usage	8%
Browsing the catalog	4%
Research for school	3%
Children's program	3%
Genealogy research	3%
Special collections	1%
To study/reading	1%
Attended a performance/community meeting	1%
Girls Scouts	1%
Magazines: Check out/read	1%
Pick up bus schedule	1%
Senior programs	1%
All of them	*
She makes presentations at library	*
Don't know/won't say	2%

* LESS THAN 1% REPORTED.

PERCEIVED AVAILABILITY OF LIBRARY SERVICES

Question 20: Overall do you feel the library services available to Albuquerque residents are generally excellent, good, fair, poor or very poor?

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Excellent	30%	27%	32%	28%	31%	35%	27%	28%	28%	44%	38%	26%	24%	23%	25%
Good	50%	51%	49%	56%	47%	41%	60%	49%	54%	46%	53%	39%	56%	53%	52%
Fair	7%	8%	5%	6%	5%	8%	6%	9%	3%	5%	3%	10%	8%	9%	10%
Poor	1%	1%	*	*	-	1%	-	-	2%	-	-	2%	-	2%	-
Very poor	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-
Don't know/won't say	13%	12%	13%	10%	17%	16%	8%	13%	13%	6%	6%	22%	12%	13%	14%

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
Excellent	30%	38%	27%	25%	26%	37%	32%	27%	34%	28%	38%	27%	28%	33%	26%
Good	50%	40%	54%	58%	54%	35%	50%	54%	52%	49%	48%	56%	48%	43%	50%
Fair	7%	4%	7%	3%	15%	6%	8%	6%	6%	7%	6%	1%	12%	7%	13%
Poor	1%	1%	-	1%	-	-	-	1%	-	1%	-	1%	-	2%	-
Very poor	*	-	-	-	1%	-	-	*	-	*	-	-	-	1%	-
Don't know/won't say	13%	17%	12%	13%	4%	22%	10%	11%	8%	15%	8%	15%	13%	14%	11%

* Less than 1% reported.

**PRIORITY LEVEL FOR VARIOUS SERVICES WHEN PLANNING THE CITY'S BUDGET:
IMPROVE PUBLIC TRANSPORTATION SERVICES, INCLUDING RAPID TRANSIT BUS SERVICE**

Question 21: I'd like to read you a list of local government services and programs provided by the City of Albuquerque. For each one please rate how much of a priority it should be when Albuquerque officials plan for the City's budget. Please use a 5-point scale where 5 means you think it should be a very high priority and 1 means it should be a very low priority: **Improve public transportation services, including Rapid Transit Bus services.**

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Very high priority	33%	30%	36%	40%	23%	31%	31%	39%	31%	43%	42%	37%	42%	21%	14%
4	26%	24%	29%	23%	32%	36%	22%	19%	29%	19%	26%	28%	29%	35%	23%
3	27%	31%	24%	27%	29%	22%	34%	29%	23%	23%	21%	28%	22%	30%	41%
2	9%	10%	7%	9%	8%	9%	11%	7%	7%	13%	8%	4%	4%	8%	18%
1 - Very low priority	3%	4%	1%	1%	5%	1%	-	5%	4%	1%	2%	-	-	5%	4%
Don't know/won't say	2%	2%	2%	1%	3%	1%	1%	1%	6%	-	2%	2%	3%	1%	-
Mean †	3.8	3.7	3.9	3.9	3.6	3.9	3.7	3.8	3.8	3.9	4.0	4.0	4.1	3.6	3.2

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down-town	Westside/ SW Mesa	Mid-Heights	Far NE Heights	UNM/ South-east
5 - Very high priority	33%	40%	38%	19%	29%	39%	25%	34%	29%	36%	57%	30%	21%	32%	37%
4	26%	20%	23%	35%	33%	26%	28%	26%	24%	28%	22%	24%	32%	27%	25%
3	27%	27%	28%	29%	26%	19%	38%	26%	32%	25%	18%	31%	27%	28%	26%
2	9%	12%	7%	9%	6%	11%	5%	9%	11%	7%	-	11%	14%	6%	8%
1 - Very low priority	3%	2%	1%	4%	4%	4%	2%	2%	2%	3%	1%	2%	4%	3%	4%
Don't know/won't say	2%	-	2%	4%	2%	2%	2%	2%	2%	2%	1%	2%	2%	4%	-
Mean †	3.8	3.8	3.9	3.6	3.8	3.9	3.7	3.8	3.7	3.9	4.4	3.7	3.5	3.8	3.8

† The mean score is derived by taking the average score based on the 5-point scale. The Very High Priority response is assigned a value of 5; the Very Low Priority response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

**PRIORITY LEVEL FOR VARIOUS SERVICES WHEN PLANNING THE CITY'S BUDGET:
IMPROVE ROADS AND STREETS**

Question 22: I'd like to read you a list of local government services and programs provided by the City of Albuquerque. For each one please rate how much of a priority it should be when Albuquerque officials plan for the City's budget. Please use a 5-point scale where 5 means you think it should be a very high priority and 1 means it should be a very low priority: **Improve roads and streets.**

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Very high priority	38%	37%	38%	45%	30%	35%	35%	38%	42%	34%	46%	35%	42%	32%	22%
4	36%	37%	35%	34%	38%	37%	32%	37%	39%	35%	31%	39%	41%	44%	36%
3	21%	20%	22%	17%	25%	21%	28%	20%	15%	23%	18%	18%	15%	20%	36%
2	4%	5%	3%	3%	5%	6%	1%	4%	4%	-	4%	6%	2%	5%	6%
1 - Very low priority	2%	2%	1%	1%	3%	2%	3%	1%	1%	8%	1%	3%	-	-	-
Don't know/won't say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean †	4.0	4.0	4.1	4.2	3.9	4.0	4.0	4.1	4.2	3.9	4.2	4.0	4.2	4.0	3.7

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down-town	Westside/ SW Mesa	Mid-Heights	Far NE Heights	UNM/ South-east
5 - Very high priority	38%	46%	38%	32%	26%	32%	30%	41%	32%	40%	47%	39%	24%	42%	38%
4	36%	28%	37%	44%	42%	34%	38%	36%	33%	38%	33%	34%	42%	39%	35%
3	21%	17%	23%	17%	29%	24%	31%	18%	26%	19%	12%	24%	25%	14%	22%
2	4%	4%	3%	7%	3%	6%	-	4%	7%	2%	3%	3%	7%	4%	-
1 - Very low priority	2%	5%	-	1%	-	4%	-	1%	2%	1%	4%	-	2%	-	6%
Don't know/won't say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean †	4.0	4.1	4.1	4.0	3.9	3.8	4.0	4.1	3.9	4.1	4.2	4.1	3.8	4.2	4.0

† The mean score is derived by taking the average score based on the 5-point scale. The Very High Priority response is assigned a value of 5; the Very Low Priority response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

**PRIORITY LEVEL FOR VARIOUS SERVICES WHEN PLANNING THE CITY'S BUDGET:
IMPROVE PARKS AND RECREATION PROGRAMS**

Question 23: I'd like to read you a list of local government services and programs provided by the City of Albuquerque. For each one please rate how much of a priority it should be when Albuquerque officials plan for the City's budget. Please use a 5-point scale where 5 means you think it should be a very high priority and 1 means it should be a very low priority: **Improve parks and recreation programs.**

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Very high priority	27%	26%	28%	35%	21%	21%	34%	27%	29%	31%	32%	26%	37%	15%	19%
4	35%	34%	36%	35%	36%	38%	30%	36%	36%	27%	29%	44%	31%	44%	39%
3	29%	28%	30%	24%	33%	33%	24%	30%	26%	26%	33%	24%	27%	32%	31%
2	4%	6%	3%	4%	6%	4%	7%	4%	3%	4%	5%	3%	5%	9%	4%
1 - Very low priority	2%	3%	1%	1%	3%	2%	1%	1%	3%	4%	1%	1%	1%	-	3%
Don't know/won't say	2%	3%	2%	2%	2%	2%	3%	3%	2%	7%	-	1%	-	-	4%
Mean †	3.8	3.8	3.9	4.0	3.7	3.7	3.9	3.9	3.9	3.8	3.9	3.9	4.0	3.7	3.7

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down-town	Westside/ SW Mesa	Mid-Heights	Far NE Heights	UNM/ South-east
5 - Very high priority	27%	37%	33%	16%	13%	27%	35%	25%	28%	27%	38%	33%	14%	25%	24%
4	35%	36%	31%	36%	42%	32%	34%	36%	32%	37%	37%	33%	44%	28%	39%
3	29%	20%	30%	31%	39%	28%	22%	31%	27%	30%	15%	28%	34%	38%	23%
2	4%	-	5%	11%	4%	9%	6%	3%	7%	3%	2%	4%	2%	7%	7%
1 - Very low priority	2%	2%	-	5%	2%	-	4%	2%	3%	1%	4%	1%	2%	1%	1%
Don't know/won't say	2%	5%	1%	1%	1%	4%	-	3%	2%	2%	2%	1%	5%	-	6%
Mean †	3.8	4.1	3.9	3.5	3.6	3.8	3.9	3.8	3.8	3.9	4.1	3.9	3.7	3.7	3.8

† The mean score is derived by taking the average score based on the 5-point scale. The Very High Priority response is assigned a value of 5; the Very Low Priority response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

**PRIORITY LEVEL FOR VARIOUS SERVICES WHEN PLANNING THE CITY'S BUDGET:
PARTNER WITH BUSINESSES AND LOCAL COLLEGES IN ECONOMIC DEVELOPMENT PROGRAMS**

Question 24: I'd like to read you a list of local government services and programs provided by the City of Albuquerque. For each one please rate how much of a priority it should be when Albuquerque officials plan for the City's budget. Please use a 5-point scale where 5 means you think it should be a very high priority and 1 means it should be a very low priority: **Partner with businesses and local colleges in economic development programs.**

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Very high priority	40%	38%	41%	42%	36%	37%	45%	45%	28%	50%	38%	41%	37%	46%	41%
4	28%	25%	30%	28%	30%	25%	33%	24%	33%	21%	28%	31%	30%	24%	28%
3	21%	22%	20%	19%	22%	25%	18%	20%	20%	14%	20%	14%	29%	19%	23%
2	6%	7%	5%	7%	6%	8%	4%	5%	6%	7%	6%	7%	4%	8%	9%
1 - Very low priority	2%	3%	*	1%	2%	1%	-	2%	5%	4%	2%	-	1%	2%	-
Don't know/won't say	3%	3%	3%	3%	4%	3%	-	3%	7%	4%	5%	7%	-	1%	-
Mean †	4.0	3.9	4.1	4.1	4.0	3.9	4.2	4.1	3.8	4.1	4.0	4.1	4.0	4.0	4.0

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down-town	Westside/ SW Mesa	Mid-Heights	Far NE Heights	UNM/ South-east
5 - Very high priority	40%	47%	35%	37%	41%	52%	45%	35%	46%	36%	50%	40%	39%	38%	39%
4	28%	20%	37%	31%	20%	22%	19%	32%	23%	31%	29%	28%	27%	21%	35%
3	21%	19%	19%	25%	27%	15%	29%	20%	20%	22%	18%	24%	22%	25%	12%
2	6%	9%	4%	3%	9%	5%	3%	7%	6%	6%	2%	4%	7%	9%	9%
1 - Very low priority	2%	1%	1%	2%	2%	-	1%	2%	1%	2%	-	*	3%	2%	4%
Don't know/won't say	3%	4%	3%	2%	2%	5%	3%	3%	3%	3%	1%	4%	2%	5%	2%
Mean †	4.0	4.1	4.0	4.0	3.9	4.3	4.1	3.9	4.1	4.0	4.3	4.1	3.9	3.9	4.0

* Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The Very High Priority response is assigned a value of 5; the Very Low Priority response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

**PRIORITY LEVEL FOR VARIOUS SERVICES WHEN PLANNING THE CITY'S BUDGET:
IMPROVE PUBLIC SAFETY SERVICES**

Question 25: I'd like to read you a list of local government services and programs provided by the City of Albuquerque. For each one please rate how much of a priority it should be when Albuquerque officials plan for the City's budget. Please use a 5-point scale where 5 means you think it should be a very high priority and 1 means it should be a very low priority: **Improve public safety services.**

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Very high priority	54%	51%	58%	60%	49%	47%	70%	56%	44%	63%	58%	47%	61%	42%	55%
4	27%	26%	28%	22%	31%	30%	16%	29%	35%	16%	19%	35%	28%	43%	22%
3	14%	15%	12%	14%	13%	19%	12%	12%	12%	17%	16%	14%	6%	14%	18%
2	2%	4%	*	1%	4%	3%	3%	1%	4%	-	3%	4%	4%	1%	2%
1 - Very low priority	1%	1%	1%	2%	1%	2%	-	1%	4%	-	3%	-	-	-	4%
Don't know/won't say	1%	2%	-	-	2%	-	-	2%	3%	4%	1%	-	1%	-	-
Mean †	4.3	4.2	4.4	4.4	4.3	4.2	4.5	4.4	4.1	4.5	4.3	4.3	4.5	4.3	4.2

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down-town	Westside/ SW Mesa	Mid-Heights	Far NE Heights	UNM/ South-east
5 - Very high priority	54%	63%	57%	46%	44%	61%	51%	54%	60%	51%	61%	57%	44%	45%	67%
4	27%	19%	28%	34%	30%	25%	20%	29%	20%	31%	23%	23%	29%	39%	22%
3	14%	12%	12%	15%	20%	11%	18%	13%	18%	11%	10%	16%	19%	11%	10%
2	2%	2%	1%	4%	5%	2%	7%	1%	2%	2%	1%	3%	3%	3%	-
1 - Very low priority	1%	3%	*	1%	1%	1%	1%	2%	-	2%	4%	*	3%	1%	1%
Don't know/won't say	1%	1%	2%	-	-	-	3%	1%	-	2%	-	2%	2%	1%	-
Mean †	4.3	4.4	4.4	4.2	4.1	4.4	4.2	4.3	4.4	4.3	4.4	4.3	4.1	4.3	4.5

* Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The Very High Priority response is assigned a value of 5; the Very Low Priority response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

**PRIORITY LEVEL FOR VARIOUS SERVICES WHEN PLANNING THE CITY'S BUDGET:
IMPROVE COMMUNITY SERVICES, INCLUDING PROGRAMS FOR HOMELESS INDIVIDUALS AND FAMILIES, PROGRAMS FOR SUBSTANCE ABUSE
AND PROGRAMS FOR INDIVIDUALS WITH MENTAL HEALTH ISSUES**

Question 26: I'd like to read you a list of local government services and programs provided by the City of Albuquerque. For each one please rate how much of a priority it should be when Albuquerque officials plan for the City's budget. Please use a 5-point scale where 5 means you think it should be a very high priority and 1 means it should be a very low priority: **Improve community services, including programs for homeless individuals and families, programs for substance abuse and programs for individuals with mental health issues.**

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
5 - Very high priority	61%	56%	66%	63%	60%	65%	72%	56%	51%	80%	69%	58%	69%	48%	38%
4	22%	18%	25%	18%	26%	17%	13%	28%	30%	12%	21%	26%	17%	23%	33%
3	13%	22%	4%	13%	12%	10%	16%	10%	17%	5%	6%	10%	10%	25%	23%
2	3%	4%	3%	4%	1%	5%	-	5%	2%	2%	3%	4%	4%	2%	3%
1 - Very low priority	1%	1%	2%	2%	1%	3%	-	1%	1%	-	1%	2%	-	-	3%
Don't know/won't say	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
Mean †	4.4	4.2	4.5	4.4	4.4	4.4	4.6	4.4	4.3	4.7	4.5	4.3	4.5	4.2	4.0

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
5 - Very high priority	61%	63%	69%	57%	47%	72%	65%	57%	66%	58%	71%	65%	56%	52%	63%
4	22%	19%	19%	21%	34%	13%	19%	25%	16%	25%	16%	19%	30%	27%	15%
3	13%	14%	7%	18%	14%	12%	14%	12%	15%	11%	8%	11%	7%	18%	19%
2	3%	3%	3%	3%	5%	3%	1%	4%	2%	4%	4%	5%	1%	3%	2%
1 - Very low priority	1%	2%	1%	1%	-	-	-	2%	1%	1%	-	*	5%	-	1%
Don't know/won't say	-	-	-	1%	-	-	1%	-	-	-	1%	-	-	-	-
Mean †	4.4	4.4	4.5	4.3	4.2	4.5	4.5	4.3	4.4	4.4	4.6	4.4	4.3	4.3	4.4

* Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The Very High Priority response is assigned a value of 5; the Very Low Priority response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

PERCEIVED HIGHEST PRIORITY FOR COUNTY OFFICIALS

TOTAL SAMPLE (N=416)

Question 27: You gave high marks to these items (read highest statements from above). Which one of these do you think should be the highest priority to City officials?

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Improve community services	48%	43%	53%	51%	45%	55%	53%	41%	45%	67%	57%	54%	43%	39%	27%
Improve public safety	18%	19%	17%	17%	19%	18%	13%	23%	16%	10%	11%	7%	24%	24%	31%
Partner with business and local colleges in economic development programs	12%	15%	10%	13%	12%	10%	18%	12%	9%	4%	10%	13%	14%	19%	20%
Improve roads and streets	9%	11%	8%	9%	10%	8%	6%	10%	14%	0%	11%	6%	11%	8%	9%
Improve public transportation services, including Rapid Transit Bus services	7%	7%	8%	7%	8%	7%	8%	9%	5%	14%	7%	10%	2%	8%	8%
Improve parks and recreation programs	4%	5%	3%	2%	5%	3%	3%	3%	10%	3%	3%	10%	6%	0%	4%
Don't know/won't say	1%	1%	1%	1%	1%	0%	0%	1%	2%	1%	1%	1%	1%	1%	0%

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down-town	Westside/ SW Mesa	Mid-Heights	Far NE Heights	UNM/ South-east
Improve community services	48%	48%	57%	45%	35%	49%	53%	47%	52%	46%	59%	50%	43%	39%	52%
Improve public safety	18%	20%	14%	17%	22%	22%	13%	18%	17%	18%	11%	17%	20%	19%	22%
Partner with business and local colleges in economic development programs	12%	9%	10%	12%	24%	14%	13%	12%	16%	10%	6%	16%	9%	15%	9%
Improve roads and streets	9%	10%	7%	12%	7%	3%	8%	11%	5%	12%	6%	8%	12%	17%	4%
Improve public transportation services, including Rapid Transit Bus services	7%	8%	7%	7%	8%	10%	6%	7%	7%	8%	13%	5%	11%	5%	8%
Improve parks and recreation programs	4%	5%	5%	3%	4%	2%	7%	4%	4%	5%	5%	4%	5%	3%	3%
Don't know/won't say	1%	0%	1%	3%	0%	1%	0%	1%	0%	1%	0%	0%	0%	1%	2%

OPINION OF RELATIONS BETWEEN PEOPLE OF DIFFERENT CULTURES AND RACIAL BACKGROUNDS IN ALBUQUERQUE

Question 28: In Albuquerque, do you think relations between people of different cultures and racial backgrounds are excellent, good, fair, or poor?

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Excellent	13%	16%	11%	11%	11%	8%	23%	10%	13%	21%	12%	10%	12%	12%	20%
Good	48%	44%	51%	49%	50%	43%	36%	55%	57%	33%	45%	47%	43%	53%	52%
Fair	27%	28%	27%	30%	27%	39%	27%	23%	17%	31%	35%	24%	30%	32%	15%
Poor	10%	11%	10%	10%	10%	9%	11%	11%	11%	14%	6%	13%	14%	3%	13%
Don't know/won't say	2%	1%	2%	-	3%	1%	3%	1%	2%	1%	1%	6%	1%	-	-

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
Excellent	13%	14%	14%	11%	13%	10%	19%	12%	16%	12%	25%	14%	5%	9%	17%
Good	48%	35%	48%	60%	52%	58%	30%	50%	39%	52%	42%	43%	53%	52%	49%
Fair	27%	34%	29%	17%	28%	17%	36%	27%	31%	25%	26%	35%	23%	26%	19%
Poor	10%	15%	8%	11%	5%	12%	11%	9%	13%	8%	7%	7%	18%	8%	15%
Don't know/won't say	2%	2%	1%	1%	2%	2%	3%	1%	*	3%	-	1%	1%	6%	-

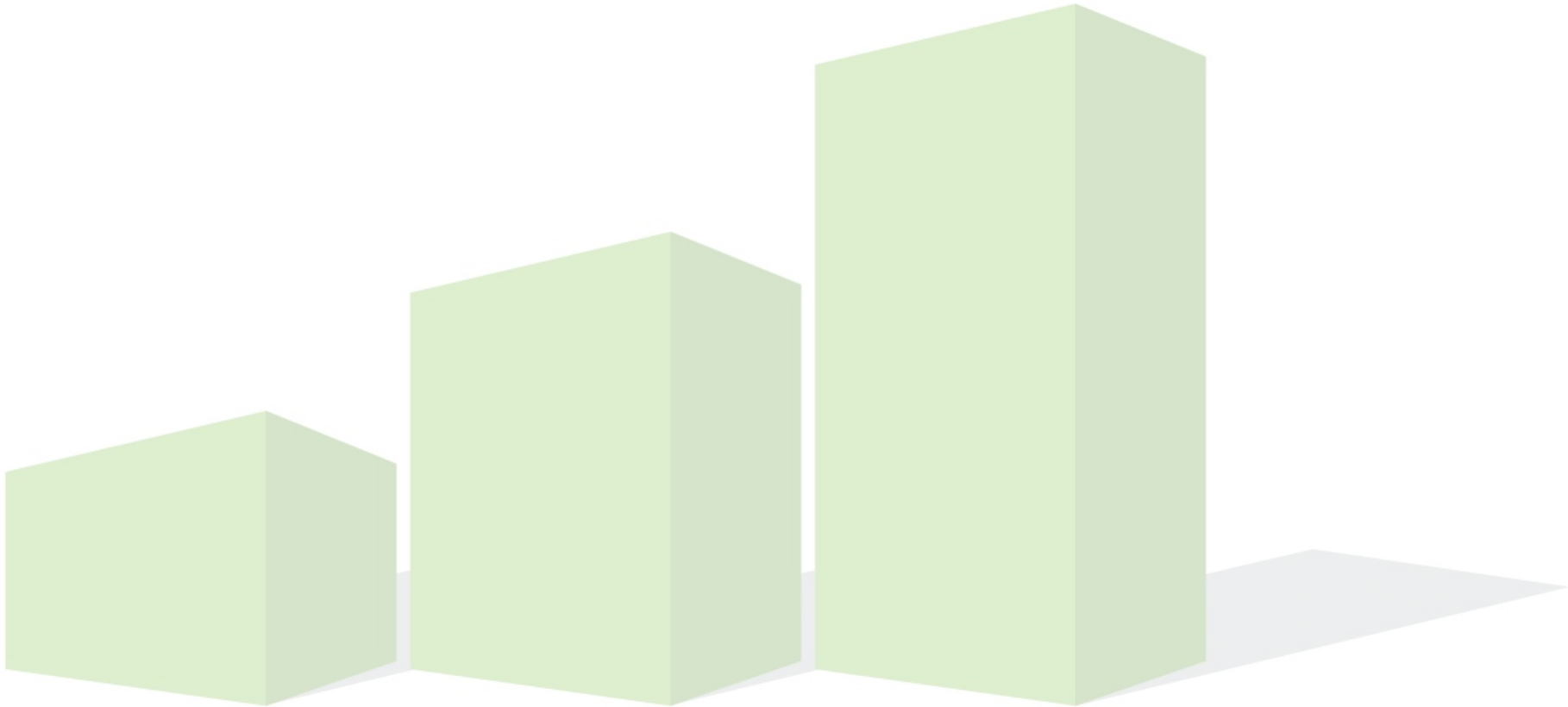
* Less than 1% reported.

LIKELIHOOD OF LIVING IN THE CITY OF ALBUQUERQUE 5 YEARS FROM NOW

Question 29: How likely are you to remain living in the City of Albuquerque 5 years from now?

	Total Sample (n=416)	Gender		Ethnicity		Age				Household Income					
		Male	Female	Hispanic	Anglo	18 to 34 Years	35 to 49 Years	50 to 64 Years	65 Years And Over	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	\$75,001 to \$100,000	Over \$100,000
Very likely	65%	65%	65%	71%	63%	52%	66%	64%	85%	55%	64%	65%	72%	71%	59%
Likely	20%	19%	22%	21%	18%	29%	14%	22%	12%	24%	27%	19%	15%	11%	19%
Unlikely	6%	8%	5%	3%	9%	6%	10%	8%	2%	8%	-	8%	6%	11%	13%
Very unlikely	6%	5%	7%	5%	6%	11%	6%	6%	1%	7%	9%	4%	6%	4%	7%
Don't know/won't say	2%	3%	1%	1%	4%	3%	6%	1%	-	6%	-	5%	1%	3%	2%

	Total Sample (n=416)	Education				Length of Residency in Albuquerque			Under 18 Years in the Household		Region				
		High School Graduate or Less	Some College/ Associate	4-Year College Graduate	Graduate Degree	Less Than 10 Years	10 to 19 Years	20 Years or More	Yes	No	N. Valley/ Down- town	Westside/ SW Mesa	Mid- Heights	Far NE Heights	UNM/ South- east
Very likely	65%	68%	60%	61%	73%	41%	59%	73%	57%	70%	74%	60%	58%	71%	68%
Likely	20%	19%	25%	22%	10%	33%	18%	17%	24%	18%	13%	26%	25%	14%	15%
Unlikely	6%	5%	8%	3%	11%	9%	13%	4%	7%	6%	1%	7%	7%	8%	8%
Very unlikely	6%	4%	7%	11%	5%	9%	9%	5%	8%	5%	12%	4%	9%	6%	4%
Don't know/won't say	2%	4%	-	4%	2%	8%	2%	1%	3%	1%	-	3%	2%	1%	5%



DEMOGRAPHICS

TOTAL SAMPLE (N=416)

GENDER

Male	48%
Female	52%

AGE

18 to 34 years	28%
35 to 49 years	23%
50 to 64 years	30%
65 years and over	18%

EDUCATION

High school graduate or less	30%
Some college/associate degree/vocational certificate	34%
4-year college graduate	19%
Graduate degree (Masters, PhD, MD, JD)	16%
Won't say	1%

HOUSEHOLD INCOME

\$20,000 or less	12%
\$20,001 to \$35,000	21%
\$35,001 to \$50,000	16%
\$50,001 to \$75,000	16%
\$75,001 to \$100,000	11%
Over \$100,000	15%
Won't say	9%

ETHNICITY

Hispanic	44%
Caucasian	45%
African-American	2%
Native American Indian	1%
Asian	2%
Other	4%
Won't say	2%

REGION

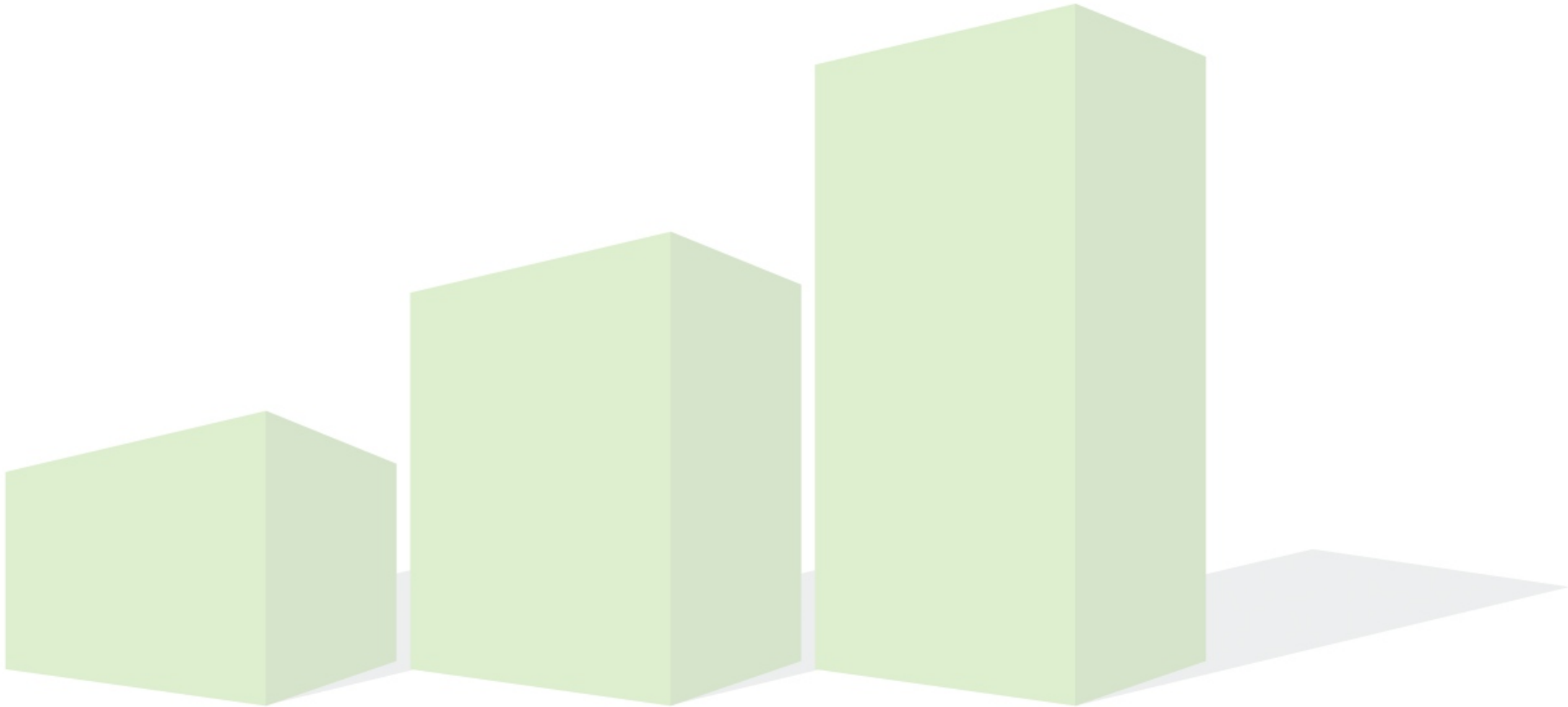
N. Valley/Downtown	12%
Westside/SW Mesa	35%
Mid-Heights	17%
Far NE Heights	20%
UNM/Southeast	15%
Don't know/won't say	1%

HOUSEHOLD MEMBERS UNDER 18 YEARS OF AGE

Yes	37%
No	63%

LENGTH OF RESIDENCY IN NM

Less than 2 years	2%
2 to 5 years	9%
6 to 9 years	5%
10 to 19 years	19%
20 years or more	64%



City of Albuquerque
2014 Citizens' Perception Survey
FINAL
April 2014
(n=400)

Hello. My name is *(your name)*. I'm calling from Research & Polling, Inc. on behalf of the City of Albuquerque. We are conducting a survey for the City about citizens' attitudes and opinions. We are not selling anything. Your household was selected at random, and all of your answers are confidential. May I please speak to someone who is at least 18? *(REPEAT INTRODUCTION WITH 18+ RESPONDENT, IF PERSON ANSWERING PHONE IS UNDER 18)*

A. Do you reside within Albuquerque City limits?

1. Yes
2. No (THANK & TERMINATED)
3. Don't know/won't say (THANK & TERMINATE)

1. Overall, in the past 3 years, would you say that the City of Albuquerque has become a better place to live, is about the same, or has become a worse place to live?

1. Better place
2. About the same
3. Worse place
4. Don't know/won't say (*DO NOT READ*)

2. How would you rate the overall quality of life in Albuquerque? Would you say it is *excellent, good, fair, poor, or very poor*?

5. Excellent
4. Good
3. Fair
2. Poor
1. Very poor
6. Don't know/won't say (*DO NOT READ*)

3. How likely would you be to recommend Albuquerque as a place to live? Would you be...(*READ CATEGORIES*)

5. Very likely
4. Somewhat likely
3. Neither likely nor unlikely
2. Somewhat unlikely or
1. Very unlikely to recommend
6. Don't know/won't say (*DO NOT READ*)

4. Why do you feel this way? (DO NOT READ CATEGORIES) (TAKE UP TO 3 RESPONSES)

Positive

- 001. Access to sports/skiing
- 002. Arts/cultural events
- 003. Climate/weather is pleasant
- 004. Cost of housing is low/reasonable
- 005. Cost of living is low/reasonable
- 006. Crime rate is low
- 007. Cultural diversity
- 008. Good economy
- 009. Educational system/schools are good
- 010. Food/restaurants
- 011. Friendly people
- 012. Good general programs/facilities
- 013. Jobs are available
- 014. Government/political leadership is competent
- 015. Higher education available
- 016. Hospitals/health care are good
- 017. Laid back atmosphere
- 018. Nice neighborhoods
- 019. Proximity to mountains/wilderness/rivers, etc
- 020. Roads/streets/highways are in good condition
- 021. Scenic mountain setting
- 022. Small town atmosphere
- 023. Taxes are reasonable
- 024. Variety of entertainment
- 025. Wages are good

500. Don't know/won't say

Other (SPECIFY) _____

Negative

- 026. Climate/weather is unpleasant
- 027. Cost of living is high/unreasonable
- 028. Crime rate is high
- 029. Cultural events – too few
- 030. Drugs/dealers
- 031. DWI rate is high
- 032. Educational system is poor
- 033. Economic development/lack of
- 034. Gangs
- 035. Government/political leadership is incompetent
- 036. Graffiti
- 037. Growing too big/too fast
- 038. Homelessness is high
- 039. Housing/cost is high/unreasonable
- 040. Jobs are unavailable/few
- 041. Parking is inadequate
- 042. People are not friendly
- 043. Recreation facilities/parks/lack of
- 044. Roads/streets/highways are in poor condition
- 045. Street repairs are constant/orange barrels
- 046. Taxes are high/unreasonable
- 047. Traffic congestion
- 048. Transit (City)/lack of
- 049. Utilities too high
- 050. Wages low
- 051. Water pollution
- 052. Water shortage/water supply
- 053. Youth activities/lack of
- 054. Concern about Police Department

5. In your neighborhood, how safe do you feel about being outside at night by yourself? (READ CATEGORIES)

- 5. Very safe
- 4. Somewhat safe
- 3. Neither safe nor unsafe
- 2. Somewhat unsafe
- 1. Very unsafe
- 6. Don't know/won't say (*DO NOT READ*)

6. In your neighborhood, how safe do you feel about being outside during the day by yourself? (READ CATEGORIES)

- 5. Very safe
- 4. Somewhat safe
- 3. Neither safe nor unsafe
- 2. Somewhat unsafe
- 1. Very unsafe
- 6. Don't know/won't say (*DO NOT READ*)

7. How safe do you feel in Downtown Albuquerque? (READ CATEGORIES)

- 5. Very safe
- 4. Somewhat safe
- 3. Neither safe nor unsafe
- 2. Somewhat unsafe
- 1. Very unsafe
- 6. Don't know/won't say (*DO NOT READ*)

The next section will ask your opinion about specific City of Albuquerque conditions or programs.

Please rate how strongly you either agree or disagree with the following statements using a 5-point scale where 5 is *strongly agree* and 1 is *strongly disagree*.

(RANDOMIZE Q.8-Q.15)		Strongly Agree	4	3	2	1	Strongly Disagree	Don't Know/ Won't Say
8.	Overall the City street system is well maintained	5	4	3	2	1		6
9.	The Albuquerque Police Department is doing a good job addressing public safety issues and making quick responses to emergencies	5	4	3	2	1		6
10.	The Albuquerque Fire Department is doing a good job addressing public safety issues and making quick responses to fires for the community.....	5	4	3	2	1		6
11.	Albuquerque has adequate community amenities such as performing arts facilities, and sports complexes	5	4	3	2	1		6
12.	The Albuquerque City government is responsive to community needs	5	4	3	2	1		6
13.	The Albuquerque Police Department is respectful in its treatment of citizens	5	4	3	2	1		6
14.	The Albuquerque Fire Department is doing a good job responding to emergency medical services needs and making quick responses to medical emergencies.....	5	4	3	2	1		6
15.	Albuquerque has adequate recreational opportunities for families, individuals and community groups.....	5	4	3	2	1		6
16.	What types of recreational, cultural, performing arts, or sports related attractions or amenities do you feel are needed in Albuquerque? (DO NOT READ CATEGORIES) (TAKE UP TO 3 RESPONSES)							
001.	Bike/walking paths							
002.	Expanded Aquarium/Botanical Gardens							
003.	Live music venues							
004.	More activities for youth and teens							
005.	Parks for recreational use							
006.	Performing Arts Center (includes civic opera, concert venues, etc)							
007.	Professional Sports Team (NFL, MLB, NBA, etc)							
008.	Recreational activities: have enough							
009.	Sports Arena or Sports Complex							
010.	Sports fields for recreational use							
011.	Water park							
500.	Don't know/won't say							
	Other (SPECIFY) _____							

17. **How willing would you be to pay up to 100 dollars more a year in taxes or increased fees in order to expand and improve the cultural, performing arts, sports and recreational amenities available to Albuquerque residents? Would you be *very willing, somewhat willing, somewhat unwilling, or very unwilling*?**
4. Very willing
 3. Somewhat willing
 2. Somewhat unwilling
 1. Very unwilling
 5. Depends **(DO NOT READ) (volunteered)**
 6. Don't know/won't say **(DO NOT READ)**
18. **In the last 12 months have you been to a City of Albuquerque or Bernalillo County public library, or accessed the library's online services?**
1. Yes
 2. No **(SKIP TO Q.20)**
 3. Don't know/won't say **(SKIP TO Q.20)**
19. **What services have you used, such as browsing the catalog, checking out a book, searching a database, accessing the Internet, or perhaps something else? (DO NOT READ CATEGORIES) (TAKE UP TO 5 RESPONSES)**
01. Accessing the Internet
 02. Checking out a book
 03. Checking out DVD/Movie or music
 04. Children's program
 05. Database research
 06. For computer usage
 07. Genealogy research
 08. Research for school
 09. Research (in general)
 99. Don't know/won't say
- Other **(SPECIFY)** _____
20. **Overall do you feel the library services available to Albuquerque residents are generally *excellent, good, fair, poor or very poor*?**
5. Excellent
 4. Good
 3. Fair
 2. Poor
 1. Very Poor
 6. Don't know/won't say

I'd like to read you a list of local government services and programs provided by the City of Albuquerque. For each one please rate how much of a priority it should be when Albuquerque officials plan for the City's budget. Please use a 5-point scale where 5 means you think it should be a *very high priority* and 1 means it should be a *very low priority*. The first one is:

(RANDOMIZE)	Very High Priority	Very Low Priority	Don't Know/ Won't Say
21. Improve public transportation services, including Rapid Transit Bus services	5.....4.....3.....2.....1.....6		
22. Improve roads and streets.....	5.....4.....3.....2.....1.....6		
23. Improve parks and recreation programs.....	5.....4.....3.....2.....1.....6		
24. Partner with businesses and local colleges in economic development programs	5.....4.....3.....2.....1.....6		
25. Improve public safety services	5.....4.....3.....2.....1.....6		
26. Improve community services, including programs for homeless individuals and families, programs for substance abuse and programs for individuals with mental health issues.....	5.....4.....3.....2.....1.....6		
27. You gave high marks to these items (<u>read highest statements from above</u>). Which one of these do you think should be the highest priority to County officials? (TAKE ONE RESPONSE ONLY)			
21. Improve public transportation service, including Rapid Transit Bus services			
22. Improve roads and streets			
23. Improve parks and recreation programs			
24. Partner with business and local colleges in economic development programs			
25. Improve public safety			
26. Improve community services			
99. Don't know/won't say			
28. In Albuquerque, do you think relations between people of different cultures and racial backgrounds are <i>excellent, good, fair, or poor</i> ?			
4. Excellent			
3. Good			
2. Fair			
1. Poor			
5. Don't know/won't say			

29. How likely are you to remain living in the City of Albuquerque 5 years from now? (READ CATEGORIES)

4. Very likely
3. Likely
2. Unlikely
1. Very unlikely
6. Don't know/won't say (DO NOT READ)

THANK YOU FOR YOUR PATIENCE; WE ARE ALMOST DONE. NOW, I WOULD LIKE TO ASK SOME QUESTIONS FOR STATISTICAL PURPOSES ONLY. YOUR RESPONSES WILL REMAIN ANONYMOUS.

30. How long have you been a resident of the City of Albuquerque?

1. Less than 2 years
2. 2 to 5 years
3. 6 to 9 years
4. 10 to 19 years
5. 20 years or more
6. Don't know/won't say (DO NOT READ)

31. Are any household members under the age of 18?

1. Yes
2. No
3. Don't know/won't say (DO NOT READ)

32. Do you consider yourself to be Hispanic (including Latino or Spanish), Caucasian, African-American, Native American Indian, Asian or of other descent?

1. Hispanic
2. Caucasian
3. African-American
4. Native American Indian
5. Asian
6. Other
7. Won't say

33. Please stop me when I get to the category that most accurately describes your total yearly household income. Is it _____ (READ CATEGORIES)

1. \$20,000 or less
2. \$20,001 to \$35,000
3. \$35,001 to \$50,000
4. \$50,001 to \$75,000
5. \$75,001 to \$100,000
6. Over \$100,000
7. Won't say (DO NOT READ)

34. What is the highest level of education you have attained? (READ CATEGORIES)

1. Some high school
2. High school graduate
3. Some college/associate degree/vocational certificate
4. 4-year college graduate
5. Graduate degree (Masters, PhD, MD, JD)
6. Won't say (*DO NOT READ*)

35. Which best describes your age? (READ CATEGORIES)

1. 18 to 24 years
2. 25 to 34 years
3. 35 to 49 years
4. 50 to 64 years
5. 65 years and over
6. Won't say (*DO NOT READ*)

36. What is your zip code at your residence? (WRITE IN ZIP CODE)

Zip code: 87 ____ ____ ____

999. Don't know/won't say

37. Do you have a cell phone only, a land line only or both?

1. Cell phone only
2. Land line only
3. Both
4. Don't know/won't say

I JUST HAVE ONE MORE QUESTION:

Would you be interested in registering to be in our research panel for possible selection for focus groups, mock trials and/or online surveys? Depending on the study, participants may be offered incentives or chances to win prizes. (If asked, tell them the company is RESEARCH & POLLING, INC.)

1. **No** (*SKIP TO CONCLUSION*)
2. **Yes, (Say, "May I have your name and we will contact you to sign up?")**

Name: (First/last) _____

IF NECESSARY, EXPLAIN:

- A Focus Group is where a small group of participants discuss a specific topic in an informal setting.
- A Mock Trial is a forum where attorneys present a case summary to a group of participants in order to gain insights into the case.
- An Online/Internet Survey is where participants are sent an email with a link to a secure website where the survey is located and asked to complete the survey online.

If respondent has more questions, tell them to call Research & Polling, Inc. for more information: (505) 821-5454.

THIS CONCLUDES OUR SURVEY. THANK YOU FOR YOUR TIME. HAVE A GOOD DAY.

NOTE TO INTERVIEWER, WAS RESPONDENT:

1. Male
2. Female

Respondent's Phone Number _____

Interviewer Name _____

Interviewer Code _____

POLLER: Was this survey from list 1 or 2?

1. Phone list
2. Cell RDD list