

Executive Summary

Key Findings

Based on an analysis of the survey data, Godbe Research offers the following key findings:

Issues of Importance

When asked what they felt was the most important issue facing Redwood City, most residents felt that 'Creating affordable housing' (15%) was the most important issue, followed by those who said 'Improving the quality of education' (10%), 'Reducing crime' (7%), 'Improving communication between City Hall and the residents' (7%), and 'Reducing traffic congestion' (6%). The least often cited issues of importance were those pertaining to 'Improving library services' (<1%), and 'Parking/Lack of parking' (<1%). Issues pertaining to 'Improving parks and recreation facilities' were cited by less than one percent (<1%) of the respondents. The question was open ended and did not provide respondents specific answers from which to choose. For this type of question, respondents are able to mention any issue, topic, or general response relevant to the question without being constrained by a limited number of options.

Satisfaction with City Services

The highest proportion of respondents were 'Very' or 'Somewhat' satisfied with 'Overall City services/facilities' (87%), 'Keeping the city clean' (85%) and 'Traffic law enforcement' (77.9%). Respondents were least satisfied with 'Availability of affordable housing' with less than fifty percent indicating that they are 'Very' or 'Somewhat' satisfied (44%).

More specifically with regard to respondents level of satisfaction with 'Overall City services/facilities', 40 percent said that they were 'Very satisfied', 47 percent were 'Somewhat satisfied', six percent (6%) were 'Somewhat dissatisfied', and three percent (3%) were 'Very dissatisfied'. Four percent (4%) of the respondents either did not know or did not answer the question.

Usage, Importance and Satisfaction with Parks, Recreation and Community Services

The City of Redwood City conducts a general city satisfaction survey on a frequent basis. The goal of each survey is to obtain citizen feedback on general city services in addition to detailed opinions on a different city department each year. In the current survey, the focus is upon the Park, Recreation and Community Services department.

Respondents were asked if anyone in their household had used any Redwood City park, recreation facility, or recreation program in the 12 months prior to the survey. Sixty-five percent (65%) of the residents indicated the someone in their household had used a Redwood City park, recreation facility, or recreation program, while 34 percent said they had not.

When asked to rate the quality of Redwood City's recreation opportunities, services, and programs. Twenty nine percent (29%) gave a rating of 'Excellent', and 48 percent thought the recreation opportunities, services, and programs were 'Good'. Fifteen percent (15%) of respondents rated the recreation opportunities in Redwood City as 'Fair', and three percent (3%) thought they were 'Poor'.

Respondents who rated Redwood City's park and recreation activities as 'Fair' or 'Poor', in a previous question, were asked to provide a reason for their response. When asked the open ended question, 16 percent of respondents indicated that they felt there were 'Not enough suitable parks', 12 percent said 'Poor quality/dirty/poorly maintained', and 11 percent felt there were 'Not enough rec./family activities'.

Respondents were also asked to rate the quality of the maintenance of Redwood City's park and recreation opportunities. Similar to the ratings of the recreation facilities, overall, the majority of respondents felt that the maintenance was either 'Excellent' or 'Good' (81%), while 11 percent rated it as 'Fair', and three percent (3%) felt that it was 'Poor'. Two percent (2%) of the respondents had 'No opinion'.

Using a scale of 0 to 4, where 0 represents 'Not at all important' and 4 represents 'Extremely important', when asked about the importance of park facility

attributes, fairly high ratings were given, with ‘A sense of safety in the parks’ receiving the highest rating, overall (3.54). The highest levels of satisfaction on average were seen in the attributes pertaining to the ‘Overall attractiveness/cleanliness of space’ (1.10) and the ‘Condition of sports fields and courts’ (1.02), while the ‘Availability and cleanliness of restrooms’ was given the lowest rating (0.51).

Using a scale of 0 to 4, where 0 represents ‘Not at all important’ and 4 represents ‘Extremely important’, respondents were next asked to indicate how important specific attributes of Redwood City recreation services were to them, and how satisfied they were with each respective attribute. The most important recreation service attribute provided to residents on average, as indicated by their responses, was ‘Organized sports for youth and teens’ (3.14). Similarly, ‘Organized sports for youth and teens’ also received the highest level of relative satisfaction (1.06).

Respondents were also asked to indicate how important specific attributes of Redwood City community services were to them, and how satisfied they were with the attributes of each respective service. The community service attributes investigated are: ‘*Continuing Education classes*’, ‘*Dedicated areas to meet and socialize for youth and teens*’, ‘*Activities for pre-school age children*’, and ‘*Accessible recreation programs for persons with disabilities and caregivers*’. Using a scale of 0 to 4, where 0 represents ‘Not at all important’ and 4 represents ‘Extremely important’, fairly high ratings of importance were given to all of the facility attributes tested, with all attributes of community services considered by respondents to be, at least, ‘Very important’. On a scale of -2 to +2 where -2 represents ‘Very dissatisfied’ and +2 represents ‘Very satisfied’, ‘Continuing education classes’ (1.07) and ‘Activities for pre-school age children’ (0.98) received the highest level of relative satisfaction.

Sense of Community

Respondents were asked to indicate their feelings regarding the sense of community in Redwood City. The majority of respondents felt that the sense of community was either ‘Very’ or ‘Somewhat’ strong (18% and 44%, respectively). Notwithstanding, 24 percent reported that the sense of community was

‘Somewhat weak’, six percent (6%) believed it was ‘Very weak’, and seven percent (7%) felt that there was ‘None at all’.

In a follow-up question, respondents were presented with a list of community groups and asked to rate how strongly each group provided them with a sense of community within Redwood City. On a scale of -2 to +2 where -2 represents ‘Very weak’ and +2 represents ‘Very strong’, the area that respondents indicated they felt the strongest sense of community from was ‘Friends living locally’ (0.86). A relatively equal sense of community were reported from ‘Family living closely’ (0.66), ‘Local based hobbies/sports’ (0.62), and ‘Children’s local schools’ (0.61).

Respondents were asked if there was any ‘Other’ area of their life in Redwood City from which they derived a sense of community. This question was presented in open-end format, which means respondents were free to mention any source, without being constrained to choose from a list. Residents were also allowed to give more than one response. Thirty nine percent (39%) of the respondents indicated that they felt a sense of community from a source other than those that were presented.

Amongst the list of ‘Other’ sources of strength of community ‘City parks and recreation’, ‘Neighborhood’, and ‘Library’ were the three most frequently mentioned (14%, 11%, and 8%, respectively). None of the ‘Other’ sources were mentioned by greater than 15 percent of those who had another source.

City Services

Contact with City employees: Respondents were next asked if they had called, written, or gone to see any City employee or Council member in the year prior to the survey about an issue or problem. Seventeen percent (17%) of the residents said ‘Yes’, while most respondents said ‘No’ (83%).

As a follow-up question, respondents were then asked to indicate how helpful the City employee or Council member was in addressing their issue or problem. Only respondents who had indicated that they had called, written, or visited a City employee or Council member in the past year were asked this question. The majority of respondents believed the City employee or Council member

that they contacted was ‘Very helpful’ (52%), and 26 percent said they were ‘Somewhat helpful’.

Also related to previous questions, respondents were asked to indicate how courteous the City employee or Council member was during their meeting or correspondence. Again, only respondents who had indicated that they had called, written, or visited a City employee or Council member in the past year were asked this question. Most respondents felt that the City employee or Council member that they contacted was ‘Very courteous’ (68%), and 23 percent felt that he or she was ‘Fairly courteous’.

Library services: Respondents were asked if anyone in their household had used any Redwood City public library, or its services, during the 12 months prior to the survey. Sixty-seven percent (67%) indicated that they had used a library, or a library service, while 32 percent said that they had not. Respondents were next asked to rate the level of service at Redwood City’s public library. Forty-two percent (42%) felt that the service was ‘Excellent’, and 38 percent said that it was ‘Good’. Eight percent (8%) of the respondents thought that the service was ‘Fair’ and one percent (1%) felt that it was ‘Poor’.

Street sweeping: When asked to rate the street sweeping services, 29 percent of the respondents felt that the service was ‘Excellent’, and 39 percent thought that it was ‘Good’. Eighteen percent (18%) said that the service in their neighborhood was ‘Fair’, and ten percent (10%) felt that it was ‘Poor’. Three percent (3%) either did not know, or did not provide an answer to the question.

Condition of sidewalks: Respondents were then asked to rate the condition of the sidewalk in Redwood City. Twenty-six percent (26%) felt that the sidewalks were in ‘Good condition all over’, 51 percent believed that they were ‘Mostly good, but few a few bad spots here and there’, and 18 percent thought that there were ‘Many bad spots’ in the sidewalks.

City Cleanliness: When asked to rate the level of cleanliness in Redwood City, over 90 percent of the residents believe that the City is either ‘Very’ or ‘Somewhat’ clean (23% and 67%, respectively). Nine percent (9%) felt that, overall,

the City was 'Somewhat dirty', while less than one percent (<1%) felt that it was 'Very dirty'.

Public safety/Code enforcement: When asked to what extent they felt that abandoned vehicles, graffiti, dilapidated buildings, and lots overgrown with weeds, were problematic, the majority of respondents did not think that there was a problem with the City enforcing these codes (53%), and 23 percent felt that there was 'Only a small problem'. Sixteen percent (16%) said that code enforcement was 'Somewhat of a problem', while eight percent (8%) felt that it was a 'Major problem'.

Police Department: In the next question in the survey, residents were asked to rate the Redwood City police department in their efforts to address neighborhood concerns. Nearly three-quarters of the respondents felt that the RCPD efforts were either 'Excellent' or 'Good' (26% and 47%, respectively). Seventeen percent (17%) of the respondents felt that efforts were 'Fair', and five percent (5%) felt that the RCPD efforts were 'Poor'.

More than two-thirds of the respondents reported that they felt safe in their neighborhood after dark (41% 'Very safe', 37% 'Reasonably safe'). Twenty one percent (21%) of respondents however indicated that they did not feel safe in their neighborhood after dark (6% 'Very unsafe', 15% 'Somewhat unsafe').

When asked how safe they felt walking alone in the business downtown areas after dark, 18 percent said that they felt 'Very safe', and 43 percent stated that they felt 'Reasonably safe'. Twenty-one percent (21%) of residents said they felt 'Somewhat unsafe', nine percent (9%) indicated that they felt 'Very unsafe', and eight percent (8%) either did not know, or did not answer the question.

As a follow up question, those respondents who indicated feeling 'Somewhat' or 'Very unsafe' walking in their neighborhood or the business downtown areas after dark (or both), were next asked to provide reasons for feeling unsafe. The number one reason for feeling unsafe as provided by respondents was 'Gangs/ crime' (26%). This was followed by 'Not enough police visible/available'

(12%), 'Too many men/groups of kids/loiterers' (11%), 'Homeless' (11%), and 'Poor street lighting' (11%).

One final follow up question asked respondents to indicate what would make them feel safer. Again, only respondents who reported feeling 'Somewhat' or 'Very unsafe' in their own neighborhood, in the business downtown areas, or both were asked this question. The number one measure that would increase respondents' sense of safety would be to put 'More police' on the streets. Respondents furthermore indicated that 'Better street lights' (17%), 'More activity at night' (9%), and the absence of gangs (8%) would make them feel safer walking after dark in their own neighborhood or in the business downtown areas.

Contact with Police Department: Respondents were next asked whether or not they had been in contact with Redwood City's Police Department during the past 12 months. Almost three quarters (72%) of the respondents reported that they had not been in contact with the Redwood City Police Department and 28 percent reported that they had. Respondents who indicated that they had been in contact with Redwood City's Police Department were next asked to rate how the police department handled the contact. The greatest percentage of respondents rated the contact as 'Excellent' (44%), followed by 'Good' (30%), 'Fair' (14%), and 'Poor' (11%).

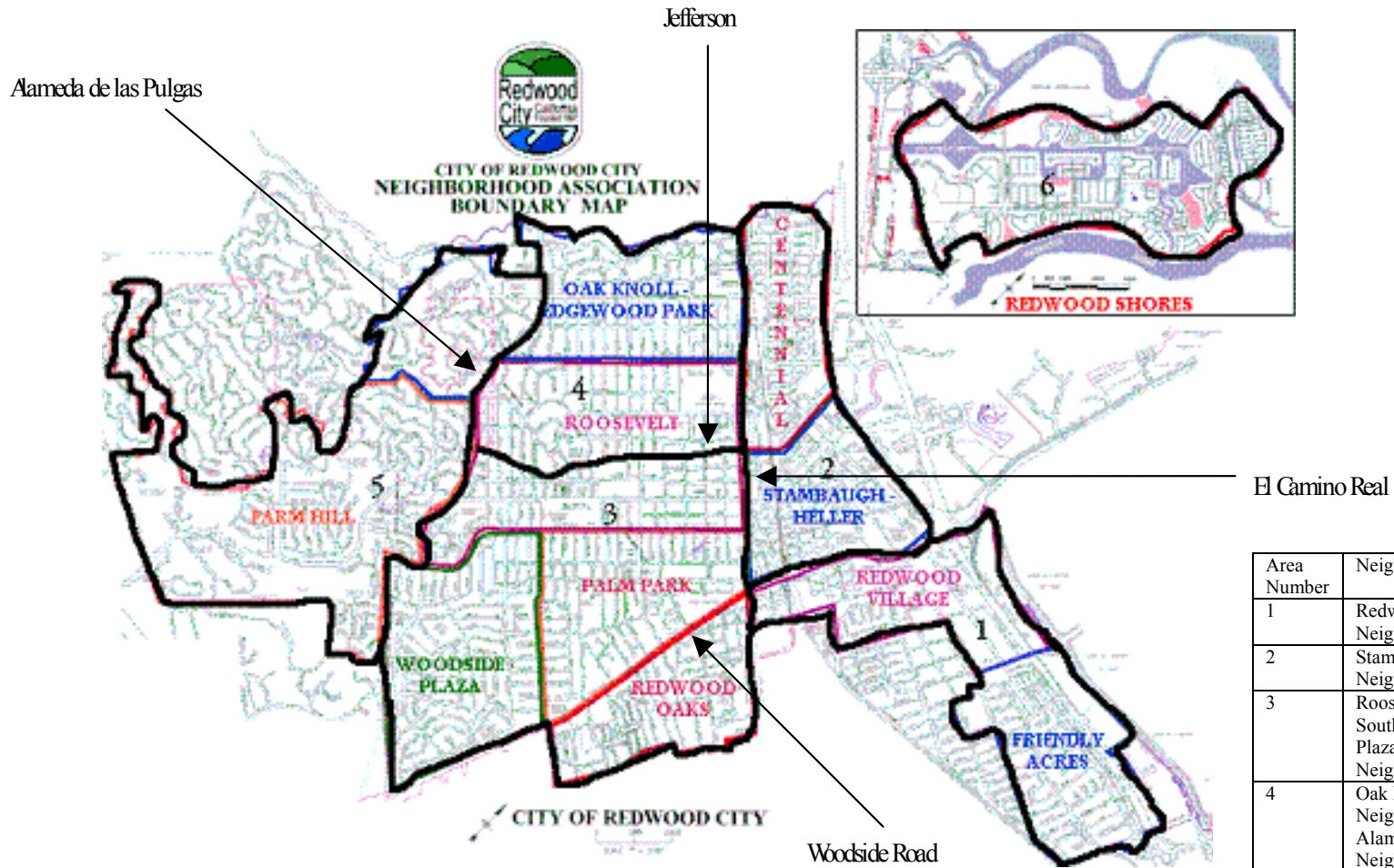
Contact with Fire Department: Respondents were next asked whether or not they had been in contact with Redwood City's fire services during the past 12 months. Eighty eight percent (88%) of respondents stated that they had not been in contact with Redwood City's fire services and 12 percent reported that they had. As a follow up question, respondents were asked to rate the handling of the contact by the fire services team. This question was only asked of those respondents who previously stated that they had been in contact with Redwood City's fire services. The vast majority of respondents rated the handling of the contact as 'Excellent'. Fifteen percent (15%) of respondents rated the contact as 'Good'. Only three percent (3%) of respondents rated the contact with Redwood City's fire services team as 'Poor' or 'Fair'.

Areas

To provide for meaningful analysis, the survey results are segmented by area within the City of Redwood City. Table 1 provides a legend, and Figure 1 illustrates areas 1 through 5 which are superimposed in black ink over the boundary map of Redwood City's Neighborhood associations.

Table 1. Area Legend

Area Number	Neighborhood Associations
1	Redwood Village and Friendly Acres Neighborhood Associations
2	Stambaugh-Heller and Centennial Neighborhood Associations
3	Roosevelt Neighborhood Association South of Jefferson and Woodside Plaza, Palm Park and Redwood Oaks Neighborhood Associations
4	Oak Knoll/Edgewood Park Neighborhood Association East of Alameda de las Pulgas and Roosevelt Neighborhood Association North of Jefferson
5	Oak Knoll/Edgewood Park Neighborhood Association West of Alameda de las Pulgas and Farm Hill Neighborhood Association
6	Redwood Shores Neighborhood Associations



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Conclusions and Recommendations

Based on the research objectives for this study and the findings of the analyses, Godbe Research is pleased to offer the following conclusions and recommendations:

City Satisfaction

Overall, the residents of Redwood City are quite satisfied with City services and facilities. Forty percent of respondents stated they were ‘very satisfied’ while another 47 percent offered ‘somewhat satisfied’. In comparison to the 2001 study where the question was on general satisfaction with the job the City is doing in providing programs, services, and maintaining public facilities, satisfaction has improved slightly. The most significant improvement was the percentage of individuals that stated they were ‘Very satisfied’ (30% in 2001 vs. 40% in 2003).

When looking at overall satisfaction with City services by area, the area that is most satisfied is the ‘Stambaugh-Heller and Centennial Neighborhood Associations’ with 51 percent of the residents ‘Very satisfied’ and 37 percent ‘Somewhat satisfied’. The neighborhood that expressed the lowest level of satisfaction with City services overall was the ‘Oak Knoll/Edgewood Park Neighborhood Association East of Alameda de las Pulgas and Roosevelt Neighborhood Association North of Jefferson’. Within this neighborhood, 29 percent of residents stated they were ‘very satisfied’ and 67 percent were ‘Somewhat satisfied’ - still a ‘satisfied’ base of respondents, but lower in relation to other areas.

Parks, Recreation, and Community Services

Room for improvement exists in parks, recreation, and community services that would help drive overall satisfaction. ‘Summer youth enrichment camps and programs’, ‘Availability and cleanliness of restrooms’, and ‘Accessible recreational programs for persons with disabilities and caregivers’ all surfaced as areas of relative high importance to the community but were rated below average in terms of satisfaction.’

As these items are the first priority to improve, other items need to be maintained within the City’s parks, recreation, and community services offering.

Improving these key issues while maintaining other areas will require cost effective means as not to sacrifice other important service areas. Godbe Research cautions against shifting budget dollars to address key issues while neglecting other service areas.

City Services

Table 2 compares key statistics for the city satisfaction surveys conducted in 1999, 2001 and the current 2003 study for areas such as the *condition of sidewalks, weed/junk/graffiti problem, parks and recreation, library services and police handling of contact*. Given the known margin of error for each of the three surveys, there is no statistically significant change in Redwood City residents' opinions between 2001 and 2003 results on any of these issues.

Table 2. Tracking Survey Results (1999-2003)

Most important issue	1999	2001	2003	% Change
traffic	14%	12%	6%	-6%
education	18%	13%	10%	-3%
crime	8%	4%	7%	3%
housing	10%	13%	15%	2%
energy crisis		6%	1%	-5%
gangs		3%	2%	-1%
Condition of sidewalks				
Good Condition	37%	29%	26%	-3%
Few bad spots	41%	49%	51%	2%
Many bad spots	15%	15%	18%	3%
Weed/junk/graffiti problem				
Big/Somewhat problem	37%	29%	23%	-6%
Small/Not a problem	62%	70%	75%	5%
Used parks/rec past 12 months				
Yes	59%	69%	65%	-4%
No	41%	30%	34%	4%
Rating park/rec				
Excellent/Good	76%	75%	77%	2%
Fair/Poor	9%	16%	18%	2%
Used library in past 12 months				
Yes	66%	73%	67%	-6%
No	34%	27%	32%	5%
Library services overall				
Excellent/Good	77%	78%	79%	1%
Fair/Poor	4%	10%	9%	-1%
Contact with police past 12 months				
Yes	28%	34%	28%	-6%
No	72%	66%	72%	6%
Rating police handling of contact				
Excellent/Good	80%	69%	75%	6%
Fair/Poor	17%	29%	24%	-5%
Past year contact with City employee				
Yes	11%	18%	17%	-1%
no	88%	82%	83%	1%
City employee/Council member-helpfulness				
Very/Somewhat Helpful	79%	77%	77%	0%
Not Very/Not at all Helpful	22%	22%	20%	-2%
City employee/Council member-courteous				
Very/Fairly Courteous	87%	90%	91%	1%
Fairly/Very Discourteous	9%	8%	4%	-4%

Table 3. Summary Results - Tier Iⁱ

	Geographic Area						
	Overall	1	2	3	4	5	6
Satisfaction with overall City services/facilities							
Very/Somewhat Satisfied	87.1%	87.2%	87.9%	87.5%	96.3%	82.9%	89.0%
Very/Somewhat Dissatisfied	9.2%	8.6%	8.6%	9.7%	2.5%	11.9%	5.5%
Satisfaction with reduction of traffic congestion							
Very/Somewhat Satisfied	59.4%	58.2%	66.9%	57.4%	51.8%	53.8%	65.9%
Very/Somewhat Dissatisfied	34.8%	40.5%	28.9%	35.2%	47.0%	39.2%	28.8%
Satisfaction with availability of affordable housing							
Very/Somewhat Satisfied	44.1%	39.3%	52.2%	32.9%	53.1%	41.1%	59.3%
Very/Somewhat Dissatisfied	46.1%	52.7%	41.3%	57.1%	35.9%	44.7%	30.7%
Satisfaction with traffic law enforcement							
Very/Somewhat Satisfied	77.9%	75.6%	83.3%	79.6%	77.0%	70.4%	91.1%
Very/Somewhat Dissatisfied	19.0%	23.2%	15.3%	16.7%	21.7%	27.0%	7.6%
Satisfaction with neighborhood police patrols							
Very/Somewhat Satisfied	76.0%	78.7%	77.5%	72.7%	82.2%	65.8%	88.8%
Very/Somewhat Dissatisfied	17.8%	20.7%	18.9%	19.9%	13.9%	20.0%	7.1%
Satisfaction with promotion of the city's business district							
Very/Somewhat Satisfied	60.6%	65.0%	78.9%	56.5%	57.2%	51.4%	64.6%
Very/Somewhat Dissatisfied	26.3%	25.0%	14.1%	30.9%	35.4%	32.6%	19.9%
Satisfaction with trimming and maintenance of trees							
Very/Somewhat Satisfied	75.1%	71.2%	89.0%	67.9%	77.3%	75.6%	88.4%
Very/Somewhat Dissatisfied	20.1%	20.9%	8.4%	28.2%	18.9%	21.4%	4.8%
Satisfaction with keeping the city clean							
Very/Somewhat Satisfied	85.3%	72.7%	86.5%	86.5%	96.2%	84.6%	90.0%
Very/Somewhat Dissatisfied	13.2%	25.2%	12.5%	12.2%	3.8%	15.4%	4.1%
Most important issue							
Affordable housing	14.9%	14.5%	16.2%	17.0%	20.2%	11.2%	14.2%
Quality of education	10.2%	4.6%	12.2%	12.8%	5.0%	13.1%	9.6%
Communication between City Hall & residents	6.5%	4.2%	1.7%	5.7%	1.5%	10.4%	8.3%
Reducing crime	6.9%	9.0%	8.9%	3.7%	5.7%	4.7%	8.9%
Reducing traffic congestion	6.1%	6.6%	1.8%	5.8%	8.8%	6.3%	7.5%

Table 3 through 7 summarize the survey results across each of the 6 area segments. For ease of presentation we have indicated the areas by number in the table. The legend is repeated following each tier.

ⁱLegend for Geographic Areas is on next page.

Table 4. Area Legend

1	Redwood Village and Friendly Acres Neighborhood Associations
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6	Redwood Shores Neighborhood Associations

Table 5. Summary Results - Tier IIⁱⁱ

	Geographic Area						
	Overall	1	2	3	4	5	6
Past year contact with city employee/council member							
Yes	16.6%	8.3%	5.5%	22.8%	17.8%	21.6%	15.3%
No	82.9%	91.7%	94.5%	76.3%	82.2%	78.4%	84.7%
City employee/Council member - helpfulness	n=100	n=6	n=4	n=36	n=8	n=26	n=13
Very/Somewhat helpful	77.2%	85.3%	79.1%	79.6%	63.6%	75.8%	82.0%
Not very/Not at all helpful	20.4%	14.6%	21.0%	15.5%	29.4%	24.2%	17.9%
City employee/Council member - courteous	n=100	n=6	n=4	n=36	n=8	n=26	n=13
Very/Somewhat courteous	90.6%	92.7%	100.0%	93.1%	91.8%	94.5%	82.1%
Not very/Not at all courteous	4.2%	7.3%	0.0%	4.4%	0.0%	0.0%	9.0%
Sense of Community							
Very/Somewhat Strong	61.6%	59.1%	71.0%	59.9%	59.2%	64.1%	71.2%
Very/Somewhat Weak	29.8%	27.1%	25.9%	33.5%	38.5%	28.7%	25.0%
Used of Park & Rec in past 12 months							
Yes	65.0%	51.9%	66.6%	69.9%	61.9%	61.3%	80.6%
No	34.1%	45.5%	33.4%	29.5%	38.1%	38.7%	18.1%
Rating of Park & Rec Opportunities							
Excellent/Good	77.1%	72.1%	76.7%	77.9%	73.7%	81.3%	82.3%
Fair/Poor	18.2%	23.8%	14.7%	16.4%	22.0%	15.9%	16.5%
Rating of Park & Rec maintenance							
Excellent/Good	81.2%	74.1%	82.6%	83.7%	80.8%	78.0%	87.6%
Fair/Poor	13.6%	16.3%	9.3%	10.7%	16.1%	18.0%	8.7%
Used Library in past 12 months							
Yes	66.8%	55.6%	70.6%	73.8%	76.1%	82.6%	37.0%
No	32.5%	42.4%	29.4%	25.6%	19.2%	17.4%	63.0%
Rating of Public Library							
Excellent/Good	79.3%	86.5%	94.1%	81.4%	80.6%	84.9%	55.5%
Fair/Poor	8.9%	5.4%	1.7%	8.8%	7.9%	5.9%	16.2%
Rating of Street Sweeping							
Excellent/Good	68.4%	63.0%	76.5%	64.2%	75.5%	62.2%	85.3%
Fair/Poor	28.3%	36.3%	23.5%	31.9%	24.6%	32.5%	6.9%
Rating of Sidewalks							
Good condition/mostly good a few bad spots	76.3%	86.2%	78.7%	72.7%	68.3%	69.5%	92.3%
Many bad spots/no sidewalks	21.5%	12.3%	20.8%	26.2%	31.6%	25.4%	4.8%

ⁱⁱLegend for Geographic Area is on next page.

Table 6. Area Legend

1	Redwood Village and Friendly Acres Neighborhood Associations
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6	Redwood Shores Neighborhood Associations

Table 7. Summary Results - Tier III

	Geographic Area						
	Overall	1	2	3	4	5	6
Cleanliness of City							
Very/Somewhat Clean	90.2%	88.9%	93.9%	92.1%	94.0%	83.9%	93.6%
Very/Somewhat dirty	9.3%	11.1%	6.1%	6.8%	6.0%	16.2%	5.1%
Abandoned vehicles/graffiti/diapidated bldgs							
Not a problem/Only small problem	75.4%	57.5%	63.0%	83.1%	81.7%	81.3%	86.5%
Major/Somewhat of a problem	23.1%	39.7%	37.0%	16.9%	18.3%	17.9%	7.5%
Rating of Police Dept							
Excellent/Good	72.9%	71.4%	77.0%	72.8%	80.7%	63.8%	85.5%
Fair/Poor	22.4%	26.1%	20.7%	21.4%	16.1%	29.2%	12.0%
Safety in Neighborhood							
Very/Reasonably safe	77.3%	71.0%	70.8%	77.8%	79.2%	77.7%	95.9%
Very/Somewhat safe	21.3%	29.0%	28.0%	19.6%	20.8%	20.4%	4.1%
Safety in Downtown							
Very/Reasonably safe	61.2%	70.0%	57.0%	59.9%	67.2%	59.8%	61.0%
Very/Somewhat safe	30.2%	23.3%	40.6%	28.4%	29.3%	33.2%	26.9%
Contact with Police Dept past 12 months							
Yes	28.2%	29.2%	23.9%	31.7%	19.8%	30.3%	23.8%
No	71.6%	68.7%	76.1%	68.3%	80.2%	69.7%	76.2%
Rating of Contact	n=170	n=21	n=18	n=50	n=9	n=37	n=21
Excellent/Good	74.5%	62.9%	75.7%	72.8%	74.7%	74.3%	83.6%
Fair/Poor	24.2%	37.1%	24.3%	25.4%	25.3%	25.7%	16.4%
Contact with Fire Services past 12 months							
Yes	11.9%	14.7%	11.3%	13.3%	16.9%	10.9%	8.0%
No	88.1%	85.3%	88.7%	86.7%	83.1%	89.1%	92.0%
Rating of Contact	n=71	n=11	n=9	n=21	n=8	n=13	n=7
Excellent/Good	97.6%	100.0%	100.0%	100.0%	92.6%	100.0%	82.9%
Fair/Poor	2.5%	0.0%	0.0%	0.0%	7.4%	0.0%	17.1%

Table 8. Area Legend

1	Redwood Village and Friendly Acres Neighborhood Associations
2	Stambaugh-Heller and Centennial Neighborhood Associations
3	Roosevelt Neighborhood Association South of Jefferson and Woodside Plaza, Palm Park and Redwood Oaks Neighborhood Associations
4	Oak Knoll/Edgewood Park Neighborhood Association East of Alameda de las Pulgas and Roosevelt Neighborhood Association North of Jefferson
5	Oak Knoll/Edgewood Park Neighborhood Association West of Alameda de las Pulgas and Farm Hill Neighborhood Association
6	Redwood Shores Neighborhood Associations