

**Superior Court of California
County of San Francisco
Office of Collaborative Justice Programs**

**Community Justice Center
Baseline Survey, Fall 2008**



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Executive Summary

The San Francisco Community Justice Center (CJC) is a neighborhood-based collaborative court of the Superior Court of California. It creates partnerships to help resolve local problems, with the goals of improving community well being, reducing the recidivism cycle of offenders, and building confidence in the judicial system. The CJC depends on new partnerships between city government and community stakeholders concerned with public safety, including residents, merchants, faith-based organizations, social service providers, schools and businesses (Albers, 2008).

In anticipation of the opening of the CJC in March 2009, the Office of Collaborative Justice Programs (OCJP) contracted with the Department of Public Health Community Behavioral Health Service (CBHS) branch to conduct a baseline community survey. The aim of the survey is to measure the attitudes of residents and visitors in the designated region towards Community Environment, Safety, Social Services, Public Trust and Confidence, and Awareness of the Community Justice Center. The OCJP intends to use this initial data sampling to compare perceptions of key issues in the CJC region over time.

To effectively represent the community, CBHS utilized a three-pronged approach, including a phone survey, a street survey of passersby, and a business survey. In total, 394 surveys were collected in November and December 2008.

Community Environment

The survey sought to determine which issues enhance or detract from the experience of residents, employees and visitors to the area. Homelessness and drug problems were cited as the most serious problems. Poverty and lack of jobs were also seen as serious problems, while respondents were less concerned about cleanliness and beauty.

Safety

The issue of safety is a major concern. A majority of those polled thought it was unsafe to walk the streets at night. Many respondents wrote of serious crime issues that they had either experienced first hand or feared that they might experience at any time. Others expressed concerns about the area's homeless population, gangs and rampant drug activity.

Social Services

The area under study is rich in a variety of social services such as health (medical), mental health and substance abuse services. While social services are in demand, many respondents had either not heard of, or had a neutral opinion of the services available. When given a chance to specify what services they would like to see, respondents cited job training, additional police and housing services as the most needed.

Public Trust and Confidence

While 43 percent of respondents felt confident that the police would respond appropriately when called, only 25 percent expressed trust in the Courts. Conversely, 44 percent stated that they did not believe that the courts appropriately handle criminal suspects, and 28 percent said that they

had little or no confidence in the police. People appear to trust the police somewhat, however, they feel negatively towards the courts.

Awareness of Community Justice Court

People were ambiguous, if not decidedly negative about a number of issues in this survey - but not about how they felt about the impending commencement of CJC operations. All the various demographic groups and all the neighborhoods within the study area felt similarly: the CJC is a great idea. Fifty-nine percent were positive or very positive about its opening, while only eight percent expressed any negative sentiment toward the CJC. This apparent goodwill toward the CJC from this survey's respondents is especially impressive given the low confidence expressed for the courts in general.

Introduction

San Francisco is a relatively small city of only 47 square miles and a population of 776,733 residents (Census 2000), but it has many of the social, health, and economic challenges that plague larger urban cities. San Francisco's ethnic makeup is unique: 44% Caucasian, 31% Asian or Pacific Islander, 14% Latino, 8% African American, and 3% multi-racial (Katz, 2003). The city's inner city neighborhoods are characterized by disproportionate rates of violence, poverty, poor health care access, and organized drug and gang activity. Studies consistently show that poverty is distributed disproportionately across categories of race and ethnicity in San Francisco (Northern California Council for the Community, 2001).

Community members within the Community Justice Center (CJC) region, which includes the Tenderloin, Civic Center, Union Square, and South of Market neighborhoods,¹ have a vital interest in the workings of the criminal justice system in their neighborhoods. While the district forms the heart of the city and has many positive features, such as excellent public transportation, an architecturally interesting environment and enhanced access to service providers, the area also has the highest percentage of people living below the poverty line (23%), is "home" to 45% of the City's homeless population, and suffers between 1/4 and 1/3 of all crime in San Francisco - including 57% of all drug related crimes. It is no surprise that the 2008 *Community Justice Center Needs Assessment Report* by the Center for Court Innovation, conducted in Supervisorial District 6, found that 49% of residents felt "unsafe" or "very unsafe" walking alone at night in their neighborhoods.

With these challenges confronting residents, business people, students, the homeless and other community members, the Office of Collaborative Justice Programs (OCJP), with the suggestion of the Controller's Office, has undertaken a survey research effort. The CJC survey was designed to quantify how residents and visitors feel about the community environment, crime and safety, social services, and police and court activity. The OCJP intends to use this initial data sampling to compare perceptions of key issues in the CJC region over time.

¹ The CJC catchment area is bounded by Bush Street on the north, Kearny and 3rd Streets on the east, Harrison and 13th Streets on the south and Gough Street on the west.

Methodology

Study Design

A baseline survey of the study area (see Appendix A) to determine resident's and visitor's perceptions of crime and social conditions in their neighborhoods was undertaken during the fall of 2008 by the Department of Public Health's Community Behavioral Health Service (CBHS) branch. This survey serves as the first of a multi-year effort by the CJC to better understand the community in which it is embedded. CBHS proposed a *trend study* design to gain this understanding of societal changes. Trend studies are designed to query a target population multiple times to observe the shifts in the public's perceptions over time. Though different individuals may be included in subsequent surveys, the same population is represented. Trend studies provide information about net changes at an aggregate level.

This type of study involves only the collection of data. No intervention by the researcher/interviewer is attempted beyond the collection of data. Trend studies are uniquely appropriate for assessing change over time and for their ability to predict what might happen in the future based on what may be happening in the present or immediate past. *Predictive* studies employ variables that are collected and measured at more than one time period. Thus trend data collected at the beginning of the project allows researchers to determine if there is a change in attitudes about crime and community well being.

Themes

In addition to basic demographic questions, the survey sought to capture information about five themes: Community Environment, Safety; Social Services; Public Trust and Confidence and awareness of the Community Justice Center. These themes build on concepts emphasized by the *Community Justice Center Needs Assessment Report* (January 2008) and the *Central Market Community Benefit District, Community Outreach Survey Report* (August 2007). The Office of Collaborative Justice Programs determined that these five themes were of particular interest to the effective development of the Community Justice Center.

- *Community Environment* describes the overall feeling of the CJC region, including the prevalence of social problems, the availability of necessary amenities, and the cleanliness and beauty of the area. These issues often enhance or detract from the experience of residents, employees and visitors to the area.
- *Safety* addresses both perceived safety and actual victimizations. This concept contributes to the community environment, and reflects both real and perceived levels of public safety.
- The theme of *Social Services* focuses on community needs and the means to address those needs.
- *Public Trust and Confidence* seeks to understand the public's sentiment towards government, and particularly regarding the effectiveness of the police and the courts in addressing crime.
- The *CJC Awareness* theme measures how aware the community is of the CJC, as well as how respondents feel about its implementation. Future surveys will measure awareness and perceptions of the CJC after it has begun working in the community.

Sampling Technique

The project design was to administer a baseline survey to establish a starting point for an ongoing trend study. CBHS proposed a mixed probability sampling technique to support the trend study design. Three different populations within the study area were surveyed using three different methods.

First, residents in the 94102 and 94103 zip code were called from a randomized list by a reputable call center over a 5-day period during different times of the day. Not every resident in the study area was included in the randomized list because not every resident has a listed phone number. Some residents have cell phones only and were not included. Clearly, homeless people were excluded from this effort. The zip code areas do not constitute a complete overlay of the study area, so some streets were systematically excluded from this part of the data collection effort. This was an issue to consider, but it is believed that the benefits of a scientifically randomized sample in the largest part of the district outweighed the problem of several outlying parts not being included. The calling scheme had the advantage of being scientifically repeatable in a follow-up study and it was an economically feasible method of data collection. Fifty-two hundred calls were made and 200 surveys were completed.

Secondly, surveys were collected from people on the street in selected areas that were underrepresented by the phone survey. Of particular interest were people who come from outside the study area to work, students who attend school in the study area, and homeless persons. These groups constituted highly desirable subsets of the area's population that would be necessary to help the CJC better understand the 'moving parts' of this large and diverse neighborhood. Working together, two trained survey workers randomized the potential survey participants by counting and approaching every third person who walked past the area where the workers were stationed. Survey workers responded to participant questions immediately. An incentive (a Peet's Coffee gift card) was offered to the people who were surveyed on the street. The gift card was very popular and most people very much appreciated receiving the incentive (personal communication with survey administrators). A total of 150 surveys were sought and 165 were actually collected. Of the three groups, homeless people were the easiest to poll, followed by students, and finally workers. The latter two groups were often in transit from one place to another and many were resistant to stopping for the survey.

Third, businesses in three distinctly different areas (Little Saigon, Geary Street theater district, and 9th Street below Market Street) were surveyed. These areas (also referred to as locations or districts) were mapped and numbered prior to commencement of data collection to record street level business. A protocol (see Appendix B) was developed and utilized in all three areas. The CBHS Evaluation Unit was seeking to collect 12 surveys from each of the three areas but was only able to obtain a total of 31 surveys from the 36 identified businesses. The survey takers followed the protocol in all cases, so that when all the businesses had been contacted in the mapped area that ended the survey for that area. Only in Little Saigon did the businesses respond by giving 12 surveys. The 'theater district' yielded 10 surveys while surveying in the 9th Street (below Market) business area yielded only 9 surveys.

In the Little Saigon district, the first business area to be surveyed, the Evaluation Unit learned that the opportune time for collecting surveys was between 9:30 and 11:30 am. Since many of

the businesses sought were restaurants, they had difficulty cooperating after that time. The same technique was attempted in the other two areas, but more people in those businesses were resistant to talking to the survey administrators.

For all three survey techniques, the training of survey workers stressed the importance of explaining the completely voluntary nature of the survey. Any potential participant had the opportunity to decline either at the beginning or at any time during the survey process. A written consent form explaining the survey effort was offered to each person approached. Survey administrators carried the consent form (see appendix C) along with the survey instrument itself (see appendix D) and a CJC information sheet (see appendix E) in 5 different languages.²

Simple demographic information was gathered as part of the survey questionnaire. This information is used in this report to assess relationships between respondent characteristics and perceptions as expressed in the survey.

Quantitative Survey of Local Residents, Business Owners and Visitors

CBHS employed a quantitative interview instrument to gather information from the target population. Interviews were conducted in-person or by phone with trained interview staff.

A survey instrument was designed by OCJP and SFDPH prior to the start of the project. A fact sheet regarding the nature and importance of the survey project was completed. This document evolved into a consent form after consultation with UCSF's Committee on Human Research. An information sheet was also developed to inform the respondents about the nature of proposed CJC activities. This sheet was only offered to the respondent after they had completed the survey so as not to bias responses to the survey. Inevitably, some information about the CJC was passed on to the respondent, either before or during the completion of the survey, because of questions regarding the survey. However, survey administrators offered only very basic information regarding the CJC.

The survey questionnaire, the fact sheet and the information sheet were translated into Vietnamese, Spanish, Chinese and Tagalog prior to the start of the survey effort.

The survey specifically gathered quantitative data to measure the following:

- Perceptions of personal safety in the neighborhoods
- Types of crimes and social issues that are noticed the most frequently
- Perceptions of the responsiveness and/or role of City government, of the stakeholders in the criminal justice system
- Perception of level of social services available
- Perception of quality of services
- Knowledge of CJC operations.
- Demographic information

The questionnaire was constructed of true/false, multiple choice and several short answer questions. Some questions employed the "Likert Scale" format to capture the individual's

² English, Spanish, Vietnamese, Spanish, Tagalog, and Cantonese.

response to concepts that could be coded in a range between 1 and 5. An example of this style of question would be: “How safe do you feel walking alone in your neighborhood after dark? (Answers: (1) not safe at all, (2) feel a little nervous, (3) feel ok, (4) feel pretty safe and (5) feel very safe). This question style captures most of the range of possible responses, while keeping the response quantitative.

Human Subject Review

An application for exempt status was submitted to the University of California’s Institutional Review Board (IRB) and that status was granted for the project on October 24, 2008. All stipulations and restrictions were observed throughout the survey period.

Providing Measurement Over Time

The baseline survey was designed to be the basis for an ongoing study. The study design assumes that the individuals in the sample frame will not be the same from year to year, although they could be inadvertently sampled. The same or similar groups could be targeted for the survey in subsequent years. A similar analysis used in the first year could be used in subsequent years to analyze the results. Using similar groups and analysis in the future will allow the observation of trends in the community’s changing perceptions of CJC activities and how they impact the community.

Additional questions could be added to the follow-up interview to observe specific changes observed after the CJC program implementation. Additional questions will necessitate the modification of the analysis, to add the new items.

Developing a Feedback Mechanism

A feedback loop from community members to the CJC was investigated. Judging from the responses (see appendix F) of participants to the open ended question soliciting additional comments at the end of the survey (#19 Comments), many people liked and appreciated the survey and the Court for undertaking this work. Several said that the survey should be done again. Many were interested in the concept of the CJC and took the information sheet when offered at the end of the survey process. It appears that aside from a phone number or web site for those interested enough to seek out the CJC, the survey itself might be a most useful tool to inform the public in these neighborhoods of the CJC’s work.

Data Collection

Phone survey

After several phone discussions with the owner of the call center in Florida, it was determined that the questionnaire was sufficiently clear to proceed with training of the callers. Both English and Spanish language forms were provided along with consent forms and fact sheets in both languages. Training calls were made on the weekend of November 8 and 9, 2008. Twenty-seven residents were called in a pre-test to train the callers in using the script - those records were not complete and are not used in the current study. Calling took place between November 10th and November 12th, 2008. The owner of the call center, Mr. Robert Luongo stated in an email:

“I must say, my agents really enjoyed this project. I have three agents that lived in the SF area at one time and they really could relate with the survey. The residents were very responsive to the survey. Overall the project went very well and I think that we captured some good results and comments for you.”

The 200 responses obtained differ somewhat from those subsequently collected on the street and during the business data collection. The phone responses are characterized by many long comments in the four open-ended questions (#6, 7a, 9j and 19). It appears that released from the need to write long answers themselves, respondents related experiences in depth, while call center agents recorded their thoughts.

Mr. Luongo made an interesting (and useful) observation after the pre-test calls were made to test the questionnaire and the agents' understanding of the specific questions. His agents wanted more information on the CJC because the questionnaire sparked people's interest and curiosity regarding the effort. Subsequently, the information sheet was supplied and was read to those respondents who wanted to know more about the CJC (nearly all did) after the agent and respondent completed the survey (phone conversation with Mr. Luongo).

Business and Street Surveys

The street level survey started on November 17, 2008 with a training session to explain the study goals and objectives to CBHS employees and volunteers from various agencies (see training agenda, Appendix G). Most of the surveys were collected by Georgia Jackson with the able assistance of Theresa Jones (Judicial Fellow with the Superior Court) who repeatedly volunteered to accompany Georgia. Richelle Mojica and Jonas Abela, from CBHS also collected surveys on several occasions. A second training was held on Wednesday, November 19, 2008 to train several new volunteers and several surveys were collected by one of the volunteers from that training.

Business Survey

The business survey was more difficult to administer in several ways. First, the survey administrators had trouble with the concept of the mapping and randomization of the three areas. The areas were mapped in late September of 2008 and were randomized prior to the survey administrators' training, but the maps added some confusion that was absent in the street survey. The logistics of understanding the map and the skip patterns had to be discussed with survey

administrators at several follow-up training sessions. Secondly, in all but the Little Saigon area, survey administrators had to approach every business mapped in the selected areas. The persistence and professionalism of Georgia Jackson and Theresa Jones led to the successful, yet labor-intensive effort.

Street Survey

The first expedition to collect the surveys began on Friday, November 21, 2008, with the homeless population targeted. The last survey was collected on December 12, 2008 from the Little Saigon area. One survey was sent via mail and received on December 12, 2008. All surveys have been entered and cleaned.

Survey Results

Following is an enumeration of the individual questions from the survey. A total of 394 surveys were collected. Table 1 (Appendix M) contains the questions and the resulting answers along with several descriptive statistics. For those questions with a numeric response (Likert scale questions), the mean and standard deviation is given. The columns labeled '1) Strongly positive' or '5) Strongly negative', etc., relate to questions 1 through 5, 8, 10, 11 and 13 on the questionnaire. The questions are asking for ratings or feeling about various issues. The rating goes from '1' to '5', where '1' is the most positive ('not a problem', 'excellent', etc.) to '5' which indicates the most negative rating or feeling about the issue ('big problem', 'very poor', etc.). An option of '6' was also offered so that the respondent could say that s/he didn't know about an issue, rather than answering '3' which is interpreted as being 'neutral' about the issue. Since the '6' response on the Likert scales questions does not have the same meaning as a '1' or a '5', the '6' response was removed for purposes of the mean and standard deviation calculations as well as the ANOVA tests. Table 1 (Appendix M) contains the number of responses for each question. Open-ended responses (#6, 7a & 19) are listed in Appendices I, J and F respectively.

Discussion of Responses

Respondents were asked to rate their feelings about a number of prominent issues in the neighborhoods under study. Question #1 is a nine-part question (1a through 1i) that asks about perceived problems in the community. Respondents thought that all but two of the listed problems were in fact serious problems (mode = 5). The only issues that did not elicit such strong negative reactions were prostitution (mode=3) and graffiti. The problem that nearly everyone agreed was serious was that of homelessness with 341 (85%) rating it either '4' or '5' ('5'=265 (67%)); and, the fewest respondents either claimed they didn't know ('6' = 2 (<1%)) or felt neutral ('3'=33 (8%)) about it. 'Drug problems' was the second most cited of the issues with 280 (71%) rating it '4' or '5' ('5'=196 (50%)). Question 6 asked the respondent to write the issue that most concerned them and many wrote some combination of both homelessness and drugs (see Appendix I).

Question 2 (a through e) asked about positive elements in the community like the affordability of childcare, cleanliness, etc. Many people (n=171 (44%)) said that they knew nothing about the availability of child care (mode=6) and in fact the number of respondents claiming that they didn't know about this topic was higher than in question 1 for nearly all question parts. Three of the five topics (cleanliness, beauty and availability of positive social activities) were rated more highly (mode=3) than the more negatively emphasized issues in questions #1. Only the availability of affordable housing was deemed 'very poor' by a majority (mode=5) where 68% (n=253) said the quality was either poor (n=89) or very poor (n=164).

Question #3 asked how the respondent felt about walking the area's streets during the day. A clear majority of 68% (n=258) said that it was either safe ('1'=169) or pretty safe ('2'=89).

Walking the streets at night (question #4) was perceived rather differently, as 53% (n=208) thought that it was either rather unsafe ('4'=95) or unsafe ('5'=113). Twenty-eight percent (n=110) said it was safe or pretty safe to walk after dark.

Question #5 asked how confident the respondent felt that someone would help them if they were in need of help. The mode was '3' for this question, but more people lacked confidence that they would be helped ('4' or '5' = 147 (37%)) than those that thought that help would be forthcoming ('1' or '2' = 119 (31%)).

Question #6 asked the respondent to write in the issue or crime that was of most concern to them. Of the 333 (85%) that wrote something in the box, nearly a third (n=106 (32%)) cited drugs or drug dealing as their biggest concern. Other issues most often mentioned (n=89 (27%)) were major crimes (robbery, assault, rape, etc.). Homeless issues were the 3rd most mentioned (n= 44 (13%)) concern. Please see Appendix I for the individual responses along with the coding scheme used to count the various categories.

Question #7 asked if the person had been the victim of a crime in the past year in these neighborhoods. Twenty percent (n=76) said that they had been crime victims. Of these, 42 (55%) respondents said that they had experienced a property or vehicle crime, a theft, or some sort of harassment. The remaining 28 (45%) said that they were robbed, mugged or assaulted. Please note that the number of people answering 'yes' to question #7 does not correspond exactly to the number of comments left on #7a. See Appendix J for the individual responses and the coding scheme.

Question #8 is a multi-part question that asks the respondent to assess various social service agencies. In nearly every case the mode for these questions was '6' ('don't know'). If we ignore '6' then the mode is '3' with a very even distribution between the other choices ('excellent' to 'very poor'). Medical health services seemed to fare the best with 104 (36%) people saying they were 'excellent' ('1'=52) or 'very good' ('2'=52).

Question #9 was another multi-part question that asked the respondent to check off those services that s/he would like to see in the neighborhoods. 'Housing services' was the most cited with 139 (35%) people checking the box, followed by job training and placement with 129 (33%). The last choice (9j) was 'other' and a space was provided for the respondent to write in the service or resource that she would like to see. The range of issues brought up is diverse, ranging from demands for more police to requests for more solar power and organic gardens. The individual responses are listed in Appendix K.

Question #10 asks how confidently the person feels that the police will respond appropriately when called. The mode in this case was '3' with 164 (43%) people saying that they were very confident ('1'=74) or confident ('2'=92). A total of 108 (28%) said that they felt little ('4'=59) or no ('5'=49) confidence in the police.

Question #11 similarly asks how confident the respondent is that the courts will act responsibly when handling criminal cases. Here the spread is similar to question #10, with the mode equaling '3', but skewed in the opposite direction - in this case the majority of people said that they either had little ('4'= 97) or no ('5'=73) confidence in the courts. A total of 170 (44%) said they didn't trust the courts as opposed to 95 (25%) who said they did.

Question #12 asks if the respondent has heard of the Community Justice Center. One hundred twenty-four (27%) claimed that they had heard of the court, 262 (67%) said they had not heard. From discussions with the survey takers the point must be made that at least some people (the ones who asked), were unsure of how to answer this question as they may have just heard of the CJC from the survey administrator for the first time. The ‘yes’s’ comprise a bit less than 1/3 of the total population surveyed, perhaps more that might have been expected. Please see the recommendations section for further discussion on this topic.

Question #13 asks respondents to rate their feelings about the opening of the CJC. The observation above is strengthened by the finding that only 73 (19%) people reported ‘6’ or ‘don’t know’, as opposed to the 262 (68%) who said they had not heard of the CJC in the previous question. It’s clear that many liked the idea of the CJC. Two hundred twenty-one (59%) expressed either positive (‘2’=73) or very positive (‘1’=148, also the mode) feelings. Only 30 respondents (8%) had a negative opinion about the CJC. It is clear from discussions with survey takers that respondents were very enthusiastic about the concept of the CJC and were not going to let the fact that they had not heard of it previously stop them from registering their opinion about it.

Question #14 asked what the respondent’s first language was. The great majority reported English (n=314 (85%)). Spanish was a very distant number two, 12 (4%) respondents reporting it as their first language. See Table 1 for the complete distribution of languages reported. The number reporting English as a first language seems high, given the population of the area. It is possible that that people thought ‘first language’ referred to the language they used most of the time, not the one they spoke as a child. Please see the recommendations section for further discussion on this topic.

Table 1

#14 first language (n=370)	Count (%)
1) English	314 (85)
2) Spanish	12 (3)
3) African	1 (<1)
4) Chinese	8 (2)
5) Filipino	7 (2)
6) Mid East	4 (1)
7) German	4 (1)
8) Russian	1 (<1)
9) Dutch	1 (<1)
10) Portuguese	4 (1)
11) French	2 (<1)
12) other Asian	8 (2)
13) Greek	1 (<1)

Question #15 asked about the respondent’s connection to the neighborhoods under study. Due to the phone survey, just over half (204/389) said they were residents. The next most common response was for ‘Employee/worker’ (n=62; 16%) followed by ‘homeless’ at 13% (n=51). See Table 2 for a complete listing of this variable. Please be aware of the fact that 14 people checked

more than one box – most often homeless people saying they were also residents (they are counted as ‘homeless’ in the Table 2 data).

Table 2

#15 Primary Connection (n=389)	Count (%)
a) Resident	204 (52)
b) Employee/worker	62 (16)
c) Merchant/business owner	35 (9)
d) Student	30 (8)
e) Visitor	5 (1)
f) Homeless	51 (13)
g) Decline to state	2 (<1)

If a respondent checked the ‘student’ box ‘(d) for question #15, they were asked to supply the name of the school they attend. Of the 28 (of 30) who wrote in the name of a school after checking the student box:

- 9 (32%) at Hastings Law School,
- 6 (22%) at The Art Institute of San Francisco,
- 6 (22%) at California Institute of Integral Studies,
- 4 (14%) at San Francisco State University,
- 1 (3%) at ‘AAU’ (Academy of Art University),
- 1 (3%) at ‘Skyline CC’ (Community College), and
- 1 (3%) at ‘FIDM’ (Fashion Institute of Design & Merchandising).

Question #16 asked for ethnicity. Just over half said they were ‘white’ (203) followed by 70 (18%) who said they were ‘black’. Forty-five (12%) said they were ‘Asian American or Pacific Islander’; 30 (8%) reported they were Hispanic or Latino; 3 (<1%) were American Indian, 32 (8%) were ‘other’ and 8 (2%) declined to state what their ethnicity was. Please see Table 3 and also the recommendation section for further discussion on the wording of this question.

Table 3

#16 Ethnicity (n=392)	Count (%)
a) Black	70 (18)
b) White	203 (52)
c) Asian American or Pacific Islander	45 (11)
d) Hispanic or Latino	30 (8)
e) American Indian	3 (<1)
f) Other	32 (8)
g) Decline to state	8 (2)

Question #17 asked for gender. There were 213 (54%) males, 167 (43%) females, 6 (2%) ‘others’ and 5 (1%) declined to state. Please see Table 4.

Table 4

#17 Gender (n=392)	Count (%)
a) Male	213 (54)
b) Female	167 (43)
c) Other	6 (2)
d) Decline to state	5 (1)

Question #18 asked for the respondent's age category. No respondents were under the age of 18 years, 32 (8%) were between 19 and 25 years old, 111 (28%) were between 26 and 40 years old, 173 (44%) were between 41 and 60 years old, 70 (18%) were 61 or older and 4 (1%) declined to state. Please see Table 5 and also the recommendation section for further discussion on the wording of this question.

Table 5

#18 Age (n=391)	Count (%)
a) Under 18	0 (0)
b) 19 -25	32 (8)
c) 26 -40	111 (28)
d) 41 - 60	173 (44)
e) 61 or older	70 (18)
f) Decline to state	4 (1)

Table 6: Comparison of CJC Survey demographics to those of the 2000 US Census

Characteristic	CJC Baseline Survey	2000 US Census 94102/94103 zip codes
<i>Ethnicity</i>		
White	52%	47%
Black	18%	9%
Asian	18%	29%
Hispanic	8%	19%
American Indian	1%	1%
<i>Gender</i>		
Male	56%	59%
Female	44%	41%
<i>Age</i>		
Under 18 years	0%	Average Age: 38 years
19 – 25 years	9%	
26 – 40 years	29%	
41 – 60 years	45%	
Greater than 60 years	19%	
<i>Primary Connection to the study area</i>		
Resident	52%	-
Employee	16%	
Business owner	9%	
Student	8%	
Visitor	1%	
Homeless	13%	

Item number 19 on the survey was provided so that respondents could comment about anything to do with the CJC initiative, or anything else for that matter. Comments ranged from pleas for more restrooms in the Tenderloin to statements like the following: *“I wish I knew more about CJC. If I knew more I would support it.”* Please see Appendix F for a complete listing of all comments.

Analysis

By conducting this survey, OCJP sought to measure the perceptions and feelings of community members and visitors regarding several key topics. The 19 questions in the survey were intended to shed as much light as possible on the following themes or factors without taking up too much of the respondent's time: community environment; safety; social services; public trust and confidence; and, awareness of the CJC. Some of the questions may fall within the boundaries of several themes, but have been analyzed only in the groups below as specified.

The analysis is based on the means and standard deviations for each question. Where strong differences were seen in the means, an ANOVA test was performed and found to be significant in 69 cases (see Appendix L). Where relevant to the discussion, those findings are included below. The reference in parenthesis (example: '(1)') indicates the number to go to in Appendix L, first column, where the ANOVA results will be found in **bold**. If the respondent answered 'don't know' ('6'), that response was removed from the calculations. Table 1 (Appendix M) contains the means and standard deviation for each question containing a numeric range.

Demographics

The survey collected a limited amount of demographic data from respondents. Questions 14 through 18 asked for age, gender, language, ethnicity and the respondent's connection to the area. Question number 7 asked if the respondent had been a crime victim.

How do variations within these demographic parameters affect how the community might perceive crime, safety and environmental issues? Following, where possible, is a look at the various questions viewed through several demographic lenses.

First Language

Question #14 asked the respondent to write in their "1st language". As can be seen in Table 2, 314 (85%) respondents claimed English as their first language with a variety of other languages making up the remaining 53 (15%) responses. Even when making two groups: English speaking and non-English speaking, we still have two very unequal groups with which to make comparisons. The only significant finding from testing first language against the various other questions was the fact that English-speaking respondents felt that prostitution was a lesser concern (27).

Primary Connection

Question #15 asked the respondent to check a box indicating how that person is connected to the area. Table 3 displays how many selected each category. In general, residents thought that a variety of topics were less serious than the other groups, were more confident of police, the courts and their fellow citizens to come to their assistance. As mentioned previously, residents were most concerned about the homeless problems, followed by the homeless themselves. Residents were the most enthusiastic (along with employees) about the opening of the CJC. Homeless people were the most distrustful of the police and the courts (29).

Ethnicity

Question #16 asked the respondent to select their ethnicity from a given list (black, white, Asian American or Pacific Islander, Hispanic or Latino, American Indian, other, decline to state). Table 4 shows their responses. The 2000 US census (Appendix T) shows that for the area under study, whites make up 47% versus 52% in this study. Blacks are 9% of the census but make up 18% of this study, while Asians are 29% of the census and 18% of this study. Hispanics make up 19% of the census but are only 8% in this study. American Indians make up 1% of both the census and the current study.

Blacks were most likely to rate the issues brought up in question #1 the most negatively. Their responses were statistically significant in every item in question #1 with the exception of #1e. That question deals with homelessness and nearly everyone in the survey rated it as most serious (Appendix M). Blacks rated it more negatively than others, but it was not statistically significant.

Gender

Question #17 asked the respondent to state their gender. There were 213 (54%) males and 167 (43%) females responding with 11 (3%) more stating that they were either 'other' or they declined to state. The 2000 census reports 59% of the area under study are male, 41% are female. Males and females saw many of the items in nearly identical terms with the exception of #1f – prostitution (women more concerned); #4 – safety of walking at night (women more concerned) and #8b – job training (women more supportive).

Age

Question #18 asked the respondent to indicate which age category they fell into. The census reports the average age of people in the area as 38 years old. The current study found that 9% fell into the 19-25 year old age group, 29% into the 26-40 group, 45% in the 41-60 group and 19% were in the over 61 year old group. The study did not collect any surveys from people under 19 years old. Older people tended to see environmental and social issues in question #1 more negatively than younger people, and were more fearful of walking around the area either in the day or night. Older people were also slightly more trustful of the police and the courts and possessed more confidence in their fellow citizens to help them if needed. Overall, older people were the most supportive of the CJC opening.

Themes

Community Environment

The main questions dealing with community environment are #1 (1a through 1i), 2c and 2d. Most people had strong opinions about the community environmental questions with fewer than 10% answering that they didn't know about a particular issue.

For question 1 (1a-1i), all responses weighted towards the 'big problem' side, with homelessness seen as the most problematic (mean = 4.49), while prostitution (1f) was seen as not as serious (mean = 2.94). In every case, blacks thought that these issues were worse than other ethnicities (see Appendix N). Older people were more likely to rate these issues as being worse than younger people (Appendix O), as were people who were victims of a crime in the past year

(Appendix P). The differences between men and women were very minor with the exception that men felt that prostitution was less of a problem than women (1) (Appendix Q).

Homelessness was clearly the most troubling issue to respondents in the study area. It not only had the highest mean score of any of the environmental issues (mean=4.5) but the smallest standard deviation (.88), which indicates the narrowest spread of opinion. Not surprisingly, residents were more concerned (2) than employees or students (Appendix R). Also not surprisingly, the homeless themselves were concerned with the issue as evidenced by their strong negative score (mean = 4.4). A corollary to the issue of homelessness is the delicate question of urine and feces. This issue was found to be nearly as disagreeable as the issue of homelessness itself with a mean score of 3.9 (Appendix R). Homeless people dislike the situation even more and rated the issue more negatively than any other group (mean = 4.1).

The issue of drugs was deemed the next most serious, (mean = 4.1), and evidence of its negative impact percolates throughout the survey. Question #6 asks the respondent to write in the crime or issue that most concerned them. Drug related issues received 106 (32%) mentions (out of 333 total), far outpacing homelessness, which received only 44 (13%) mentions (Appendix I). Blacks were more concerned than other ethnic groups (3) about the homeless problem, and the Tenderloin district thought it more serious than other districts in the study area (4). The issue of the safety of walking in the area at night could be interpreted as containing a drug component. Respondents in general thought that it was relatively dangerous (mean = 3.4) to walk about after dark while the same group thought that walking the streets during the day was pretty safe (mean = 2.1).

Poverty and lack of jobs were both seen as serious problems (mean = 4.0 for both). Both of these issues are intimately connected to the issues of homelessness and drug use. The high rate of petty and/or property crime in the area, as evidenced by respondents' recitation of crimes they have suffered in the preceding year (43% of total mentions, followed by 23% for robbery/muggings), indicates that perpetrators may have been motivated by want. Of the various districts within the study area, the Tenderloin was the most concerned with the issues of poverty and job availability (5). Of the various groups surveyed (residents, students, merchants, etc.), residents were the least concerned (6) with these issues.

Question #2c and 2d asked about beauty and cleanliness in the area. The mode of both of these questions was '3' and this value on the scale is interpreted as a neutral opinion, which could indicate that respondents were less concerned with these issues than with the other problems addressed by the survey. Hispanics were the least likely to be worried about the area's cleanliness (7), while residents had the highest regard for the area's beauty (8).

Community environmental issues highlighted by the findings of this survey paint a distressing picture incongruous with San Francisco's image as one of the most prosperous and colorful cities on the planet. The questions relating to these environmental issues asked about a number of co-existing issues, and it might be difficult to say where the boundaries between *beauty* and *graffiti* or *homelessness* and *cleanliness* lie and we might just be looking at different views of one larger, but unified problem.

Safety

Questions 3, 4 and 6 related to safety. As discussed in the above section on community environment, feelings regarding the safety of walking during the day or night in the study area may be tied to the issues of homelessness and drugs. Respondents noted that they are afraid of how these issues impact their neighborhoods (see Appendices F & I). As previously discussed, respondents thought that walking around the area during the day was a fairly low-risk activity, while the same people thought that it was a distinctly different case at night. People who were victims of a crime (those answering 'yes' to question #7) were the most concerned about walking in the area during the day (25), while whites, in general, were the least concerned (9). Women were more concerned about walking at night (10), as were people over the age of 61 (11).

Three hundred and thirty-three respondents (85%) took the time to write in their views about an issue that most concerned them about being in the study area. As reported above, drug related issues were the top concern (32%) followed by fear of major crimes (murder, rape, robbery, etc.) at 27%. Homelessness followed with 14% of the mentions. Other issues surfaced by this question highlighted mental health issues, housing, traffic, crimes against gays, immigrant issues, and the perception of a lack of services (see Appendix I for complete comments).

The issue of safety is a major concern in this area. A majority of those polled thought it was unsafe to walk the streets at night, which could be partly due to the fact that confidence in the police and the courts was not high. Many respondents wrote of serious crime issues that they had either experienced first hand or feared that they might experience at any time. Others expressed concerns about the area's homeless population, gangs and rampant drug activity.

Social Services

The survey questions that dealt with social services were number 2a and b, 8 (8a through 8e) and 9 (9a through 9j). Question 2a asked the respondent to rate the availability of childcare. The childcare question had the highest number of 'don't know' (44%) (Appendix M). Of those that had an opinion about the topic, most thought it was a problem (mean = 3.5). Residents thought it was less of an issue (mean = 3.4) while students thought it more serious (mean = 4.1). The 'Theater District' and downtown areas thought that it was a more serious issue (mean = 3.8) than South of Market (SOMA - both East and West), which rated it less harshly (mean = 3.2).

Affordable housing was somewhat of a 'hot button' issue for many (mean for all = 4.0). Civic Center and SOMA (east) both thought it a far more serious situation (mean 4.3 and 4.4 respectively) than the Tenderloin (mean = 3.5) (12). Residents were more likely (mean = 4.1) to say that affordable housing was an issue than merchants or homeless people (mean for both = 3.8). Intensity of feeling about this issue increased with age, with people over 61 years old saying that it was serious (mean = 4.2) versus 3.3 for the 19 to 25 year old set. Blacks thought the situation more dire than other groups for both the child care and affordable housing question. Hispanics were the least worried about housing (13). Women thought the childcare issue more important than men (mean = 3.5 vs. 3.4) while they both thought that affordable housing was a problem (mean = 4.0 for both) (Appendix Q).

Question 8 (a through e) dealt specifically with social services, asking respondents to rate their experiences with various services. A high number (mean = 61.6) of people answered '6' ('don't know') to each of these questions with nearly as many (mean = 59) selecting '3', or neutral, which for all of these questions was also the mode (not counting '6'). Looking at only the positive or negative responses we are left with 67 (61%) people who felt positively (a '1' or '2' response) about housing services (#8a), as opposed to 43 (39%) who felt negatively ('4' or '5'). Little Saigon as an area felt most critical about this service (14). Job training and placement services (#8b), was regarded positively by 46 (46%) people while 53 (54%) found it wanting. Substance abuse treatment services (#8c) were seen positively by 51 (50%) people and negatively by 52 (50%). Civic Center was the most accepting of substance abuse services (15). One hundred and four (60%) people thought health services (#8d) were doing a good job as opposed to 68 (40%) who thought they were bad to terrible. Residents were most likely to say they were happy about health services (16). Sixty thought (43%) mental health services (#8e) were good while 80 (57%) disagreed.

Overall, residents of the study area thought that housing services were good (mean = 2.6), while students were very negative (mean = 4.0). Respondents in SOMA (east) thought highly of job training in the area (mean = 2.75), respondents in Civic Center thought well of substance abuse, health and mental health services (mean = 2.7 for all three) (Appendix S). The business survey in Little Saigon found that respondents there thought that all of these services were very bad (mean = 4.2, 3.8, 4.0, 4.0 and 4.25, please see Appendix S). Black respondents were more negative about services than other ethnic groups (significantly worse in the case of job training services (17)), while women were significantly more likely to rate job training higher than men (18). 19 to 25 year olds were least concerned (or most enthusiastic) about health services (19).

Question 9 asked respondents to check through a list of services that they would like to see in the area. Please see Table 1 (Appendix M) for totals of how many times each was selected. Across all demographic groups, the most popular services were Job Training and Placement Services (9b) and Housing Services (9i). Many (n=123) selected the 'other' check box and wrote in a variety of responses (Appendix K). Responses varied from "*Project Homeless Connect every day or week*" to "*Male mentors, basketball leagues. Men involved with children.*" Many asked for, even demanded, more police services in this area. Most of the comments came from residents in the area which were collected during the phone survey.

The area under study is rich in a variety of social services such as health (medical), mental health and substance abuse services. Clearly these services are in demand, but many respondents had either not heard of, or had a neutral opinion of the services. When given a chance to specify what services they would like to see more of, respondents cited job training, additional police and housing services as the most needed.

Public Trust and Confidence

Public trust and confidence was addressed by several questions: #2e, 5, 7, 7a, 10 and 11. These ask about a range of issues from the perceived availability of positive social activities to the respondent's experience with crime in the study area.

Question 2e asks about the respondent's perceived rating of the availability of positive social activities in this area. Most respondents were neutral on this item, saying that they either didn't know (n=48) or they rated it '3' (neutral), which is also the mode. One hundred and two (26%) rated this highly: 44 (11%) saying it was 'excellent' or 58 (15%) saying it was 'good'. Seventy-eight (20%) said it 'poor' and 47 (12%) more rated it at 'very poor'. Blacks were more negative about this issue than other ethnic groups (20), whereas residents of the area were more likely than others to rate this topic more highly (21).

Question #5 asks the hypothetical question: "if you were in need of help, how confident do you feel that other people in this area would come to your aid?" Again, the mode for this item was '3' (n=125) and no 'don't know' response ('6') was offered. One hundred and nineteen (30%) were confident that someone would come to their aid ('1' = 58; '2' = 61) whereas 147 (38%) doubted that they would get assistance ('4' = 80; '5' = 67). South of Market (east) was most confident of the areas polled (22), while the Little Saigon business area was the most likely to be worried (23). Again, residents were most likely to think that their fellow man would help them in an emergency (24).

Question #7 asks if the respondent has been the victim of a crime in the area within the past year. Three hundred ninety-two responded with 76 (19%) reporting that they had in fact been a crime victim. In the open-ended item #7a, 43% (n=30) reported that they were victims of a property crime (car break-ins, thefts from garages, etc.), 31% were either robbed or were stolen from and 27% were the victims of either assault or harassment. These crime victims, not surprisingly, were more likely to be worried about walking around the area even during the day (25) and less confident of help from the police (26).

Questions #10 and 11 asks how confident the respondent is to the proposition that police or the courts will respond appropriately when called upon. The mode for both of these questions was '3' with more people thinking that the police would respond better than the courts. Forty-three percent thought that the police were likely to respond in an appropriate manner as opposed to only 25% who said the same thing about the courts. The business district of Little Saigon was the least confident (27) of any district in the study area. Overall, residents within the study area were the most confident (28) group.

The questions of public trust and confidence seem to be sending mixed signals. People appear to trust the police somewhat. However, in the case of positive social outlets, they are neutral, while they feel negatively towards the courts. Confidence is an illusive quality and the added hardship of a failing economy may increasingly put stress on it.

Awareness of Community Justice Center

Questions # 12 and 13 asked the respondent directly if they had heard of the CJC. As previously discussed, the answer is a bit ambiguous in that there seemed to have been some confusion over whether hearing about it as the respondent was completing the survey counted as 'hearing about the CJC' in the way the designers of the survey had intended. From speaking with the DPH survey workers, some respondents asked if hearing about it 'just now' should make them answer this question in the affirmative. The survey administrators answered that 'hearing about the CJC' meant that they had known prior to being approached by the survey administrator. It is not

known how many assumed that hearing about it at the time of the survey was enough to answer in the affirmative. Thirty-two percent (n=124) said that they had heard of the CJC.

The following question (#13) asked the respondent to rate how they felt about the CJC opening in their area. The response was overwhelmingly positive (mode = '1') with 39% saying they were 'very positive' about its opening while a further 73 (20%) were positive ('2'). There were 74 (20%) people who answered 'don't know' and 51 (14%) people selecting '3' (neutral). Only 30 (8%) people were negative in some way about the CJC's opening.

People in the study area were ambiguous, if not decidedly negative, about a number of issues in this survey - but not about how they felt about the impending commencement of CJC operations. All the various demographic groups and all the neighborhoods within the study area felt similarly: the CJC is a great idea. This apparent goodwill toward the CJC from this survey's respondents is especially impressive given the low confidence expressed for the courts in general.

Recommendations

The following are questionnaire specific points that could be addressed before the next survey is undertaken:

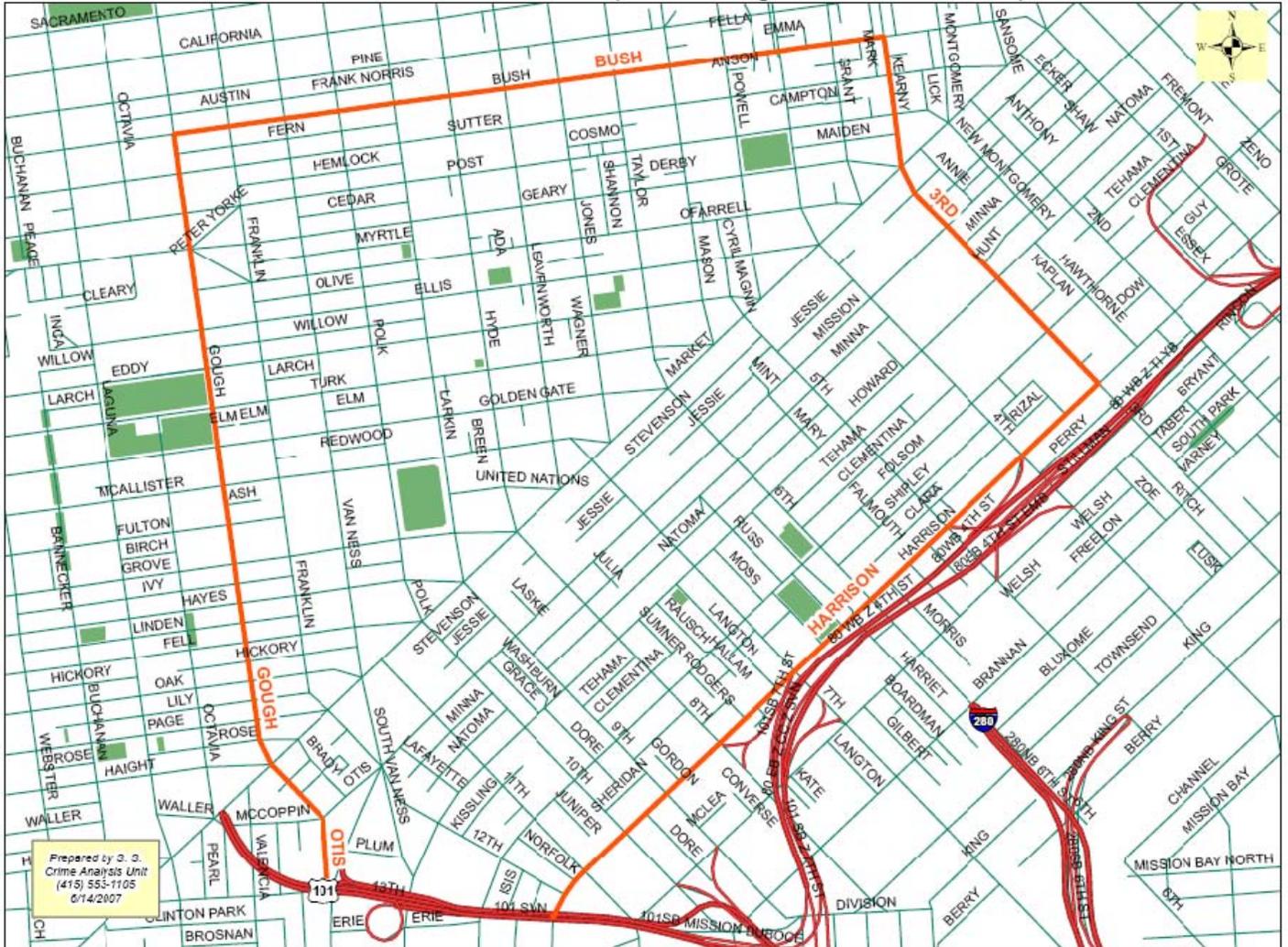
1. Question #2 d) asks for the respondent's feelings about the beauty of the area. Some respondents may have either natural beauty (as in Yosemite) or architectural beauty in mind when they read this question. One conversation with a survey worker indicated that a respondent said the term was "silly" when used to describe the study area. A more appropriate way to ask it might be to frame it more specifically to architecture or a colorful cityscape. Example: "Architectural Interest".
2. Question #12 & 13 ask about a respondent's knowledge of the CJC. Several respondents asked if the question meant to ask if they knew about the CJC before the survey worker approached them. This was probably a reaction to the survey workers telling prospective respondents that the survey was for the CJC to measure people's feelings about a variety of issues. Many of the people who agreed to take the survey had, by the time they started, heard that the CJC was similar to Drug Court and Behavior Health Court, and was planned to start in the Tenderloin in the near future. It was clear to survey workers that the question intended to ask about respondents' knowledge before being approached and told all who asked that that was the case. It is unknown how many respondents who did not ask assumed that the 'sales pitch' they had just received to enlist them in the survey effort counted as 'hearing of the CJC'. The question could be rewritten to specify that the person should answer affirmatively only if they had heard of the CJC before the current interaction with the survey worker. Example: "Prior to today, have you heard of the Community Justice Center?"
3. Question #14 asks for the respondent's first language. As discusses above some respondent's may have thought that the question asked them for the language that they normally use, rather than the one they spoke when they were young. Recommend changing the wording to: "What language did you first speak as a child?"
4. Question # 16: The ethnicity question leaves out Asians who were not born in America. Recommend changing the wording of 16 c) from "Asian American or Pacific Islander" to "Asian or Pacific Islander". Further, change wording to leave out the word 'race', asking only for 'ethnicity.'
5. Question # 18 asks for age. 18 a) specifies 'Under 18', while 18 b) says '19 – 25' Recommend changing 18 b) to "18 – 25" to include the 18th year.

Conclusion

The CJC baseline survey was completed at a time of increasing macro-economic stress. As often happens during such events, the people near the bottom of the social and economic scale are the ones who suffer the most, and who see first hand the effects of job loss, business failure and budget cuts in local programs. The survey confirmed what earlier studies and focus groups have shown: that people inhabiting this area are concerned for the community's wellbeing and worried about their safety. But in spite of a generally negative feeling about the area, the overwhelming majority is hopeful enough to look forward to the opening of the CJC in the Spring of 2009.

Appendix A – Map of CJC Region

Selected San Francisco Area (Bush - Gough - Harrison - 3rd St.)



Appendix B – Protocol for Business Survey

- 1) Determine number (n) of total businesses in the target area (from existing numbered map)
- 2) Randomly generate the first starting business – between 1 and
- 3) Divide the total businesses in target area by 12 to nearest whole number
- 4) Use that number as the ‘skip’ number
- 5) Count from the first randomly selected business by that skip number to find the second and subsequent businesses to approach
- 6) Make a notation after each business is approached whether or not they participated.
- 7) If a selected business is unavailable or unwilling to participate, select the next business in sequence (if the first business to be selected was 21 and they were not available, go to business number 22) until a cooperative business is found. There may be 45 to 60 businesses surveyed on each of the three maps. It is possible that every business on the map might be asked to cooperate and still the 12 desired surveys may not be collected
- 8) Do not attempt to collect surveys from businesses that were not listed on the original map

Appendix C – Consent Form

San Francisco Department of Public Health
Superior Court of California, City and County of San Francisco
CONSENT TO BE IN RESEARCH

Study Title: *Baseline Public Opinion Survey for Community Justice Center*

This is a research study. You do not have to take part. The researchers, Toni Rucker, Ph.D., and Charles Simons, Epidemiologist, from the San Francisco Department of Health, or their representative—a trained volunteer—will explain this study to you. If you have any questions, you may ask the researchers or their representatives.

You have been randomly selected to take part in this study because you are currently living, working, studying, or visiting the Tenderloin, SoMa, Civic Center, or Union Square areas of San Francisco, California.

Study Purpose In this study, the researchers are doing a survey to learn more about public attitudes towards the community environment, public safety, availability of social services, and police and court activities as they relate to the Tenderloin, SoMa, Civic Center and Union Square areas of San Francisco. The results of this survey research will be used to assist in the development of San Francisco's Community Justice Center (CJC), a joint project of the Superior Court and the Department of Public Health. The San Francisco Superior Court, with a grant from the Federal Bureau of Justice Assistance, is paying for this research. About 400 people will participate in this study.

What will happen if I take part in this study? If you agree to be in this study, you will complete a survey at this present location. The survey asks about your attitudes towards and experiences with the following issues as they relate to the Tenderloin, SoMa, Civic Center and Union Square areas of San Francisco:

- Community Environment (i.e., the prevalence of homelessness, the availability of affordable child care, or cleanliness of the area)
- Public Safety
- Social Services
- Confidence in the Police and the Courts
- Awareness of the Community Justice Center
- Demographic Questions

How long will it take? It will take you about ten minutes to complete the survey.

Are there any risks to me or my privacy? Some of the survey questions may make you feel uncomfortable or raise unpleasant memories. You are free to skip any question. We will not collect or record any personal information about you. Please do not write your name or any other identifying information on the survey. Completed surveys will be safely stored in a locked office. Research findings may be included in a future study report.

Are there benefits? There is no direct benefit to you. The survey results will be used to inform Community Justice Center policy and practice, and for research.

Can I say “No”? Absolutely – you do not have to complete a survey. **There are no consequences for declining to participate.**

If I still have questions, who else can I contact? Charles Simons at charles.simons@sfdph.org or call 415- 255-3688.

Appendix D – Survey Instrument

Community Justice Center SURVEY

date: _____ **time:** _____ **location:** _____

1. How do you feel about the following issues as they affect this area?

	Not a problem			Big problem		Don't know
a) Lack of jobs	1	2	3	4	5	6
b) Drug use and drug dealing	1	2	3	4	5	6
c) Public alcohol Consumption	1	2	3	4	5	6
d) Aggressive panhandling	1	2	3	4	5	6
e) Homelessness	1	2	3	4	5	6
f) Prostitution	1	2	3	4	5	6
g) High concentration of poverty	1	2	3	4	5	6
h) Urine and feces	1	2	3	4	5	6
i) Graffiti	1	2	3	4	5	6

2. How would you rate the following qualities of this area?

	Excellent			Very Poor		Don't know
a) Availability of affordable child care	1	2	3	4	5	6
b) Availability of affordable housing	1	2	3	4	5	6
c) Cleanliness	1	2	3	4	5	6
d) Beauty	1	2	3	4	5	6
e) Availability of positive social activities	1	2	3	4	5	6

3. How safe do you feel while walking in this area during the **day**?

Safe **1** **2** **3** **4** **5** **Not safe**

4. How safe do you feel while walking in this area at **night**?

Safe **1** **2** **3** **4** **5** **Not safe**

5. If you were in need of help, how confident do you feel that other people in this area would come to your aid?

Very confident **1** **2** **3** **4** **5** **No confidence**

6. What crime or issue is of most concern to you in this area?

--

7. In the past year, have you been the victim of a crime in this area? **Yes** **No**

7a. If you answered Yes, what kind of crime?

--

8. Do you have any experience with the following kinds of social service agencies? (check all that apply)	If so, how would you rate your experience with that agency?					
	Excellent				Very Poor	don't know
	1	2	3	4	5	6
a) ___Housing Services	1	2	3	4	5	6
b) ___Job Training and Placement Services	1	2	3	4	5	6
c) ___Substance Abuse Treatment Services	1	2	3	4	5	6
d) ___Health Services (Medical)	1	2	3	4	5	6
e) ___Mental Health Services	1	2	3	4	5	6

9. What additional services and resources would you like to see in this area?

(Please check all that apply)

- a) ___Community recreational facilities
- b) ___Job training and placement services
- c) ___Parks and playgrounds
- d) ___Substance Abuse Treatment Services
- e) ___Health Services (medical)
- f) ___Mental Health Services
- g) ___Youth leadership and education programs
- h) ___Child care
- i) ___Housing services
- j) ___Other (please describe)_____

10. How confident do you feel that the police will respond appropriately when called?

Very confident **1** **2** **3** **4** **5** **No confidence**

11. How confident do you feel that the courts will appropriately handle criminal suspects?

Very confident **1** **2** **3** **4** **5** **No confidence**

12. Have you heard of the Community Justice Center? **Yes** **No**

13. How do you feel about the opening of a Community Justice Center in this area?

Very Positive			Very Negative		Don't Know
1	2	3	4	5	6

14. What is your 1st language? _____

15. What is your primary connection this area?

- a) ___ Resident
- b) ___ Employee/worker
- c) ___ Merchant/business owner
- d) ___ Student
- e) ___ Visitor [includes tourist, shopper]
- f) ___ Homeless
- g) ___ Decline to state

h) If you checked d) Student, where are you attending school?

16. What is your race or ethnicity?

- a) Black
- b) White
- c) Asian American or Pacific Islander
- d) Hispanic or Latino (of any race)
- e) American Indian
- f) Other
- g) Decline to State

17. What is your gender?

- a) Male
- b) Female
- c) Other
- d) Decline to state

18. What is your age?

- a) Under 18
- b) 19-25
- c) 26-40
- d) 41-60
- e) 61 or older
- f) Decline to state

19. Comments: _____

Appendix E – CJC Information Sheet

What is the San Francisco Community Justice Center?

The San Francisco Community Justice Center (CJC) is a neighborhood-based collaborative court of the Superior Court of California. It creates partnerships to help resolve local problems, with the goals of improving community well being, reducing the recidivism cycle of offenders, and building confidence in the judicial system.

The CJC depends on new partnerships between city government and community stakeholders concerned with public safety, including residents, merchants, faith-based organizations, social service providers, schools and businesses.

The CJC is scheduled to open in the Spring of 2009. The court is located on 555 Polk Street. Services at the CJC are not limited to those going through the court process, but are open to any resident of San Francisco who needs them.

Appendix F – Responses to Item #19 (Comments)

Responses to Item #19 (Comments)
It would be interesting to continue the survey.
I am glad that they are going to open a CJC. I hope it succeeds.
These situations are too dynamic to rate on a scale.
This was a great survey.
I need more police to patrol the area and more health services for the homeless and the mentally ill.
Don't let tenants or people sell drugs in the building. There should be a law prohibiting renting to drug dealers. They need to do background checks.
I don't believe it should happen. It's against the fifth amendment, because you have to plead guilty. It's not going to help. It will weaken the confidence in the justice system.
I don't think the police acted very fair when I called them once. Also, I was attacked on the bus and no one helped me.
I think that you should keep up the good work and you should do this more often.
This is a very helpful survey. I think it is good that the people are concerned about the well being of the community.
I was verbally assaulted in the day light in a parking lot. The black people were blocking the entrance. When I told them to move so I could enter they refused. They called me gay and other names. The black community needs to be more educated.
I would love to have a better community and the homeless to have a better place. I worry about my kids walking the streets. I hope that we have a better Boys and Girl Clubs. The area is really dangerous.
I have a problem with the upstairs neighbor. He is the lawyer of the building. I feel like he is harassing me and my mom. The manager is listening to everything that he says and does not consider my side of the story.
I believe that San Francisco is doing well. They need additional free medical services.
I just feel very positive about my neighborhood and I look forward to it continuing to improve.
I hope that it works.
I was in favor of this thing and I voted for it.
Put people to work, get them off drugs, and there won't be any crime.
Let the police do their jobs.
I believe that unemployment is the biggest thing. People need something to do, so that they are not just doing nothing.
I am very happy with the 311.
They have a park which was positive, but within 30 feet you have a methadone clinic. Although people need help, why put it in such close proximity of the park where you have children playing.
I worry that people will be penalized for being poor.
I think it is wonderful if the survey helps to clean up the streets, and provide job training, and get rid of the drugs.
The board of supervisors could be doing a better job in all areas. They don't seem to

Responses to Item #19 (Comments)
respond to the needs of the community.
This area has been neglected for so long.
I really wish the police would not ignore the drug dealers. They see people using drugs and urinating on the sidewalk, and don't do anything.
I wish the people would inquire more about the new age sirens that have special effects and they are insanely loud. They are violent and interrupt conversations during the day and sleep at night.
I would like to see all ethnic and minority groups get equal assistance. No group should be favored above another because of a shift in political power.
It sounds like this should be for the residents of the Polk area where this facility will be built.
I did not hear you mention disability services.
I think it is nice that someone is trying to do something to help the community.
It does not pay to have criminals in prison for the rest of their life. Let them do community service after being evaluated
Have more agencies that help with housing.
I wish that the police would work more closely with the social services. They handcuff people that are in for mental observation. They should not handcuff them. There should be an infirmary attached to every police station.
I would like to see them do away with the general order 5.03 that prohibits the police to deal with the drugs and alcohol that is so prevalent in our neighborhood.
I think that social programs have to have a capitalistic component or they become social problems. I would say no handouts, it's fulfilling to work for something.
I would like to have more playgrounds in the area. I would like to have the police pass by more often at night. I love the area I live in, and don't feel there is a lot of problems here.
I think that it is a good idea. I am surprised that they haven't done it sooner. I don't think it is compassionate to leave people out on the street. I don't think it is doing the community any favors.
The people here, who are unemployed, just hang out on the street with their friends.
I think these issues are really big issues; especially on a state wide level.
Everything is tied up with the government. Homelessness is a big problem.
Even with Obama I don't know how things are going to go next year. There really is no democracy here. This is more of a police state.
This issue was on the ballot and lost.
Affordable housing, more social services for the homeless, low income and mentally ill people.
There is stuff that goes on every night and every day. I don't want to have to move. The police are defensive. There are tremendous problems here.
I am a person, living with AIDS for 28 years. I can understand the homeless people.
I just hope I have helped.
I would like information on getting a job. I am Zachary Johnson. I want to see my people do good. We have Obama as president. I feel there should be more

Responses to Item #19 (Comments)
opportunities.
I am pleased to know that the city is directing funds to survey the residents, throughout the city, to improve their quality of life and better their neighborhoods.
Parking is very restrictive even though I paid \$60 for a parking decal. There is very little police enforcement.
I am very happy that Obama is the President.
I would like to see fewer drug and homelessness centers in the neighborhood.
Thank you for doing the survey.
This is a beautiful city but I think that a city governor would be good. There shouldn't be so much corruption. Everything is political and they aren't doing anything but spending money.
Most people, even the ones in my building, do not feel the same way I do.
I would like to see more shelters to get these people off the streets.
I wish I knew more about CJC. If I knew more I would support it.
I guess it all does some good, but we have to face reality here.
I hope this works.
I do feel that the level of police response varies, depending on the area. In the area in which I live, the response is generally good. In other areas, it is not so good.
The mission district is ignored in terms of services and it's problems. They put the needle program in her area and addicts would be shooting up right on her street.
The area I live in is mixed residential and business. There is a lot of noise here, such as traffic noise and traffic accidents. To make an effort to make it livable for the residents, so they don't leave here. Control of noise and crime as well
I feel that we have the kind of community we want. I think that encouraging people to live in this area who cannot afford it is only exacerbating the problems we already have.
coffee
More police patrols
I need to feel safe here
more surveys
get better
Thank you.
65 years old still homeless need shoes
stop drugs in tenderloin
more help with people with disabilities
there is more service for illegals then black residence
thanks for the coffee
poverty
more public restrooms
I hope it helps!
the justice is a good idea
substance abuse requires treatment, not incarceration
The wording on the survey is confusing/unclear - particularly question #8

Responses to Item #19 (Comments)
Nope
I live in a largely Asian community- would like to see more transportation support for Asian seniors in the neighbor- I think it's needed as many who walk for groceries, etc. Also, would like to see more cut downs& fines who rummage through trash& recycling on trash day
very good survey/ Richelle is very good. Her job especially when it comes to awareness
I love the idea of the CJC!
Thank you for the survey! :)
Good survey. Very productive & feel
I wish the City would spend its money more wisely. This survey is good. Patrolling Muni ingo fare violations is a waste of 3,000,000/ yr.
There is very little non-commercial activity to be found here
Having only been here a day, its hard to have too great an opinion!!!
thanks!
More jobs
Business
Thanks you for your effort to impove the Tenderloin!

Appendix G – Training Overview

Training for CJC survey

September 24, 2008

Target date/time: 9am Monday, September 24, 2008

Conducted by: Maria and Charles

Attendees: Hunter Gordon
Georgia Jackson
Richelle and Jonas (?)
Court interns(?)
Hasting interns(?)

- A. Overview of project (and time constraints)
- B. Description of ‘target groups’
 - a. Phone survey
 - b. Business
 - i. Little Saigon
 - ii. Theater District
 - iii. SoMa (9th St.)
 - c. Walk-about survey
 - i. Workers
 - ii. Students
 - iii. Homeless
- C. Explanation of survey
 - a. Sections (issues) within survey
 - b. How to answer/assist people in taking the survey
 - c. Importance of ‘location’ variable and how it is to be completed
 - d. Discussion of the short answer questions and how to assist
 - e. The difference in meaning between ‘neutral’ and ‘don’t know’ on the Likert scale questions
- D. Process
 - a. Where to go, what to take (surveys in 4 languages, program description in 4 languages, pencils (10 or so), clip boards (several), bag or folder to keep things, badges)
 - b. How to select survey takers (every 3rd person counted upon arrival)
 - c. How to ID yourself to them
 - d. How to quickly explain what we’re up to (the short program description)
 - e. How to describe the survey instrument and fill in the top info (date, time, location)
 - f. How to answer questions about the survey
 - g. How many surveys to collect from each area
 - h. Be on the lookout for people with interesting stories for a case study
 - i. What to do when complete for the day (bring back to one of us)
 - j. Get ideas from respondents on feedback mechanisms
 - k. Role playing
- E. Scheduling
 - a. Based on estimates of how many can be done in one ‘session’
 - b. Availability of volunteers
 - c. Availability of Georgia and Hunter

Appendix I – Responses to Question 6: “Issues of Concern in Area”

What crime or issue is of most concern to you in this area?
I am concerned mainly about the gang violence in the area.
I hear sirens all the time. Crime is tremendous.
Drug dealing in my area.
Homeless is more of an issue than anything else.
I am most concerned with the drugs and homelessness in the area.
I think aggressive panhandling is the issue of most concern to me.
Robbery
I would have to say that the price of housing is a crime.
Noise
Mugging
I'd say mugging.
Gun problems, shootings
Drug dealing and drive by shootings.
I am mostly concerned about the availability of affordable housing in my area.
People drinking on the sidewalk.
Car break-ins
I am most concerned with drug use
I feel that homelessness is the issue of most concern.
I would say homeliness.
Probably the homeless.
I am most concerned about drugs.
My concerns are drugs and alcohol.
Drugs and cockroaches
I am mainly concerned with muggings and purse snatchers in the area.
I think drugs are the biggest problem.
Muggings
Urination on the streets.
The police.
I think there are a lot of robberies in the area. I feel it is a big problem.
I feel muggings, robberies and sexual harassment.
I think it's the homelessness. That's what I see the most.
I most concerned about loitering.
Graffiti is my number one complaint.
Homelessness and social activities.
My main issue is open drug dealing.
I feel that dying and drugs.
Drug users breaking into cars.
Drug dealing.
Drugs.
The high rents.
Drug addiction and drunkenness

What crime or issue is of most concern to you in this area?
Drug Dealing
Car break-ins
It's the violence in the area
I am most concerned about drugs
Drug use and dealing
Defecation, graffiti, window that are broken on cars are a big problem.
Violent crime
I suppose that would be assault and murder.
Burglary
Robberies.
Homelessness is my main concern
Drug dealing and breaking into vehicles
Killings and robberies
Probably drug dealing
Issues would be jobs. Crime would be drug dealing.
Drug dealers, the last two weeks there have been gun shots.
Child care
The most issue I have is burglary.
Assault
Drugs and guns and fights
Youth on youth violent crime
My main concern is drug dealing
I feel that some of the people who live in the low income housing in this area are either pimps or drug dealers.
Mental illness
I would say murders
Mugging
Mostly the traffic
Drugs
Drugs
Homelessness.
The most issues I have are drugs and alcohol.
Drugs are the worst
Mugging
Drugs, loitering and aggressive panhandling
In this area, it's homeless people roaming around and sleeping in doorways and panhandling.
I don't know
I am really concerned about the urine, the feces, the homelessness and the vandalisms to autos in the area.
Aggressive panhandling
The drug issue in the city in our area and the sale of drugs by young thugs.
The homeless or drugged people on the sidewalks.

What crime or issue is of most concern to you in this area?
Drug dealing and use.
Crime is with the absence of services, state and private institutions and a little bit with the church.
In my opinion it is the homelessness and the feces and urination in the streets. When I walk in the morning there are a lot of homeless sleeping in the streets.
Muggings
I feel that drug dealing is probably the issue of most concern.
Muggings.
I would say the amount of drug purchasing in the street.
The mugging or shootings are a great concern.
A person being held up
The main concern is homicide
I would say drugs and homelessness. They seem to go hand in hand in this neighborhood.
Home break ins.
Guns, mugging, robbery and violent crime.
Shootings
I think panhandling is the issue of most concern to me.
I would say the lack of jobs.
Murder
Aggressive panhandling
Police brutality.
Assault
Drugs, substance abuse
I think purse snatching and muggings are the issues of most concern to me.
I feel being robbed
I am concerned mainly with public loitering in the streets, on a daily basis, by many people.
I would say drugs
Urination and feces.
Reckless drunk driving
I would say the drug use and panhandling are the two issues of most concern to me.
Mugging is a main concern
I think drugs.
I think violence in the area is the issue of most concern to me.
Drug Dealing
Druggies on the street and Graffiti.
Mugging
Mugging. I don't know the crime situation around here
I would say vandalism. If they legalized some drugs, there would be less of a problem.
Of course murder is number one, several, who knows, I can't say on that one
Breaking into cars.
Random shootings is the worst

What crime or issue is of most concern to you in this area?
Drugs
Homelessness and filthy streets.
I think drug pressures are of the most concern.
I guess homelessness, and the effects of it, to the homeless.
I am concerned about the problem of public urination and feces.
The dope, they smoke that everywhere.
My concerns are feces and urine all over the street, homelessness, drugs and gang activity.
Graffiti
Drivers are the most dangerous people to me. I've been hit, a couple of times, in my wheel chair
Around here, it is graffiti and breaking into cars.
I am concerned about the fact that so many people around me don't have housing.
Homelessness
Mugging
Car break-ins
Petty crimes such as smashing car windows and homelessness and drug use.
I think affordable housing is of the most concern.
Crime
Breaking into cars
I am mostly concerned about drug dealers, especially those across the street from my home.
Crimes at night.
Drugs
Purse snatching
Homelessness
Robbery
I think an issue would be homelessness, drug use, and probably prostitution.
I think that people are suffering. There is so much drug addiction. I would say if other alternatives or support were available, there would not be so many problems. It would be nice to see if the empty school sites could be used.
I would say apathy.
Being safe and walking in the area.
I don't see much crime in my area.
I would say guns. When you have a problem, people use guns instead of fist fighting.
Assault. Also, there is a terrible graffiti. The homeless are very troublesome.
My car was broken into.
Murder
Drugs, specifically crack.
I am concerned about drug dealers.
Homelessness, graffiti, poverty.
Drug activity in our area.
Drugs

What crime or issue is of most concern to you in this area?
Murder
Drug dealings.
Drugs
Burglary
Graffiti and breaking into cars.
Theft
Public urination and motor cycles parked everywhere.
Car theft and juvenile delinquents. There is also a lot of yelling at night, at two in the morning. There aren't a lot of police in the area.
The fighting in the streets.
Housing
I think drug dealers and users, as well as homeless people, are of the most concern.
I think car vandalizing.
The issue is the public school system, it's a horrible lottery system.
Robbery
I was robbed, two years ago, at gun point. Armed robbery is my concern.
Robbery.
Car and Auto Theft
I think homeless people, camping on the sidewalk and open drug use. Smash and grab car thefts.
Theft
I think assault, negative interaction.
Too many church goers
I feel that theft and break-ins and feces.
I think that violence and drunkenness, after bar closing time, is the issue of most concern to me.
Drug dealing and homelessness.
Drugs. My friend got shot the other day.
Muggings
The public nuisance. I don't feel there are a lot of public crimes.
I feel that crime, homelessness, panhandling and drug use are the major concerns to me.
Illegal Immigrants. They do not speak English and they isolate themselves and do not participate, also the drugs are bad around here. The children are suffering
I would say homelessness.
Graffiti.
I think it is petty crime from drugs. People shoot up in our garage. The break-ins have been related to drugs.
I feel that graffiti, vandalism and public urination and defecation are the most urgent issues.
I live in an area where there is a large concentration of homeless people just hanging out and trying to sell outdated items on a daily basis.
Safety
Not getting a job - no money

What crime or issue is of most concern to you in this area?
busses
crack dealers
drug dealing
drug dealing
drug dealing
drugs, prostitution
loud mouth ????? That don't tell the truth
theft
robbery
drug dealing
drugs
drug dealing
robbing senior citizens, mentally challenged people
drugs
drugs
drugs
drug dealing, robbery
drugs
Killings
theft
drugs
bad language use
mugging extortion
drugs
Robbery
Car break-ins
Drugs
crack robbery
Drug dealing
Drugs
Raping
Murder
Drugs
Drugs
drugs and homeless
sexual assault
drug dealing
Shootings
pamhandling/ drung use
Drugs
Theft
Drugs and graffiti
homelles

What crime or issue is of most concern to you in this area?
restrooms
crack dealing, random murders/stabbings
Drud dealing
Poverty
Robbings
sexual assault, breaking car windows
feces and urine
lack of jobs, lack of good aid
homeless and drug addiction, mentally ill on streets with no place to go
drug dealing
panhandling
drug dealing
homeless, aggressive phnhandling
gangs
Robberies.
crime
Mental health issues, violence
violence - drug or theft related or induced
Drugs and alcohol
assault
not enough housing
drugs
crack head& alcohols
Robbery
lack of employment
not too sure
Drugs
car break- ins/ car theft
Elderly criminal acts
people getting mug
the homeless
valdlism/ robbery
littering
Crime against the elderly juvenile
Homelessness and lack of clean housing
healthcare- lack
Homeless
mugging/ theft- car& other
Homelessness
Homlessness, drugs
Poverty
Theft, burglary
assault/ battery

What crime or issue is of most concern to you in this area?
drug dealing and prostitution
assault/ theft
Robbery
Drug use/ Dealing
Drugs
Drug dealing and using- homelessness (not a real crime but it is)
Poverty, homelessness, no jobs
homelessness crime
poverty
lack of affordable house
Drug abuse
Pan handling & cars being broken in to
Robbery
lack of jobs/ access to mental health services
Robbery
drug related issues
violence toward queer & transgender people
Poverty
stealing
Stealing
robbery, sexual assault
insane homeless people; mental instability + heavy drug; robbery + assault use
Robbery
Robbery
Purse snatching
not sure of the name
Drugs
Mugging- violent assault
drugs
Robbery
burglary
crime
Drugs
breaking into parked cars
drug use & drug dealing
Don't know
Drug dealing/ police brutality of the homeless
Homeless with the aggressive pan handling
Drugs
Robbery
sexual harassment/ stealing
drug use
Robbery, mugging, schoolig, stabbing

What crime or issue is of most concern to you in this area?
Safety
homelessness
Gang violence
white collar crime
drugs
drugs
Robberies& gurgulany
drug abuse + homeless issues
assult drugs
assult
homeless people sleeping in front of my stone
the aggressive panhan gets to a scaly point and becomes difficult to protect customers from mostly it from the combo of mental illness/ homelessness/ drug use.
Don't know
theft
Homelessness and dealines. We come across a lot of boaily waste on our side walks
Robbery
Assault, arson
drugs
Street fighting, vandalism, drug dealing
none
none
Robbed
General sense of hopelessness - seems to cause repitition of poverty cycle (reinforces it as the norm)
None so far
Mugged
Iraq war, Afganistan war, wall st. bailout!!!!

Appendix J – Question 7a: “Victim of What Type of Crime”

7a If you answered Yes (7. In the past year, have you been the victim of a crime in this area?), what kind of crime?
Property crime
I got ripped off by the people here.
Just harassment.
Someone made verbal assault towards me.
I was assaulted by 3 people. I was disabled for a year and I still have lingering effects. My arm is not the same.
The police are of no assistance or help. They are concerned about themselves.
Someone attempted to steal my motorcycle.
My vehicle was broken into.
I can't answer that because I've only been here five months.
My friend, an elderly man, was attacked and will never walk again. He was beaten to the ground.
I was robbed
They were doing bad wiring and there was a fire.
I was robbed.
Robbery
Some kids living in the low income housing area have thrown rocks at me.
My car was vandalized.
I was mugged
I was mugged.
My unlocked car was in the locked garage and they stole my checkbook.
I was robbed in broad daylight and no one helped.
I have been robbed of my wallet.
I have had bicycles stolen from my garage and graffiti.
I was hit in the stomach.
My car was broken into.
I get hit, about once a year, in my wheelchair.
My car was broken into.
Someone broke into the garage and stole the sound system from my car.
We had our mountain bike stolen from our garage.
My car was broken into.
I go by the code. I didn't say anything to authorities because you can die from that. I just had to handle it how I handled it.
Graffiti
My car was vandalized on many occasions.
My house was robbed.
Outdoor lamps were stolen.
My laptop was stolen from my apartment.
Our car was broken into and graffiti
This guy told me he had a laptop for sale. It was real heavy in a FedEx box. He told me

7a If you answered Yes (7. In the past year, have you been the victim of a crime in this area?), what kind of crime?
to let him have the money I had and I could take the laptop. It was full of magazines.
My bike was stolen out of my garage.
Car and property vandalism, verbal assault and threats.
I had some gas siphoned. Locks and window were broken on my car.
My garage was robbed.
My car window was broken.
My property was vandalized.
We have had break-ins in our building and petty crime and graffiti
I was robbed.
stole medication
beating
assault
theft
assault
Car was broken into, items stolen
assault
Robbery
robbed/gunpoint
snatch a purse
violence
taking money/ beat up
taking money
theft
theft, harrasment
theft
feces and urine in public
aggressive phandling
break in
Robbery
Car theft & car- break in(s)
N/A
car broken into
my car has been damaged, broken window
verbal harassment- due to serveral orientation
Attempted bad snatch
No, but I've been near a fatal schooling& has knives pulled out as a threat
cell phone stolen, car vandalized
assault
assault
assaulted by homeless person
n/a
mugged - ouch!

Appendix K – Responses to Question 9j “Needed services or resources”

9j. What additional services and resources would you like to see in this area?: Other (please describe)
Gangs need to be dealt with. School dropouts should be addressed. Traffic is also another concern.
All services
Have more homeless services available; wash houses and laundry services.
Police services
I would like to see a program introduced that would help the homeless.
I would like to see more police patrols and street cleaning.
The homelessness contributes to the mess and conditions.
The sidewalks need to be cleaned more than the streets. There are because with urine and feces.
Good markets to buy food would be great.
Cleaning the streets. Overall, the city, compared to other cities I've visited, is becoming grimy.
Emergency services
Have more non-senior food banks.
I would like to see more activities for the children. A lot of the children, in the neighborhood, are bored.
I would like to see more police foot patrol and cops on bikes. The drug dealers here are on bikes.
More clean streets. Fewer guns in the streets. Better opportunities.
Better police patrols.
I'd like the police to get stop these people from dealing drugs in front of my building.
I would like to see the aggressive panhandling stopped.
Senior Housing , Food, Social Security
Extra cops. Lots of extra cops, doing something about the homeless.
Let the police do their job without any interference
Better policing and police on foot.
Some of the agencies have tried everything and I can't think of any services or resources.
More transit choices, getting rid of the panhandlers
I would like to see them clean up the graffiti
I would like to see more police patrolling the area late at night.
Employment services
Help for people that wish to recycle. Help in cleaning up the streets and the problem of loitering. Our blatant attitudes have caused the problem. I have seen people shoot up and use crack on the streets.
A cleaner neighborhood. Facilities for the homeless so they are off the streets. I would like more high end businesses. Some of the business here cater to low income or no income people which includes drug people and gangs.

9j. What additional services and resources would you like to see in this area?: Other (please describe)
More police presence and sanitation
I would like to see more homeless outreach services.
Affordable housing for seniors
More police in the area.
Health clinics with 24 hour availability independent of the insurance system. 24 hour drop in for the poor and the homeless. Offer them warmth, showers, a place to store their belongings, counselors and places to rest so they can come in out of the streets
I would like to see more counselors to help people understand the programs that are open to them.
I can't think of any
More services for homeless teenagers
More police on the street, like the old beat cops.
I would like to see conflict resolution courses offered.
I would like to see some kind of senior services and something for safety like more police patrolling. Something for the youth to do, and job training. Literacy programs
A place where prostitutes can be safe
I want to see more food banks.
More police
Safe places for children to play. Midnight basketball. Community service program for the youth, to service the community, in exchange for education and housing credits. Clean needles for the drug users. Condoms for prostitutes.
After school programs for kids
I would like a place where seniors and disabled people can go during the day.
More police
Grocery stores, gyms with a swimming pool, a place to exercise, more police.
I would like to see better police service and better sanitation.
Picking up the people drinking in the street.
I would like to see more police in the area, and some more positive activities for the children of the area.
I am unsure
Programs for juveniles. Ones that don't punish, but help the people for victimless crimes.
Greater police presence
Hire coaches and set up league structure. Maybe art and dance programs also.
Emphasis on Homelessness and Poverty
More police patrols. Street cleaning.
The number one thing is housing for families instead of singles.
I would like to see more police activity.
More law enforcement cruising by. We get 1 car, cruising by, about once a week.
I would like to see greater outreach to those affected by homelessness and substance abuse.
Better public schools

9j. What additional services and resources would you like to see in this area?: Other (please describe)
I would like more education and opportunities for jobs.
I would like to see 24 hour homeless drop-in centers.
I would like more police services
I would like to see something deal with the drugs and homelessness.
I would like to see more community presence and police presence. I would like to see more community based services get funded.
More help for the homeless.
Improve the existing services.
More job programs for the youth. More opportunities for the youth.
Increased police patrols and a stronger graffiti abatement program. Also, an outreach program to get more services for the homeless and to get them off the street.
Provide additional police patrols.
Have more police around. Wash the feces off of the sidewalks and the streets.
Litter & garbage in the street. Most people are urinating & leaving feces on his street.
Male mentors, basketball leagues. Men involved with children.
Neighborhood watch.
More community recycling centers.
An increase in affordable health centers.
Street cleaning
There should be a night inspection. There is a lot of noise, outside, in the middle of the night.
More community activity
I would like to see what was done in NY City. The mayor cleaned up everything.
He would like to see more law enforcement.
More police on the street
A liaison between the homeless and people in trouble. A place where the homeless can get clean and talk to a counselor.
I want to know where they are going to put those people.
I would like to see more police on the street.
Organized clinics, pedestrian walkways, general cleanup of the area. Police
Revision of a healthy San Francisco
After school programs and mentorship programs
To have greater police presence on foot or bicycle.
More sporting things, such as a place to walk dogs, or jog and community transportation. We only have one bus.
I would need to put way more thought into this one.
To have more police
more outreach
community block parties
VA services
jobs
Fast food.

**9j. What additional services and resources would you like to see in this area?:
Other (please describe)**

youth programs

cleaner, safer shopping

community court

public gardens, grocery store, laundromats

Higher end commercial to help lift up rest of area

soup kitchens so no digging in trash

increased community support& awareness for car thef/ car-break ins

fire safety

methodon

free legal svces.

Project Homeless Connect every day or week

polic walking around instead of driving around at night

more churches

more cleaing or roads& streets

clean the street from panhandling and urine+ feces please

community empowerment teams, services

music venues, organic gardens, solar power, permaculture institute

Appendix L – Significant ANOVA* test scores

“Reference in text” refers to the number in parentheses (example: ‘(1)’) cited in the report’s Analysis section (see page 18 for explanation).

Reference in text	Question #	Question Issue or theme	Demographic	P Value	Importance
	1a	Lack of jobs	age	0.0001	> 61yo most worried
	1a	Lack of jobs	ethnicity	0.0025	Hispanic least worried
	1a	Lack of jobs	ethnicity	0.01	Blacks most concerned
4	1b	Drugs	location	0.01	Tenderloin more critical than others
	1b	Drugs	age	0.006	> 61yo most worried
3	1b	Drugs	ethnicity	0.006	Blacks most concerned
	1c	Public drinking	location	0.002	Tenderloin more critical than others
	1c	Public drinking	ethnicity	0.001	Blacks most concerned
	1c	Public drinking	connection	0.01	Homeless most critical
	1d	Panhandling	gender	0.04	Women more worried than men
	1d	Panhandling	location	0.009	Civic Center most critical
	1d	Panhandling	age	0.04	19-25 year olds least worried
	1d	Panhandling	ethnicity	0.006	Blacks most concerned
	1e	Homelessness	location	0.0001	9th Street most accepting
2	1e	Homelessness	connection	0.01	Residents most concerned
1	1f	Prostitution	gender	0.002	Men more accepting than women
	1f	Prostitution	location	0.01	Little Saigon most critical
	1f	Prostitution	ethnicity	0.002	Blacks most concerned
27	1f	Prostitution	first language	0.001	English speakers least concerned
	1f	Prostitution	connection	0.0001	Residents least worried
5	1g	Poverty	location	0.02	Tenderloin more critical than others
	1g	Poverty	ethnicity	0.035	Hispanic least worried
	1g	Poverty	ethnicity	0.002	Blacks most concerned
6	1g	Poverty	connection	0.02	Residents least worried
	1h	urine/feces	location	0.03	9th Street most accepting
	1h	urine/feces	age	0.0002	19-25 year olds least worried
	1h	urine/feces	ethnicity	0.02	Blacks most concerned
	1i	graffiti	location	0.009	Civic Center most accepting
	1i	graffiti	age	0.009	19-25 year olds least worried
	1i	graffiti	ethnicity	0.004	Blacks most concerned
12	2b	Affordable housing	location	0.0003	Tenderloin least worried

Reference in text	Question #	Question Issue or theme	Demographic	P Value	Importance
	2b	Affordable housing	age	0.0009	19-25 year olds least worried
13	2b	Affordable housing	ethnicity	0.009	Hispanic least worried
7	2c	Cleanliness	ethnicity	0.03	Hispanic least worried
	2d	Beauty of area	location	0.01	Tenderloin more critical than others
	2d	Beauty of area	connection	0.02	Homeless most critical
8	2d	Beauty of area	connection	0.0002	Residents least worried
	2e	Positive Activity	location	0.0008	Little Saigon most critical
20	2e	Positive Activity	ethnicity	0.03	Blacks most concerned
21	2e	Positive Activity	connection	0.0001	Residents most confident
	3	Walking Safe day	location	0.02	9th Street feels safe
25	3	Walking Safe day	crime victim	0.04	crime victim less trusting
	3	Walking Safe day	age	0.005	> 61yo most worried
9	3	Walking Safe day	ethnicity	0.03	Whites least worried
10	4	Walking Safe night	gender	0.003	women more worried than men
11	4	Walking Safe night	age	0.0001	> 61yo most worried
	4	Walking Safe night	ethnicity	0.003	Whites least worried
22	5	Confident of help	location	0.03	SOMA East most confident
23	5	Confident of help	location	0.003	Little Saigon least confident
	5	confident of help	crime victim	0.01	crime victim less trusting
	5	confident of help	connection	0.007	Bus. People least confident
24	5	confident of help	connection	0.0004	Residents most confident
14	8a	Housing Service	location	0.01	Little Saigon most critical
	8a	Housing Service	connection	0.009	Residents most confident
18	8b	Job Training	gender	0.02	men more critical than women
17	8b	Job Training	ethnicity	0.03	Blacks most concerned
15	8c	SA service	location	0.04	Civic Center most accepting
	8d	Health Service	location	0.02	Little Saigon most critical
19	8d	Health Service	age	0.03	19-25 year olds least worried
16	8d	Health Service	connection	0.004	Residents most confident
	8e	MH service	location	0.008	Civic Center most critical
	10	confident of police	location	0.002	Little Saigon least confident
26	10	confident of police	crime victim	0.03	crime victim less trusting
	10	confident of police	connection	0.001	Homeless least confident
	10	confident of police	connection	0.0002	Residents most confident

Reference in text	Question #	Question Issue or theme	Demographic	P Value	Importance
27	11	confident of courts	location	0.01	Little Saigon least confident
	11	confident of courts	ethnicity	0.05	Blacks least confident
29	11	confident of courts	connection	0.009	Homeless least confident
28	11	confident of courts	connection	0.005	Residents most confident

* ANOVA tests the variance between groups (example: male/female) within each demographic (example: gender). If the test result (the “P value”) is less than 5% then the difference between the groups is considered significant.

Appendix M – Statistical profile by survey question

Question # (see appendix D for complete text)	# of Responses	* Mean	* Std. dev.	(1) Strongly positive N (%)	(2) Positive N (%)	(3) Neutral N (%)	(4) Negative N (%)	(5) Strongly Negative N (%)	(6) Don't Know N (%)	TRUE	FALSE
1a Lack of jobs	391 (99+)	3.96	1.13	15 (4)	22 (6)	79 (20)	88 (23)	154 (39)	33 (8)	n/a	n/a
1b Drugs	391 (99+)	4.13	1.10	14 (4)	20 (5)	65 (17)	84 (21)	196 (50)	12 (3)	n/a	n/a
1c Public drinking	391 (99+)	3.54	1.35	38 (10)	58 (16)	77 (17)	79 (21)	133 (34)	8 (2)	n/a	n/a
1d Panhandling	393 (99+)	3.60	1.28	30 (8)	49 (12)	96 (24)	83 (21)	128 (33)	7 (2)	n/a	n/a
1e Homelessness	393 (99+)	4.49	0.88	6 (2)	11 (3)	33 (8)	76 (18)	265 (67)	2 (-)	n/a	n/a
1f Prostitution	391 (99+)	2.95	1.39	69 (18)	75 (19)	87 (22)	52 (13)	71 (18)	37 (9)	n/a	n/a
1g Poverty	390 (99)	4.08	1.12	11 (2)	27 (7)	76 (19)	73 (19)	193 (49)	10 (3)	n/a	n/a
1h Urine/feces	393 (99+)	3.87	1.21	20 (5)	34 (8)	81 (20)	85 (22)	160 (41)	13 (3)	n/a	n/a
1i Graffiti	391 (99+)	3.24	1.38	55 (14)	63 (16)	93 (24)	72 (18)	97 (25)	10 (3)	n/a	n/a
2a Child care	391 (99+)	3.52	1.19	18 (4)	19 (5)	68 (17)	61 (16)	54 (14)	171(44)	n/a	n/a
2b Afford. housing	390 (99)	4.05	1.15	18 (5)	18 (5)	58 (15)	89 (22)	164 (42)	43 (11)	n/a	n/a
2c Cleanliness	392 (99+)	3.58	1.09	16 (4)	39 (10)	123 (31)	112 (29)	90 (23)	12 (3)	n/a	n/a
2d Beauty	385 (98)	2.99	1.28	62 (16)	61 (16)	116 (30)	72 (19)	55 (14)	19 (5)	n/a	n/a
2e Social activities	392 (99+)	3.08	1.20	44 (11)	58 (15)	117 (30)	78 (20)	47 (12)	48 (12)	n/a	n/a
3 Safe walk day	394 (100)	2.13	1.26	169 (43)	98 (25)	62 (16)	37 (9)	28 (7)	n/a	n/a	n/a
4 Safe walk night	392 (99+)	3.44	1.34	40 (10)	70 (18)	74 (19)	95 (24)	113 (29)	n/a	n/a	n/a
5 Confident in help	391 (99+)	3.09	1.28	58 (15)	61 (16)	125 (32)	80 (20)	67 (17)	n/a	n/a	n/a
6 Concerns (text)	333 (85)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 Crime victim?	392 (99+)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76 (19)	316 (81)
7a What crime? (text)	78 (20)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
8a Housing service	232 (59)	2.86	1.33	36 (16)	31 (13)	53 (23)	27 (12)	26 (11)	59 (25)	n/a	n/a
8b Job Training service	227 (58)	3.11	1.20	17 (7)	29 (13)	61 (27)	26 (11)	27 (12)	67 (30)	n/a	n/a
8c SA Tx service	235 (60)	3.04	1.28	26 (11)	25 (11)	65 (28)	21 (9)	31 (13)	67 (28)	n/a	n/a
8d Health service	286 (73)	2.77	1.34	52 (18)	52 (18)	62 (22)	34 (12)	34 (12)	52 (18)	n/a	n/a
8e MH service	256 (65)	3.18	1.42	35 (14)	25 (10)	53 (20)	31 (12)	49 (19)	63 (25)	n/a	n/a
9a Rec. facilities	117 (30)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	117	n/a
9b Job & place facility.	129 (33)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	129	n/a
9c Parks	89 (23)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	89	n/a
9d SA Tx service	119 (30)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	119	n/a
9e Health service	104 (26)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	104	n/a
9f MH service	108 (28)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	108	n/a
9g Youth ed. service	102 (26)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	102	n/a
9h Child care	77 (20)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77	n/a

Question # (see appendix D for complete text)	# of Responses	* Mean	* Std. dev.	(1) Strongly positive N (%)	(2) Positive N (%)	(3) Neutral N ((%)	(4) Negative N (%)	(5) Strongly Negative N (%)	(6) Don't Know N (%)	TRUE	FALSE
9i Housing service	139 (35)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	139	n/a
9j Other	123 (31)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	123	n/a
9j Other text	119 (30)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		
10 Confident in Police	387 (98)	2.79	1.27	74 (19)	92 (24)	113 (29)	59 (15)	49 (13)	n/a	n/a	n/a
11 Confident in Court	384 (98)	3.27	1.22	41 (11)	54 (14)	119 (31)	97 (25)	73 (19)	n/a	n/a	n/a
12 Heard of CJC?	386 (98)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	124 (32)	262 (68)
13 Feelings of CJC	376 (96)	1.94	1.16	148 (39)	73 (19)	51 (14)	12 (3)	18 (5)	n/a	n/a	n/a
14 First language	370 (94)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 Connection to area	389 (99)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
16 Ethnicity	392 (99+)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
17 Gender	392 (99+)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18 Age category	391 (99+)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
19 Comments (text)	94 (24)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Appendix N – Means of survey questions by ETHNICITY

Question 16 - Ethnicity	Black (a)	White (b)	Asian/PI (c)	Hispanic (d)	Am. Ind (e)	Other (f)	Decline (g)
Count	70	203	45	30	3	32	8
1a Lack of jobs	4.27	3.95	3.68	3.33	4.00	4.26	3.86
1b Drugs	4.47	3.96	4.20	3.93	3.67	4.35	4.63
1c Public drinking	4.21	3.25	3.66	3.36	2.33	3.77	4.25
1d Panhandling	3.97	3.49	3.51	3.50	3.00	3.72	3.63
1e Homelessness	4.57	4.53	4.27	4.27	4.33	4.53	4.75
1f Prostitution	3.44	2.74	2.93	2.79	2.33	3.10	3.57
1g Poverty	4.46	3.97	4.11	3.67	3.67	4.19	4.29
1h Urine/feces	4.18	3.77	3.86	3.62	3.00	4.07	4.25
1i Graffiti	3.80	2.98	3.30	3.31	3.00	3.63	3.25
2a Child care	3.63	3.59	3.00	3.52	3.50	3.20	5.00
2b Afford. housing	4.13	4.08	3.56	4.04	4.33	4.00	4.57
2c Cleanliness	3.70	3.55	3.50	3.15	3.67	3.81	4.13
2d Beauty	3.34	2.83	2.93	2.96	3.00	3.26	3.50
2e Social activities	3.38	3.00	2.87	3.03	2.50	3.18	3.50
3 Safe walk day	2.13	2.00	2.49	2.37	3.00	2.00	2.50
4 Safe walk night	3.56	3.24	3.73	3.47	4.67	3.63	3.88
5 Confident in help	3.17	3.06	3.23	2.90	4.00	2.94	3.38
8a Housing service	3.16	2.73	2.56	3.00	4.00	2.76	3.25
8b Job Training service	3.49	3.00	2.76	2.89	3.00	3.25	4.00
8c SA Tx service	3.24	2.97	3.00	3.38	4.00	2.40	3.67
8d Health service	3.02	2.68	2.59	2.72	5.00	2.76	3.75
8e MH service	3.41	3.14	3.00	3.07	4.50	2.94	3.75
10 Confident in Police	2.91	2.73	2.47	2.90	3.67	2.88	3.63
11 Confident in Court	3.54	3.15	3.19	3.48	3.67	3.26	3.63
13 Feelings of CJC	1.94	1.93	1.83	2.32	2.50	1.64	2.00

Appendix O – Means of survey questions by AGE GROUP

Question 18 Age	Under 18 (a)	19-25 (b)	26-40 (c)	41-60 (d)	> 60 (e)	Decline (f)
Count	0	32	111	173	70	4
1a Lack of jobs		3.68	3.64	4.01	4.46	4.25
1b Drugs		4.00	3.98	4.08	4.46	4.75
1c Public drinking		3.09	3.33	3.63	3.71	4.75
1d Panhandling		3.11	3.48	3.66	3.78	4.25
1e Homelessness		4.23	4.45	4.51	4.57	5.00
1f Prostitution		2.93	2.90	2.87	3.06	5.00
1g Poverty		3.94	4.13	4.04	4.09	4.67
1h Urine/feces		3.07	3.81	3.97	3.98	5.00
1i Graffiti		2.63	2.82	3.44	3.67	3.50
2a Child care		3.00	3.63	3.59	3.31	5.00
2b Afford. housing		3.36	4.02	4.09	4.21	5.00
2c Cleanliness		3.44	3.72	3.56	3.38	4.50
2d Beauty		2.97	3.06	2.99	2.86	4.00
2e Social activities		2.97	3.08	3.10	3.02	3.50
3 Safe walk day		2.00	2.09	2.01	2.51	2.25
4 Safe walk night		3.59	3.22	3.24	4.04	4.75
5 Confident in help		3.00	3.22	3.09	2.90	3.75
8a Housing service		2.83	3.33	2.76	2.76	2.00
8b Job Training service		3.24	3.33	3.11	2.92	
8c SA Tx service		3.30	3.00	2.82	3.57	
8d Health service		3.54	3.02	2.55	2.75	5.00
8e MH service		3.10	3.66	2.94	3.31	3.00
10 Confident in Police		2.88	2.94	2.71	2.62	3.75
11 Confident in Court		3.16	3.40	3.24	3.19	4.00
13 Feelings of CJC		1.96	2.08	1.90	1.78	3.00

Appendix P – Means of survey questions by CRIME VICTIM or not

Victim of crime?	no	yes
Count	316	76
1a Lack of jobs	3.94	4.04
1b Drugs	4.13	4.14
1c Public drinking	3.58	3.43
1d Panhandling	3.55	3.78
1e Homelessness	4.49	4.51
1f Prostitution	2.94	2.93
1g Poverty	4.06	4.15
1h Urine/feces	3.84	4.00
1i Graffiti	3.23	3.29
2a Child care	3.50	3.57
2b Afford. housing	4.06	4.00
2c Cleanliness	3.52	3.81
2d Beauty	2.94	3.25
2e Social activities	3.04	3.25
3 Safe walk day	2.07	2.41
4 Safe walk night	3.40	3.58
5 Confident in help	3.01	3.42
8a Housing service	2.87	2.84
8b Job Training service	3.06	3.28
8c SA Tx service	2.93	3.34
8d Health service	2.72	2.98
8e MH service	3.13	3.35
10 Confident in Police	2.72	3.08
11 Confident in Court	3.23	3.53
13 Feelings of CJC	1.97	1.82

Appendix Q – Means of survey questions by GENDER

Question 17 Gender	male (a)	female (b)	Other (c)	Decline (d)
Count	213	167	6	5
1a Lack of jobs	3.97	3.99	3.00	3.60
1b Drugs	4.14	4.12	3.33	4.60
1c Public drinking	3.43	3.65	3.00	4.20
1d Panhandling	3.48	3.76	3.00	4.00
1e Homelessness	4.48	4.52	3.50	4.80
1f Prostitution	2.71	3.18	3.80	4.25
1g Poverty	3.98	4.18	3.83	4.80
1h Urine/feces	3.78	3.98	3.67	4.40
1i Graffiti	3.22	3.25	3.33	3.80
2a Child care	3.40	3.56	4.40	5.00
2b Afford. housing	4.02	4.05	4.20	4.75
2c Cleanliness	3.50	3.66	3.80	3.80
2d Beauty	2.94	3.01	4.00	3.20
2e Social activities	3.06	3.04	4.20	3.80
3 Safe walk day	2.08	2.11	3.67	2.40
4 Safe walk night	3.22	3.64	4.33	3.80
5 Confident in help	3.08	3.05	4.00	3.80
8a Housing service	3.01	2.58	3.67	3.00
8b Job Training service	3.29	2.82	3.00	3.00
8c SA Tx service	2.98	3.16	3.00	3.33
8d Health service	2.77	2.71	4.00	4.33
8e MH service	3.22	3.06	3.00	4.33
10 Confident in Police	2.88	2.61	3.40	3.80
11 Confident in Court	3.31	3.18	4.00	4.20
13 Feelings of CJC	2.01	1.79	3.00	2.25

Appendix R – Means of survey questions by GROUP OR CONNECTION to study area

Question #15 connection to Area	a) Resi dent	b) Employee	c) Merchant	d) student	e) Visitor	f) Homeless	g) Decline to state
Count	204	62	35	30	5	51	2
1a Lack of jobs	4.04	4.00	3.76	3.77	3.00	3.82	5.00
1b Drugs	4.11	4.35	3.88	3.86	4.67	4.14	5.00
1c Public drinking	3.40	3.75	3.61	3.10	3.50	4.00	5.00
1d Panhandling	3.52	3.75	3.88	3.07	4.00	3.78	3.50
1e Homelessness	4.60	4.45	4.06	4.52	4.20	4.36	5.00
1f Prostitution	2.54	3.55	3.39	2.95	2.33	3.49	4.50
1g Poverty	3.95	4.27	3.94	4.27	3.50	4.28	5.00
1h Urine/feces	3.95	3.72	3.73	3.48	3.75	4.08	3.50
1i Graffiti	3.30	3.29	3.22	2.55	2.75	3.49	2.50
2a Child care	3.38	3.64	3.47	4.14		3.59	5.00
2b Afford. housing	4.12	4.00	3.82	4.04	1.00	3.83	5.00
2c Cleanliness	3.50	3.72	3.57	3.57	3.20	3.74	4.00
2d Beauty	2.76	3.27	3.48	2.93	2.60	3.45	3.00
2e Social activities	2.83	3.26	3.54	3.13		3.53	4.50
3 Safe walk day	2.11	2.15	2.29	2.10	1.60	2.18	1.00
4 Safe walk night	3.27	3.67	3.74	3.53	3.25	3.49	3.00
5 Confident in help	2.88	3.31	3.67	3.27	2.60	3.27	2.00
8a Housing service	2.63	3.04	3.73	4.00	1.00	3.15	3.00
8b Job Training service	3.03	3.00	3.44	3.00		3.25	4.00
8c SA Tx service	2.99	3.08	3.42	3.00		3.06	
8d Health service	2.60	2.96	3.45	3.13		3.17	5.00
8e MH service	3.19	3.00	3.38	3.00		3.33	3.00
10 Confident in Police	2.56	2.82	3.36	2.79	2.50	3.32	2.50
11 Confident in Court	3.11	3.36	3.55	3.34	2.75	3.70	3.00
13 Feelings of CJC	1.84	1.83	2.26	2.06	2.00	2.21	2.00

Appendix S – Means of survey questions by LOCATION within study area

Location	*9th Street	Civic Center	Down town	Hays Valley	*Little Saigon	SOMA East	SOMA West	Tender loin	*Theater Dist.
Count	9	104	27	73	12	19	82	58	10
1a Lack of jobs	3.33	4.00	4.27	3.94	3.82	4.14	3.76	4.20	3.56
1b Drugs	3.11	4.23	4.28	3.99	4.33	4.22	3.91	4.45	4.11
1c Public drinking	2.89	3.70	3.67	3.31	4.08	3.00	3.29	4.05	3.25
1d Panhandling	3.25	3.67	4.24	3.55	3.92	3.22	3.33	3.62	4.10
1e Homelessness	3.33	4.57	4.70	4.57	4.17	4.68	4.48	4.39	4.30
1f Prostitution	2.50	3.24	3.71	2.64	4.00	2.47	2.47	3.08	3.60
1g Poverty	3.78	4.22	4.36	3.77	4.27	3.63	4.04	4.39	3.56
1h Urine/feces	3.00	3.64	3.96	3.89	4.40	3.81	4.00	4.13	3.80
1i Graffiti	2.56	2.93	3.50	3.55	3.91	3.44	3.03	3.43	3.56
2a Child care	3.50	3.73	3.81	3.65	3.75	3.15	3.25	3.26	3.80
2b Afford. housing	4.00	4.30	3.96	4.17	4.00	4.39	4.00	3.52	3.50
2c Cleanliness	3.00	3.60	3.59	3.43	4.18	3.32	3.60	3.71	3.67
2d Beauty	3.40	3.00	3.08	2.70	4.18	2.79	2.80	3.43	3.14
2e Social activities	3.80	3.12	3.29	2.85	4.27	2.72	2.82	3.32	3.29
3 Safe walk day	1.33	2.31	2.22	1.95	2.75	1.63	2.20	2.05	2.20
4 Safe walk night	2.44	3.73	3.65	3.29	4.17	3.21	3.12	3.40	4.22
5 Confident in help	3.11	3.19	3.85	2.95	4.17	2.47	2.78	3.10	3.63
8a Housing service	3.00	2.82	3.50	3.00	4.17	2.44	2.64	2.69	3.00
8b Job Training service	3.00	3.08	3.69	3.14	3.80	2.75	3.00	2.90	3.33
8c SA Tx service	2.67	2.69	3.73	3.03	4.00	3.43	3.23	2.86	3.00
8d Health service	3.00	2.70	3.54	2.68	4.00	2.90	2.70	2.56	3.50
8e MH service	3.00	2.73	3.82	3.30	4.25	3.75	3.18	3.16	5.00
10 Confident in Police	2.71	2.78	3.42	2.59	3.92	2.74	2.46	2.97	3.00
11 Confident in Court	2.86	3.37	3.81	3.08	4.18	3.05	3.18	3.24	3.20
13 Feelings of CJC	2.17	1.96	2.36	1.98	2.00	1.54	1.74	1.91	2.43

* Business surveys

Appendix T – Year 2000 United States Census (census tracts within study area)

TRACT	POP 2000	WHITE	BLACK	AMERI_ES	ASIAN	HAWN_PI	OTHER	MULT_RACE	HISPANIC
012200	7035	3298	486	63	2085	24	573	506	1303
020200	6188	3708	438	55	718	16	887	366	1811
020100	6340	2744	404	109	1040	21	1600	422	3290
017700	1777	944	50	7	325	11	322	118	719
018000	2285	1046	670	27	247	9	170	116	421
012400	8188	3992	700	93	2229	34	619	521	1677
017800	5829	2343	506	44	2321	17	325	273	582
012500	7727	2730	1177	117	2799	49	361	494	1004
017601	5756	2044	918	80	2098	35	320	261	663
012300	6205	2879	668	73	1925	15	306	339	812
012000	3972	2253	141	30	1082	16	221	229	475
012100	3462	2084	116	20	984	9	91	158	257
011900	5243	3407	135	25	1335	18	125	198	415
011800	1528	138	4	0	1359	0	2	25	10
011700	1747	603	75	16	932	6	53	62	144
sum	73282	34213	6488	759	21479	280	5975	4088	13583
%>>>	100%	46.69%	8.85%	1.04%	29.31%	0.38%	8.15%	5.58%	18.54%

TRACT	MALES	FEMALES	MED_AGE	MED_AGE_M	MED_AGE_F
012200	4278	2757	34.00000000	34.70000000	32.40000000
020200	3593	2595	34.10000000	34.40000000	33.60000000
020100	3659	2681	32.40000000	31.90000000	33.30000000
017700	1048	729	32.50000000	33.40000000	31.70000000
018000	1614	671	34.00000000	34.70000000	32.20000000
012400	5059	3129	34.50000000	35.40000000	32.30000000
017800	3043	2786	47.60000000	42.60000000	55.70000000
012500	4929	2798	44.90000000	45.50000000	43.50000000
017601	3772	1984	40.20000000	41.10000000	37.40000000
012300	3861	2344	39.10000000	40.60000000	36.10000000
012000	2359	1613	35.30000000	35.90000000	33.90000000
012100	1916	1546	32.30000000	32.90000000	31.10000000
011900	2700	2543	36.10000000	35.50000000	37.20000000
011800	726	802	48.50000000	47.20000000	49.10000000
011700	972	775	42.60000000	43.60000000	41.50000000
sum	43529	29753			
%>>>	59.40%	40.60%			
		avg >>>	37.87333333	37.96000000	37.40000000