

City of Brisbane

Agenda Report

To: City Council via City Manager
From: Administrative Services Director
Subject: Result of Community Survey
Date: November 21, 2011

Purpose:

Provide the City Council the results of the community survey completed this year. Build off of the results of the last survey to determine method for developing and sending out another survey towards the end of this year.

Recommendation:

Receive the report and discuss as appropriate.
Direct staff regarding the next Community Survey.

Background:

On October 10, 2010 staff reported on the 2010 and sought direction for the 2011 survey. In January staff conducted a city-wide survey around the values outline by City Council (Public Safety, Involved, Informed, Environmentally-Progressive, and Caring). The 2010 survey was included as part of the Star and the City provided a \$10 coupon off of the next water and sewer bill. We received 189 responses. Although this could not be used as truly representative of the Community because there may have been an unknown level of self-selection bias. This year Council directed to survey a randomly selected group of households. Staff used the Water and Sewer database and selected every third household. We sent a letter from the Mayor to each selected household letting them know the survey was coming, we tracked who responded but separated this information from the survey so the survey could be anonymous, and then followed up with non-responders. We received 285 surveys back.

Based on this response rate our sampling error is about +/- 3% at the 95% confidence level.

Discussion:

73.4% of the respondents identified themselves as living within Central Brisbane and 26.6% on the Northeast Ridge. This is about the same percentage split between households living in these two areas.

The purpose of the survey was to determine how well the community felt the City was doing in meeting its values. The five values which the City surveyed on were:

- Informed - *The City will proactively communicate information about services and policies to all in Brisbane. Citizens will receive accurate, timely, and courteous responses to their requests for information and services*
- Environmentally Progressive - *Brisbane will be a leader in setting policies and practicing service delivery innovations that promote environmental sustainability.*

- Public Safety - *Residents and visitors will experience a sense of safety in all neighborhoods and in all activities*
- Involved - *Brisbane will celebrate the rich diversity of our community by welcoming residents of all ages and cultures and encouraging their civic involvement.*
- Caring - *People receive assistance when needed. Individuals are treated with respect during public forums, opinions and beliefs are freely shared and openly received.*

We did not survey on Financial Stability.

Last year there seemed to be some issues with the 10 point scale. Some people's understanding of what an 8 is might be the same as another person 6 rating. To get around this issue this year staff reworded the rankings to be descriptive instead of numeric. This seems to have caused a problem when we looked at safety issues. We will need to relook how this question is worded and how we would like people to respond in the future.

On the value of informed the City does a good job in providing information about community events (only 0.7% feel uninformed) There is a bigger drop off when it relates to the issues discussed by the City Council. For key issues like Baylands Planning, Impact of the Economy on the City, and Sustainability Issues people felt less informed than about the events in town.

A majority of people do believe the City is Environmentally Progressive as it relates to Preservation of Natural Areas and close to a majority as it relates to Planning of Open Space.

More people have contact with the Police and Parks and Recreation departments than any other departments.

As it relates to the quality of the job performed by staff 96.1% of the people who had contact with staff thought the interaction was professional. Also, 88.4% of the people felt comfortable with sharing their opinion with the staff.

Staff is beginning to develop the survey for the upcoming year. Staff would recommend doing the survey in-house again. The last time the City hired a professional surveying firm the cost was \$18,000. The benefit of a professional firm is people may be willing to provide more "honest" opinions to an outside agency than the City.

Fiscal Impact:

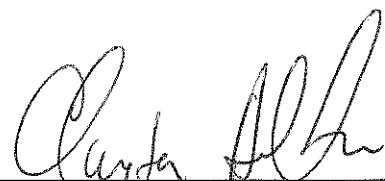
The cost of the survey this year was three mailings at about \$200 each and staff time to develop the survey and compile the information.

Attachments:

Copy of original survey sent
Copy of results in raw form



Administrative Services Director



City Manager

Crosstabs

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Family Safety * City Area	262	91.9%	23	8.1%	285	100.0%
Wildland Drill * City Area	253	88.8%	32	11.2%	285	100.0%
Police Safety * City Area	260	91.2%	25	8.8%	285	100.0%
Fire Safety * City Area	261	91.6%	24	8.4%	285	100.0%
Public Works Safety * City Area	260	91.2%	25	8.8%	285	100.0%
Parks & Recreation Safety * City Area	252	88.4%	33	11.6%	285	100.0%
Community Park * City Area	261	91.6%	24	8.4%	285	100.0%
Basketball Court * City Area	258	90.5%	27	9.5%	285	100.0%
Community Center * City Area	255	89.5%	30	10.5%	285	100.0%
Mission Blue * City Area	251	88.1%	34	11.9%	285	100.0%
Pool * City Area	258	90.5%	27	9.5%	285	100.0%
Teen Center * City Area	240	84.2%	45	15.8%	285	100.0%
Sunrise Room * City Area	235	82.5%	50	17.5%	285	100.0%
Ball Fields * City Area	253	88.8%	32	11.2%	285	100.0%
Dog Park * City Area	251	88.1%	34	11.9%	285	100.0%
Trails and Open Space * City Area	256	89.8%	29	10.2%	285	100.0%
Vote in last election * City Area	265	93.0%	20	7.0%	285	100.0%
Volunteered at events * City Area	263	92.3%	22	7.7%	285	100.0%
How satisfied are you with Brisbane * City Area	264	92.6%	21	7.4%	285	100.0%
Likely to recommend * City Area	262	91.9%	23	8.1%	285	100.0%
Perfect community for me * City Area	249	87.4%	36	12.6%	285	100.0%
Informed Community Events * City Area	264	92.6%	21	7.4%	285	100.0%
Informed Baylands Planning * City Area	263	92.3%	22	7.7%	285	100.0%
Informed impact of the economy * City Area	263	92.3%	22	7.7%	285	100.0%
Informed sustainability related issues * City Area	252	88.4%	33	11.6%	285	100.0%
Watch City Council * City Area	267	93.7%	18	6.3%	285	100.0%
STAR * City Area	267	93.7%	18	6.3%	285	100.0%
City News * City Area	263	92.3%	22	7.7%	285	100.0%
Internet Connection * City Area	267	93.7%	18	6.3%	285	100.0%
Visit City Website * City Area	264	92.6%	21	7.4%	285	100.0%
Read City Blog * City Area	264	92.6%	21	7.4%	285	100.0%
Police Contact * City Area	256	89.8%	29	10.2%	285	100.0%
Fire Contact * City Area	240	84.2%	45	15.8%	285	100.0%
Public Works Contact * City Area	242	84.9%	43	15.1%	285	100.0%
Planning Contact * City Area	238	83.5%	47	16.5%	285	100.0%
Administrative Services * City Area	241	84.6%	44	15.4%	285	100.0%
City Manager's Office Contact * City Area	235	82.5%	50	17.5%	285	100.0%
Marina Contact * City Area	233	81.8%	52	18.2%	285	100.0%
Aquatics Contact * City Area	242	84.9%	43	15.1%	285	100.0%
Recreation Contact * City Area	247	86.7%	38	13.3%	285	100.0%

Professional Interaction * City Area	240	84.2%	45	15.8%	285	100.0%
Neighbor Assistance * City Area	259	90.9%	26	9.1%	285	100.0%
Local Service Org Assistance * City Area	253	88.8%	32	11.2%	285	100.0%
Share opinion in pubic meeting * City Area	248	87.0%	37	13.0%	285	100.0%
Share opinion with staff * City Area	228	80.0%	57	20.0%	285	100.0%
Share with staff in what way * City Area	266	93.3%	19	6.7%	285	100.0%

Family Safety * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Family Safety	Yes	Count	18	6	24
		% within City Area	9.4%	8.5%	9.2%
	No	Count	173	65	238
		% within City Area	90.6%	91.5%	90.8%
Total		Count	191	71	262
		% within City Area	100.0%	100.0%	100.0%

Wildland Drill * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Wildland Drill	Yes	Count	165	59	224
		% within City Area	90.7%	83.1%	88.5%
	No	Count	17	12	29
		% within City Area	9.3%	16.9%	11.5%
Total		Count	182	71	253
		% within City Area	100.0%	100.0%	100.0%

Police Safety * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Police Safety	No Concern	Count	39	19	58
		% within City Area	20.5%	27.1%	22.3%
	Little Concern	Count	16	4	20
		% within City Area	8.4%	5.7%	7.7%
	Neither Concerned nor not	Count	16	9	25
		% within City Area	8.4%	12.9%	9.6%
	Somewhat Concerned	Count	25	8	33
		% within City Area	13.2%	11.4%	12.7%
	Very Concerned	Count	94	30	124
		% within City Area	49.5%	42.9%	47.7%
Total		Count	190	70	260
		% within City Area	100.0%	100.0%	100.0%

Fire Safety * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Fire Safety	No Concern	Count	41	17	58
		% within City Area	21.6%	23.9%	22.2%
	Little Concern	Count	12	6	18
		% within City Area	6.3%	8.5%	6.9%
	Neither Concerned nor not	Count	19	10	29
		% within City Area	10.0%	14.1%	11.1%
	Somewhat Concerned	Count	21	6	27
		% within City Area	11.1%	8.5%	10.3%
	Very Concerned	Count	97	32	129
		% within City Area	51.1%	45.1%	49.4%
Total	Count	190	71	261	
	% within City Area	100.0%	100.0%	100.0%	

Public Works Safety * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Public Works Safety	No Concern	Count	35	15	50
		% within City Area	18.5%	21.1%	19.2%
	Little Concern	Count	14	8	22
		% within City Area	7.4%	11.3%	8.5%
	Neither Concerned nor not	Count	27	12	39
		% within City Area	14.3%	16.9%	15.0%
	Somewhat Concerned	Count	57	16	73
		% within City Area	30.2%	22.5%	28.1%
	Very Concerned	Count	56	20	76
		% within City Area	29.6%	28.2%	29.2%
Total	Count	189	71	260	
	% within City Area	100.0%	100.0%	100.0%	

Parks & Recreation Safety * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Parks & Recreation Safety	No Concern	Count	36	18	54
		% within City Area	19.8%	25.7%	21.4%
	Little Concern	Count	18	5	23
		% within City Area	9.9%	7.1%	9.1%
	Neither Concerned nor not	Count	22	11	33
		% within City Area	12.1%	15.7%	13.1%
	Somewhat Concerned	Count	47	15	62
		% within City Area	25.8%	21.4%	24.6%
	Very Concerned	Count	59	21	80
		% within City Area	32.4%	30.0%	31.7%
Total	Count	182	70	252	
	% within City Area	100.0%	100.0%	100.0%	

Community Park * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Community Park	0	Count	0	1	1
		% within City Area	.0%	1.4%	.4%
	Detracts	Count	2	1	3
		% within City Area	1.0%	1.4%	1.1%
	Makes no difference	Count	6	1	7
		% within City Area	3.1%	1.4%	2.7%
	A little	Count	3	2	5
		% within City Area	1.6%	2.9%	1.9%
	Somewhat	Count	10	10	20
		% within City Area	5.2%	14.3%	7.7%
	Very Much	Count	170	55	225
		% within City Area	89.0%	78.6%	86.2%
Total	Count	191	70	261	
	% within City Area	100.0%	100.0%	100.0%	

Basketball Court * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Basketball Court	Detracts	Count	3	1	4
		% within City Area	1.6%	1.4%	1.6%
	Makes no difference	Count	9	5	14
		% within City Area	4.8%	7.2%	5.4%
	A little	Count	22	8	30
		% within City Area	11.6%	11.6%	11.6%
	Somewhat	Count	45	17	62
		% within City Area	23.8%	24.6%	24.0%
	Very Much	Count	110	38	148
		% within City Area	58.2%	55.1%	57.4%
	Total	Count	189	69	258
		% within City Area	100.0%	100.0%	100.0%

Community Center * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Community Center	Detracts	Count	1	1	2
		% within City Area	.5%	1.5%	.8%
	Makes no difference	Count	7	1	8
		% within City Area	3.7%	1.5%	3.1%
	A little	Count	11	2	13
		% within City Area	5.9%	2.9%	5.1%
	Somewhat	Count	36	16	52
		% within City Area	19.3%	23.5%	20.4%
	Very Much	Count	132	48	180
		% within City Area	70.6%	70.6%	70.6%
	Total	Count	187	68	255
		% within City Area	100.0%	100.0%	100.0%

Mission Blue * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Mission Blue	Detracts	Count	1	1	2
		% within City Area	.5%	1.5%	.8%
	Makes no difference	Count	17	2	19
		% within City Area	9.3%	2.9%	7.6%
	A little	Count	13	5	18
		% within City Area	7.1%	7.4%	7.2%
	Somewhat	Count	49	15	64
		% within City Area	26.8%	22.1%	25.5%
Very Much	Count	103	45	148	
	% within City Area	56.3%	66.2%	59.0%	
Total	Count	183	68	251	
	% within City Area	100.0%	100.0%	100.0%	

Pool * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Pool	Detracts	Count	0	2	2
		% within City Area	.0%	2.9%	.8%
	Makes no difference	Count	7	2	9
		% within City Area	3.7%	2.9%	3.5%
	A little	Count	12	2	14
		% within City Area	6.3%	2.9%	5.4%
	Somewhat	Count	38	20	58
		% within City Area	20.0%	29.4%	22.5%
Very Much	Count	133	42	175	
	% within City Area	70.0%	61.8%	67.8%	
Total	Count	190	68	258	
	% within City Area	100.0%	100.0%	100.0%	

Teen Center * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Teen Center	Detracts	Count	6	1	7
		% within City Area	3.4%	1.5%	2.9%
	Makes no difference	Count	19	4	23
		% within City Area	10.9%	6.2%	9.6%
	A little	Count	28	8	36
		% within City Area	16.0%	12.3%	15.0%
	Somewhat	Count	39	18	57
		% within City Area	22.3%	27.7%	23.8%
Very Much	Count	83	34	117	
	% within City Area	47.4%	52.3%	48.8%	
Total	Count	175	65	240	
	% within City Area	100.0%	100.0%	100.0%	

Sunrise Room * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Sunrise Room	Detracts	Count	1	1	2
		% within City Area	.6%	1.6%	.9%
	Makes no difference	Count	24	7	31
		% within City Area	13.9%	11.3%	13.2%
	A little	Count	20	12	32
		% within City Area	11.6%	19.4%	13.6%
	Somewhat	Count	49	16	65
		% within City Area	28.3%	25.8%	27.7%
	Very Much	Count	79	26	105
		% within City Area	45.7%	41.9%	44.7%
Total	Count	173	62	235	
	% within City Area	100.0%	100.0%	100.0%	

Ball Fields * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Ball Fields	Detracts	Count	1	1	2
		% within City Area	.5%	1.4%	.8%
	Makes no difference	Count	8	3	11
		% within City Area	4.4%	4.3%	4.3%
	A little	Count	21	3	24
		% within City Area	11.5%	4.3%	9.5%
	Somewhat	Count	43	20	63
		% within City Area	23.5%	28.6%	24.9%
	Very Much	Count	110	43	153
		% within City Area	60.1%	61.4%	60.5%
Total	Count	183	70	253	
	% within City Area	100.0%	100.0%	100.0%	

Dog Park * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Dog Park	Detracts	Count	2	2	4
		% within City Area	1.1%	3.0%	1.6%
	Makes no difference	Count	13	7	20
		% within City Area	7.0%	10.6%	8.0%
	A little	Count	27	6	33
		% within City Area	14.6%	9.1%	13.1%
	Somewhat	Count	44	12	56
		% within City Area	23.8%	18.2%	22.3%
	Very Much	Count	99	39	138
		% within City Area	53.5%	59.1%	55.0%
Total	Count	185	66	251	
	% within City Area	100.0%	100.0%	100.0%	

Trails and Open Space * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Trails and Open Space	Detracts	Count	1	1	2
		% within City Area	.5%	1.4%	.8%
	Makes no difference	Count	9	2	11
		% within City Area	4.8%	2.9%	4.3%
	A little	Count	6	5	11
		% within City Area	3.2%	7.1%	4.3%
	Somewhat	Count	35	9	44
		% within City Area	18.8%	12.9%	17.2%
	Very Much	Count	135	53	188
		% within City Area	72.6%	75.7%	73.4%
Total	Count	186	70	256	
	% within City Area	100.0%	100.0%	100.0%	

Vote in last election * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Vote in last election	Yes	Count	149	46	195
		% within City Area	76.8%	64.8%	73.6%
	No	Count	45	25	70
		% within City Area	23.2%	35.2%	26.4%
Total	Count	194	71	265	
	% within City Area	100.0%	100.0%	100.0%	

Volunteered at events * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Volunteered at events	Yes	Count	75	11	86
		% within City Area	39.1%	15.5%	32.7%
	No	Count	117	60	177
		% within City Area	60.9%	84.5%	67.3%
Total	Count	192	71	263	
	% within City Area	100.0%	100.0%	100.0%	

How satisfied are you with Brisbane * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
How satisfied are you with Brisbane	Very Satisfied	Count	95	27	122
		% within City Area	49.2%	38.0%	46.2%
	Satisfied	Count	80	36	116
		% within City Area	41.5%	50.7%	43.9%
	Neither	Count	10	5	15
		% within City Area	5.2%	7.0%	5.7%
	Unsatisfied	Count	4	1	5
		% within City Area	2.1%	1.4%	1.9%
	Very Unsatisfied	Count	4	2	6
		% within City Area	2.1%	2.8%	2.3%
	Total	Count	193	71	264
		% within City Area	100.0%	100.0%	100.0%

Likely to recommend * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Likely to recommend	Very Likely	Count	107	33	140
		% within City Area	56.0%	46.5%	53.4%
	Likely	Count	56	29	85
		% within City Area	29.3%	40.8%	32.4%
	Neither	Count	17	5	22
		% within City Area	8.9%	7.0%	8.4%
	Not Likely	Count	9	2	11
		% within City Area	4.7%	2.8%	4.2%
	Very Unlikely	Count	2	2	4
		% within City Area	1.0%	2.8%	1.5%
Total	Count	191	71	262	
	% within City Area	100.0%	100.0%	100.0%	

Perfect community for me * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Perfect community for me	Yes	Count	157	57	214
		% within City Area	86.3%	85.1%	85.9%
	No	Count	25	10	35
		% within City Area	13.7%	14.9%	14.1%
	Total	Count	182	67	249
		% within City Area	100.0%	100.0%	100.0%

Informed Community Events * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Informed Community Events	Not at all	Count	0	1	1
		% within City Area	.0%	1.4%	.4%
	I have heard about it	Count	30	21	51
		% within City Area	15.5%	29.6%	19.3%
	Somewhat knowledgeable	Count	68	21	89
		% within City Area	35.2%	29.6%	33.7%
	Can discuss with neighbors	Count	25	9	34
		% within City Area	13.0%	12.7%	12.9%
	Well informed	Count	70	19	89
		% within City Area	36.3%	26.8%	33.7%
	Total	Count	193	71	264
		% within City Area	100.0%	100.0%	100.0%

Informed Baylands Planning * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Informed Baylands Planning	Not at all	Count	17	7	24
		% within City Area	8.9%	9.9%	9.1%
	I have heard about it	Count	53	22	75
		% within City Area	27.6%	31.0%	28.5%
	Somewhat knowledgeable	Count	67	22	89
		% within City Area	34.9%	31.0%	33.8%
	Can discuss with neighbors	Count	22	9	31
		% within City Area	11.5%	12.7%	11.8%
	Well informed	Count	33	11	44
		% within City Area	17.2%	15.5%	16.7%
Total	Count	192	71	263	
	% within City Area	100.0%	100.0%	100.0%	

Informed impact of the economy * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Informed impact of the economy	Not at all	Count	38	14	52
		% within City Area	19.8%	19.7%	19.8%
	I have heard about it	Count	39	19	58
		% within City Area	20.3%	26.8%	22.1%
	Somewhat knowledgeable	Count	64	23	87
		% within City Area	33.3%	32.4%	33.1%
	Can discuss with neighbors	Count	18	6	24
		% within City Area	9.4%	8.5%	9.1%
	Well informed	Count	33	9	42
		% within City Area	17.2%	12.7%	16.0%
Total	Count	192	71	263	
	% within City Area	100.0%	100.0%	100.0%	

Informed sustainability related issues * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Informed sustainability related issues	Not at all	Count	42	17	59
		% within City Area	23.2%	23.9%	23.4%
	I have heard about it	Count	50	24	74
		% within City Area	27.6%	33.8%	29.4%
	Somewhat knowledgeable	Count	50	17	67
		% within City Area	27.6%	23.9%	26.6%
	Can discuss with neighbors	Count	13	7	20
		% within City Area	7.2%	9.9%	7.9%
	Well informed	Count	26	6	32
		% within City Area	14.4%	8.5%	12.7%
Total	Count	181	71	252	
	% within City Area	100.0%	100.0%	100.0%	

Watch City Council * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Watch City Council	Yes	Count	48	7	55
		% within City Area	24.5%	9.9%	20.6%
Total	No	Count	148	64	212
		% within City Area	75.5%	90.1%	79.4%
	Count	196	71	267	
	% within City Area	100.0%	100.0%	100.0%	

STAR * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
STAR	Yes	Count	186	66	252
		% within City Area	94.9%	93.0%	94.4%
Total	No	Count	10	5	15
		% within City Area	5.1%	7.0%	5.6%
	Count	196	71	267	
	% within City Area	100.0%	100.0%	100.0%	

City News * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
City News	Yes	Count	157	57	214
		% within City Area	81.8%	80.3%	81.4%
Total	No	Count	35	14	49
		% within City Area	18.2%	19.7%	18.6%
	Count	192	71	263	
	% within City Area	100.0%	100.0%	100.0%	

Internet Connection * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Internet Connection	Yes	Count	173	70	243
		% within City Area	88.3%	98.6%	91.0%
Total	No	Count	23	1	24
		% within City Area	11.7%	1.4%	9.0%
	Count	196	71	267	
	% within City Area	100.0%	100.0%	100.0%	

Visit City Website * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Visit City Website	Yes	Count	105	37	142
		% within City Area	54.4%	52.1%	53.8%
Total	No	Count	88	34	122
		% within City Area	45.6%	47.9%	46.2%
	Count	193	71	264	
	% within City Area	100.0%	100.0%	100.0%	

Read City Blog * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Read City Blog	Yes	Count	41	8	49
		% within City Area	21.2%	11.3%	18.6%
	No	Count	152	63	215
		% within City Area	78.8%	88.7%	81.4%
Total		Count	193	71	264
		% within City Area	100.0%	100.0%	100.0%

Police Contact * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Police Contact	Yes	Count	136	40	176
		% within City Area	73.5%	56.3%	68.8%
	No	Count	49	31	80
		% within City Area	26.5%	43.7%	31.3%
Total		Count	185	71	256
		% within City Area	100.0%	100.0%	100.0%

Fire Contact * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Fire Contact	Yes	Count	68	20	88
		% within City Area	39.5%	29.4%	36.7%
	No	Count	104	48	152
		% within City Area	60.5%	70.6%	63.3%
Total		Count	172	68	240
		% within City Area	100.0%	100.0%	100.0%

Public Works Contact * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Public Works Contact	Yes	Count	100	19	119
		% within City Area	56.8%	28.8%	49.2%
	No	Count	76	47	123
		% within City Area	43.2%	71.2%	50.8%
Total		Count	176	66	242
		% within City Area	100.0%	100.0%	100.0%

Planning Contact * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Planning Contact	Yes	Count	78	15	93
		% within City Area	44.8%	23.4%	39.1%
	No	Count	96	49	145
		% within City Area	55.2%	76.6%	60.9%
Total		Count	174	64	238
		% within City Area	100.0%	100.0%	100.0%

Administrative Services * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Administrative Services	Yes	Count	98	31	129
		% within City Area	56.0%	47.0%	53.5%
	No	Count	77	35	112
		% within City Area	44.0%	53.0%	46.5%
Total		Count	175	66	241
		% within City Area	100.0%	100.0%	100.0%

City Manager's Office Contact * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
City Manager's Office Contact	Yes	Count	63	17	80
		% within City Area	37.1%	26.2%	34.0%
	No	Count	107	48	155
		% within City Area	62.9%	73.8%	66.0%
Total		Count	170	65	235
		% within City Area	100.0%	100.0%	100.0%

Marina Contact * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Marina Contact	Yes	Count	51	11	62
		% within City Area	30.2%	17.2%	26.6%
	No	Count	118	53	171
		% within City Area	69.8%	82.8%	73.4%
Total		Count	169	64	233
		% within City Area	100.0%	100.0%	100.0%

Aquatics Contact * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Aquatics Contact	Yes	Count	71	24	95
		% within City Area	40.6%	35.8%	39.3%
	No	Count	104	43	147
		% within City Area	59.4%	64.2%	60.7%
Total		Count	175	67	242
		% within City Area	100.0%	100.0%	100.0%

Recreation Contact * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Recreation Contact	Yes	Count	120	30	150
		% within City Area	65.9%	46.2%	60.7%
	No	Count	62	35	97
		% within City Area	34.1%	53.8%	39.3%
Total		Count	182	65	247
		% within City Area	100.0%	100.0%	100.0%

Professional Interaction * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Professional Interaction	Yes	Count	172	58	230
		% within City Area	96.1%	95.1%	95.8%
	No	Count	7	3	10
		% within City Area	3.9%	4.9%	4.2%
Total		Count	179	61	240
		% within City Area	100.0%	100.0%	100.0%

Neighbor Assistance * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Neighbor Assistance	Yes	Count	169	61	230
		% within City Area	87.1%	93.8%	88.8%
	No	Count	25	4	29
		% within City Area	12.9%	6.2%	11.2%
Total		Count	194	65	259
		% within City Area	100.0%	100.0%	100.0%

Local Service Org Assistance * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Local Service Org Assistance	Yes	Count	154	53	207
		% within City Area	81.5%	82.8%	81.8%
	No	Count	35	11	46
		% within City Area	18.5%	17.2%	18.2%
Total		Count	189	64	253
		% within City Area	100.0%	100.0%	100.0%

Share opinion in public meeting * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Share opinion in public meeting	Yes	Count	129	43	172
		% within City Area	69.4%	69.4%	69.4%
	No	Count	57	19	76
		% within City Area	30.6%	30.6%	30.6%
Total		Count	186	62	248
		% within City Area	100.0%	100.0%	100.0%

Share opinion with staff * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Share opinion with staff	Yes	Count	155	50	205
		% within City Area	91.2%	86.2%	89.9%
	No	Count	15	8	23
		% within City Area	8.8%	13.8%	10.1%
Total		Count	170	58	228
		% within City Area	100.0%	100.0%	100.0%

Share with staff in what way * City Area Crosstabulation

			City Area		Total
			Central Brisbane	Ridge	
Share with staff in what way	In Person	Count	31	5	36
		% within City Area	15.8%	7.1%	13.5%
	In Writing	Count	24	12	36
		% within City Area	12.2%	17.1%	13.5%
	By Phone	Count	18	7	25
		% within City Area	9.2%	10.0%	9.4%
	In Person and In writing	Count	7	5	12
		% within City Area	3.6%	7.1%	4.5%
	In Person and by phone	Count	23	5	28
		% within City Area	11.7%	7.1%	10.5%
	In writing and by phone	Count	6	4	10
		% within City Area	3.1%	5.7%	3.8%
	All methods	Count	62	17	79
		% within City Area	31.6%	24.3%	29.7%
	No Response	Count	25	15	40
		% within City Area	12.8%	21.4%	15.0%
	Total	Count	196	70	266
		% within City Area	100.0%	100.0%	100.0%

Crosstabs: Length of Residency

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Family Safety * How long have you lived here	278	97.5%	7	2.5%	285	100.0%
Wildland Drill * How long have you lived here	268	94.0%	17	6.0%	285	100.0%
Police Safety * How long have you lived here	276	96.8%	9	3.2%	285	100.0%
Fire Safety * How long have you lived here	276	96.8%	9	3.2%	285	100.0%
Public Works Safety * How long have you lived here	275	96.5%	10	3.5%	285	100.0%
Parks & Recreation Safety * How long have you lived here	266	93.3%	19	6.7%	285	100.0%
Community Park * How long have you lived here	277	97.2%	8	2.8%	285	100.0%
Basketball Court * How long have you lived here	273	95.8%	12	4.2%	285	100.0%
Community Center * How long have you lived here	269	94.4%	16	5.6%	285	100.0%
Mission Blue * How long have you lived here	266	93.3%	19	6.7%	285	100.0%
Pool * How long have you lived here	273	95.8%	12	4.2%	285	100.0%
Teen Center * How long have you lived here	254	89.1%	31	10.9%	285	100.0%
Sunrise Room * How long have you lived here	249	87.4%	36	12.6%	285	100.0%
Ball Fields * How long have you lived here	267	93.7%	18	6.3%	285	100.0%
Dog Park * How long have you lived here	265	93.0%	20	7.0%	285	100.0%
Trails and Open Space * How long have you lived here	272	95.4%	13	4.6%	285	100.0%
Vote in last election * How long have you lived here	282	98.9%	3	1.1%	285	100.0%
Volunteered at events * How long have you lived here	280	98.2%	5	1.8%	285	100.0%
How satisfied are you with Brisbane * How long have you lived here	281	98.6%	4	1.4%	285	100.0%
Likely to recommend * How long have you lived here	279	97.9%	6	2.1%	285	100.0%
Perfect community for me * How long have you lived here	265	93.0%	20	7.0%	285	100.0%
Informed Community Events * How long have you lived here	280	98.2%	5	1.8%	285	100.0%
Informed Baylands Planning * How long have you lived here	279	97.9%	6	2.1%	285	100.0%
Informed impact of the economy * How long have you lived here	279	97.9%	6	2.1%	285	100.0%
Informed sustainability related issues * How long have you lived here	266	93.3%	19	6.7%	285	100.0%

Informed Baylands Planning * How long have you lived here Crosstabulation

			How long have you lived here					Total
			Less than 5 years	5 years to 10 years	11 years to 20 years	More than 20 years	No response	
Informed Baylands Planning	Not at all	Count	11	6	3	5	1	26
		% within How long have you lived here	17.7%	9.5%	6.1%	5.0%	20.0%	9.3%
	I have heard about it	Count	24	23	10	21	2	80
		% within How long have you lived here	38.7%	36.5%	20.4%	21.0%	40.0%	28.7%
	Somewhat knowledgeable	Count	16	18	18	42	0	94
		% within How long have you lived here	25.8%	28.6%	36.7%	42.0%	.0%	33.7%
	Can discuss with neighbors	Count	6	6	10	9	1	32
		% within How long have you lived here	9.7%	9.5%	20.4%	9.0%	20.0%	11.5%
	Well informed	Count	5	10	8	23	1	47
		% within How long have you lived here	8.1%	15.9%	16.3%	23.0%	20.0%	16.8%
	Total	Count	62	63	49	100	5	279
		% within How long have you lived here	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Informed impact of the economy * How long have you lived here Crosstabulation

			How long have you lived here					Total
			Less than 5 years	5 years to 10 years	11 years to 20 years	More than 20 years	No response	
Informed impact of the economy	Not at all	Count	17	17	6	13	1	54
		% within How long have you lived here	27.4%	27.0%	12.2%	13.0%	20.0%	19.4%
	I have heard about it	Count	17	15	10	18	3	63
		% within How long have you lived here	27.4%	23.8%	20.4%	18.0%	60.0%	22.6%
	Somewhat knowledgeable	Count	14	19	19	40	1	93
		% within How long have you lived here	22.6%	30.2%	38.8%	40.0%	20.0%	33.3%
	Can discuss with neighbors	Count	5	5	7	7	0	24
		% within How long have you lived here	8.1%	7.9%	14.3%	7.0%	.0%	8.6%
	Well informed	Count	9	7	7	22	0	45
		% within How long have you lived here	14.5%	11.1%	14.3%	22.0%	.0%	16.1%

