

Residents Give District High Marks for City Services

November 4, 2019

An opinion survey by Belden Russonello Strategists
and Emma White Research





November 4, 2019

The Hon. Phil Mendelson, Chairman
Council of the District of Columbia
1350 Pennsylvania Avenue N.W.
Washington, DC 20004

Dear Chairman Mendelson:

I am pleased to share with you this survey of District residents on the quality of programs and services provided by the District of Columbia government. The results of the survey undertaken by Belden Russonello Strategists and Emma White Research are quite positive, especially when compared with a resident survey undertaken by Belden Russonello in 1997 for the Financial Responsibility and Management Assistance Authority.

My office opted to contract for the resident survey to assess progress in the two decades since that difficult time in the District's history and it serves as our annual risk assessment, which helps us determine what projects to focus on in the future. Researchers found "dramatic positive changes in residents' perceptions...with marked increases in satisfaction with city services across nearly all services tested and across all demographic categories."

The survey looked at resident priorities, the level of satisfaction with a wide range of services, and direct experiences with 911, the tax office, and the Department of Motor Vehicles. A few snapshots: In 1997 the most important issue facing the District according to residents was crime and violence. Today residents said the most important issue is the cost of living, affordable housing, and gentrification. Residents said they were most satisfied with public libraries and fire protection.

The report that follows analyzes the full results and the appendices include the questionnaire and the survey top lines. The more detailed survey cross-tabs are available on the ODCA website, www.dcauditor.org. We hope elected officials will find the comprehensive results of significant value.

Sincerely yours,

A handwritten signature in blue ink that reads "Kathleen Patterson". The signature is written in a cursive, flowing style.

Kathleen Patterson
District of Columbia Auditor



Residents Give D.C. High Marks for City Services

Conducted for the Office of the D.C. Auditor

Belden Russonello Strategists and Emma White Research

July-August 2019

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I. Executive Summary

The 2019 city-wide survey on government services finds residents of the District of Columbia generally give the government good marks on delivering a wide range of services to the public. At the same time, a sizeable portion of the public expresses concern that it is getting too expensive to live in D.C., especially because of the lack of affordable housing.

The survey, conducted by telephone and on-line from July 13 to August 12 by Belden Russonello Strategists and Emma White Research, asked 1,210 residents of Washington D.C., ages 18 and older, to rate their satisfaction first with city services overall and then with 26 individual city services. Additionally, we asked residents to indicate how high a priority they would give to each specific service.

Many of these questions were repeated from a similar survey conducted in 1997. We find dramatic positive changes in residents' perceptions since that time, with marked increases in satisfaction with city services across nearly all services tested and across all demographic categories.

In 1997, residents' top priorities for improvement were schools and crime. These are still on a list of high priority concerns in 2019, though ratings of these services have improved substantially and concerns about affordability now outpace both issues. In addition, other concerns such as services for the homeless and mental health care have emerged as high priorities.

Satisfaction with District services in general

The survey results indicate that residents are mostly satisfied with the quality of city services overall. About half the adult population in the District rates services generally as either good or excellent (50%), while only one in eight say the services are poor or very poor (13%). Another third is more equivocal, rating government services only fair (36%). Although some groups are more satisfied than others, in all of the demographic categories examined, residents are far more likely to express positive views than negative ones.

These results suggest a District population that is considerably happier with its local government than it was in 1997, when Belden & Russonello conducted a similar survey for the D.C. Financial Responsibility and Management Assistance Authority. Then, only 15% of the public rated government services on the whole as excellent or good, 35% said fair, and 48% rated services generally poor or very poor.

Priority of services

Residents rated how high a priority 26 city services are to them personally.

The following services are most likely to be rated extremely high priorities:

- The quality of public schools across the city 45%
- Providing affordable housing for residents 45%
- Safe drinking water 43%
- Police protection against crime 42%
- Services for people experiencing homelessness 39%
- The quality of public schools in your neighborhood 38%

We asked about public schools in two ways to understand how perceptions of public education in one's neighborhood compare to perceptions of schools citywide; both are high priorities.

The next highest priorities reflect mostly concerns over health (including mental health and drug treatment), jobs and transportation:

- Mental health services 35%
- Ambulance and emergency medical services 32%
- Job training and placement for the unemployed 32%
- Health clinics and other health services 31%
- Providing health insurance through D.C.'s health exchange 28%
- Services and protections for seniors 27%
- Fire protection 27%
- Drug treatment and recovery programs 27%
- Street repair and maintenance 27%
- Moving to renewable energy to address climate change 27%
- After school programs for youth 27%
- Metro rail service 26%

Other services are rated as extremely high priorities by fewer residents:

- Bus service 19%
- Efforts to attract new businesses to the District 16%
- Public libraries 16%
- Enforcement of traffic laws 14%
- Arts and cultural events and programs 13%

- Processing property and income taxes 12%
- Issuing and renewal of driver's license 11%
- Car inspection and registration services 10%

Satisfaction with specific services

In the 2019 survey, residents rated the quality of each service as excellent, good, fair, poor, or very poor. In analyzing these data, we looked at the percentage rating the service as excellent or good versus those who said poor or very poor. For example, public libraries are rated excellent or good by 76% of residents and poor or very poor by 4%. The difference between the positive and negative ratings for public libraries is +72.

Satisfaction is highest for:

- Public libraries +72
- Fire protection +63
- Art and cultural programs +58
- Bus service +51

Other services that are more likely to be viewed positively than negatively are:

- Car inspection and registration +44
- Issuing and renewal of drivers licenses +44
- Ambulance and emergency medical services +45
- Efforts to attract new businesses to the city +38
- Safe drinking water +32
- Metro rail service +36
- Providing health insurance through D.C.'s health exchange +27
- Quality of schools in your neighborhood +23
- After school programs for youth +21
- Enforcement of traffic laws +21
- Police protection against crime +19

Opinions are more equivocal about:

- Drug treatment and recovery programs +4
- Moving to renewable energy to combat climate change +9
- The quality of public schools across the city +3 (with a plurality of 31% giving public schools city-wide only a "fair" rating)
- Mental health services, -3 (with a plurality of 31% who cannot rate)

The most negative opinions regarding how the city is doing are expressed toward:

- Providing affordable housing for residents -38
- Services for people experiencing homelessness -22
- Street repair and maintenance -15

Looking at priorities and performance together

How do residents rate the city's performance on the services they hold as highest priorities? On some, such as providing safe drinking water, and the quality of neighborhood public schools, residents have positive perceptions. On others, such as affordable housing, services for the homeless, and the quality of public schools across the city, residents are less than satisfied. The chart on page 21 identifies a set of services that are both lower in satisfaction and higher in priority, and may therefore be important areas of focus:

- Providing affordable housing
- Services for people experiencing homelessness
- The quality of public schools across the city
- Mental health services
- Street repair and maintenance
- Job training and placement for the unemployed
- Drug treatment and recovery programs
- Police protection against crime

Interaction with D.C. Government

A closer examination of attitudes toward three city services among direct users of those services reveals a mixed view of their success. Among the 26% of survey respondents who have called 911 in the last year, three-quarters judge the service they received as good or excellent. Over half of respondents have contacted the DMV, and two-thirds of them rate the service as excellent or good. The one in seven who have contacted the D.C. government regarding their taxes, however, have been somewhat less satisfied, as 40% say the service they received at the tax office was good or excellent and 35% rated it poor or very poor.

Changes in perspective since 1997

Compared to 1997 satisfaction is higher for nearly every city service we asked about, with the largest improvements noted in providing safe drinking water, and the public libraries. The smallest increase in resident satisfaction is in the services for people experiencing homelessness, where four in ten residents in 1997 and again in 2019 think services for the homeless are poor or very poor. Metro-rail is the only service where the percentage of residents rating it good or excellent has decreased from 1997, while the percent calling Metro-rail an extremely high priority has increased – a sign that Metro’s troubles are noticed by the District’s residents. Still, 52% continue to rate Metrorail positively, down from 79% in 1997.

Even in the context of significant demographic change (see sidebar), it is important to note that all demographic groups across the city – Black and White, rich and poor, highly-educated and less-educated residents – hold more positive perceptions of the District government today than they did in 1997.

In conclusion, the city government gets an overall positive report card from the public on its delivery of services. When we compare the findings of this survey with those of 1997, it is clear that attitudes toward city government have become dramatically more positive. Residents see city government doing a better job providing a number of services than it did 22 years ago when the city was close to financial collapse. Residents in our current survey reflect the view that they live in a better-run city, one that perhaps has become too prosperous for many of its inhabitants. They are pleased with a wide array of city services, but they believe the city government still needs to do a better job in providing a decent place to live and quality public schools for all its residents.

Demographic changes in D.C. since 1997

There have been many changes in the city of Washington D.C. in the last 22 years, including demographic changes. Since 1997, the District’s population now includes:

- A higher proportion of non-Hispanic White (now 36%, 27% in 1997) and Hispanic residents (11% now, 5% in 1997) and a smaller proportion of African-American residents (47% now, 65% in 1997);
- A higher proportion of high-income households (median household income in 2017 was roughly \$83,000; in 1997 it was just under \$50,000 in current dollars);
- A higher proportion of residents with a college education, although the District was even then a high-education community (56% now, 44% in 1997).

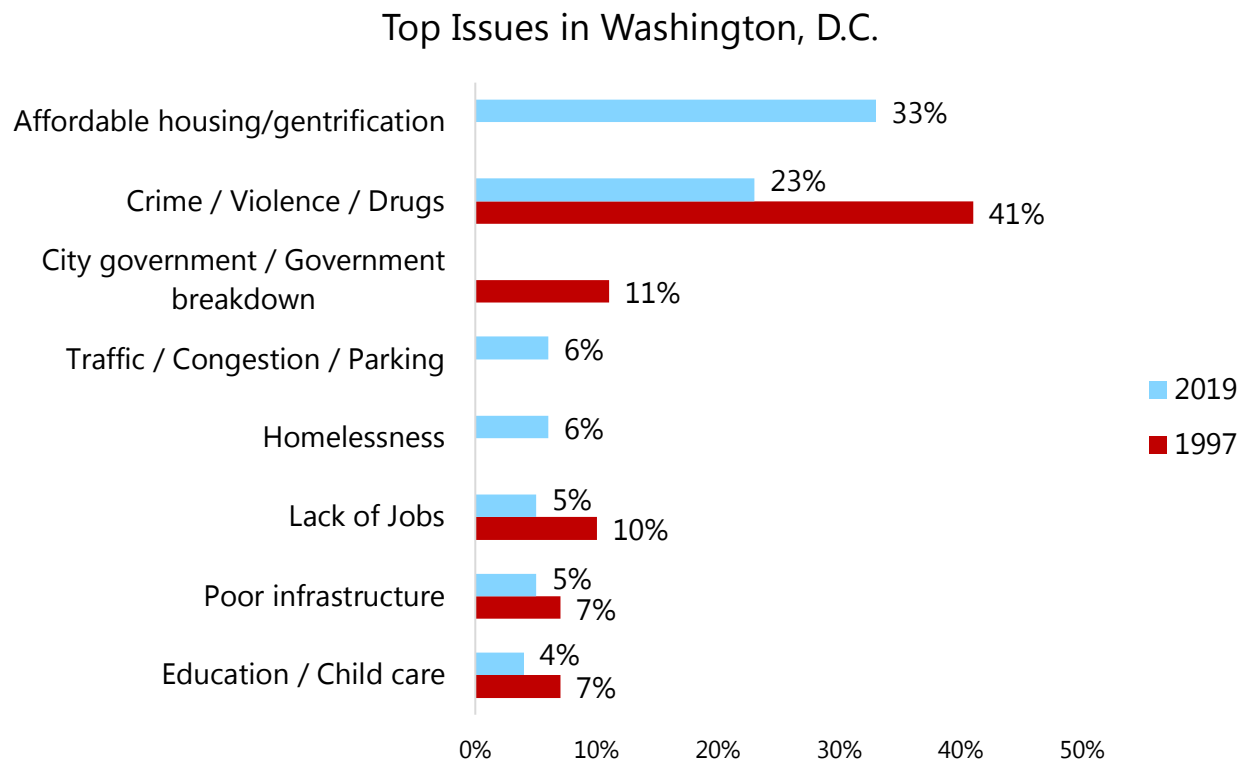
*Current data are from the 2017 ACS 5-year estimates; the 1997 estimates for race and education are from our surveys; the 1997 median adjusted household income is from the Census.

II. Detailed Findings

A. Most important problem

The most important city issue of 2019 according to D.C. residents is the cost of living / affordable housing / gentrification, with 33% of residents listing it as their top concern. Crime, violence, and drugs are also a notable concern at 23%.

In 1997, the most important issue facing the city according to D.C. residents was crime and violence, with 41% of D.C. residents saying so, followed by problems in city government (11%) and lack of jobs (10%). Gentrification and affordability of housing were not mentioned in the 1997 survey. In both the 1997 and 2019 surveys, respondents were asked this question without giving any answer categories, so their answers present their top of mind thinking.



*What do you say is the most important problem facing people living in the District today? (OPEN-END, ONE RESPONSE ALLOWED)

The following different groups are especially likely to respond that affordability and gentrification is their top concern for the city:

- Women;
- Age 30-44;
- Bachelor's degree educated or more;
- \$50-100K household income;
- Renting their home;
- Living in D.C. between 6-10 years; or
- Living in Wards 1 and 5

The following different groups are more likely to respond that crime, violence and drugs are the number one concern facing the city:

- Latino residents;
- Less than or equal to high school educated;
- Household income of \$15K or less; or
- Living in Ward 8

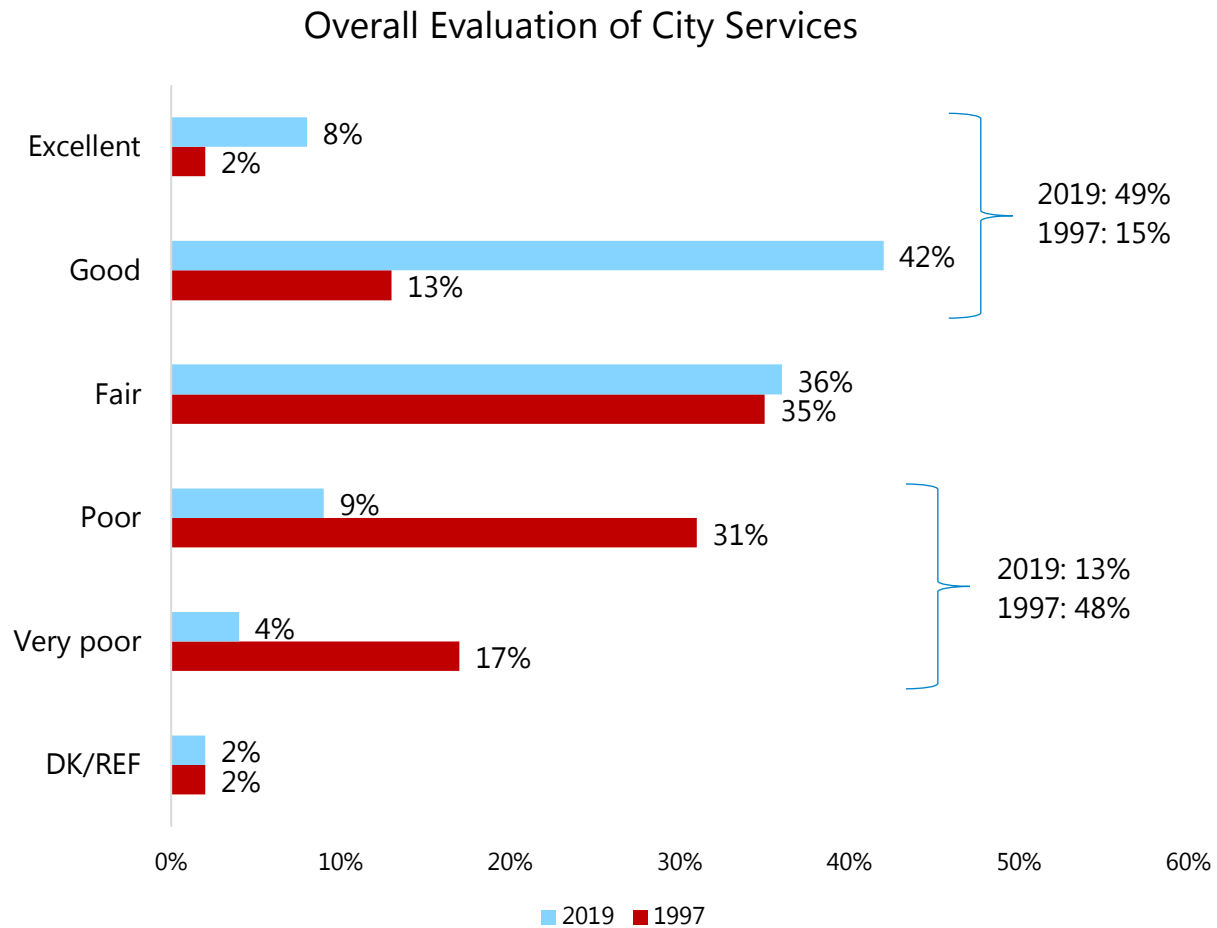
Most Important Issue

Q. What do you say is the most important problem facing people living in the District today?
(OPEN-END, ONE RESPONSE ALLOWED)

	Cost of living/ housing	Crime/ violence/ drugs	Traffic/ parking	Homeles s-ness	Lack of jobs	Poor infra- structure	Education/ childcare
<i>Total</i>	33%	23	6	6	5	5	4
<i>Men</i>	29%	20	7	5	6	6	4
<i>Women</i>	37%	24	5	6	5	4	5
<i>Black</i>	37%	31	5	5	7	3	2
<i>White</i>	34%	15	5	7	5	6	8
<i>Latino</i>	16%	18	8	4	2	10	4
<i>18-29</i>	28%	21	3	9	4	3	1
<i>30-44</i>	39%	23	6	4	6	6	5
<i>45-59</i>	32%	27	7	4	7	6	7
<i>60+</i>	33%	20	7	5	5	5	5
<i>HS education or less</i>	20%	34	4	7	7	3	1
<i>Some college</i>	34%	22	7	6	7	6	2
<i>College degree or more</i>	42%	17	7	5	4	5	4
<i>Post-grad</i>	38%	16	6	5	4	6	8
<i>Less than \$15,000</i>	24%	29	3	8	8	5	2
<i>\$15,000-\$50,000</i>	28%	27	7	7	5	4	1
<i>\$50,000 to \$100K</i>	41%	14	6	4	5	3	4
<i>\$100K+</i>	36%	23	6	6	4	6	8
<i>Own home</i>	32%	22	7	4	5	7	7
<i>Rent home</i>	36%	22	5	7	6	3	1
<i>Married</i>	32%	21	6	5	4	7	8
<i>Not married</i>	33%	24	6	6	6	4	3
<i>Residents < 5 years</i>	31%	17	6	10	4	3	1
<i>6-10 years</i>	39%	19	4	7	4	9	5
<i>11 years or more</i>	33%	24	6	5	6	5	5
<i>Ward 1</i>	39%	20	7	6	4	5	4
<i>Ward 2</i>	31%	13	7	7	5	3	1
<i>Ward 3</i>	27%	13	7	5	6	8	8
<i>Ward 4</i>	34%	28	6	5	4	7	6
<i>Ward 5</i>	39%	22	4	6	5	3	5
<i>Ward 6</i>	37%	17	5	5	4	3	4
<i>Ward 7</i>	34%	34	5	7	5	2	1
<i>Ward 8</i>	24%	34	4	6	10	6	3

B. Overall evaluation of city services

D.C. residents express fairly positive feelings about the quality of city services. Half (49%) of D.C. residents rate city services as good or excellent; 36% rate them as fair; 13% rate them as poor or very poor. Relative to 1997, D.C. residents express far greater satisfaction with D.C. city services. Since that time responses for excellent and good service have more than tripled (from 15% in 1997) while responses for poor and very poor service are a third of what they were in 1997.



*In considering city government services in the District, would you say the quality of public services in general is excellent, good, fair, poor or very poor?

Across the city, every demographic group rates the District's services more positively than negatively overall. The following groups are more likely to say city services are good or excellent:

- Male;
- White or Latino;
- Ages 45+;
- Hold post-grad degree;
- Make over 100K annual household income;
- Own their home;
- Married;
- Have lived in D.C. for 6 to 10 years; or
- Live in Ward 1, 2, 3, or 6

Longer-term residents and those who have been living in the city less than five years are both equally likely to rate the current state of city services as excellent or good.

The following groups are more likely than others to report that the quality of D.C. city services are overall poor or very poor, though even among these groups opinions of city services are far more likely to be positive than negative:

- African American;
- Living in Ward 7 and 8;
- Have a high school or lower level education; or
- Make less than \$15K in annual household income

Evaluation of City Services

Q. In considering city government services in the District, would you say the quality of public services in general is excellent, good, fair, poor or very poor?

	Excellent/ good	Poor/ very poor	Excellent	Good	Fair	Poor	Very Poor	DK/REF
<i>Total</i>	49%	13%	8%	42	36	9	4	2
<i>Men</i>	52%	12	9%	43	34	8	4	2
<i>Women</i>	47%	14	7%	40	37	10	4	2
<i>Black</i>	43%	19	8%	35	37	14	5	1
<i>White</i>	56%	7	5%	51	35	4	3	2
<i>Latino</i>	54%	8	14%	40	35	5	3	3
<i>18-29</i>	43%	14	8%	35	43	11	3	1
<i>30-44</i>	47%	14	8%	39	36	11	4	3
<i>45-59</i>	55%	13	7%	48	32	6	7	-
<i>60+</i>	54%	11	7%	47	32	8	3	3
<i>HS education or less</i>	39%	20	10%	29	38	15	5	3
<i>Some college</i>	44%	16	8%	36	39	11	5	1
<i>College degree or more</i>	52%	8	6%	47	38	6	2	1
<i>Post-grad</i>	59%	8	6%	53	32	5	3	1
<i>Less than \$15,000</i>	36%	27	11%	25	34	18	9	3
<i>\$15,000-\$50,000</i>	44%	17	10%	35	38	13	4	1
<i>\$50,000 to \$100K</i>	50%	9	4%	46	40	7	2	2
<i>Over \$100K</i>	58%	7	7%	51	34	5	3	1
<i>Own home</i>	56%	9	8%	49	34	6	3	1
<i>Rent Home</i>	44%	16	7%	36	38	11	5	2
<i>Married</i>	56%	9	8%	48	35	5	4	0
<i>Not Married</i>	46%	15	7%	39	36	11	4	2
<i>Residents < 5 years</i>	48%	8	6%	42	40	7	2	3
<i>6-10 years</i>	57%	12	7%	49	29	10	3	2
<i>10+ years</i>	48%	14	8%	40	36	10	4	1
<i>Ward 1</i>	55%	8	5%	50	35	6	2	2
<i>Ward 2</i>	57%	6	6%	51	35	5	1	3
<i>Ward 3</i>	55%	8	7%	48	35	6	2	2
<i>Ward 4</i>	43%	14	10%	33	43	9	5	-
<i>Ward 5</i>	43%	14	7%	37	43	7	6	1
<i>Ward 6</i>	52%	11	4%	48	35	7	4	2
<i>Ward 7</i>	48%	21	11%	37	29	15	6	2
<i>Ward 8</i>	40%	23	10%	30	33	18	6	3

C. Evaluation and priority of city services

The survey presented 26 services offered by the city of D.C. and asked respondents to rate them each on priority and quality.

1. Priority ratings

Residents' top priorities in 2019 include affordable housing, the quality of public schools across the city, safe drinking water, police protection against crime, and services for people experiencing homelessness. The percent rating each of the full list of services as an extremely high priority is shown in the table in the next page.

In 1997, several of this year's top priority issues were top priorities issues as well. At that time, the quality of public schools topped the list, followed by police protection against crime and safe drinking water. Affordable housing was not on the list and services for those experiencing homelessness were lower down. The biggest changes in priority ratings since 1997 include:

- Decreases in the percentages rating public schools (-14 points), police protection against crime (-12 points), and efforts to attract new businesses to the District (-16 points) as extremely high priorities.
- Increases in the percentages rating services for those experiencing homelessness (+17 points) and Metro-rail services (+13 points) as extremely high priorities.

Priority of City Services

Q. Now, I'd like to read the list again, but this time please tell me, if you were advising the District government, what kind of priority would you give to each of the following services: an extremely high priority, a high priority, a middle priority, a low priority, or an extremely low priority...(% "extremely high priority")

	2019	1997	Change
<i>Providing affordable housing for residents</i>	45%	N/A	N/A
<i>The quality of public schools across the city¹</i>	45%	59%	-14
<i>Safe drinking water</i>	43%	45%	-2
<i>Police protection against crime²</i>	42%	54%	-12
<i>Services for people experiencing homelessness³</i>	39%	22%	+17
<i>The quality of public schools in your neighborhood</i>	38%	N/A	N/A
<i>Mental health services</i>	35%	N/A	N/A
<i>Job training and placement for the unemployed</i>	32%	30%	+2
<i>Ambulance and emergency medical services</i>	32%	40%	-8
<i>Health clinics and other health services</i>	31%	N/A	N/A
<i>Providing health insurance through D.C.s health exchange</i>	28%	N/A	N/A
<i>Drug treatment and recovery programs</i>	27%	N/A	N/A
<i>Fire protection</i>	27%	31%	-4
<i>Moving to renewable energy to address climate change</i>	27%	N/A	N/A
<i>After-school programs for youth</i>	27%	N/A	N/A
<i>Services and protections for seniors</i>	27%	N/A	N/A
<i>Street repair & maintenance</i>	27%	24%	+3
<i>Metro-rail service</i>	26%	13%	+13
<i>Bus service</i>	19%	11%	+8
<i>Efforts to attract new businesses to the District</i>	16%	32%	-16
<i>Public libraries</i>	16%	16%	0
<i>Enforcement of traffic laws</i>	14%	15%	-1
<i>Art and cultural events and programs</i>	13%	8%	+5
<i>Processing property and income taxes</i>	12%	9%	+3
<i>Issuing and renewal of driver's licenses</i>	11%	7%	+4
<i>Car inspection and registration services</i>	10%	7%	+3

¹ 1997: public schools

² 1997: police protection against crime throughout the city

³ 1997: services for the homeless

Providing affordable housing for residents is generally a top issue across the city. The following different groups are especially likely to report affordable housing as the top priority:

- Renters;
- Newer residents; and
- Those who have annual household incomes between \$50,000 and \$100,000

Across different subgroups, residents rank quality of public schools, safe drinking water, and police protection against crime as the next three top priority issues. Though there is some distinction in which of these four issues rates most highly, the overall picture is the same for everyone – these are important issues for city government.

Top 4 Services of Highest Priority

Q. If you were advising the District government, what kind of priority would you give to each of the following services: an extremely high priority, a high priority, a middle priority, a low priority, or an extremely low priority...(% "extremely high priority")

	Providing affordable housing for residents	Quality of public schools	Safe drinking water	Police protection against crime
<i>Total</i>	45%	45%	43%	42%
<i>Men</i>	40%	43%	39%	42%
<i>Women</i>	50%	46%	45%	41%
<i>Black</i>	48%	43%	43%	43%
<i>White</i>	43%	47%	41%	37%
<i>Latino</i>	41%	45%	41%	48%
<i>18-29</i>	48%	43%	42%	41%
<i>30-44</i>	48%	48%	42%	39%
<i>45-59</i>	51%	50%	45%	47%
<i>60+</i>	34%	38%	42%	40%
<i>HS education or less</i>	42%	39%	39%	45%
<i>Some college</i>	48%	42%	47%	40%
<i>College degree or more</i>	49%	44%	41%	40%
<i>Post-grad</i>	44%	52%	44%	41%
<i>Less than \$15,000</i>	47%	38%	39%	39%
<i>\$15,000-\$49,000</i>	44%	40%	43%	45%
<i>\$50,000 to \$100K</i>	52%	44%	43%	38%
<i>\$100K+</i>	39%	52%	43%	42%
<i>Own home</i>	39%	48%	40%	42%
<i>Rent home</i>	52%	43%	45%	42%
<i>Married</i>	39%	49%	44%	44%
<i>Not married</i>	49%	43%	43%	41%
<i>Residents < 5 years</i>	54%	41%	44%	45%
<i>6-10 years</i>	42%	47%	43%	41%
<i>11 years or more</i>	44%	45%	42%	41%
<i>Ward 1</i>	53%	51%	42%	40%
<i>Ward 2</i>	40%	41%	43%	38%
<i>Ward 3</i>	39%	48%	40%	38%
<i>Ward 4</i>	41%	47%	40%	38%
<i>Ward 5</i>	42%	39%	43%	41%
<i>Ward 6</i>	47%	43%	39%	42%
<i>Ward 7</i>	52%	42%	45%	47%
<i>Ward 8</i>	47%	46%	48%	49%

2. Quality of services

Of the services presented, residents rate most of them more positively than negatively, and almost half find a majority rating them as excellent or good. Compared to 1997, ratings have increased for most of the services presented. A chart on the next page shows the ratings of each now and in 1997. Some key highlights to note:

- D.C. residents are most highly satisfied with public libraries, fire protection, art and cultural events and programs, and the bus service.
- The most change is noted in quality of safe drinking water, with a plus 37-percentage point change since 1997.
- The least movement is noted in services for people experiencing homelessness, where excellent/good ratings only increased by 3 percentage points, while ratings of poor to very poor remain the same (40%).
- The only movement in a negative direction is in Metro-rail services, where positive ratings have dropped by 27 percentage points since 1997.

Quality of City Services

Q. Please tell me if you think the quality of each of the following specific public services is excellent, good, fair, poor, or very poor? (% “excellent” or “good”)

	2019	1997	Change
<i>Public libraries</i>	76%	51%	+24
<i>Fire protection</i>	67%	48%	+19
<i>Art and cultural events and programs</i>	66%	57%	+9
<i>Bus service</i>	61%	55%	+6
<i>Issuing and renewal of drivers’ licenses</i>	56%	34%	+22
<i>Ambulance and emergency medical services</i>	55%	36%	+19
<i>Car inspection and registration services</i>	53%	35%	+18
<i>Metro-rail service</i>	52%	79%	-27
<i>Safe drinking water</i>	51%	14%	+37
<i>Efforts to attract new businesses to the District</i>	50%	39%	+11
<i>Enforcement of traffic laws</i>	44%	35%	+9
<i>Health clinics and other health services</i>	44%	N/A	N/A
<i>Police protection against crime⁴</i>	42%	24%	+18
<i>The quality of public schools in your neighborhood</i>	42%	N/A	N/A
<i>Processing property and income taxes</i>	41%	26%	+15
<i>Providing health insurance through D.C.s health exchange</i>	38%	N/A	N/A
<i>Services and protections for seniors</i>	35%	N/A	N/A
<i>After-school programs for youth</i>	34%	N/A	N/A
<i>The quality of public schools across the city⁵</i>	29%	11%	+18
<i>Moving to renewable energy to address climate change</i>	29%	N/A	N/A
<i>Street repair & maintenance</i>	27%	8%	+19
<i>Job training and placement for the unemployed</i>	23%	8%	+15
<i>Mental health services</i>	22%	N/A	N/A
<i>Drug treatment and recovery programs</i>	22%	N/A	N/A
<i>Services for people experiencing homelessness⁶</i>	18%	15%	+3
<i>Providing affordable housing for residents</i>	16%	N/A	N/A

*Please tell me if you think the quality of each of the following specific public services is excellent, good, fair, poor, or very poor.

Across various demographic categories, the lowest-rated services for quality are providing affordable housing, services for people experiencing homelessness, street repair and maintenance, and mental health services. All demographic groups ranked providing affordable housing and services for people experiencing homelessness as the lowest quality services in the city.

⁴ 1997: police protection against crime throughout the city

⁵ 1997: public schools

⁶ 1997: services for the homeless

3. Combining priority and quality ratings to identify areas of most concern

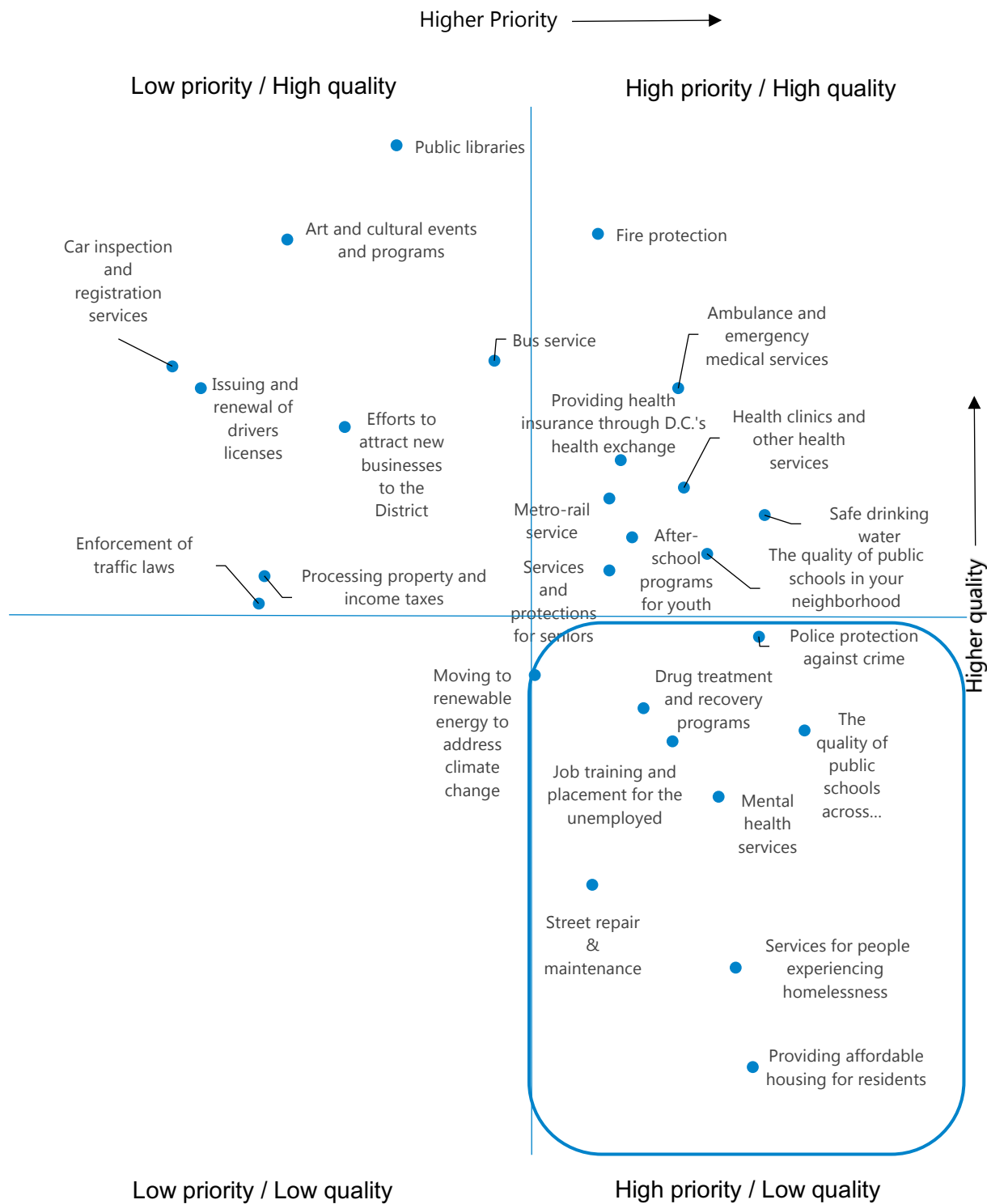
When thinking about where to focus city resources, an obvious place to start is the services that residents rate high in priority but low in terms of their current quality. To illustrate this overlap, the chart on the next page shows quality ratings on the Y axis and priority on the X axis. The highlighted quadrant is the critical group of services that are rated higher in priority and lower in quality. The services that fall into this category include:

- Providing affordable housing;
- Services for people experiencing homelessness;
- Mental health services;
- Street repair and maintenance;
- Job training and placement for the unemployed;
- The quality of public schools across the city;
- Drug treatment and recovery programs;
- Police protection against crime; and
- Moving to renewable energy to address climate change

Another set of services are high priority, but already rated relatively well in terms of quality, and therefore less in need of improvement. This includes fire protection, ambulance services, health clinics and the D.C. health exchange, drinking water, Metro-rail services, after school programs for youth, and schools in “your neighborhood.”

And a third set of services are already well-regarded and low priority for residents, such as public libraries, art and cultural events, car inspection, driver’s license services, traffic enforcement, tax processing, bus service, and efforts to attract new businesses.

Evaluation of City Services: Quality and Priority



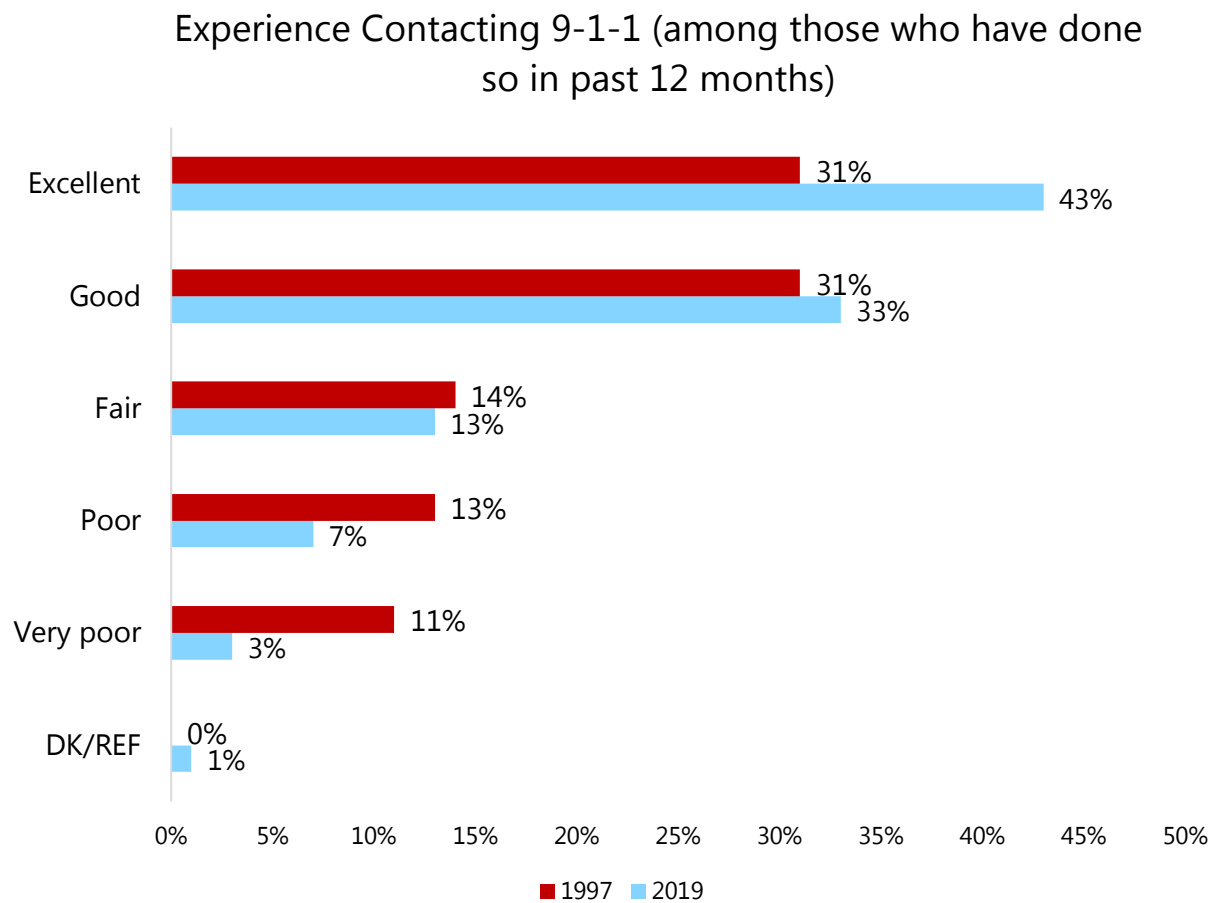
D. Experience contacting city services

Residents who have interacted with the City through 9-1-1 services or the Department of Motor Vehicles largely report positive encounters, more so than in 1997. The largest increases are seen in experiences with contacting the District DMV, although experiences with contacting 9-1-1 have also seen a notable change. Those who have contacted the City regarding their taxes report somewhat more mixed experiences.

1. Contacting 9-1-1

A quarter (26%) of residents report contacting 9-1-1 in the last 12 months. Rates of contacting 9-1-1 are very similar across all demographic groups and regions of the city, with exception of Ward 3, where the statistic is less than one in five. Of those who called, most say they received excellent (43%) or good (33%) service.

Relative to 1997, the percent of residents calling 9-1-1 is essentially unchanged, but satisfaction with 9-1-1 services is higher. The responses for excellent and good today are 76%, up by 14 percentage points since 1997, and responses for poor and very poor today are 10%, down by 14 percentage points since 1997.



*When you contacted 911, would you say the service you received was excellent, good, fair, poor, or very poor? N=311

Across demographic categories in the District, the majority of those who report calling 9-1-1 in the last year say that the service they received was excellent or good.

Experience Contacting 9-1-1 in the City⁷

Q. (N=311) When you contacted 911, would you say the service you received was...

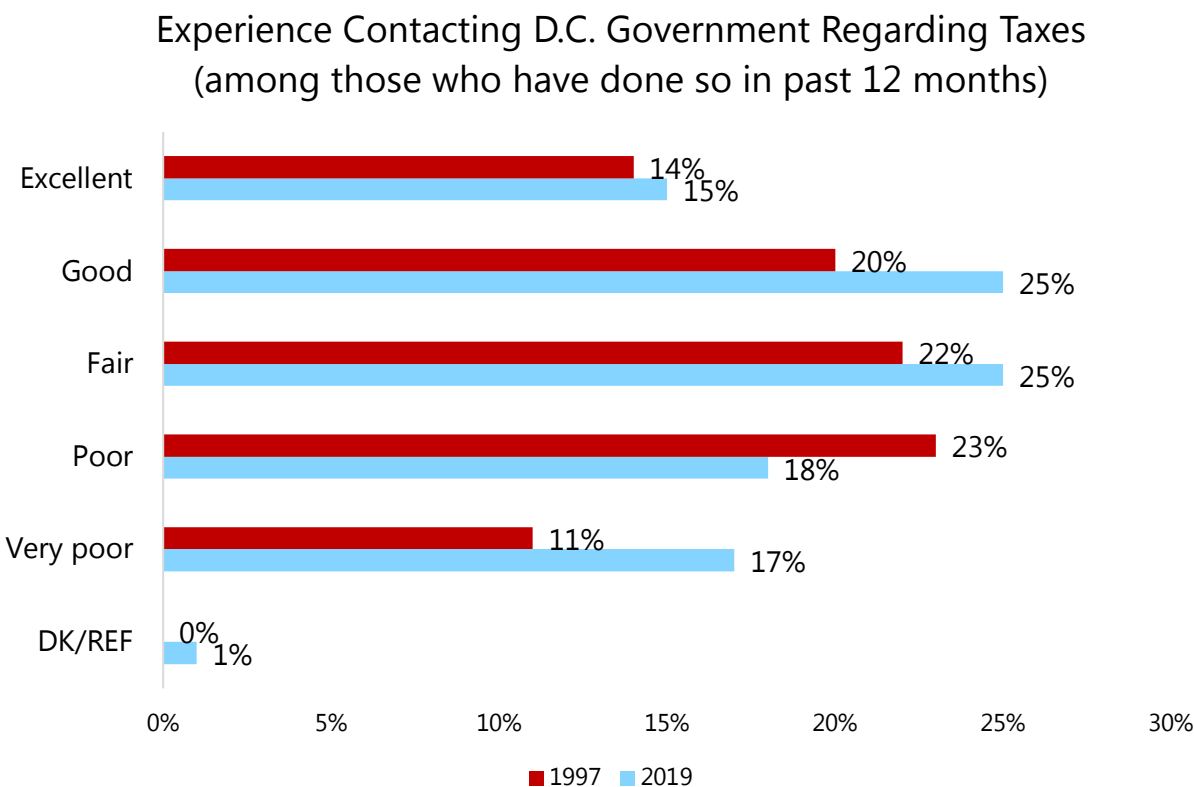
	Excellent/ good	Poor/ very poor	Excellent	Good	Fair	Poor	Very Poor	DK/REF
<i>Total</i>	76%	10	43%	33	13	7	3	1
<i>Men</i>	80%	10	48%	33	9	7	2	1
<i>Women</i>	72%	10	39%	33	17	7	3	1
<i>Black</i>	77%	12	47%	30	10	8	3	1
<i>White</i>	74%	8	38%	35	15	5	3	3
<i>18-29</i>	73%	12	43%	30	13	11	2	2
<i>30-44</i>	67%	16	37%	30	16	12	4	1
<i>45-59</i>	77%	6	45%	33	15	4	2	1
<i>60+</i>	89%	3	50%	39	6	-	3	1
<i>HS education or less</i>	73%	10	45%	28	16	7	3	2
<i>Some college</i>	76%	7	50%	27	16	6	1	-
<i>College degree or more</i>	77%	12	43%	34	9	10	2	2
<i>Post-grad</i>	76%	10	38%	38	12	6	4	2
<i>Less than \$15,000</i>	76%	7	54%	22	15	4	3	2
<i>\$15,000-\$50,000</i>	77%	11	48%	29	12	9	2	-
<i>\$50,000 to \$100K</i>	70%	14	31%	39	14	11	3	2
<i>Over \$100K</i>	77%	10	41%	36	11	7	3	2
<i>Own home</i>	83%	7	47	36	9	5	2	1
<i>Rent home</i>	62%	15	33	29	21	11	4	2
<i>Married</i>	82%	6	45%	37	12	4	2	2
<i>Not Married</i>	74%	11	43%	31	14	8	3	1

⁷ There is no analysis by ward or for Latino residents because there are too few responses to report given the size of the subsample.

2. Contacting District government regarding taxes

Just under a fifth (17%) of residents report contacting D.C. Government about taxes in the last 12 months. The different groups of people that are most likely to have called D.C. government regarding taxes (closer to 25%) are between the ages of 45-59 and those living in Ward 4.

Of those who contacted the D.C. government regarding taxes, a plurality report excellent (15%) or good service (25%), while another quarter say the service was fair (25%) and a third report poor (18%) or very poor service (17%). Relative to 1997, satisfaction with D.C. government services regarding taxes is higher in general, though the percent reporting “very poor” service has also increased slightly. Today, 40% of residents report excellent and good service, up 6% since 1997; and 35% of residents today report poor to very poor service, down 1% since 1997.



*When you contacted District government regarding your taxes, would you say the service you received was excellent, good, fair, poor, or very poor? N=201

Across demographics, the experiences of D.C. residents with contacting the District Government regarding taxes are more positive than negative, except for those with the highest incomes who report more negative than positive experiences.

Experience Contacting District Regarding Taxes⁸

Q. (N=201) When you contacted district government regarding your taxes, would you say the service you received was...

	Excellent/ good	Poor/ very poor	Excellent	Good	Fair	Poor	Very Poor	DK/REF
<i>Total</i>	40%	35	15	25	25	18	17	1
<i>Men</i>	45%	31	19	26	23	12	19	1
<i>Women</i>	34%	38	11	23	28	24	14	1
<i>Black</i>	39%	37	13	26	23	24	13	1
<i>White</i>	32%	35	12	20	31	15	20	1
<i>18-29</i>	45%	37	28	17	19	22	15	-
<i>30-44</i>	29%	32	5	24	38	16	16	1
<i>45-59</i>	38%	39	14	24	23	16	23	-
<i>60+</i>	49%	34	14	35	15	20	14	3
<i>HS education or less</i>	41%	36	17	24	21	16	20	2
<i>Some college</i>	42%	29	21	21	29	17	12	-
<i>College degree or more</i>	49%	37	19	30	14	18	19	-
<i>Post-grad</i>	35%	33	10	25	31	18	15	1
<i>Less than \$15,000</i>	49%	34	26	23	17	18	16	-
<i>\$15,000-\$50,000</i>	44%	32	15	29	22	23	9	2
<i>\$50,000 to \$100K</i>	41%	28	19	22	31	15	13	-
<i>Over \$100K</i>	31%	40	10	21	27	15	25	1
<i>Own home</i>	40%	34	18	22	25	17	17	1
<i>Rent home</i>	38%	34	11	27	27	18	16	1
<i>Married</i>	39%	30	16	23	32	13	17	-
<i>Not Married</i>	40%	37	13	27	22	22	15	1

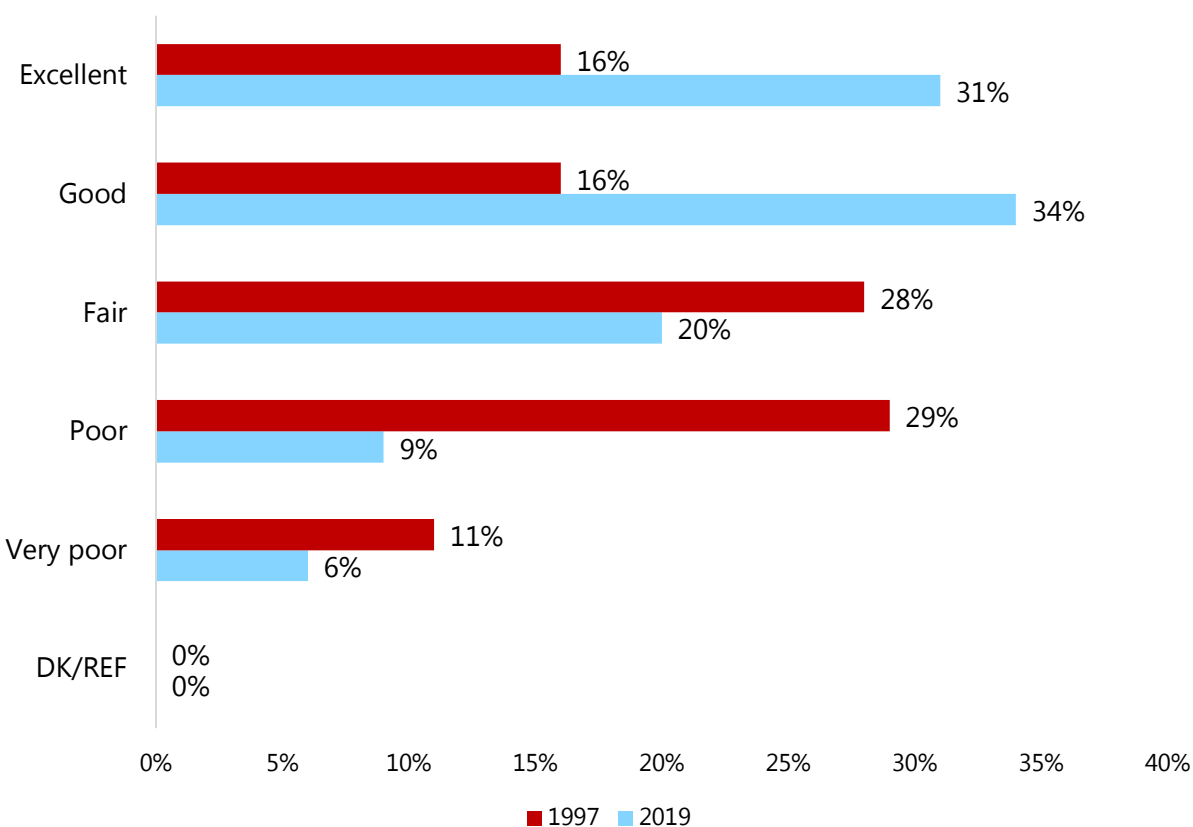
⁸ There is no analysis by ward or for Latino residents because there are too few responses to report given the size of the subsample.

3. Contacting District Department of Motor Vehicles

Just over half (52%) of residents report contacting the D.C. Department of Motor Vehicles (DMV) in the last 12 months. The different groups of people that are most likely to have contacted the D.M.V. are White (non-Hispanic); between the ages of 45-59; living in Ward 3; have a post-graduate degree; have over \$100K in annual household income; homeowners; or married.

Of those who contacted the District DMV recently, almost two-thirds report excellent (31%) or good (34%) service, while just over an eighth report poor (9%) or very poor (6%) service. Relative to 1997, satisfaction with the D.C. DMV services has improved substantially. Today, 65% of residents report excellent / good service, up 33 percentage points since 1997; and 15% of residents report poor to very poor service, down 25 points since 1997.

Experience Contacting DMV (among those who have done so in past 12 months)



*When you contacted the department of Motor Vehicle Services, would you say the service you received was excellent, good, fair, poor, or very poor? N= 632

In general, across the board, residents who have been in contact with the DMV report positive experiences. The different groups of residents most likely to report excellent and good service include:

- Men;
- White;
- Ages 45-59;
- Living in Ward 3;
- Having Post-graduate degree;
- Making more than \$100K;
- Homeowner; or
- Married

Experience Contacting DMV

Q. (N=632) When you contacted the department of Motor Vehicle Services, would you say the service you received was...

	Excellent/ good	Poor / very poor	Excellent	Good	Fair	Poor	Very Poor	DK/REF
<i>Total</i>	65%	15	31	34	20	9	6	0
<i>Men</i>	69%	14	34	35	17	9	5	-
<i>Women</i>	61%	16	28	33	22	10	6	1
<i>Black</i>	63%	18	26	37	19	12	6	0
<i>White</i>	70%	13	36	34	16	8	5	0
<i>Latino</i>	59%	12	42	17	29	6	6	-
<i>18-29</i>	61%	14	29	32	23	11	3	2
<i>30-44</i>	62%	17	29	33	21	9	8	-
<i>45-59</i>	73%	17	36	37	16	7	4	-
<i>60+</i>	65%	16	32	33	18	10	6	1
<i>HS education or less</i>	62%	22	32	30	17	14	8	-
<i>Some college</i>	58%	15	27	31	25	8	7	1
<i>College degree or more</i>	64%	12	32	32	23	6	6	1
<i>Post-grad</i>	70%	12	31	39	17	9	3	0
<i>Less than \$15,000</i>	62%	21	35	27	17	14	7	-
<i>\$15,000-\$50,000</i>	61%	19	27	34	19	10	9	1
<i>\$50,000 to \$100K</i>	57%	15	25	32	28	10	5	-
<i>Over \$100K</i>	73%	12	36	37	16	8	4	0
<i>Own home</i>	70%	12	34	36	17	8	4	0
<i>Rent home</i>	58%	20	27	31	22	12	8	1
<i>Married</i>	73%	23	37	36	16	7	3	0
<i>Not Married</i>	60%	33	28	32	22	11	7	1
<i>Residents < 5 years</i>	68%	29	33	35	26	3	1	1
<i>6-10 years</i>	64%	30	33	31	19	11	6	-
<i>10+ years</i>	64%	29	30	34	19	10	6	0
<i>Ward 1</i>	59%	14	28	31	27	8	6	-
<i>Ward 2</i>	66%	13	31	35	21	10	3	-
<i>Ward 3</i>	76%	9	44	32	13	4	5	2
<i>Ward 4</i>	61%	23	28	33	16	14	9	-
<i>Ward 5</i>	71%	15	31	40	13	9	6	1
<i>Ward 6</i>	54%	13	26	28	34	7	6	-
<i>Ward 7</i>	70%	19	31	39	11	15	4	-
<i>Ward 8</i>	60%	15	25	35	24	10	5	-

III. Methodology

Summary

The 2019 D.C. resident study is a multi-mode survey conducted via landline, cell phone, and online, among a total of 1,210 adult residents of Washington, D.C. between July 13 and August 13, 2019 on behalf of the Office of the D.C. Auditor. The data have been weighted to ensure representativeness across the city and within each ward for gender, age, race/ethnicity, and education, based on the U.S. Census American Community Survey 5-year estimates as of 2017.

Questionnaire

The questionnaire was developed by Belden Russonello Strategists (BRS) and Emma White Research (EWR) in consultation with the Office of the D.C. Auditor. Many of the questions are taken from, and therefore can be compared to the results of, a 1997 survey conducted by Belden & Russonello for the D.C. Financial Responsibility and Management Assistance Authority.

Potential respondents were screened to ensure that they live in the District and that those reached on cell phones could safely participate in the survey. A copy of the questionnaire with response totals is appended to this report.

Sampling and Data Collection

Braun Research Incorporated (BRI) conducted the telephone interviewing and administered the online data collection under the supervision of EWR and BRS.

- Telephone: BRI's trained professional interviewers conducted a total of 1,004 telephone interviews using a Computer Assisted Telephone Interview (CATI) system. Of these interviews, 240 (24%) were conducted with respondents on landline telephones and the remaining 764 interviews (76%) were conducted on cellular phones. Respondents were selected at random from a listed sample including all registered voters in the District, matched with consumer lists to provide the broadest possible coverage of the adult population of the city. The sample was provided by Aristotle. Neustar screened landline numbers for ported cell phones to ensure compliance with regulations covering cell phone dialing. The margin of sampling error for this portion of the survey is +/- 3.1 percentage points at the 95% confidence level.

- Online: A total of 206 interviews were completed online. BRI programmed and hosted the web-based version of the survey, using an independent, opt-in non-probability online pool of panelists.

Quotas and Weighting

The sample was stratified to ensure the completion of at least 150 interviews in each ward. Demographic quotas were set by ward to match the U.S. Census for age, gender, race/ethnicity and educational attainment. The final data were weighted slightly by gender, age, and educational attainment to match the U.S. Census.

2019 Sample Composition Table

		Unweighted %	Weighted %
<i>Total</i>	1210	-	-
<i>Men</i>	509	42%	46%
<i>Women</i>	701	58	54
<i>Black</i>	562	46	45
<i>White</i>	441	36	36
<i>Latino</i>	107	9	10
<i>18-29</i>	257	21	27
<i>30-44</i>	385	32	30
<i>45-59</i>	244	20	19
<i>60+</i>	285	24	20
<i>HS education or less</i>	322	27	27
<i>Some college</i>	225	19	19
<i>College degree or more</i>	298	25	23
<i>Post-grad</i>	353	29	30
<i>Less than \$15,000</i>	165	14	15
<i>\$15,000-\$50,000</i>	259	21	21
<i>\$50,000 to \$100K</i>	286	24	24
<i>\$100K+</i>	393	32	32
<i>Own home</i>	601	50	47
<i>Rent home</i>	564	47	48
<i>Married</i>	387	32	31
<i>Not married</i>	768	63	64
<i>Residents < 5 years</i>	167	14	16
<i>6-10 years</i>	141	12	12
<i>11 years or more</i>	888	73	71
<i>Ward 1</i>	150	12	12
<i>Ward 2</i>	152	13	13
<i>Ward 3</i>	152	13	12
<i>Ward 4</i>	150	12	12
<i>Ward 5</i>	152	13	13
<i>Ward 6</i>	153	13	13
<i>Ward 7</i>	151	12	12
<i>Ward 8</i>	150	12	12

1997 Sample Composition Table

		Unweighted %	Weighted %
<i>Total</i>	1201	-	-
<i>Men</i>	559	47%	47%
<i>Women</i>	642	53	53
<i>Black</i>	781	65	63
<i>White</i>	326	27	29
<i>Latino</i>	60	5	6
<i>18-29</i>	269	22	23
<i>30-39</i>	276	23	23
<i>40-49</i>	225	19	19
<i>50-59</i>	148	12	12
<i>60-69</i>	129	11	11
<i>70+</i>	149	12	12
<i>HS education or less</i>	442	37	35
<i>Some college</i>	236	20	20
<i>College degree or more</i>	517	43	44
<i>Less than \$25,000</i>	349	29	29
<i>\$26,000-\$50,000</i>	357	29	30
<i>\$51,000+</i>	313	26	27
<i>Ward 1</i>	150	12.5	14
<i>Ward 2</i>	150	12.5	14
<i>Ward 3</i>	150	12.5	13
<i>Ward 4</i>	150	12.5	13
<i>Ward 5</i>	151	12.5	12
<i>Ward 6</i>	150	12.5	13
<i>Ward 7</i>	150	12.5	11
<i>Ward 8</i>	150	12.5	10

2019 DC City Services Survey Questionnaire

Conducted July 13th – August 12th, 2019

N= 1,210 adult DC Residents

Landline, cell phone, and online

Due to rounding, totals may add to 99% or 101%

INTRODUCTION LANGUAGE: Hello, my name is _____, and I am an interviewer with Braun Research. We are conducting a confidential survey among DC residents on behalf of the office of the DC auditor to hear how residents feel about city services. May I please speak to LISTED PERSON (ONLY INTERVIEW LISTED RESPONDENT. IF NECESSARY, ARRANGE FOR A CALL BACK AND RECORD DATE AND TIME...REPEAT INTRO AS NECESSARY -- WHEN RESP IS ON LINE) This is a public opinion survey -- we are not selling anything. Your telephone number was randomly selected by computer. First....

1. What do you say is the most important problem facing people living in the District today? OPEN-END. RECORD ONLY ONE RESPONSE

Cost of living/ Affordable housing/	
Gentrification/ -----	33%
Crime / Violence / Drugs -----	23%
Traffic / Congestion/	
Parking -----	6%
Homelessness -----	6%
Lack of Jobs /	
Economy/ Income -----	5%
Poor Infrastructure -----	5%
Education / Child care -----	4%
No Federal Representation/	
Statehood -----	3%
City services /	
Social Services -----	3%
Transportation -----	2%
Trump -----	2%

Poverty -----	2%
Discrimination/ Racism/Inequality-----	2%
Health Care -----	1%
Taxes-----	1%
Rats -----	1%
Nothing wrong -----	3%
Other -----	5%
DK/REF-----	5%

2. In considering city government services in the District, would you say the quality of public services in general is excellent, good, fair, poor or very poor?

Excellent -----	8%
Good-----	42%
Fair-----	36%
Poor -----	9%
Very Poor -----	4%
(DON'T READ) DK/ REF-----	2%

3. Please tell me if you think the quality of each of the following specific public services is excellent, good, fair, poor, or very poor. If you do not know about an area just tell me. First, would you say that the quality of _____ is excellent, good, fair, poor, or very poor. RANDOMIZE A-Z, ALWAYS ASK ABOUT i BEFORE j (BUS SERVICE & METRO) KEEP THESE BACK TO BACK

	EXC	GOOD	FAIR	POOR	VERY POOR	DK/ REF
[]a. Police protection against crime -----	9%	33%	31%	15%	8%	3%
[]b. The quality of public schools in your neighborhood -----	12%	30%	23%	13%	5%	16%
[]c. The quality of public schools across the city -----	6%	23%	31%	20%	6%	14%
[]d. Fire protection -----	20%	46%	17%	3%	1%	12%
[]e. Drug treatment and recovery programs -----	6%	16%	19%	13%	5%	42%
[]f. After-school programs for youth -----	10%	24%	20%	10%	4%	33%
[]g. Safe drinking water -----	14%	37%	25%	14%	5%	5%
[]h. Street repair & maintenance -----	6%	21%	30%	26%	15%	1%

		EXC	GOOD	FAIR	POOR	VERY POOR	DK/REF
[]i.	Bus service - -----	17%	--44%	-- 22%	-- 7%	---3%	--7%
[]j.	Metro-rail service -----	13%	--39%	-- 26%	-- 11%	---5%	--5%
[]k.	Services for people experiencing homelessness -----	5%	---13%	-- 26%	--25%	--15%	-17%
[]l.	Providing affordable housing for residents - -----	5%	---11%	-- 22%	--35%	--19%	-9%
[]m.	Enforcement of traffic laws- -----	11%	---33%	-- 28%	-- 16%	---7%	--6%
[]n.	Ambulance and emergency medical services -----	15%	--39%	-- 21%	-- 7%	-- 3%	-14%
[]o.	Public libraries -----	32%	--44%	-- 15%	-- 3%	---1%	--6%
[]p.	Job training and placement for the unemployed-----	6%	---17%	-- 24%	-- 17%	-- 5%	-31%
[]q.	Art and cultural events and programs -----	29%	--37%	-- 18%	-- 5%	---2%	--9%
[]r.	Car inspection and registration services -----	17%	--35%	-- 22%	-- 6%	-- 2%	-16%
[]s.	Issuing and renewal of driver's licenses -----	19%	--37%	-- 23%	-- 8%	---3%	--9%
[]t.	Processing property and income taxes -----	8%	---33%	-- 28%	-- 11%	-- 5%	-15%
[]u.	Efforts to attract new businesses to the District- -----	16%	--35%	-- 23%	-- 8%	-- 4%	-15%
[]v.	Moving to renewable energy to address climate change -----	7%	---22%	-- 27%	-- 15%	-- 5%	-24%
[]w.	Providing health insurance through DC's health exchange-----	12%	--26%	-- 18%	-- 8%	-- 4%	-33%
[]x.	Health clinics and other health services -----	10%	--34%	-- 25%	-- 10%	-- 2%	-19%
[]y.	Mental health services -----	6%	---17%	-- 22%	-- 17%	-- 8%	-31%
[]z.	Services and protections for seniors- -----	8%	---26%	-- 21%	-- 11%	-- 5%	-29%

4. Now, I'd like to read the list again, but this time please tell me, if you were advising the District government, what kind of priority would you give to each of the following services: an extremely high priority, a high priority, a middle priority, a low priority, or an extremely low priority... RANDOMIZE A-Z, ALWAYS ASK ABOUT i BEFORE j (BUS SERVICE & METRO) KEEP THESE BACK TO BACK.

		Ext. high Priority	High priority	Middle priority	Low priority	Ext. low priority	DK/ REF
[]a.	Police protection against crime -----	42%	--40%	-- 12%	-- 4%	---2%	--1%
[]b.	The quality of public schools in your neighborhood -----	38%	--37%	-- 16%	-- 4%	---2%	--3%
[]c.	The quality of public schools across the city -----	45%	--39%	-- 10%	-- 2%	---2%	--3%
[]d.	Fire protection- -----	27%	--42%	-- 21%	-- 7%	---1%	--2%
[]e.	Drug treatment and recovery programs -----	27%	--46%	-- 19%	-- 4%	---1%	--3%
[]f.	After-school programs for youth -----	27%	--45%	-- 20%	-- 4%	---2%	--3%
[]g.	Safe drinking water -----	43%	--39%	-- 12%	-- 4%	---2%	--1%
[]h.	Street repair & maintenance -----	27%	--41%	-- 26%	-- 4%	---2%	--1%
[]i.	Bus service - -----	19%	--42%	-- 28%	-- 7%	---1%	--2%
[]j.	Metro-rail service -----	26%	--44%	-- 21%	-- 6%	---1%	--2%
[]k.	Services for people experiencing homelessness -----	39%	--40%	-- 14%	-- 3%	---2%	--2%
[]l.	Providing affordable housing for residents - -----	45%	--33%	-- 14%	-- 5%	---2%	--2%
[]m.	Enforcement of traffic laws- -----	14%	--28%	-- 33%	-- 19%	---5%	--1%
[]n.	Ambulance and emergency medical services -----	32%	--43%	-- 19%	-- 4%	---1%	--1%
[]o.	Public libraries -----	16%	--37%	-- 30%	-- 13%	---2%	--2%
[]p.	Job training and placement for the unemployed-----	32%	--42%	-- 18%	-- 4%	---1%	--3%
[]q.	Art and cultural events and programs -----	13%	--29%	-- 36%	-- 16%	---3%	--3%
[]r.	Car inspection and registration services -----	10%	--25%	-- 34%	-- 22%	---5%	--4%
[]s.	Issuing and renewal of driver's licenses -----	11%	--23%	-- 39%	-- 19%	---4%	--4%
[]t.	Processing property and income taxes -----	12%	--26%	-- 39%	-- 15%	---3%	--4%

		Ext. high Priority	High priority	Middle priority	Low priority	Ext. low priority	DK/ REF
[]u.	Efforts to attract new businesses to the District-	16%	--34%	-- 30%	-- 12%	--- 5%	--3%
[]v.	Moving to renewable energy to address climate change	27%	--35%	-- 23%	-- 9%	--- 3%	--4%
[]w.	Providing health insurance through DC's health exchange	28%	--42%	-- 19%	-- 5%	--- 2%	--4%
[]x.	Health clinics and other health services	31%	--45%	-- 18%	-- 3%	--- 1%	--2%
[]y.	Mental health services	35%	--41%	-- 17%	-- 3%	--- 1%	--2%
[]z.	Services and protections for seniors	27%	--43%	-- 23%	-- 5%	--- 1%	--2%

5. In the last 12 months, have you done any of the following:

		YES	NO	DK
[]a.	Called 911 for a medical, fire, or police emergency	26%	- 73%	- 2%
[]b.	Called, written, or gone to the District government regarding a question or problem with your taxes	17%	- 82%	- 1%
[]c.	Called, written, or gone to the department of Motor Vehicle Services	52%	- 46%	- 2%

6. (IF Q5A=1 "YES", N=311) When you contacted 911, would you say the service you received was: (READ ITEMS)

Excellent	43%
Good	33%
Fair	13%
Poor	7%
Very Poor	3%
(DON'T READ) DK / REF	1%

7. (IF Q5B=1 "YES", N=201) When you contacted district government regarding your taxes, would you say the service you received was: (READ ITEMS)

Excellent -----	15%
Good-----	25%
Fair-----	25%
Poor -----	18%
Very Poor -----	17%
(DON'T READ) DK / REF -----	1%

8. (IF Q5C=1 "YES", N=632) When you contacted the department of Motor Vehicle Services, would you say the service you received was:

Excellent -----	31%
Good-----	34%
Fair-----	20%
Poor -----	9%
Very Poor -----	6%
(DON'T READ) DK -----	0%

(RESUME ASKING ALL RESPONDENTS)

Now I have a couple of questions to help us classify your responses.

9. Are you married, divorced, separated, widowed or single (as in never been married)?

Married -----	31%
Divorced -----	7%
Separated-----	2%
Widowed -----	5%
Single -----	50%
Living with partner (VOL) -----	3%
DK / REF -----	1%

10. Are you a parent or guardian of any children under 18 years old who live with you?
11. (ASK IF Q10=1 "YES") Do any of your children attend D.C. public schools, including charter schools?

Yes, parent/guardian ----- 26%
 Yes, child(ren) attend DCPS ----- 17%
 No, do not ----- 8%
 No, not parent/guardian ----- 74%
 DK/ REF ----- 1%

(RESUME ASKING ALL RESPONDENTS)

12. What was the last grade of school you completed? [READ ONLY IF NECESSARY]

Grade 1-11-----9%
 High school graduate/GED ----- 18%
 Some college ----- 12%
 Technical/vocational/
 associates/2-year degree-----7%
 College graduate/bachelors/4-year degree- 23%
 Post graduate/Masters/PhD/JD/MD ----- 30%
 (DON'T READ) DK / REF ----- 1%

13. How long have you lived in Washington D.C.? Less than two years, two to five years, six to ten years, or more than 10 years?

Less than 2 years -----5%
 Two to five years -----10%
 Six to ten years -----12%
 More than 10 years -----71%
 (DON'T READ) DK/REF ----- 1%

14. Do you own or rent your home?

Own ----- 47%
 Rent----- 48%
 (DON'T READ) DK/REF -----4%

15. Just to make sure we are representing a mix of residents, can you tell me in what year you were born?
16. (IF Q15=9999 "REFUSE") Are you between 18 and 24, 30 and 44, 45 and 59, 60 to 74, or 75 or older?

18-29-----	27%
30-44 -----	30%
45-59 -----	19%
60-74 -----	14%
75+ -----	6%
DK/REF-----	3%

17. Do you identify as Hispanic or Latino(a)? (INTERVIEWER: READ "LATINO" TO MEN, "LATINA" TO WOMEN)

Yes-----	10%
No -----	88%
DK/REF-----	2%

18. Would you describe yourself as Black or African American, White or Caucasian, Asian or Pacific Islander, or Native American? (ALLOW MULTIPLE RESPONSES)

Black/African American-----	45%
White/Caucasian -----	36%
Hispanic / Latino-----	10%
Asian/Pacific Islander -----	5%
Native American -----	2%
Something else -----	2%
REF-----	4%

19. Are you registered to vote in Washington, D.C.?

Yes-----	86%
No -----	13%
DK/REF-----	2%

20. In what Ward do you live?

Ward 1 -----	12%
Ward 2 -----	13%
Ward 3 -----	12%
Ward 4 -----	12%
Ward 5 -----	13%
Ward 6 -----	13%
Ward 7 -----	12%
Ward 8 -----	12%
DK/REF-----	0%

21. Stop me when I come to the category in which your total household income for last year, 2018, fell before taxes. Your best estimate is fine. READ CODES

Less than \$15,000 -----	15%
\$15,000 to \$25,000 -----	9%
\$25,000 to \$50,000 -----	13%
\$50,000 to \$75,000 -----	13%
\$75,000 to \$100,000 -----	10%
\$100,000 to \$150,000 -----	13%
More than \$150,000 -----	19%
REF-----	9%

22. RECORD GENDER BY OBSERVATION

Male -----	46%
Female -----	54%

Those are all the questions that I have. Thank you very much for your time.

About ODCA

The mission of the Office of the District of Columbia Auditor (ODCA) is to support the Council of the District of Columbia by making sound recommendations that improve the effectiveness, efficiency, and accountability of the District government.

To fulfill our mission, we conduct performance audits, non-audit reviews, and revenue certifications. The residents of the District of Columbia are one of our primary customers and we strive to keep the residents of the District of Columbia informed on how their government is operating and how their tax money is being spent.

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On the Cover

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