FM3 RESEARCH

CITY OF MILPITAS 2020 COMMUNITY SURVEY
320-875 WT
N=625
MARGIN OF SAMPLING ERROR ±4.0% (95% CONFIDENCE INTERVAL)
A/B SPLITS

Hello, I'm_____ from _____ a public opinion research company. We're conducting a public opinion survey about issues that interest residents of the City of Milpitas. We are definitely not trying to sell anything, and we are only interested in your opinions. **(IF RESPONDENT WISHES TO COMPLETE THE INTERVIEW IN SPANISH, VIETNAMESE OR CHINESE, PLEASE HAND OFF TO BILINGUAL INTERVIEWER**)

A.   Before we begin, I need to know if I have reached you on a cell phone, and if so, are you in a place where you can talk safely without endangering yourself or others?

Yes, cell and can talk safely-- 61%
Yes, cell but cannot talk safely ------------------------- **TERMINATE**
No, not on cell-- 39%
(DON'T READ) DK/NA/REFUSED------------------ **TERMINATE**

NEXT, I AM GOING TO ASK YOU A FEW QUESTIONS TO ENSURE WE ARE TALKING TO A REPRESENTATIVE SAMPLE OF RESIDENTS.

B.   First, in what year were you born?

2001-1995 (18-24)------------------------- 10%
1994-1990 (25-29)--------------------------7%
1989-1985 (30-34)------------------------- 14%
1984-1980 (35-39)--------------------------9%
1979-1975 (40-44)--------------------------9%
1974-1970 (45-49)--------------------------9%
1969-1965 (50-54)--------------------------8%
1964-1960 (55-59)--------------------------7%
1959-1955 (60-64)--------------------------7%
1954-1945 (65-74)--------------------------9%
1944 or earlier (75+)----------------------5%
(REFUSED/NA) ----------------------------6%

C.   Next, with which racial or ethnic group do you identify yourself: Hispanic or Latino; African American or Black; Caucasian or White; Asian or Pacific Islander; or some other ethnic or racial background? **(IF ASIAN/PACIFIC ISLANDER, ASK:** More specifically, would you say that you are Chinese, Filipino, Indian or Southeast Asian, Japanese, Korean, Vietnamese, or multiracial?)

> Latino/Hispanic------------------------------ 14%
> African American/Black ------------------------1%
> Caucasian/White ------------------------------ 29%
> Chinese-- 14%
> Filipino--6%
> Indian or Southeast Asian--------------------- 11%
> Japanese--1%
> Korean --0%
> Vietnamese ------------------------------------ 14%
> Multiracial------------------------------------2%
> **(OTHER)** -------------------------------------3%
> **(DON'T READ)** DK/NA/REFUSED--------5%

D.   What is your gender? **(READ LIST)**

> Male -- 49%
> Female -- 49%
> Nonbinary --------------------------------------0%
> **(DON'T READ)** Rather not say --------------2%

E.   **(T)** What was the last level of school you completed?

> Less than high school--------------------------2%
> High school graduate ------------------------- 18%
> Vocational or technical school-----------------5%
> Some college, but no degree ----------------- 22%
> Associate degree--------------------------------8%
> Four-year college degree -------------------- 28%
> Graduate school ------------------------------ 15%
> **(DON'T READ)** DK/Refused -----------------2%

**NOW I WOULD LIKE TO ASK YOU SEVERAL QUESTIONS
ABOUT LIFE IN MILPITAS.**

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1.   **(T)** First, would you say that things in Milpitas are generally headed in the right direction, or do you feel that things are pretty seriously off on the wrong track?

> Right direction--------------------------------- 49%
> Wrong track------------------------------------ 32%
> **(DON'T READ)** DK/NA ------------------- 19%

2.   Next, please tell me how satisfied you are with <u>the overall quality of life in Milpitas</u>: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied.

TOTAL SATISFIED -------------------- **80%**
Very satisfied----------------------------- 22%
Somewhat satisfied ----------------------- 58%

TOTAL DISSATISFIED --------------- **20%**
Somewhat dissatisfied--------------------- 16%
Very dissatisfied ---------------------------4%

(DON'T READ) DK/NA ------------------0%

3.   Next, would you say you generally approve or disapprove of the job that _____ is doing? **(IF APPROVE/DISAPPROVE, ASK:** "Is that strongly **APPROVE/DISAPPROVE** or just somewhat?**)**

		STR APPR	SMWT APPR	SMWT DISAP	STR DISAP	(DK/NA)	TOTAL APPR	TOTAL DISAP
[ ]a.	**(T)** Milpitas City government overall	13%	54%	16%	7%	10%	67%	23%
[ ]b.	**(T)** The City's budget management	20%	33%	16%	8%	23%	54%	24%

(RANDOMIZE)

		STR APPR	SMWT APPR	SMWT DISAP	STR DISAP	(DK/NA)	TOTAL APPR	TOTAL DISAP
[ ]c.	**(T)** The Milpitas Police Department	49%	36%	5%	4%	6%	84%	9%
[ ]d.	**(T)** The Milpitas City Council	13%	41%	18%	10%	17%	54%	29%
[ ]e.	**(T)** The Milpitas Fire Department	61%	24%	3%	1%	11%	86%	3%

4.   Next, for each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. (**RANDOMIZE**)

		STR AGREE	SMWT AGREE	SMWT DISAG	STR DISAG	(DK/NA)	TOTAL AGREE	TOTAL DISAG
[ ]a.	**(T)** I am proud to live in Milpitas.	39%	42%	11%	5%	3%	81%	16%
[ ]b.	**(T)** I feel different cultures are celebrated in Milpitas.	47%	41%	4%	3%	5%	88%	7%

(SPLIT SAMPLE A ONLY)

		STR AGREE	SMWT AGREE	SMWT DISAG	STR DISAG	(DK/NA)	TOTAL AGREE	TOTAL DISAG
[ ]c.	**(T)** Maintaining public infrastructure in Milpitas should be a top priority.	63%	30%	2%	2%	4%	93%	4%
[ ]d.	**(T)** I would recommend Milpitas to others as a place to live.	30%	43%	11%	10%	6%	73%	21%
[ ]e.	**(T)** I trust the City to plan for Milpitas' future.	23%	39%	17%	13%	8%	62%	30%

	STR AGREE	SMWT AGREE	SMWT DISAG	STR DISAG	(DK/NA)	TOTAL AGREE	TOTAL DISAG
(SPLIT SAMPLE A ONLY; CONTINUED)							
[ ]f. **(T)** When people first move to Milpitas, they are generally welcomed into the community.	31%	41%	9%	3%	15%	73%	12%
[ ]g. **(T)** Milpitas is a great place for seniors and aging residents to live.	29%	39%	11%	11%	10%	68%	22%
(SPLIT SAMPLE B ONLY)							
[ ]h. **(T)** Maintaining public safety services in Milpitas should be a top priority.	69%	27%	2%	1%	0%	96%	4%
[ ]i. **(T)** I trust the City of Milpitas to properly manage our tax dollars.	18%	43%	16%	11%	12%	61%	27%
[ ]j. **(T)** Milpitas City government operates in a way that is open and accountable to the public.	21%	44%	16%	7%	12%	65%	23%
[ ]k. **(T)** Milpitas is a great place to raise a family.	43%	43%	8%	2%	3%	87%	10%
[ ]l. **(T)** Milpitas' diversity is an asset to the City.	50%	38%	7%	1%	4%	88%	8%

(RESUME ASKING ALL RESPONDENTS)

5. Next, I am going to read you some words and phrases that might describe Milpitas. Please tell me whether you think each of the phrases below describes Milpitas very well, somewhat well, not too well, or not at all well. If you don't know, you can tell me that, too. **(RANDOMIZE)**

	VERY WELL	SMWT WELL	NOT TOO WELL	NOT AT ALL WELL	DON'T KNOW	TOTAL WELL	TOTAL NOT WELL
(SPLIT SAMPLE A ONLY)							
[ ]a. **(T)** Diverse	50%	36%	6%	2%	6%	86%	8%
[ ]b. **(T)** Exciting	15%	41%	26%	15%	4%	56%	40%
[ ]c. **(T)** Safe	33%	52%	9%	4%	2%	85%	13%
[ ]d. **(T)** Good place to live, play, and work	35%	43%	15%	5%	2%	78%	20%
[ ]e. **(T)** Affordable	15%	33%	28%	22%	2%	49%	49%
[ ]f. **(T)** You can be yourself	45%	42%	6%	2%	6%	87%	7%
[ ]g. **(T)** Accepting	37%	48%	7%	2%	6%	85%	9%
(SPLIT SAMPLE B ONLY)							
[ ]h. **(T)** Growing	38%	46%	7%	4%	5%	84%	11%
[ ]i. **(T)** Thriving	22%	56%	15%	1%	5%	78%	17%
[ ]j. **(T)** Up and coming	20%	52%	17%	5%	6%	72%	22%
[ ]k. **(T)** Unsafe	14%	32%	23%	26%	6%	46%	48%
[ ]l. **(T)** Unaffordable	29%	36%	20%	11%	4%	65%	31%
[ ]m. **(T)** Great location	46%	42%	7%	3%	3%	88%	10%
[ ]n. **(T)** Welcoming	33%	50%	9%	3%	5%	82%	12%
[ ]o. **(T)** Inclusive	29%	50%	9%	2%	10%	79%	11%

(RESUME ASKING ALL RESPONDENTS)

6. **(T)** Do you think the rate of growth and development <u>in general</u> in Milpitas is **(SPLIT SAMPLE A:** too fast, about right, or too slow) **(SPLIT SAMPLE B:** too slow, about right, or too fast)? **(IF TOO FAST/SLOW, ASK:** "Is that much too **FAST/SLOW** or just somewhat too **FAST/SLOW**?")

> **TOTAL TOO FAST ---------------------- 41%**
> Much too fast ------------------------------ 27%
> Somewhat too fast ------------------------ 14%
>
> About right --------------------------------- 49%
>
> **TOTAL TOO SLOW ----------------------8%**
> Somewhat too slow ------------------------5%
> Much too slow ------------------------------2%
>
> **(DON'T KNOW/NA**) ----------------------3%

7. Next, can you tell me how safe you feel _____? Do you feel safe, unsafe, or neither safe nor unsafe? **(IF SAFE/UNSAFE, ASK:** Is that very **SAFE/UNSAFE** or just somewhat?**) (RANDOMIZE)**

		VERY SAFE	SMWT SAFE	(NEITHER SAFE NOR UNSAFE)	SMWT UNSAFE	VERY UNSAFE	(DK/NO OPIN)	*TOTAL SAFE*	*TOTAL UNSAFE*
[ ]a.	**(T)** Bicycling in Milpitas	22%	37%	9%	10%	7%	16%	*58%*	*17%*
[ ]b.	**(T)** Walking in Milpitas	35%	43%	9%	7%	2%	4%	*78%*	*10%*
[ ]c.	**(T)** Driving in Milpitas	31%	42%	12%	9%	4%	3%	*73%*	*13%*
[ ]d.	**(T)** In your neighborhood	45%	40%	7%	4%	2%	2%	*85%*	*6%*
[ ]e.	**(T)** In the City park closest to your residence	40%	39%	10%	4%	2%	5%	*79%*	*6%*

> **NOW I WOULD LIKE TO ASK YOU ABOUT SOME OF THE SERVICES MILPITAS' CITY GOVERNMENT PROVIDES TO ITS RESIDENTS.**

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8. Next, please tell me how satisfied you are with <u>the overall quality of City services</u>: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied.

> **TOTAL SATISFIED -------------------- 79%**
> Very satisfied ------------------------------ 15%
> Somewhat satisfied ------------------------ 64%
>
> **TOTAL DISSATISFIED --------------- 16%**
> Somewhat dissatisfied --------------------- 12%
> Very dissatisfied ----------------------------4%
>
> **(DON'T READ**) DK/NA ------------------4%

9. Now let me ask you about some specific City services provided to Milpitas residents. After I mention each one, please tell me how <u>important</u> each service is to making Milpitas a good place to live: extremely important, very important, somewhat important, or not too important. If you have no opinion or don't know about a service I mention to you, you can tell me that too. Here is the first one… **(RANDOMIZE)**

	EXT IMP	VERY IMP	SMWT IMP	NOT TOO IMP	NO OPIN/ DK/NA	*EXT/ VERY*
(SPLIT SAMPLE A ONLY)						
[ ]a. **(T)** Providing recreation opportunities and programs at City parks and recreation centers	30%	41%	23%	4%	2%	*71%*
[ ]b. **(T)** Maintaining public parks in good physical condition	36%	49%	14%	1%	1%	*85%*
[ ]c. **(T)** Providing police protection	53%	37%	8%	1%	1%	*90%*
[ ]d. **(T)** Providing an adequate number and variety of outdoor special events	21%	30%	33%	13%	2%	*52%*
[ ]e. **(T)** Providing programs to help seniors	32%	42%	20%	2%	4%	*74%*
[ ]f. **(T)** Providing bicycle lanes and paths	26%	38%	28%	7%	1%	*64%*
[ ]g. **(T)** Paving and repairing streets and roads	47%	45%	7%	1%	1%	*91%*
[ ]h. **(T)** Maintaining public facilities and infrastructure	41%	47%	8%	2%	2%	*88%*
[ ]i. **(T)** Providing opportunities to be involved in City government	24%	33%	32%	5%	6%	*58%*
[ ]j. **(T)** Recruiting new businesses and companies to the city	26%	38%	23%	11%	3%	*64%*
[ ]k. **(T)** Developing policies to support affordable housing	33%	35%	17%	13%	1%	*68%*
[ ]l. **(T)** Providing services to people who are homeless	20%	41%	23%	11%	5%	*61%*
(SPLIT SAMPLE B ONLY)						
[ ]m. **(T)** Enforcing traffic laws to protect the safety of pedestrians, cyclists, and drivers	46%	40%	12%	2%	1%	*86%*
[ ]n. **(T)** Providing after-school programs for young people	29%	40%	22%	3%	6%	*69%*
[ ]o. **(T)** Maintaining the sewer and wastewater system	49%	40%	10%	0%	1%	*89%*
[ ]p. **(T)** Supporting a diverse range of arts and cultural activities	19%	36%	27%	11%	7%	*55%*
[ ]q. **(T)** Attracting new employers and jobs to the city	26%	41%	20%	6%	7%	*67%*
[ ]r. **(T)** Providing homeless services	22%	34%	27%	10%	8%	*56%*
[ ]s. **(T)** Providing programs that celebrate diversity and inclusion of different cultures	24%	31%	23%	15%	7%	*55%*
[ ]t. **(T)** Assisting new businesses in obtaining required permits and licenses	23%	43%	19%	4%	12%	*65%*

	EXT IMP	VERY IMP	SMWT IMP	NOT TOO IMP	NO OPIN/ DK/NA	*EXT/ VERY*

(SPLIT SAMPLE B ONLY; CONTINUED)

[ ]u. **(T)** Developing programs that promote sustainable living, such as clean energy, water conservation, and recycling	35%	45%	15%	4%	2%	*79%*
[ ]v. **(T)** Providing emergency 911 and fire response	59%	30%	9%	1%	1%	*89%*

(RESUME ASKING ALL RESPONDENTS)

10.   Now I am going to read you the same list of services provided to residents. This time, after I mention each one, please tell me how <u>satisfied</u> you are with that service: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. If you have no opinion or don't know about a service I mention to you, you can tell me that too. Here is the first one… **(RANDOMIZE)**

	VERY SAT	SMWT SAT	SMWT DISSAT	VERY DISSAT	NO OPIN /DK/NA	*TOTAL SAT*	*TOTAL DISSAT*

(SPLIT SAMPLE A ONLY)

	VERY SAT	SMWT SAT	SMWT DISSAT	VERY DISSAT	NO OPIN /DK/NA	*TOTAL SAT*	*TOTAL DISSAT*
[ ]a. **(T)** Providing recreation opportunities and programs at City parks and recreation centers	18%	44%	14%	4%	20%	*62%*	*18%*
[ ]b. **(T)** Maintaining public parks in good physical condition	28%	54%	9%	5%	4%	*82%*	*14%*
[ ]c. **(T)** Providing police protection	47%	39%	6%	3%	5%	*87%*	*8%*
[ ]d. **(T)** Providing an adequate number and variety of outdoor special events	19%	48%	9%	3%	21%	*67%*	*12%*
[ ]e. **(T)** Providing programs to help seniors	16%	42%	11%	3%	28%	*58%*	*14%*
[ ]f. **(T)** Providing bicycle lanes and paths	19%	50%	13%	4%	15%	*69%*	*17%*
[ ]g. **(T)** Paving and repairing streets and roads	22%	44%	19%	11%	4%	*66%*	*30%*
[ ]h. **(T)** Maintaining public facilities and infrastructure	21%	53%	13%	4%	8%	*75%*	*17%*
[ ]i. **(T)** Providing opportunities to be involved in City government	14%	43%	12%	3%	28%	*57%*	*15%*
[ ]j. **(T)** Recruiting new businesses and companies to the city	19%	38%	14%	8%	22%	*57%*	*21%*
[ ]k. **(T)** Developing policies to support affordable housing	14%	35%	19%	11%	21%	*49%*	*30%*
[ ]l. **(T)** Providing services to people who are homeless	13%	37%	14%	6%	30%	*50%*	*21%*

(SPLIT SAMPLE B ONLY)

	VERY SAT	SMWT SAT	SMWT DISSAT	VERY DISSAT	NO OPIN /DK/NA	*TOTAL SAT*	*TOTAL DISSAT*
[ ]m. **(T)** Enforcing traffic laws to protect the safety of pedestrians, cyclists, and drivers	33%	47%	7%	7%	6%	*80%*	*14%*

	VERY SAT	SMWT SAT	SMWT DISSAT	VERY DISSAT	NO OPIN /DK/NA	*TOTAL SAT*	*TOTAL DISSAT*

(SPLIT SAMPLE B ONLY; CONTINUED)

	VERY SAT	SMWT SAT	SMWT DISSAT	VERY DISSAT	NO OPIN /DK/NA	*TOTAL SAT*	*TOTAL DISSAT*
[ ]n. **(T)** Providing after-school programs for young people	18%	34%	10%	4%	34%	*52%*	*14%*
[ ]o. **(T)** Maintaining the sewer and wastewater system	28%	48%	10%	5%	10%	*76%*	*15%*
[ ]p. **(T)** Supporting a diverse range of arts and cultural activities	14%	48%	11%	5%	22%	*62%*	*16%*
[ ]q. **(T)** Attracting new employers and jobs to the city	17%	38%	13%	5%	28%	*55%*	*18%*
[ ]r. **(T)** Providing homeless services	9%	33%	15%	8%	36%	*41%*	*23%*
[ ]s. **(T)** Providing programs that celebrate diversity and inclusion of different cultures	19%	44%	7%	6%	25%	*62%*	*13%*
[ ]t. **(T)** Assisting new businesses in obtaining required permits and licenses	13%	35%	5%	4%	44%	*48%*	*8%*
[ ]u. **(T)** Developing programs that promote sustainable living, such as clean energy, water conservation, and recycling	15%	51%	14%	5%	15%	*66%*	*19%*
[ ]v. **(T)** Providing emergency 911 and fire response	51%	38%	3%	1%	7%	*89%*	*4%*

(RESUME ASKING ALL RESPONDENTS)

> **NOW, I'D LIKE TO ASK YOU ABOUT YOUR EXPERIENCES WITH CITY DEPARTMENTS AND PERSONNEL.**

11.   **(T)** Over the last two years, have you had contact with a city department or agency in person, on the phone, or via email?

Yes -- 40%
No --- 56%
(DON'T READ) DK/NA ------------------4%

(ASK Q12 IF YES – CODE 1 – IN Q11)
12.   **(T)** And would you say that you are very satisfied, somewhat satisfied, not too satisfied or not at all satisfied with the overall level of customer service you received?

TOTAL SATISFIED --------------------- 76%
Very satisfied------------------------------- 34%
Somewhat satisfied ----------------------- 42%

TOTAL NOT SATISFIED ------------- 21%
Not too satisfied-----------------------------9%
Not at all satisfied ----------------------- 12%

(DON'T KNOW/NA) ----------------------2%

(RESUME ASKING ALL RESPONDENTS)

13. **(T)** Next, in your opinion, what is the most important thing the City of Milpitas can do to improve City services for the people who live and/or work in Milpitas? **(OPEN-END; RECORD RESPONSES BELOW)**

Improve traffic -- 14%
Improve/better maintenance of existing roads --7%
Better quality schools/More schools ---6%
Slow the pace of growth --7%
More/better/affordable housing---8%
Revive/build downtown/Attract more restaurants/retail/grocery -----------------4%
More/better parks/green space/trails --3%
Reduce/eliminate odor/Relocate landfill ---6%
Improve city services (general)---6%
Maintain/expand infrastructure (other than roads) --------------------------------5%
More transparency/communication ---6%
Improve garbage/recycling service/collection---------------------------------------5%
More police presence/Reduce crime/Safety ---8%
Address homelessness/Poverty ---4%
Lower taxes/Reduce spending ---2%
Reduce cost for utilities/garbage/recycling---4%
Jobs and economy ---3%
Transportation/Transit --3%
Speeding /Parking--2%

Other miscellaneous comments -- 10%
Nothing/None---1%
Unsure ---7%
Refused --7%

14. **(T)** Next, I am going to read a list of ways the City of Milpitas may provide information to local residents. For each one I mention, please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way. **(RANDOMIZE)**

		DEF PAY ATTN	MAYBE PAY ATTN	DEF NOT PAY ATTN	(DK/NA)	*TOTAL PAY ATTN*
(SPLIT SAMPLE A ONLY)						
[ ]a.	**(T)** A Facebook post	25%	40%	30%	5%	*64%*
[ ]b.	**(T)** Information on the City of Milpitas website	27%	48%	19%	6%	*75%*
[ ]c.	**(T)** Information from a friend or neighbor	41%	44%	7%	8%	*85%*
[ ]d.	**(T)** A news article in the *Milpitas Beat*	24%	43%	25%	9%	*67%*
[ ]e.	**(T)** An ad on a website	18%	47%	29%	7%	*64%*
[ ]f.	**(T)** A booth at a special event, such as a fair or farmers market	24%	49%	20%	7%	*74%*
[ ]g.	**(T)** An ad on television	22%	45%	24%	9%	*67%*
[ ]h.	**(T)** A radio ad	18%	47%	24%	10%	*65%*
[ ]i.	A printed newsletter sent to your home	46%	39%	11%	4%	*85%*
(SPLIT SAMPLE B ONLY)						
[ ]j.	**(T)** A text from the City	44%	40%	11%	6%	*84%*
[ ]k.	**(T)** An e-newsletter from your City	42%	43%	10%	5%	*85%*
[ ]l.	**(T)** Information from an elected official	26%	52%	14%	8%	*78%*
[ ]m.	**(T)** A news article in the *Milpitas Post*	28%	41%	26%	6%	*68%*
[ ]n.	**(T)** A website publicized to local residents	37%	49%	12%	2%	*86%*
[ ]o.	**(T)** A community event	30%	54%	9%	7%	*84%*
[ ]p.	**(T)** An ad in the newspaper	15%	44%	33%	8%	*59%*
[ ]q.	**(T)** A post on Nextdoor.com	26%	31%	29%	14%	*57%*
[ ]r.	**(T)** Ethnic radio or newspaper	19%	31%	39%	11%	*50%*

(RESUME ASKING ALL RESPONDENTS)

MY FINAL QUESTIONS ARE JUST FOR STATISTICAL PURPOSES.

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15. **(T)** About how long have you lived in Milpitas? **(READ LIST)**

Two years or less	5%
Three to four years	3%
Five to six years	3%
Seven to ten years	7%
11 to 15 years	14%
16 to 20 years	23%
21 to 30 years	20%
31 to 40 years	15%
41 years or more	9%
(DON'T READ) Don't know/Refused	0%

16. **(T)** Do you have children? **(IF YES, ASK:** Are any of them under the age of 19 and living at home?)

Yes, children under 19 at home --------------- 30%
Yes, no children under 19 at home------------ 23%
No, no children --------------------------------- 43%
(DON'T READ) DK/NA/Refused-------------4%

17. **(T)** Do you own or rent your home?

Own-- 69%
Rent-- 27%
(DON'T READ) DK/NA/Refused-------------5%

18. **(T)** I don't need to know the exact amount, but I'm going to read you some categories for household income. Would you please stop me when I have read the category indicating the total combined income for all the people in your household before taxes in 2019?

$30,000 and under --------------------------------3%
$30,001 - $60,000------------------------------- 12%
$60,001 - $90,000------------------------------- 19%
$90,001 - $120,000 ----------------------------- 13%
$120,001 - $150,000------------------------------9%
$150,001 - $180,000------------------------------7%
More than $180,000 --------------------------- 20%
(DON'T READ) Refused---------------------- 17%

THANK AND TERMINATE

LANGUAGE:

English-------------------------------------- 88%
Spanish ---------------------------------------4%
Vietnamese------------------------------------4%
Chinese ---------------------------------------4%

DATA COLLECTION MODE
Telephone------------------------- 46%
Online ---------------------------- 54%

CONTACT METHOD
Telephone------------------------- 46%
Email ----------------------------- 47%
Postcard----------------------------8%