

Midway City Sanitary District Customer Opinion Survey - Report on Results -

August 2024



**Opinion Research on
Elections and Public Policy**



PROBOLSKY RESEARCH
23 Corporate Plaza Suite 150
Newport Beach CA 92660

Newport Beach (949) 855-6400
San Francisco (415) 870-8150
Washington DC (202) 559-0270

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Midway City Sanitary District - Customer Opinion Survey

Survey Methodology*

From July 12 to 24, 2024, Probolsky Research conducted a live-interviewer telephone and online survey among Midway City Sanitary District service area residents.

A total of 400 customers were surveyed (67% online and 33% telephone). A survey of this size yields a margin of error of +/-5%, with a confidence level of 95%. Phone interviews were conducted via landline (34%) and mobile (66%). Online participants were invited by email (50%) and text-to-web (50%). Respondents in all modes chose their preferred language, English (88%), Spanish (7%), or Vietnamese (5%). Security measures precluded individuals from completing the survey more than once and allowed only the designated resident to complete the survey. Online respondents were able to use their computer, tablet or smart phone to participate.

The sample was secured by Probolsky Research through consumer data. We called, emailed, and texted residents. We matched the demographics of Midway City Sanitary District service area residents.

Probolsky Research is a woman and Latina-owned, market and opinion research firm with corporate, election, government, non-profit, and special interest clients.

**Due to rounding, totals shown on charts may not add up to 100%*



Project: Midway City Sanitary District – Customer Opinion Survey
Field Dates: July 12 – 24, 2024
Universe: Midway City Sanitary District service area residents
Language: English, Spanish, and Vietnamese
N: 400
Margin of Error: +/-5%

We are Probolsky Research a national opinion research organization and we are conducting a survey about issues in your community. Your opinion is important, and your responses are confidential.

1. Please indicate which, if any, of these social apps and websites you use regularly.

Facebook	52.5%
Instagram	47.3%
YouTube	43.5%
Nextdoor	24.5%
LinkedIn	23.5%
X	20.0%
Other	3.3%
None of the above	9.5%
Unsure	4.5%

2. Do you own a home or rent your home?

Own [NET]	80.3%
<i>Own a single-family home</i>	<i>81.9%</i>
<i>Own a condo or townhome</i>	<i>11.5%</i>
<i>Own a mobile home</i>	<i>6.5%</i>
Own [NET]	14.3%
<i>Rent a single-family home</i>	<i>63.2%</i>
<i>Rent a condo or townhome</i>	<i>10.5%</i>
<i>Rent an apartment</i>	<i>22.8%</i>
<i>Rent a mobile home</i>	<i>3.5%</i>
Other	1.3%
Prefer not to answer	4.3%

3. Have you heard of the Midway City Sanitary District?

Yes, heard of Midway City Sanitary District	78.3%
No, have not heard of Midway City Sanitary District	20.5%
Unsure	1.3%

4. From the following list, do you think that the Midway City Sanitary District is..



Part of the City of Westminster	43.3%
An independent government agency	23.5%
A private company	11.0%
Part of the County	10.3%
Part of the City of Garden Grove	3.5%
Unsure	8.5%

5. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?

Favorable [NET]	78.8%
<i>Very favorable</i>	41.9%
<i>Somewhat favorable</i>	58.1%
No opinion	15.0%
Unfavorable [NET]	3.8%
<i>Somewhat unfavorable</i>	93.3%
<i>Very unfavorable</i>	6.7%
Unsure	2.5%

6. Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally.

Customer Focused Services	48.3%
Sewer Infrastructure	45.8%
Health and Safety	44.5%
Environment -- Carbon Neutral Business	29.8%
Explore Opportunities to Partner with the City of Westminster to help the community	26.8%
Financial Security and Opportunities	24.3%
Conservation education	23.5%
Community Partnerships & Events	19.0%
Zero Emission Vehicle	16.0%
None of these	1.5%
Other	2.5%
Unsure	5.8%

7. Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?

Yes	66.8%
No	18.0%
Unsure	15.3%

8. Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally.

Reducing leaks and main breaks	58.3%
Upgrading aging infrastructure	57.0%
Adopting innovative technologies to improve efficiency and effectiveness	51.0%
Diverting organics and recyclables away from landfills	46.8%
Preparing for the impacts of earthquakes	43.3%
Preparing for climate change	32.0%
None of these	1.8%
Other	1.3%
Unsure	4.3%

9. A sanitary sewer lateral is the pipe that carries the wastewater from your home to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?

Midway City Sanitary District	31.3%
The City or County	27.5%
Property owner	24.8%
State of California	9.3%
Other	0.5%
Unsure	6.8%

10. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Satisfied [NET]	81.3%
<i>Very satisfied</i>	<i>51.4%</i>
<i>Somewhat satisfied</i>	<i>48.6%</i>
Unsatisfied [NET]	3.0%
<i>Somewhat unsatisfied</i>	<i>83.3%</i>
<i>Very unsatisfied</i>	<i>16.7%</i>
Unsure	15.8%

[IF ANSWERED 'SATISFIED' TO Q10]

11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

No back ups/Leaks/No issues	41.8%
Works well/Works for my household	8.6%
Job well done/Good work	7.7%

Great customer service/Responsive/Helpful	7.4%
Overall good/Great	6.5%
Good service	4.6%
Dependable/Reliable	3.7%
General neutral/Not bad/Okay	2.8%
Very few issues	2.5%
Water supply	2.5%
Cleanliness	2.2%
Safe	1.8%
Other	2.8%
Don't know/Unsure	2.8%
N/A/Refused/No comment	2.5%

[IF ANSWERED 'UNSATISFIED' TO Q10]

12. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Not doing a good job/Could do better	33.3%
Satisfying Service/Okay service	16.7%
Bad Smelling Water	16.7%
Sewer/Flooding	8.3%
Gray Water Recycling	8.3%
Other	16.7%

13. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Satisfied [NET]	83.0%
<i>Very satisfied</i>	<i>50.0%</i>
<i>Somewhat satisfied</i>	<i>50.0%</i>
Unsatisfied [NET]	5.8%
<i>Somewhat unsatisfied</i>	<i>91.3%</i>
<i>Very unsatisfied</i>	<i>8.7%</i>
Unsure	11.3%

[IF ANSWERED 'SATISFIED' TO Q13]

14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Quality of Service/Does a Good Job	19.9%
Pick ups/On Schedule/On Time	13.2%
No Issues/No Problems/No Complaints	11.7%

Consistent/Reliable/Helpful	8.5%
Sorted Cans/Organized/3 Cans	7.6%
Compost/Organic Program/Environment	7.6%
Cleanliness/Streets Clean/Public Safety	7.6%
General Positive/Happy with the System/Mostly Okay	6.9%
Responsive/Prompt	3.5%
Effective/It works	3.2%
General Negative/Cracked Cans	2.2%
Recycling	1.9%
Its Easy/A Simple Process	1.9%
Others	4.4%

[IF ANSWERED 'UNSATISFIED' TO Q13]

15. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Missed Pickups/Inconsistent Pickup Schedule	21.7%
Charge For Extra Trash Bins	21.7%
Small Trash Bins/Not Enough Capacity	13.0%
Recycling Not Being Recycled	8.7%
Cans Placed Far From Home/Original Location	8.7%
Poor Customer Service/Drivers Could Do Better	8.7%
General Negative	8.7%
Other	4.3%
Don't Know/Unsure	4.3%

[AMONG CONDO OR TOWNHOME OWNERS AND RENTERS]

16. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?

Satisfied [NET]	81.4%
<i>Very satisfied</i>	<i>25.7%</i>
<i>Somewhat satisfied</i>	<i>74.3%</i>
Unsatisfied [NET]	4.7%
<i>Somewhat unsatisfied</i>	<i>100.0%</i>
Unsure	14.0%

17. During the past 12 months, have you contacted the Midway City Sanitary District?

Yes	34.8%
No	63.8%
Unsure	1.5%

[IF ANSWERED 'YES' TO Q17]

18. During your most recent contact with Midway City Sanitary District, how did you contact them?

Telephone	86.3%
Web site	7.2%
Email	5.0%
In-person	1.4%

[IF ANSWERED 'YES' TO Q17]

19. During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?

Very helpful	80.6%
Somewhat helpful	18.0%
Not at all helpful	1.4%

20. Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?

Yes	16.5%
No	80.8%
Unsure	2.8%

[IF ANSWERED 'YES' TO Q20]

21. How would you rate your interaction with MCSD field personnel?

Excellent/Good [NET]	97.0%
<i>Excellent</i>	<i>67.2%</i>
<i>Good</i>	<i>32.8%</i>
Poor/Very Poor [NET]	3.0%
<i>Poor</i>	<i>100.0%</i>

[IF ANSWERED 'POOR OR VERY POOR' TO Q21]

22. Why was your interaction with MCSD field personnel [poor/very poor]?

Rude/Rude Driver	100.0%
Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.	
BASE: Total Sample	
Have Used Program [NET]	73.8%

23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.

Have Used Program [NET]	73.8%
Satisfied [NET]	66.3%
<i>Very satisfied</i>	60.0%
<i>Somewhat satisfied</i>	40.0%
Unsatisfied [NET]	7.5%
<i>Very unsatisfied</i>	60.0%
<i>Somewhat unsatisfied</i>	40.0%
Have Not Used Program [NET]	17.8%
<i>Have not used but Interested</i>	76.1%
<i>Have not used and Not interested</i>	23.9%
Never Heard Of [NET]	6.0%
<i>Never heard of but Interested</i>	66.7%
<i>Never heard of and Not Interested</i>	33.3%
Unsure	2.3%
Prefer not to answer	0.3%

24. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Mattress collection.

Have Used Program [NET]	46.8%
Satisfied [NET]	35.8%
<i>Very satisfied</i>	58.0%
<i>Somewhat satisfied</i>	42.0%
Unsatisfied [NET]	11.0%
<i>Very unsatisfied</i>	72.7%
<i>Somewhat unsatisfied</i>	27.3%
Have Not Used Program [NET]	37.5%
<i>Have not used but Interested</i>	81.3%
<i>Have not used and Not interested</i>	18.7%
Never Heard Of [NET]	11.5%
<i>Never heard of but Interested</i>	60.9%
<i>Never heard of and Not Interested</i>	39.1%
Unsure	3.8%
Prefer not to answer	0.5%

25. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Motor Oil Dropoff Site.

Have Used Program [NET]	28.8%
Satisfied [NET]	24.0%
<i>Very satisfied</i>	46.9%
<i>Somewhat satisfied</i>	53.1%
Unsatisfied [NET]	4.8%
<i>Very unsatisfied</i>	42.1%
<i>Somewhat unsatisfied</i>	57.9%
Have Not Used Program [NET]	46.8%
<i>Have not used but Interested</i>	66.8%
<i>Have not used and Not interested</i>	33.2%
Never Heard Of [NET]	17.3%
<i>Never heard of but Interested</i>	53.6%
<i>Never heard of and Not Interested</i>	46.4%
Unsure	6.3%
Prefer not to answer	1.0%

26. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. FOG Program.

Have Used Program [NET]	27.5%
Satisfied [NET]	19.8%
<i>Very satisfied</i>	48.1%
<i>Somewhat satisfied</i>	51.9%
Unsatisfied [NET]	7.8%
<i>Very unsatisfied</i>	71.0%
<i>Somewhat unsatisfied</i>	29.0%
Have Not Used Program [NET]	36.3%
<i>Have not used but Interested</i>	66.9%
<i>Have not used and Not interested</i>	33.1%
Never Heard Of [NET]	27.0%
<i>Never heard of but Interested</i>	63.0%
<i>Never heard of and Not Interested</i>	37.0%
Unsure	8.3%
Prefer not to answer	1.0%

27. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Trash Cart Replacement.

Have Used Program [NET]	72.5%
Satisfied [NET]	63.8%
<i>Very satisfied</i>	73.3%
<i>Somewhat satisfied</i>	26.7%
Unsatisfied [NET]	8.8%
<i>Very unsatisfied</i>	48.6%
<i>Somewhat unsatisfied</i>	51.4%
Have Not Used Program [NET]	15.5%
<i>Have not used but Interested</i>	77.4%
<i>Have not used and Not interested</i>	22.6%
Never Heard Of [NET]	8.8%
<i>Never heard of but Interested</i>	48.6%
<i>Never heard of and Not Interested</i>	51.4%
Unsure	3.0%
Prefer not to answer	0.3%

28. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Helping Hands Program.

Have Used Program [NET]	25.0%
Satisfied [NET]	19.3%
<i>Very satisfied</i>	39.0%
<i>Somewhat satisfied</i>	61.0%
Unsatisfied [NET]	5.8%
<i>Very unsatisfied</i>	52.2%
<i>Somewhat unsatisfied</i>	47.8%
Have Not Used Program [NET]	31.0%
<i>Have not used but Interested</i>	75.8%
<i>Have not used and Not interested</i>	24.2%
Never Heard Of [NET]	34.8%
<i>Never heard of but Interested</i>	64.7%
<i>Never heard of and Not Interested</i>	35.3%
Unsure	7.8%
Prefer not to answer	1.5%

29. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Christmas Tree Pick-up.

Have Used Program [NET]	62.5%
Satisfied [NET]	57.5%
<i>Very satisfied</i>	79.6%
<i>Somewhat satisfied</i>	20.4%
Unsatisfied [NET]	5.0%
<i>Very unsatisfied</i>	70.0%
<i>Somewhat unsatisfied</i>	30.0%
Have Not Used Program [NET]	30.0%
<i>Have not used but Interested</i>	44.2%
<i>Have not used and Not interested</i>	55.8%
Never Heard Of [NET]	5.5%
<i>Never heard of but Interested</i>	31.8%
<i>Never heard of and Not Interested</i>	68.2%
Unsure	1.5%
Prefer not to answer	0.5%

30. Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?

Yes, I would pay more for additional programs	7.0%
Yes, I would pay more for more frequency of programs	12.5%
Yes, I would pay for additional AND more frequency	6.8%
No, not willing to pay more	60.8%
Unsure	13.0%

[IF ANSWERED 'YES, I WOULD PAY MORE FOR ADDITIONAL PROGRAMS' TO Q30]

31. What additional programs would you pay more for?

Large/Heavy/Bulk Item Pickup	30.9%
Bin Exchange	18.2%
Compost Collection	7.3%
Hazardous Waste	5.5%
Need More Information/Undecided	5.5%
Battery Drop Off/Pickup	3.6%
Improved Trash Pickup	3.6%
Other	9.1%
None/Nothing	3.6%
Don't Know/Unsure	9.1%

N/A/Refused/No Comment	3.6%
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32. Do you support or oppose the 3-cart curbside collection program?

Support [NET]	76.0%
<i>Strongly support</i>	53.6%
<i>Somewhat support</i>	46.4%
Makes no difference to me	13.8%
Oppose [NET]	5.3%
<i>Somewhat oppose</i>	71.4%
<i>Strongly oppose</i>	28.6%
Unsure	5.0%

[AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME]

33. Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?

Too high	8.7%
Just about right	78.9%
Too low	1.7%
Unsure	10.7%

[AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME]

34. Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?

Too high	7.9%
Just about right	62.0%
Too low	16.7%
Unsure	13.5%

35. Midway City Sanitary District's sewer rate for a single-family home is \$200.82 a year, which is one of the lowest rates in Orange County. The current sewer system is 60-70 years old. Midway City Sanitary District is considering raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements such as pipe replacement and lift station maintenance. Do you support or oppose MCSD raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements?

Support [NET]	67.8%
<i>Strongly support</i>	20.7%
<i>Somewhat support</i>	79.3%
Makes no difference to me	11.5%
Oppose [NET]	20.8%

<i>Somewhat oppose</i>	38.6%
<i>Strongly oppose</i>	61.4%

36. Currently, Midway City Sanitary District is the only jurisdiction that still provides in-house curbside pick-up in Orange County. Moving forward, would you want MCSD to continue to offer this service in-house or contract out to a third-party?

Keep curbside pick-up in-house	63.0%
Contract out to a third party	12.5%
Makes no difference to me	20.3%
Unsure	4.3%

37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?

Local TV news	15.8%
Emails	15.5%
MCSD website	15.0%
Facebook	13.5%
YouTube	13.0%
Signs	10.8%
Construction areas	8.3%
Twitter	8.0%
Newspaper	6.3%
Nextdoor	4.0%
Radio	3.8%
LinkedIn	3.3%
I have not seen anything about Midway City Sanitary District recently	28.5%
Other	9.0%
Unsure	5.8%

38. What kind of events are you interested in?

Annual compost and shredding event	42.5%
Clean-up events	39.3%
Education events for students	31.5%
School or community tour of facilities	30.3%
Annual open house event	29.8%
Other	1.3%
None of these	12.0%
Unsure	9.0%

39. Have you ever received a yellow tag or a letter informing you about possible contamination of carts?

Yes	7.0%
No	91.8%
Unsure	1.3%

40. Which of the following topics do you want to hear about from Midway City Sanitary District?

Recycling and organics education	39.3%
Spending ratepayer money wisely	38.3%
Investment in infrastructure	35.0%
Innovative technologies	31.8%
Customer programs	30.3%
Environmental protection	28.3%
Community partnerships	20.5%
Conservation	20.0%
I am not interested in hearing about anything from Midway City Sanitary District	9.0%
Other	0.8%
Unsure	9.3%

41. Which of these statements do you agree with the most?

I receive adequate communications from Midway City Sanitary District	48.8%
I receive some communications from Midway City Sanitary District but feel like they could do more	21.5%
I receive too many communications from Midway City Sanitary District	4.3%
I do not receive any communications from Midway City Sanitary District	18.3%
Unsure	7.3%

42. How frequently do you visit www.midwaycitysanitaryca.gov?

Monthly or more often	7.0%
A couple times per year	29.8%
Rarely	39.5%
Never	22.0%
Unsure	1.8%

[IF ANSWERED OTHER THAN 'NEVER' TO Q42]

43. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.

Agree [NET]	83.0%
<i>Strongly agree</i>	24.3%
<i>Somewhat agree</i>	75.7%
Disagree [NET]	2.9%
<i>Somewhat disagree</i>	88.9%
<i>Strongly disagree</i>	11.1%
Unsure	14.1%

44. How frequently do you read Midway City Sanitary District's social media posts?

Monthly or more often	5.0%
A couple times per year	24.3%
Rarely	32.8%
Never	32.5%
Unsure	5.5%

45. How often would you like to receive information from Midway City Sanitary District?

Weekly	1.5%
Monthly	25.5%
A few times per year	53.5%
Once a year	9.0%
Never	4.5%
Other	1.3%
Unsure	4.8%

46. How would you prefer to receive information from Midway City Sanitary District?

Mail to your home	42.8%
Email	35.5%
Periodic Newsletter	23.0%
Text message	12.5%
Social media posts	12.3%
Public events/Meetings	7.8%
MCSD website	5.3%
Radio ads	2.5%
Other	0.8%
Unsure	5.3%

47. For demographic purposes only, which category best describes your gender?

Male	52.3%
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Female	46.8%
I do not identify as either	0.3%
Prefer not to answer	0.8%

48. Which of the following age groups best describes you?

18-29	18.3%
30-39	12.5%
40-49	13.5%
50-64	28.8%
65+	25.3%
Prefer not to answer	1.8%

49. How would you primarily describe yourself?

Latino/Hispanic	24.0%
White/Caucasian	21.0%
Black/African American	1.0%
Asian/Pacific Islander	49.0%
Other	2.5%
Prefer not to answer	2.5%

50. What is the highest level of education you have completed?

Some high school	0.5%
High school	5.0%
Some college	47.5%
Associate's degree	19.0%
Bachelor's degree	16.8%
Master's degree	8.8%
Doctoral degree	1.5%
Prefer not to answer	1.0%

51. How many people, including yourself, live in your household?

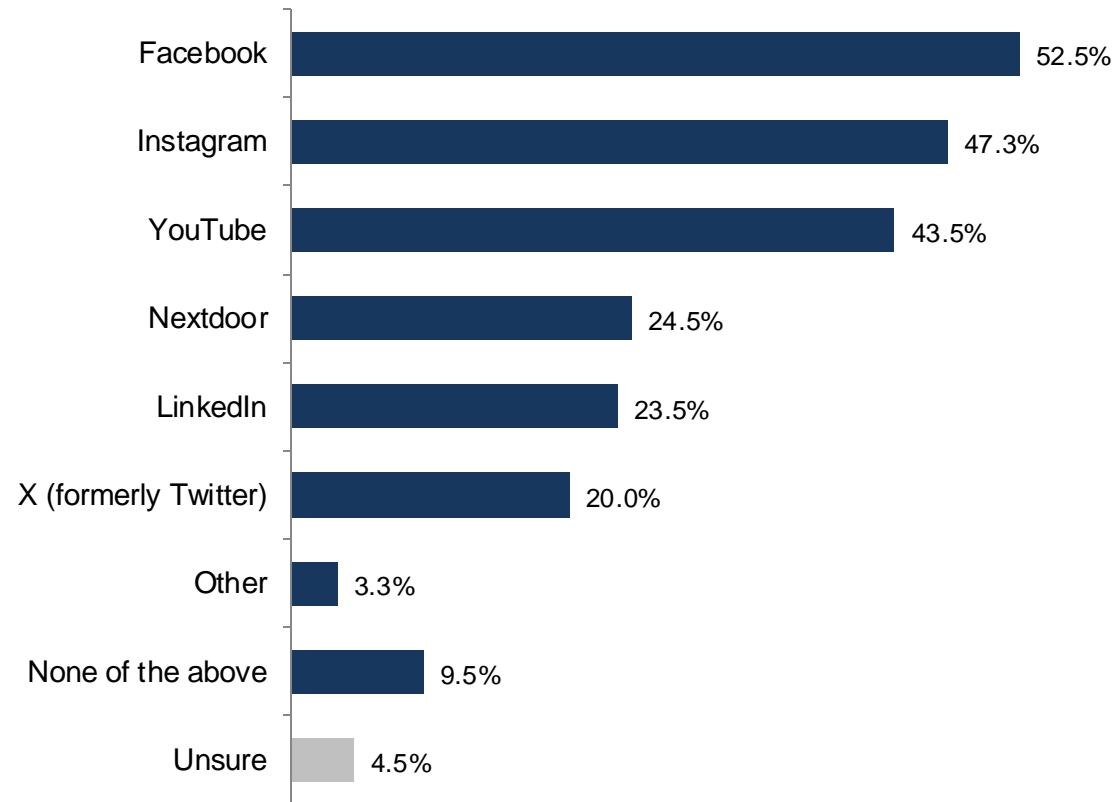
1-2	32.8%
3	27.3%
4	20.5%
5	10.3%
6	3.3%
7	3.0%
8	0.3%

Prefer not to answer	2.8%
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Graphic Analysis/Presentation

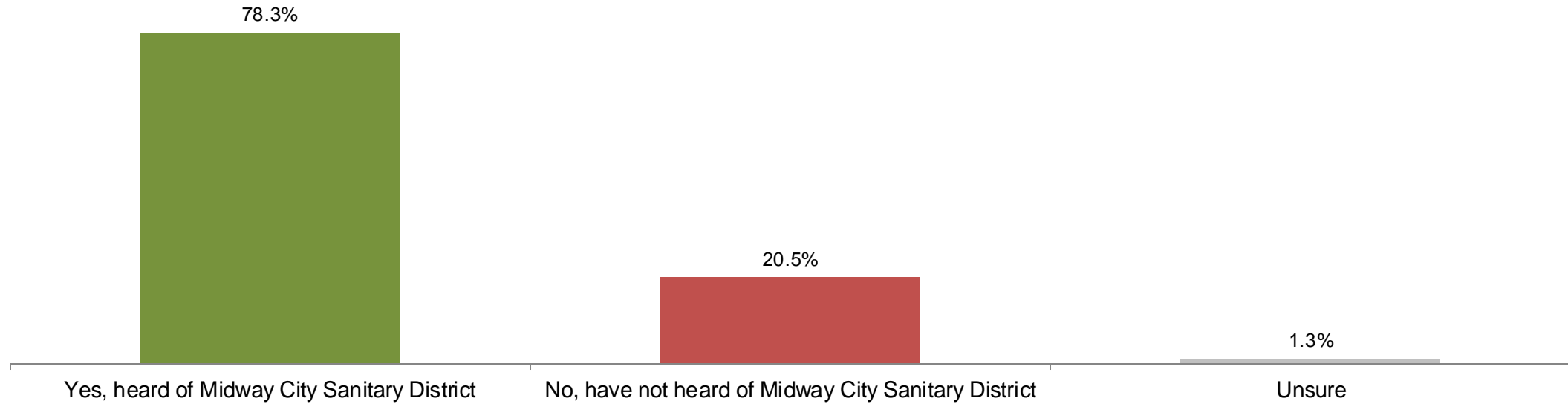
53% use Facebook regularly

Question 1: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.



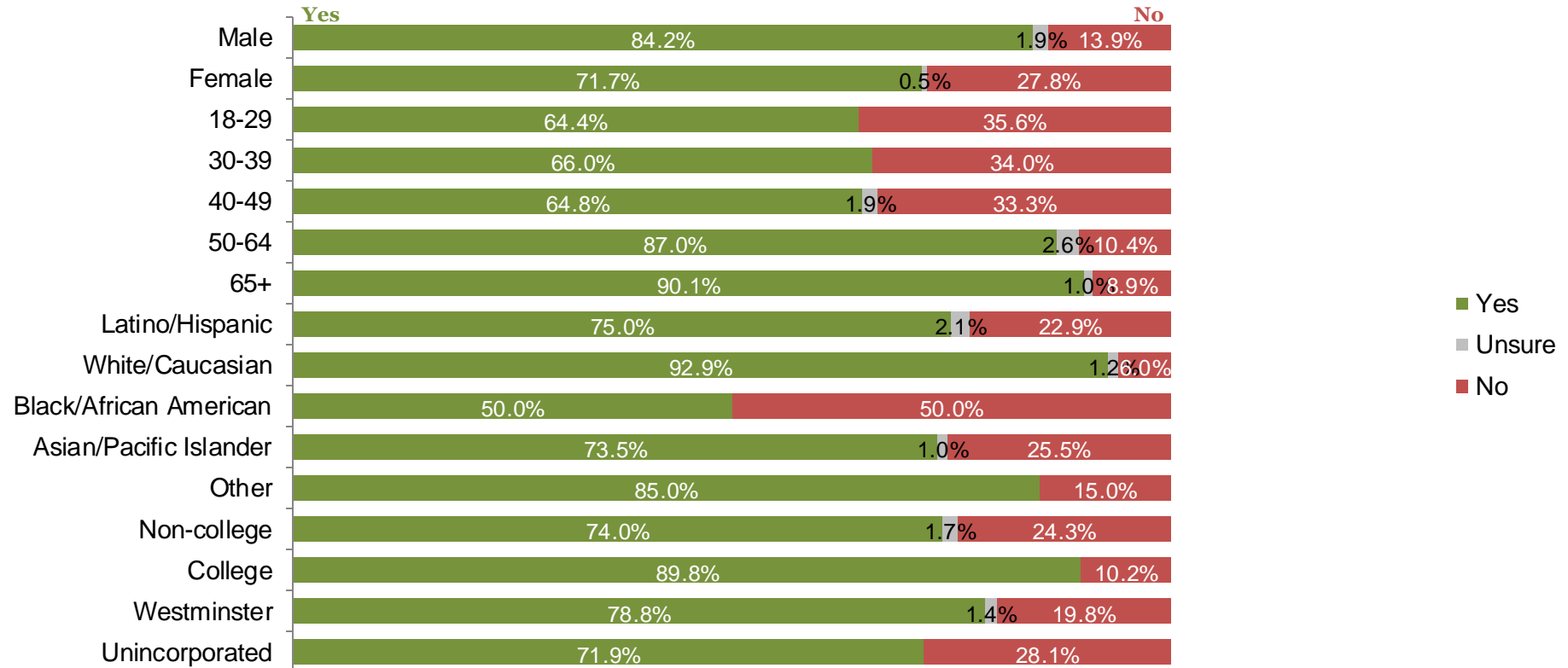
78% have heard of the Midway City Sanitary District

Question 3: Have you heard of the Midway City Sanitary District?



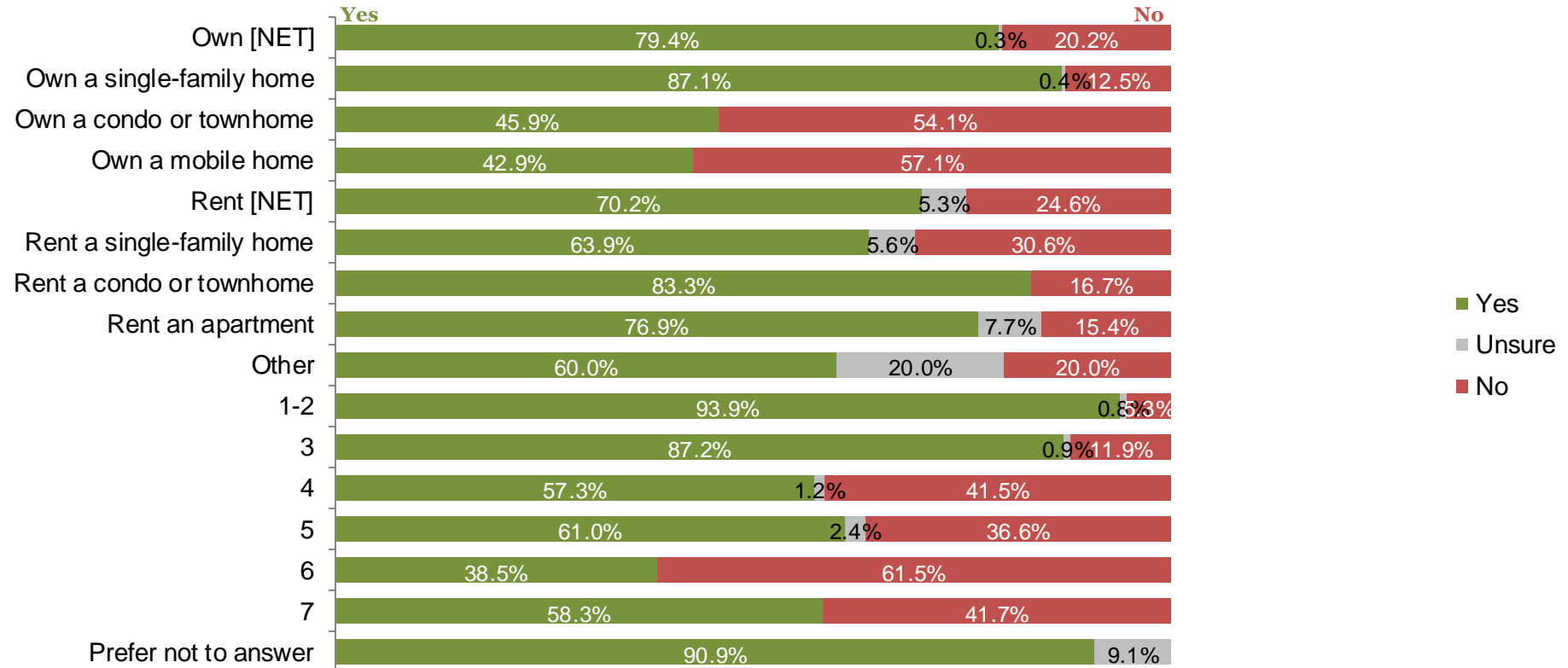
Results by gender, age group, ethnicity, education level, and geography

Question 3: Have you heard of the Midway City Sanitary District?



Results by home type and household size

Question 3: Have you heard of the Midway City Sanitary District?



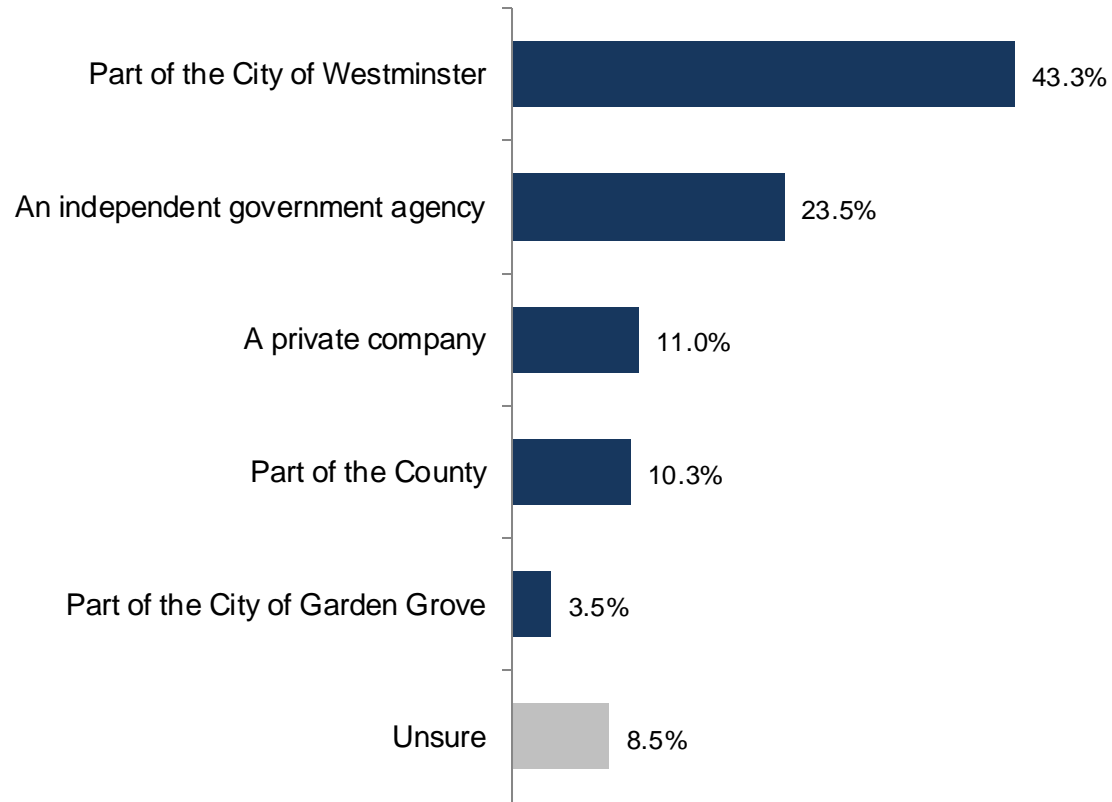
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 3: Have you heard of the Midway City Sanitary District?



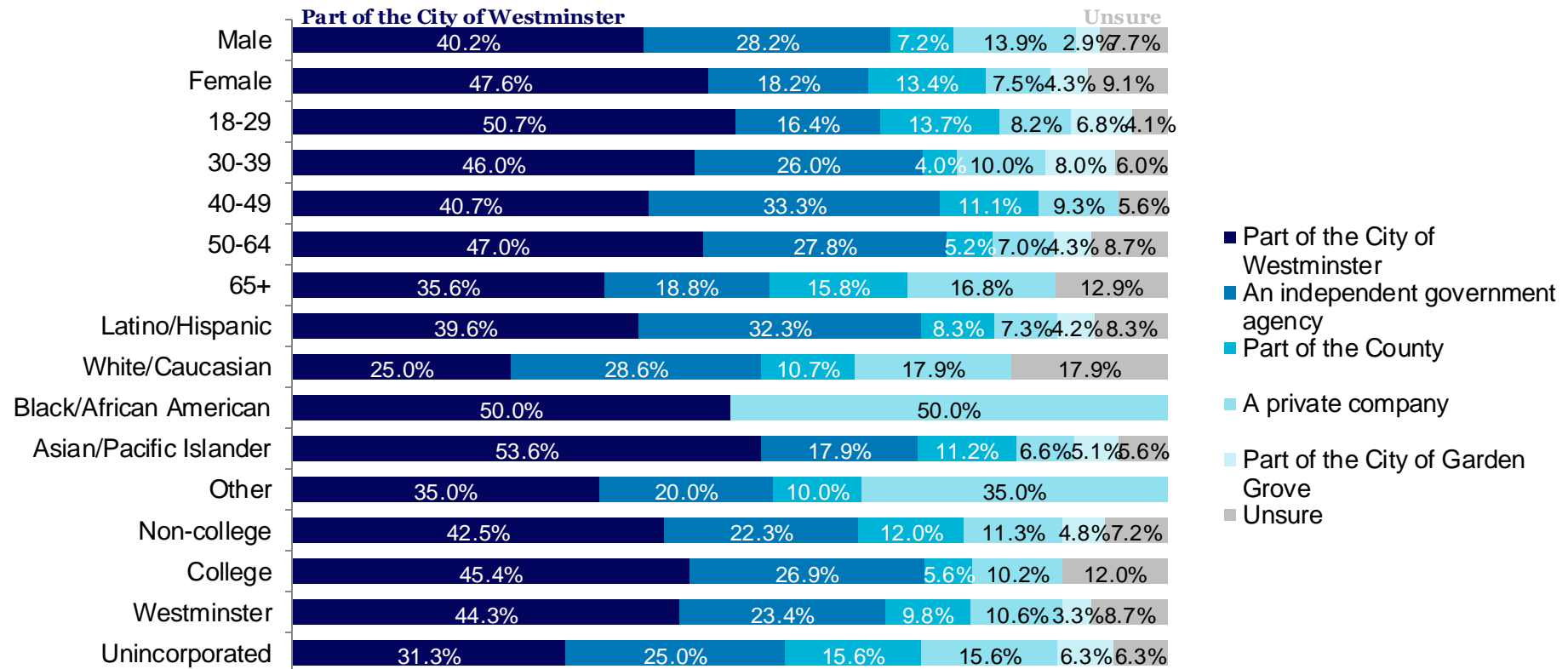
43% think the Midway City Sanitary District is part of the City of Westminster

Question 4: From the following list, do you think that the Midway City Sanitary District is..



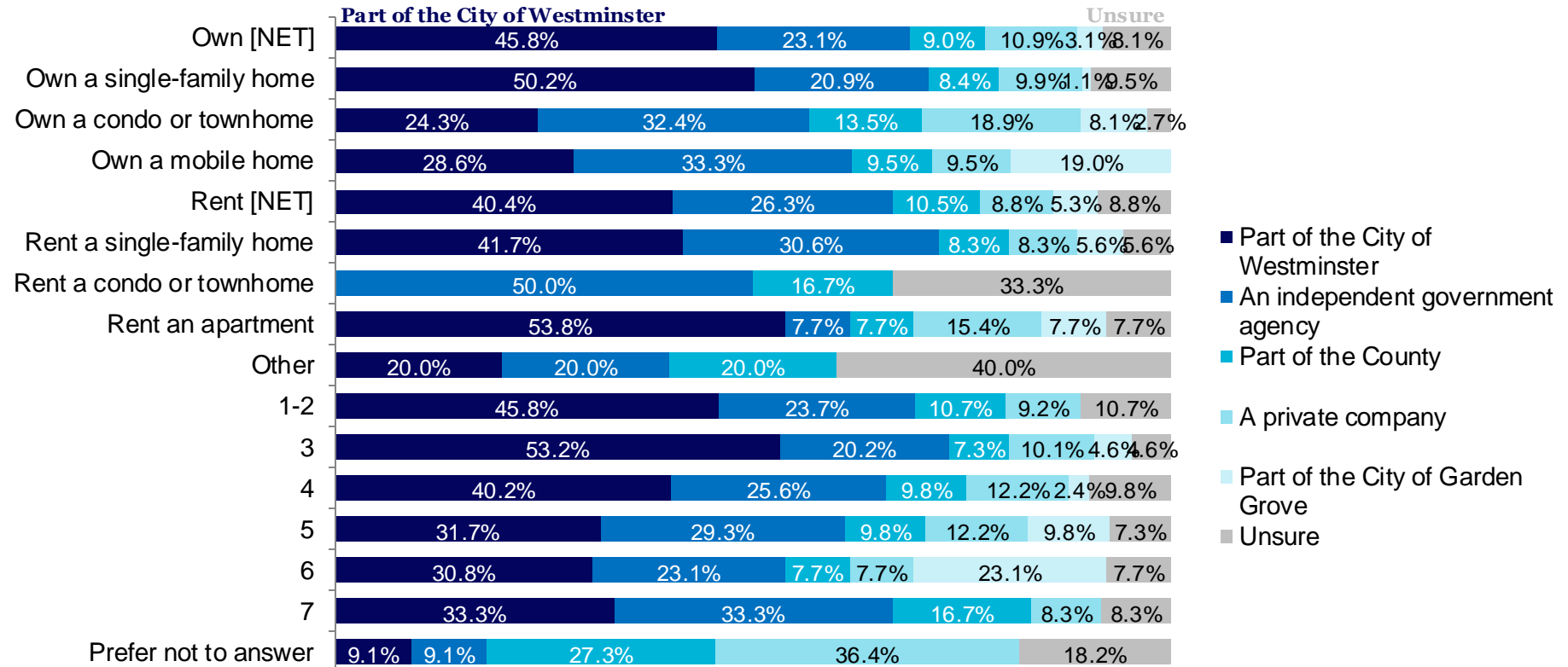
Results by gender, age group, ethnicity, education level, and geography

Question 4: From the following list, do you think that the Midway City Sanitary District is..



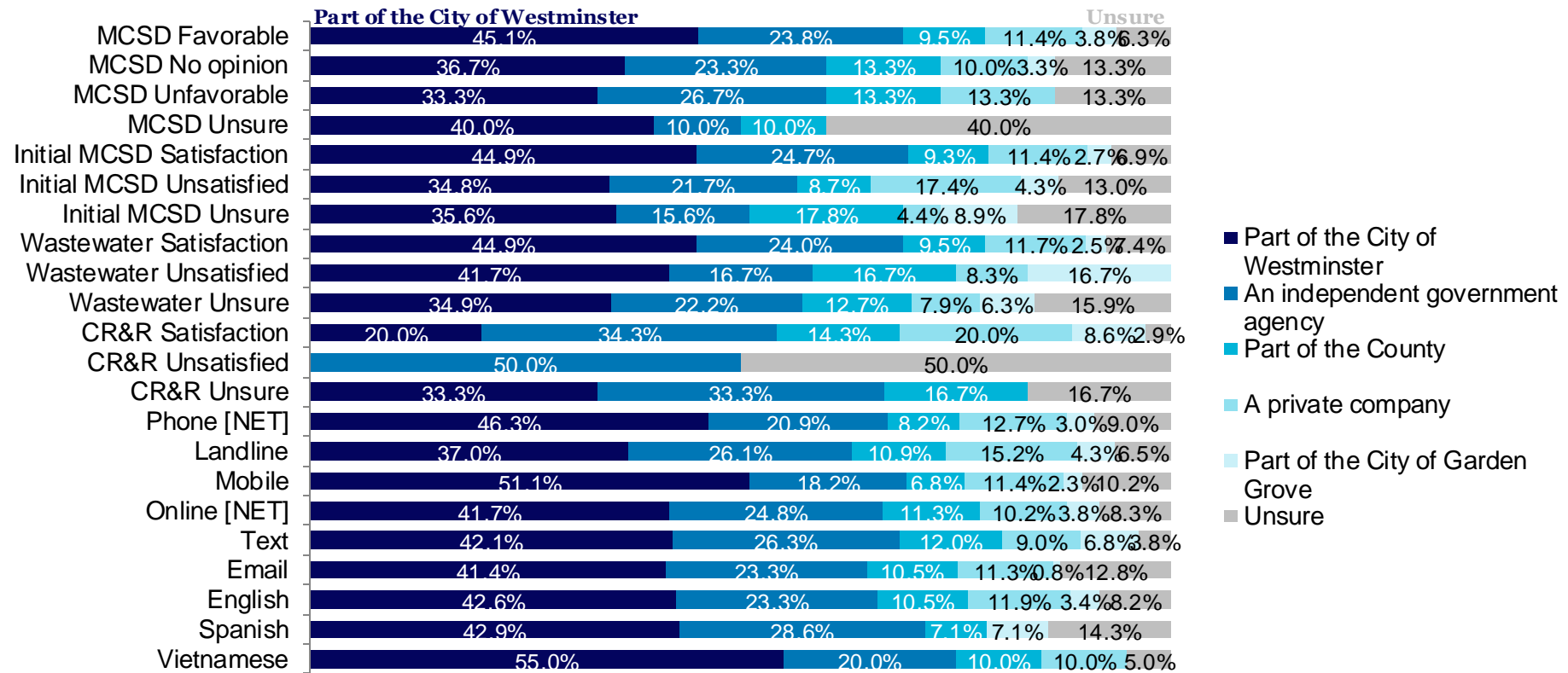
Results by home type and household size

Question 4: From the following list, do you think that the Midway City Sanitary District is..



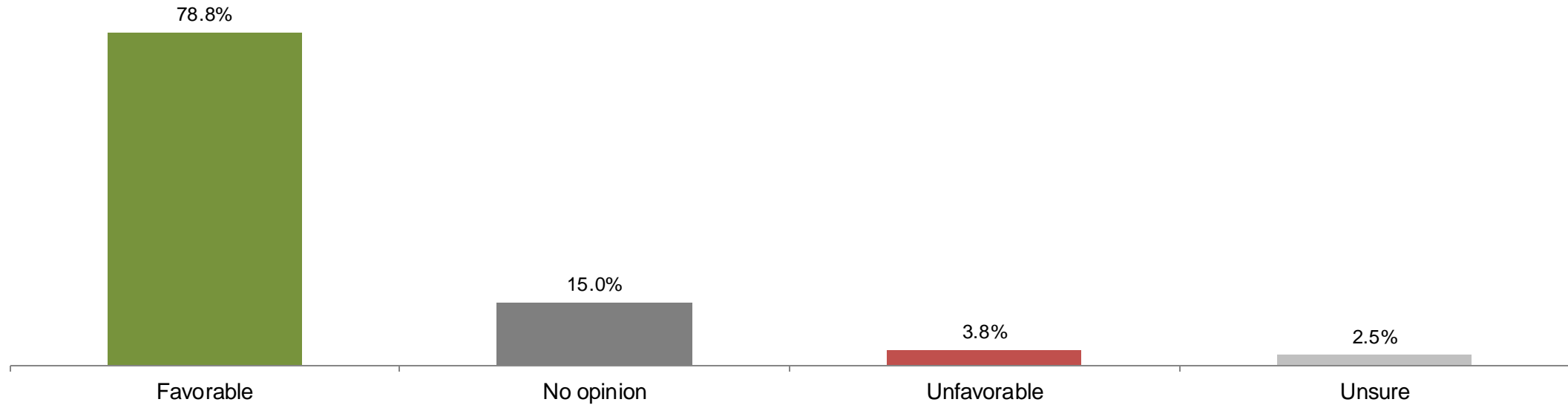
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 4: From the following list, do you think that the Midway City Sanitary District is..



79% have a favorable opinion of the Midway City Sanitary District

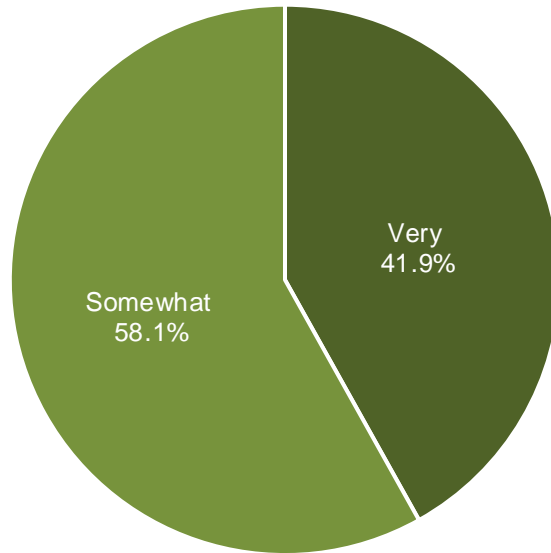
Question 5: Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?



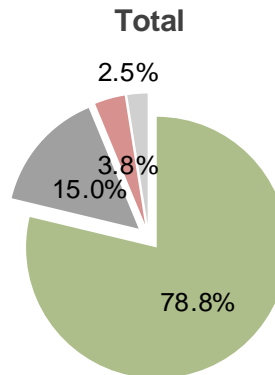
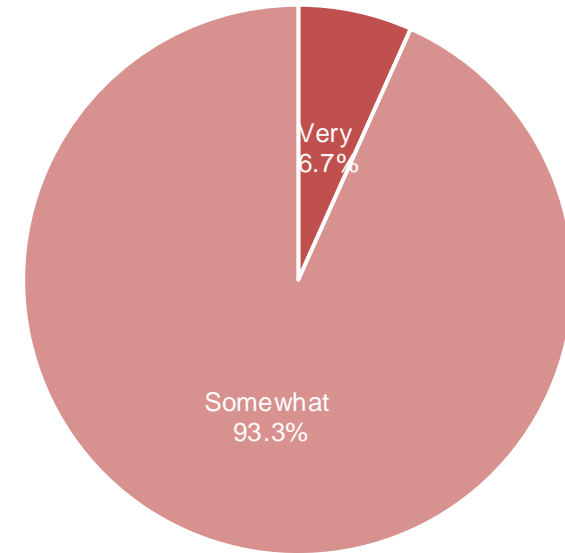
Among those who said favorable, 58% said somewhat favorable

Question 5: Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?

Among those who said favorable

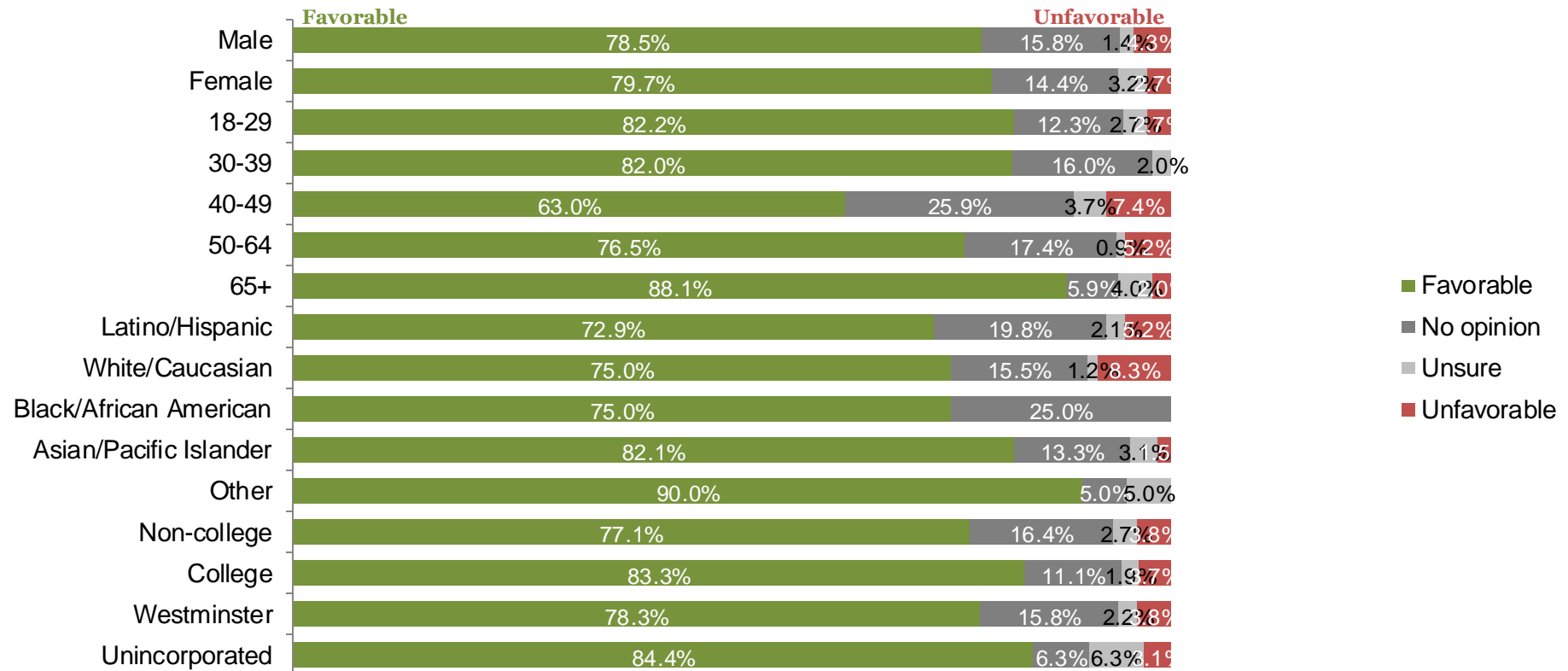


Among those who said unfavorable



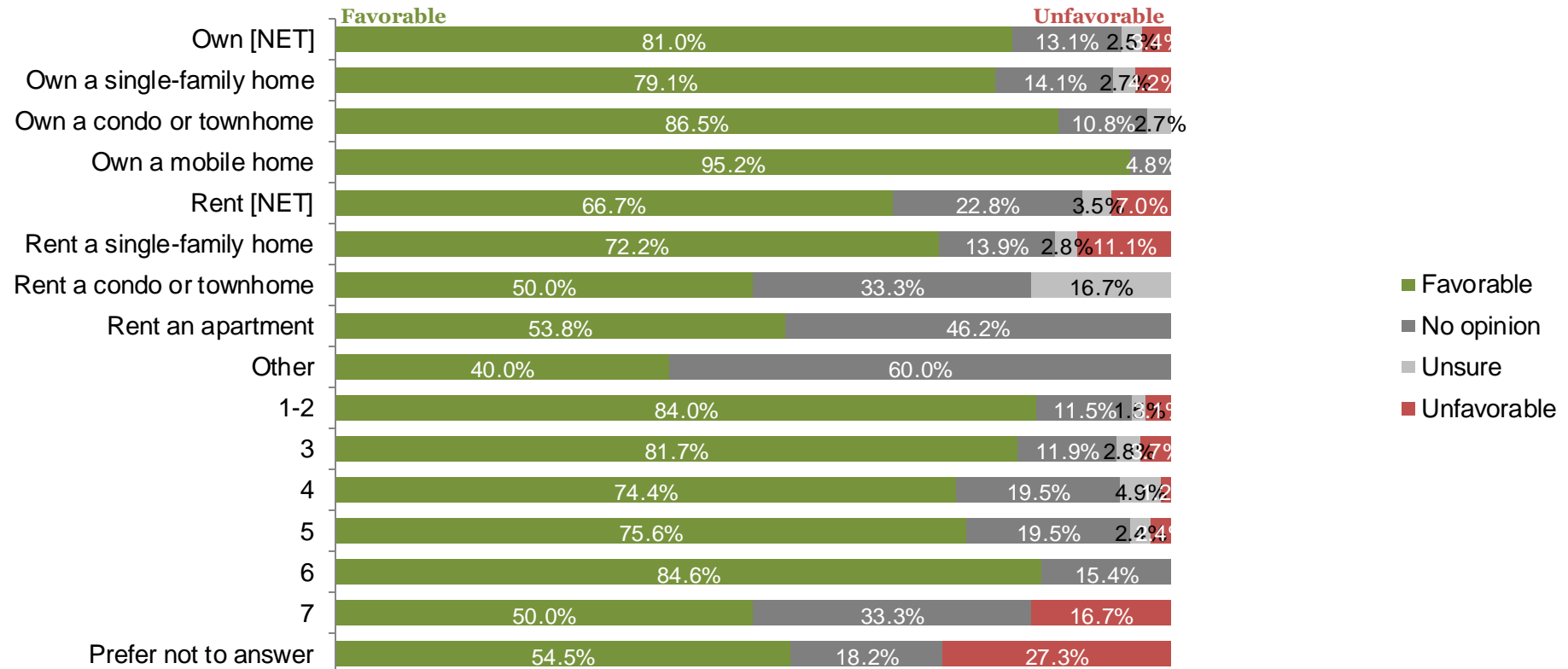
Results by gender, age group, ethnicity, education level, and geography

Question 5: Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?



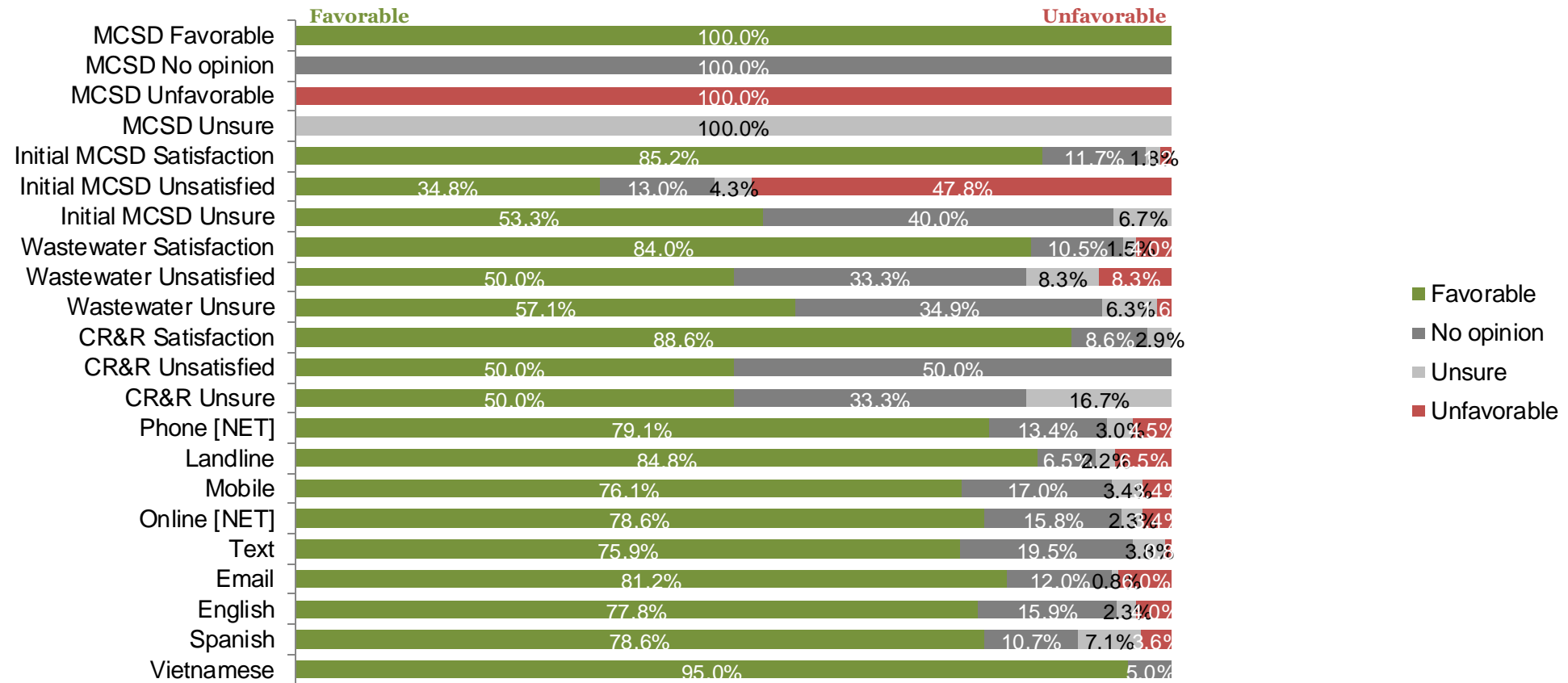
Results by home type and household size

Question 5: Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?



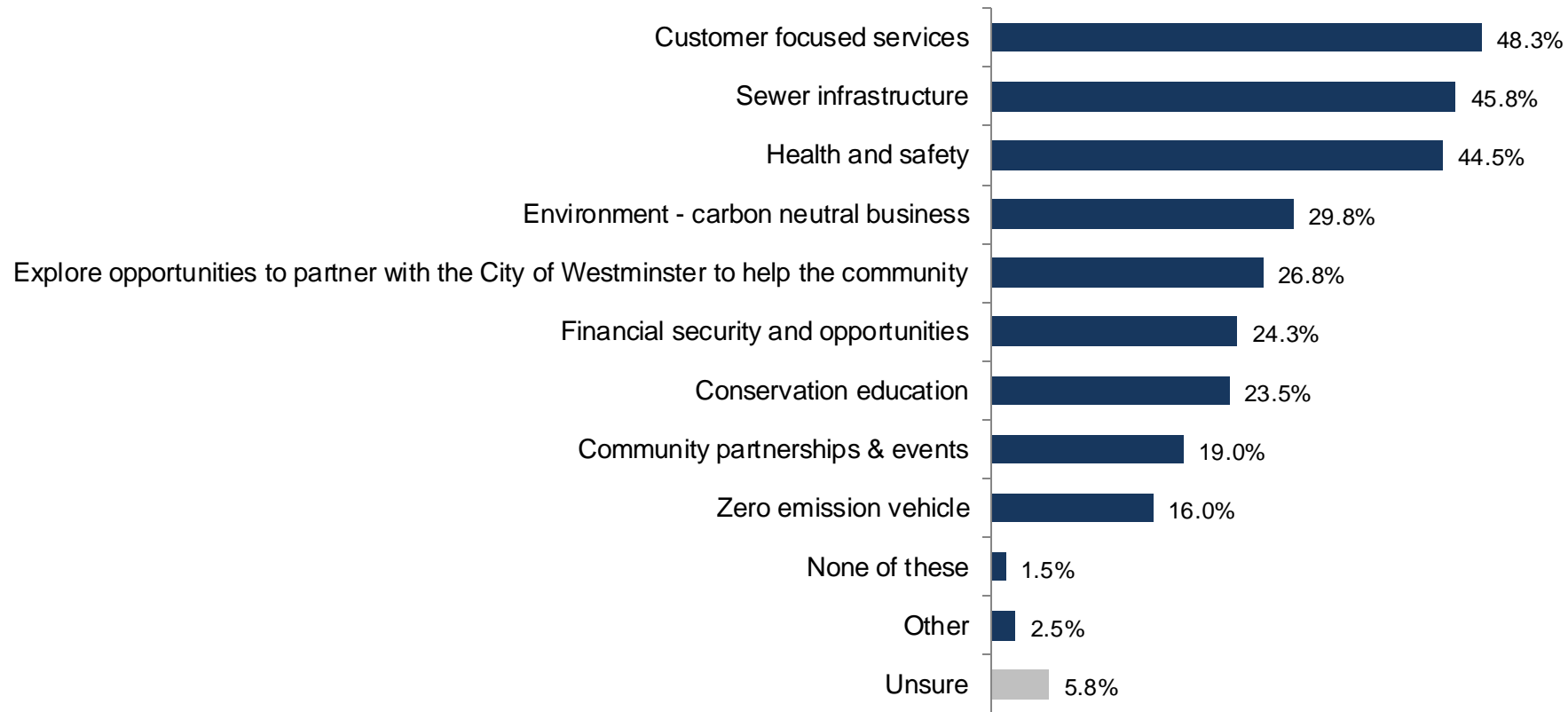
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 5: Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?



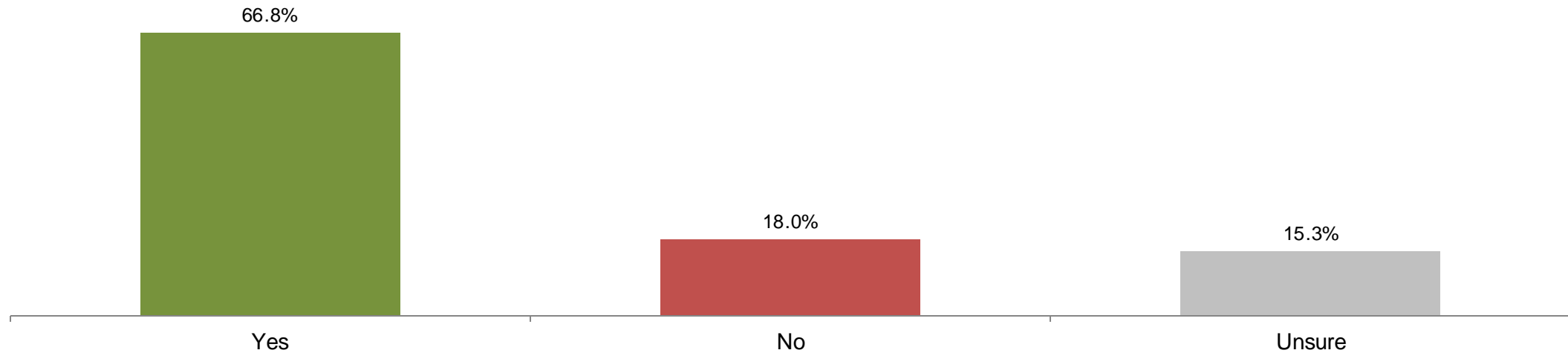
Customer focused services, sewer infrastructure, and health and safety are most important to MCSD service area residents

Question 6: Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally. Select all that apply.



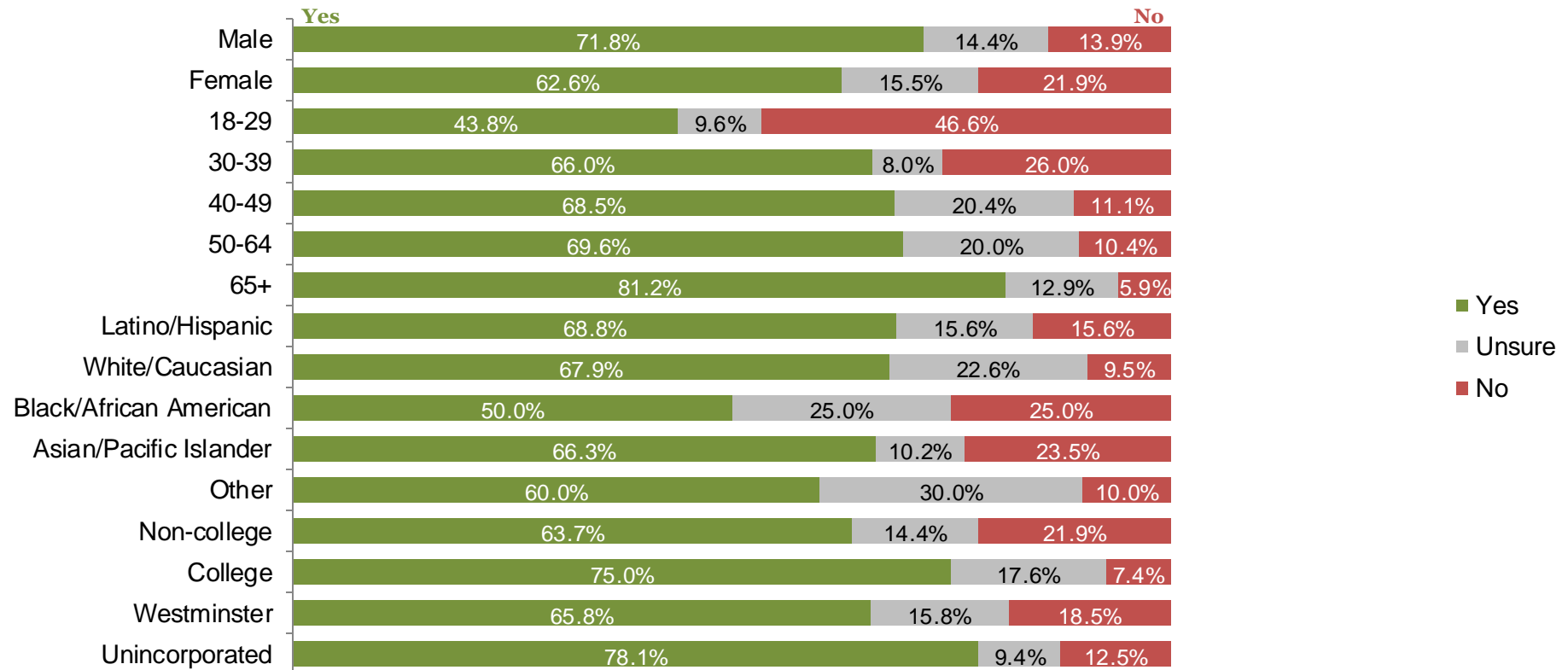
67% trust that Midway City Sanitary District makes smart decisions about their trash, recycling, and sewer services

Question 7: Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?



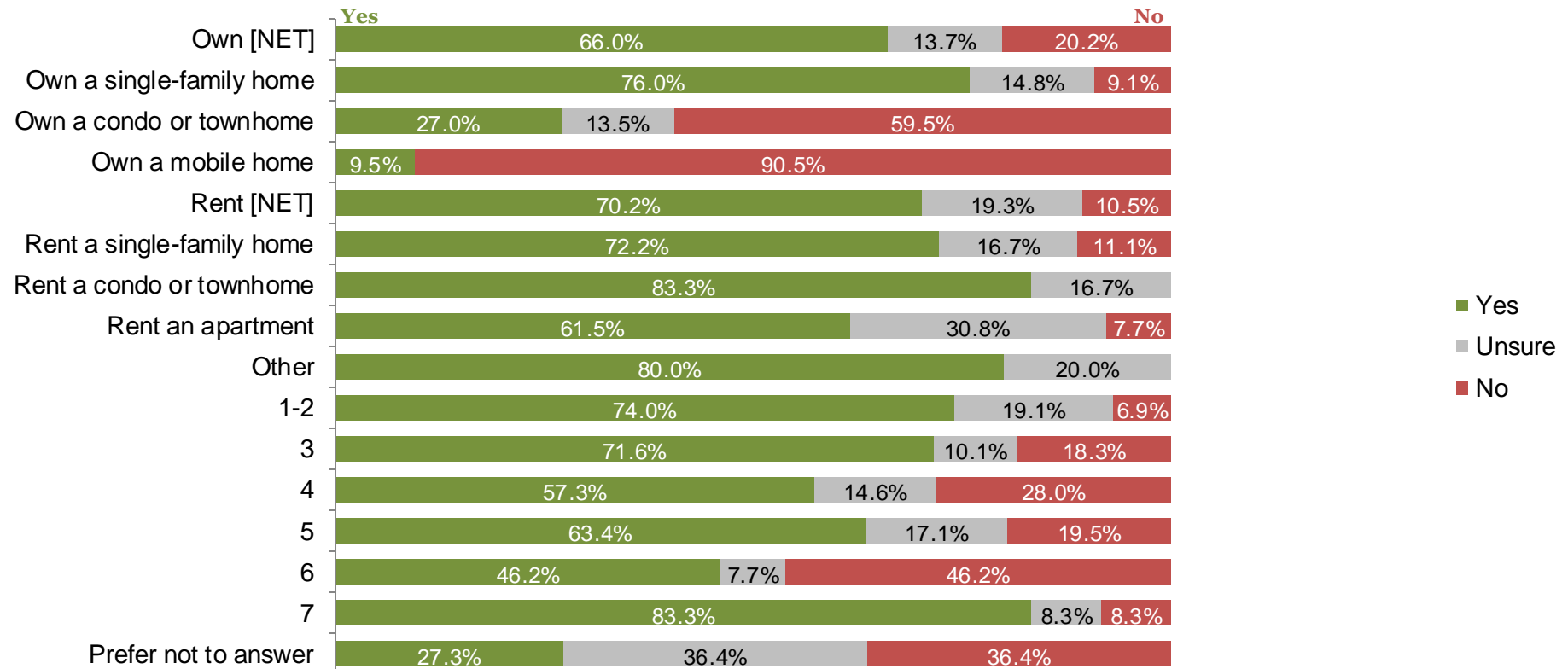
Results by gender, age group, ethnicity, education level, and geography

Question 7: Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?



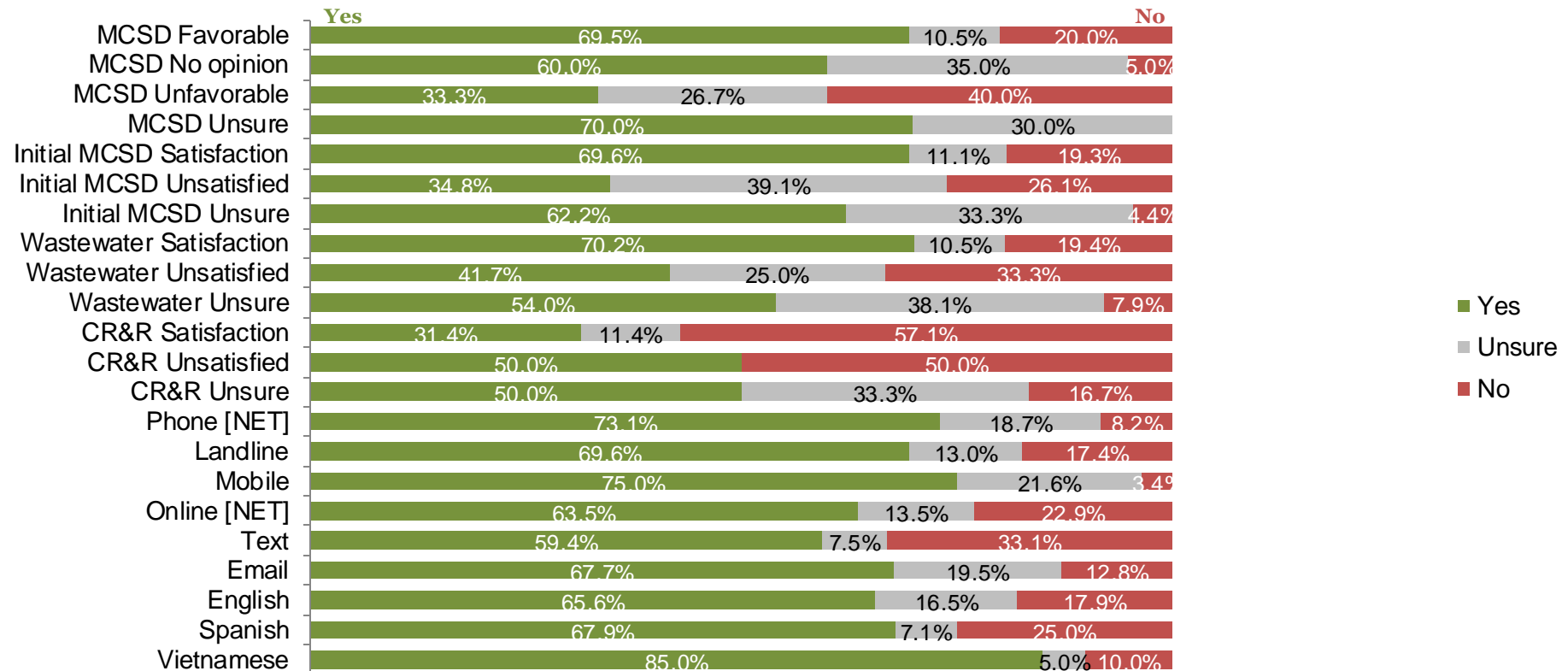
Results by home type and household size

Question 7: Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?



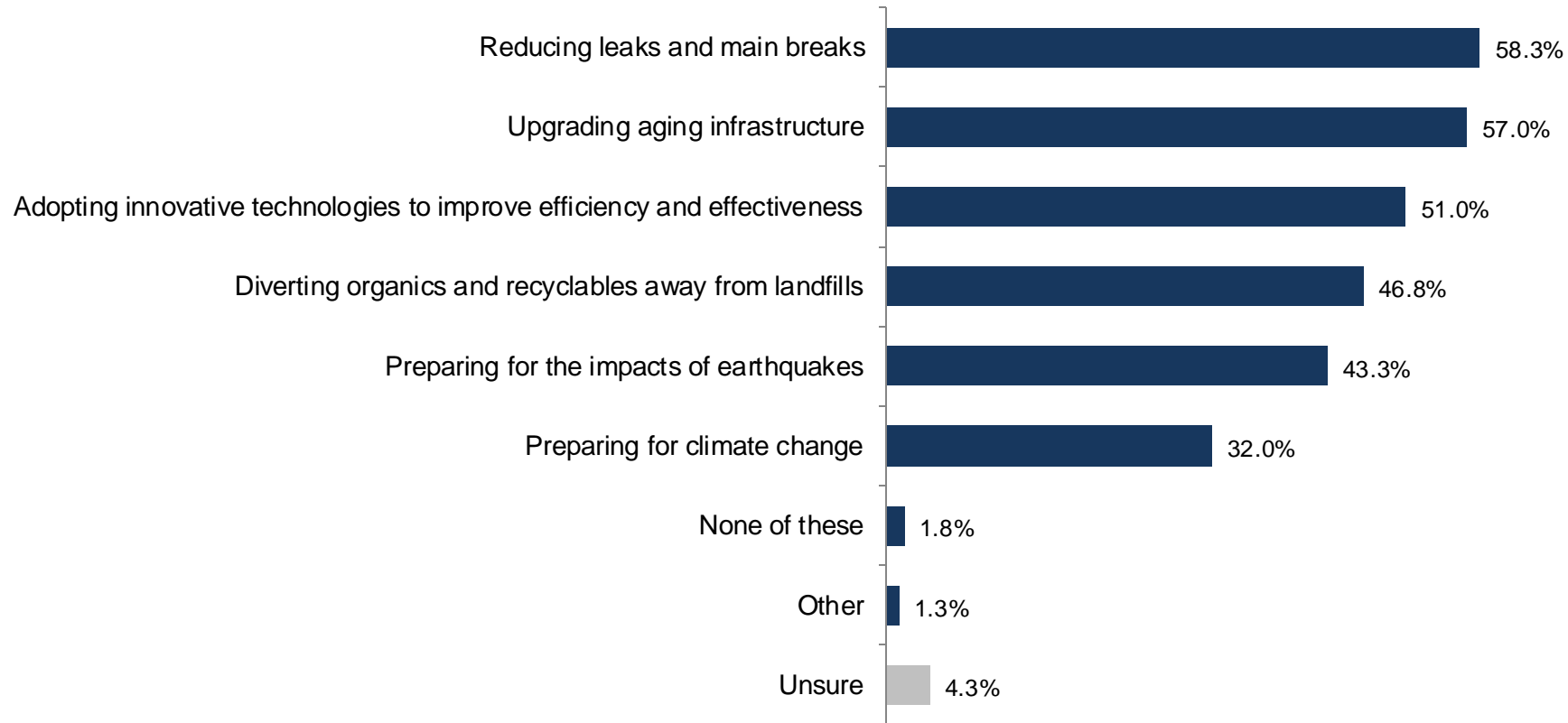
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 7: Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?



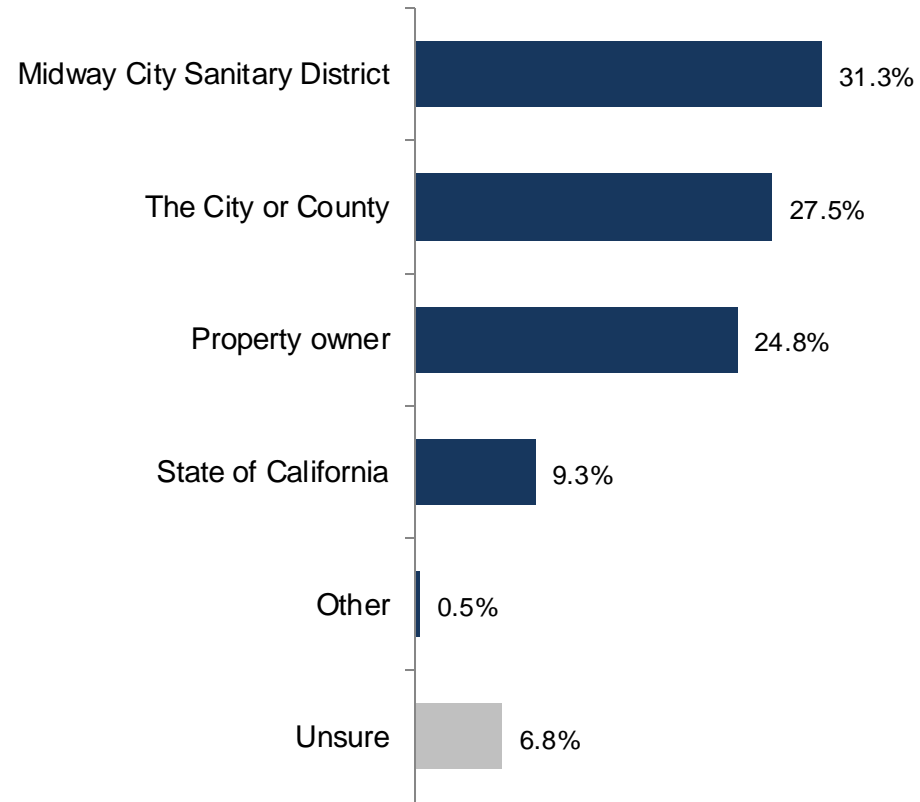
Reducing leaks, upgrading infrastructure, and adopting innovative technologies are most important projects to MSCD service area residents

Question 8: Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally. Select all that apply.



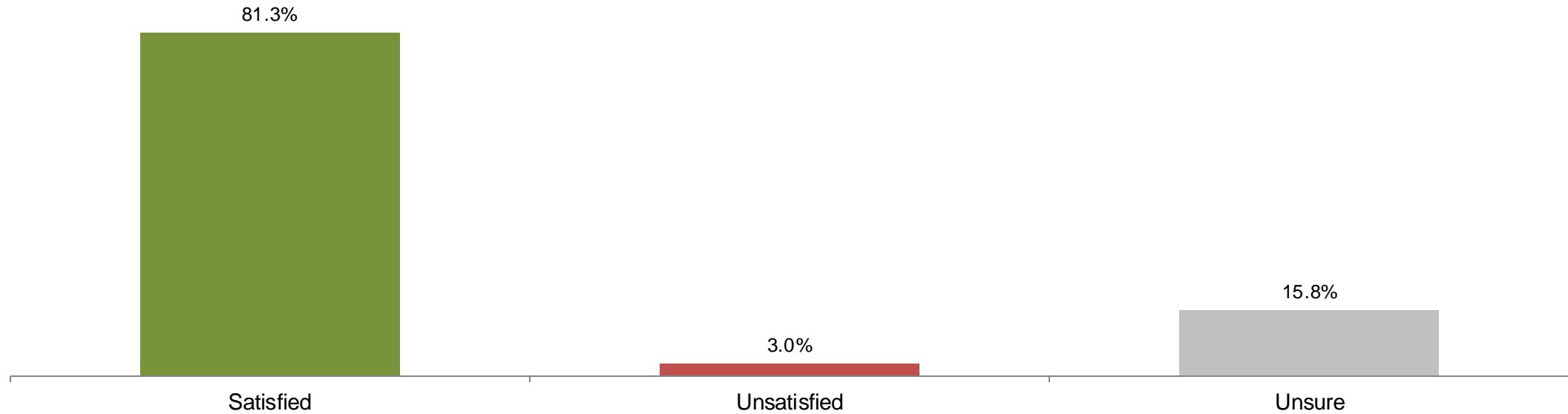
31% think the Midway City Sanitary District is responsible for maintaining their home's sewer lateral pipe

Question 9: A sanitary sewer lateral is the pipe that carries the wastewater from your home to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?



81% are satisfied with the job MCSD is doing to provide sewer and wastewater services

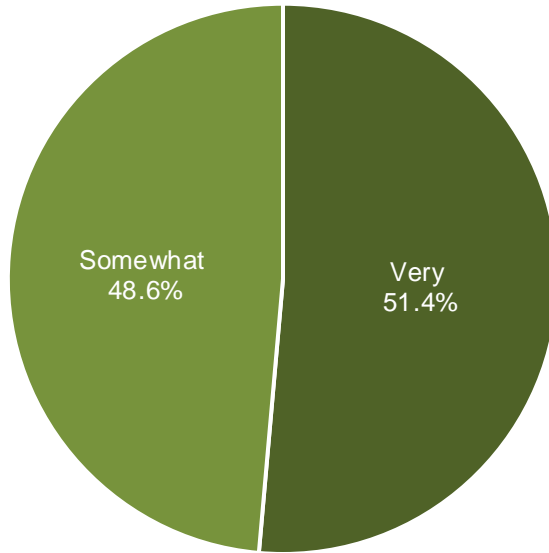
Question 10: Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide **sewer and wastewater services** for your household?



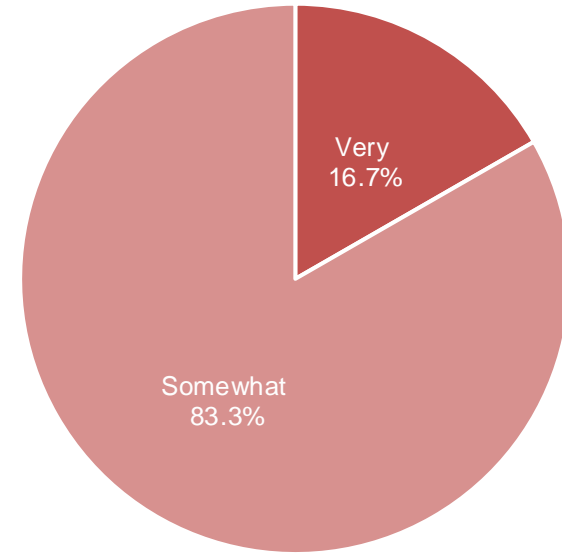
Among those who said satisfied, 51% said very satisfied

Question 10: Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

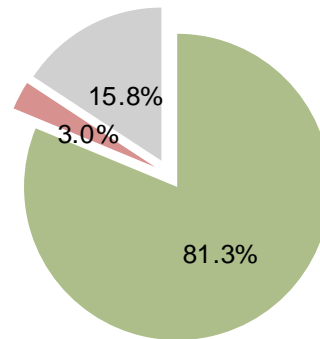
Among those who said satisfied



Among those who said unsatisfied

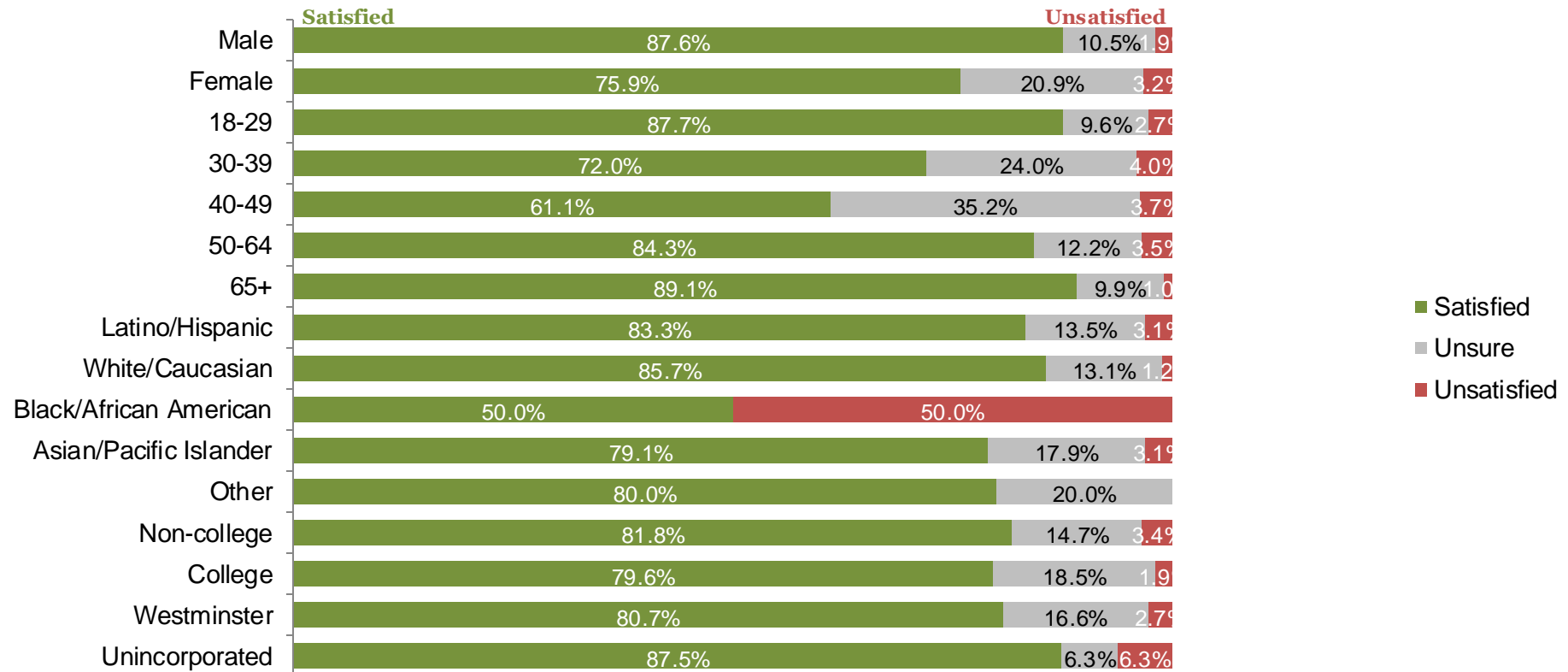


Total



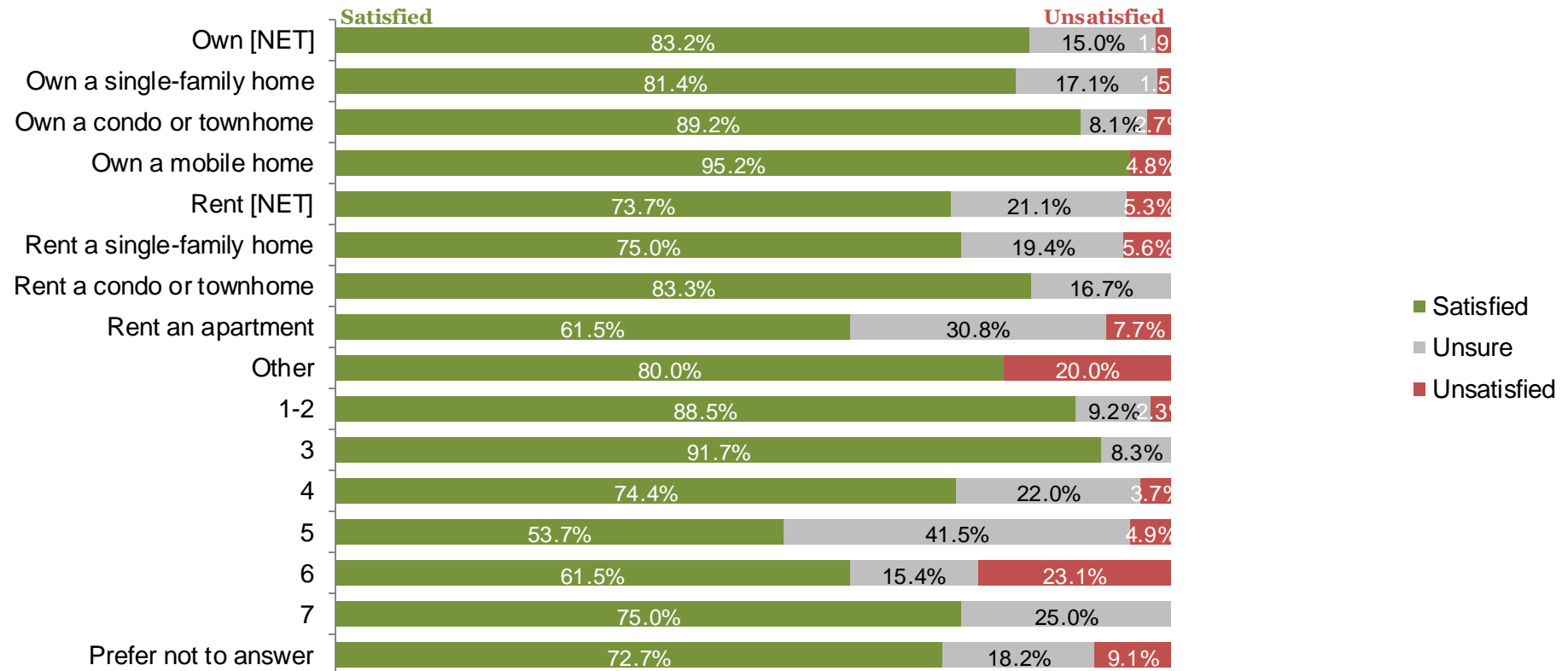
Results by gender, age group, ethnicity, education level, and geography

Question 10: Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



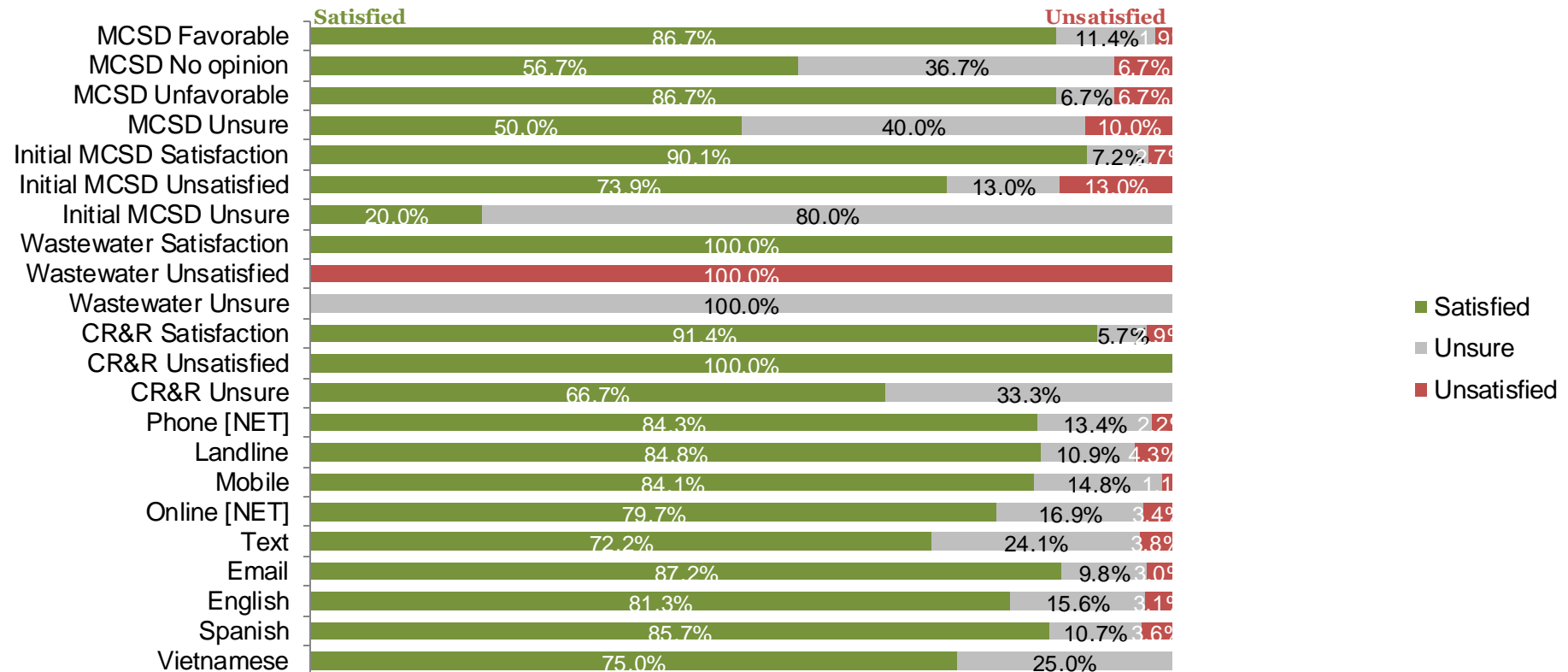
Results by home type and household size

Question 10: Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 10: Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

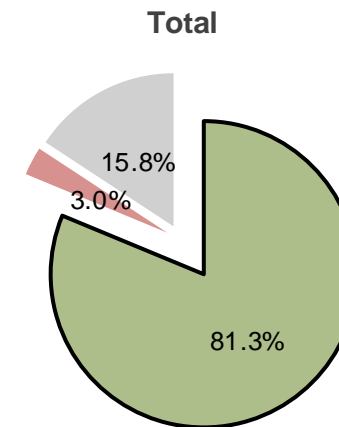
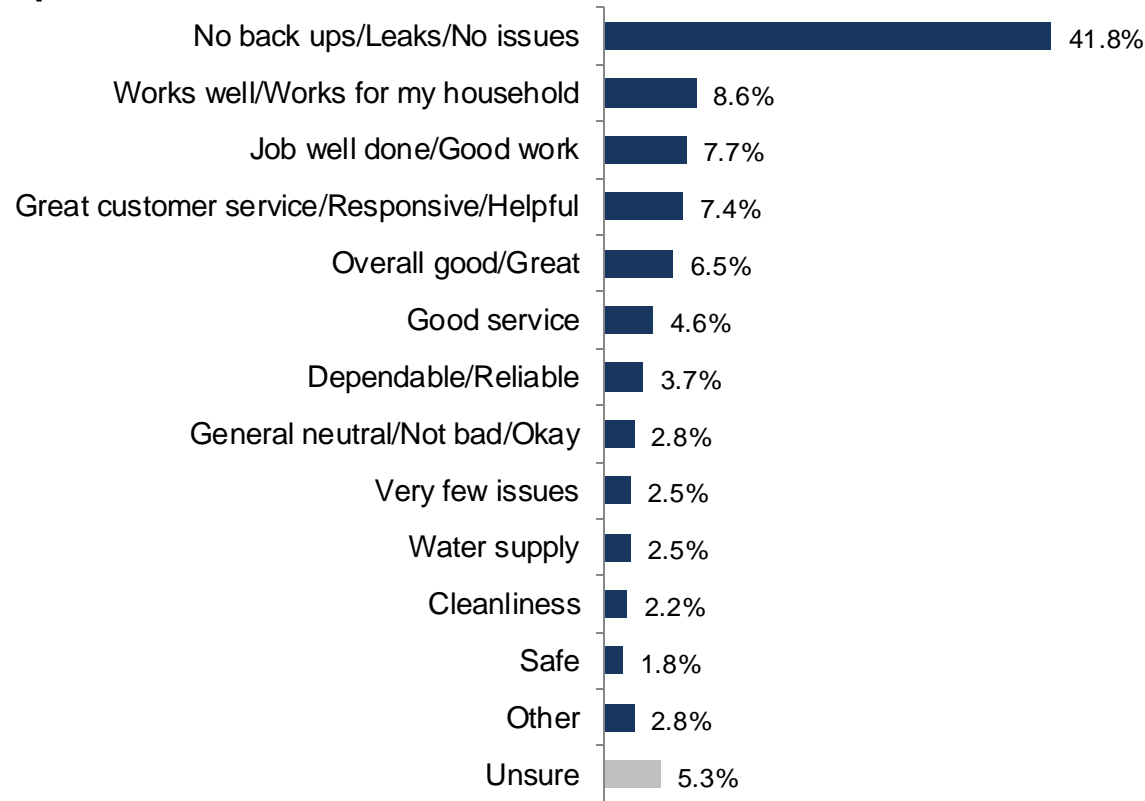


Among those satisfied with the job MCSD is doing to provide sewer and wastewater services, 42% cite no issues or leaks

Question 11: Why are you satisfied with the job the Midway City Sanitary District is doing to provide **sewer and wastewater services** for your household?

[IF ANSWERED 'SATISFIED' TO Q10]

[OPEN-ENDED RESPONSE]

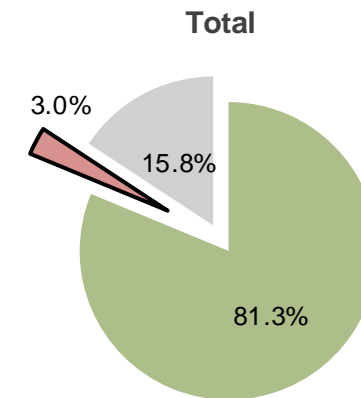
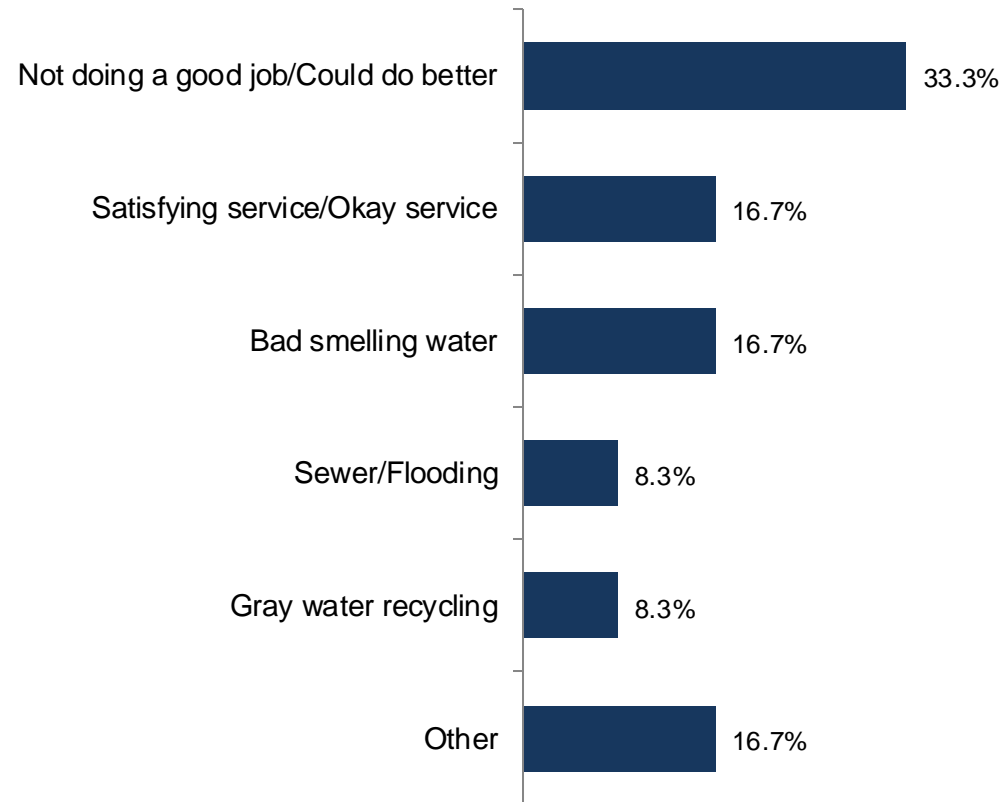


Among those unsatisfied with the job MCSD is doing to provide sewer and wastewater services, 33% cite room for improvement

Question 12: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide **sewer and wastewater services** for your household?

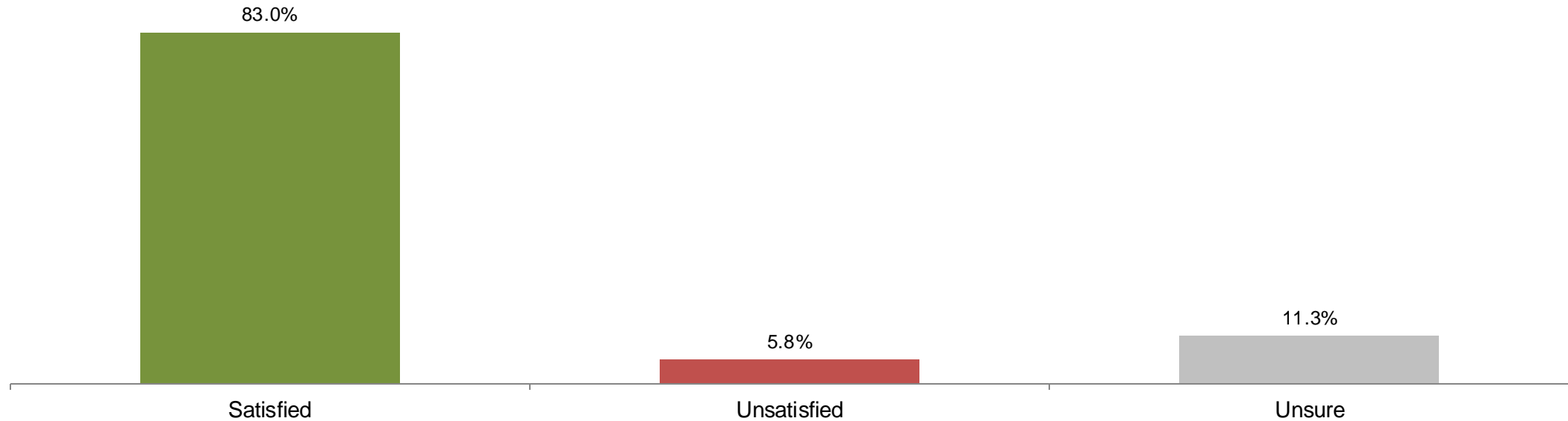
[IF ANSWERED 'UNSATISFIED' TO Q10]

[OPEN-ENDED RESPONSE]



83% are satisfied with the job MCSD is doing to provide trash, recycling, and green waste collection services

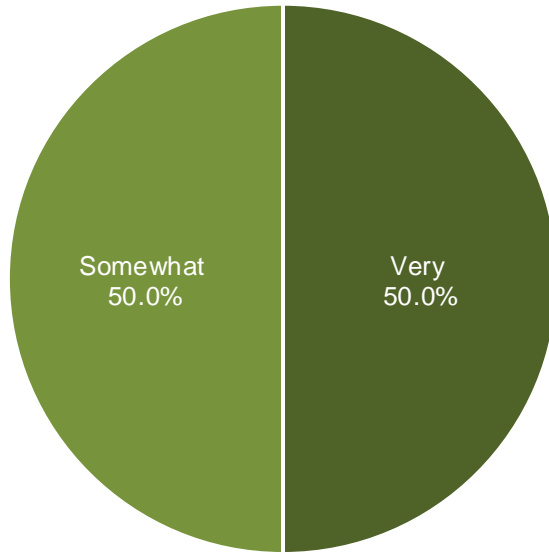
Question 13: Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide **trash and recycling and green waste/organics collection services** for your household?



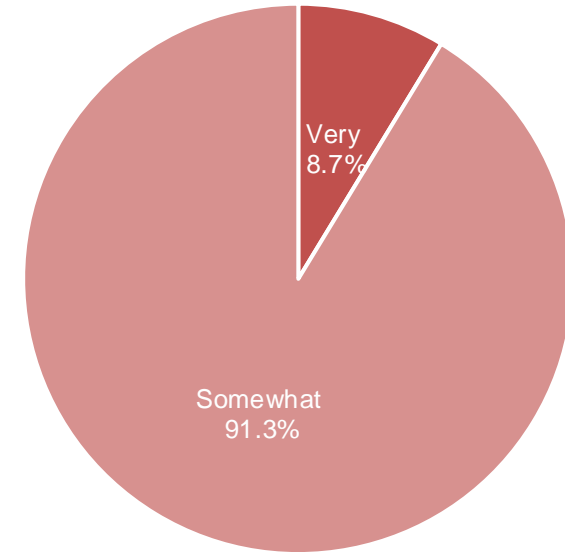
Among those who said satisfied, 50% said very satisfied

Question 13: Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

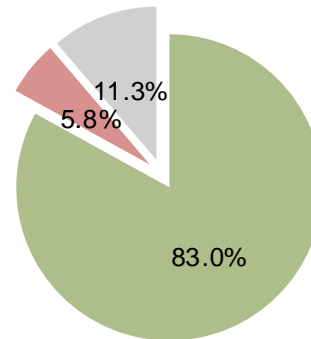
Among those who said satisfied



Among those who said unsatisfied

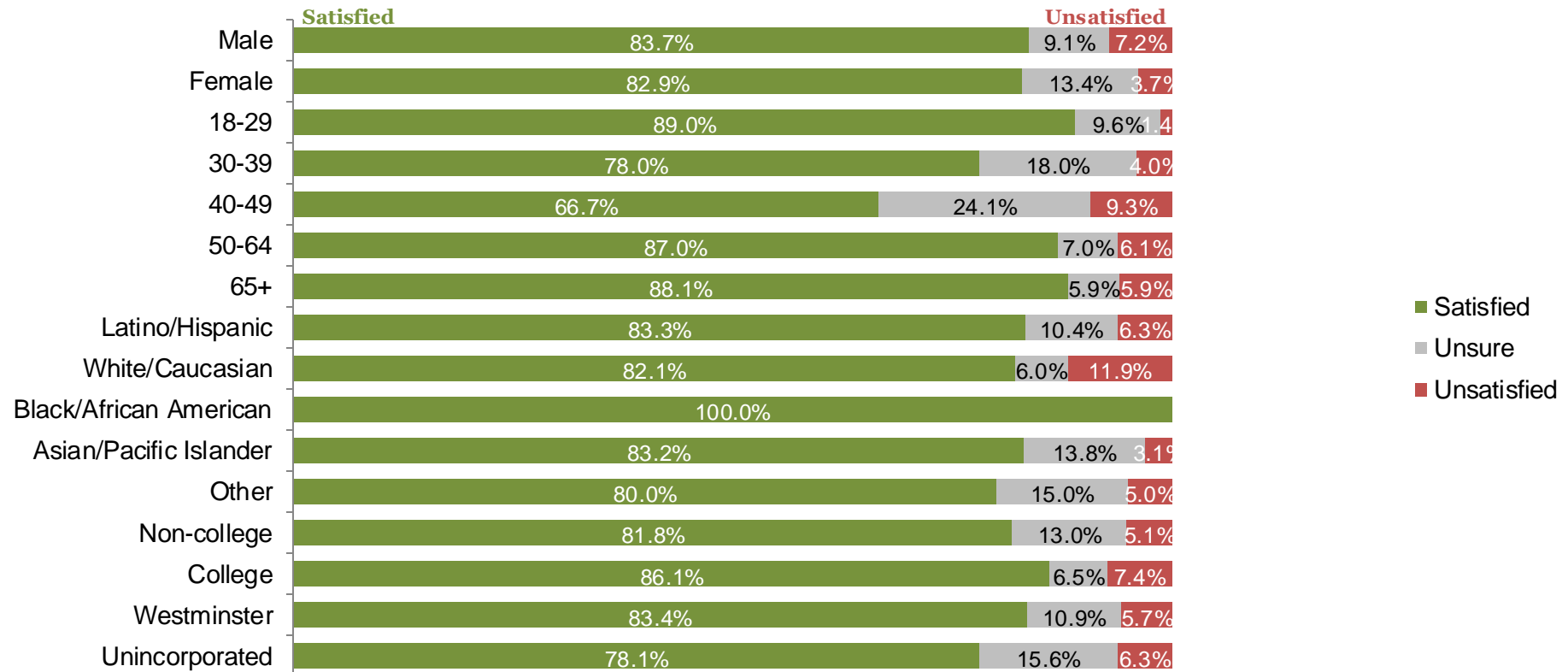


Total



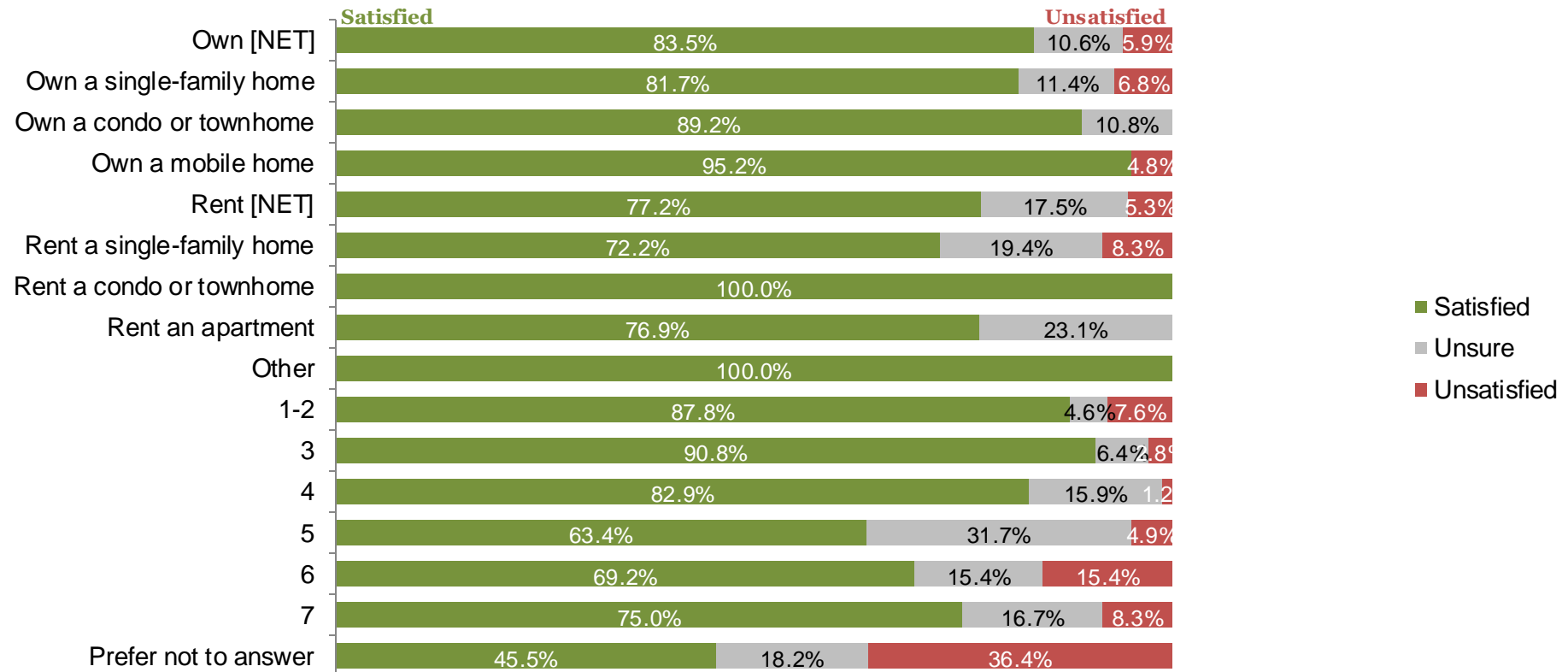
Results by gender, age group, ethnicity, education level, and geography

Question 13: Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



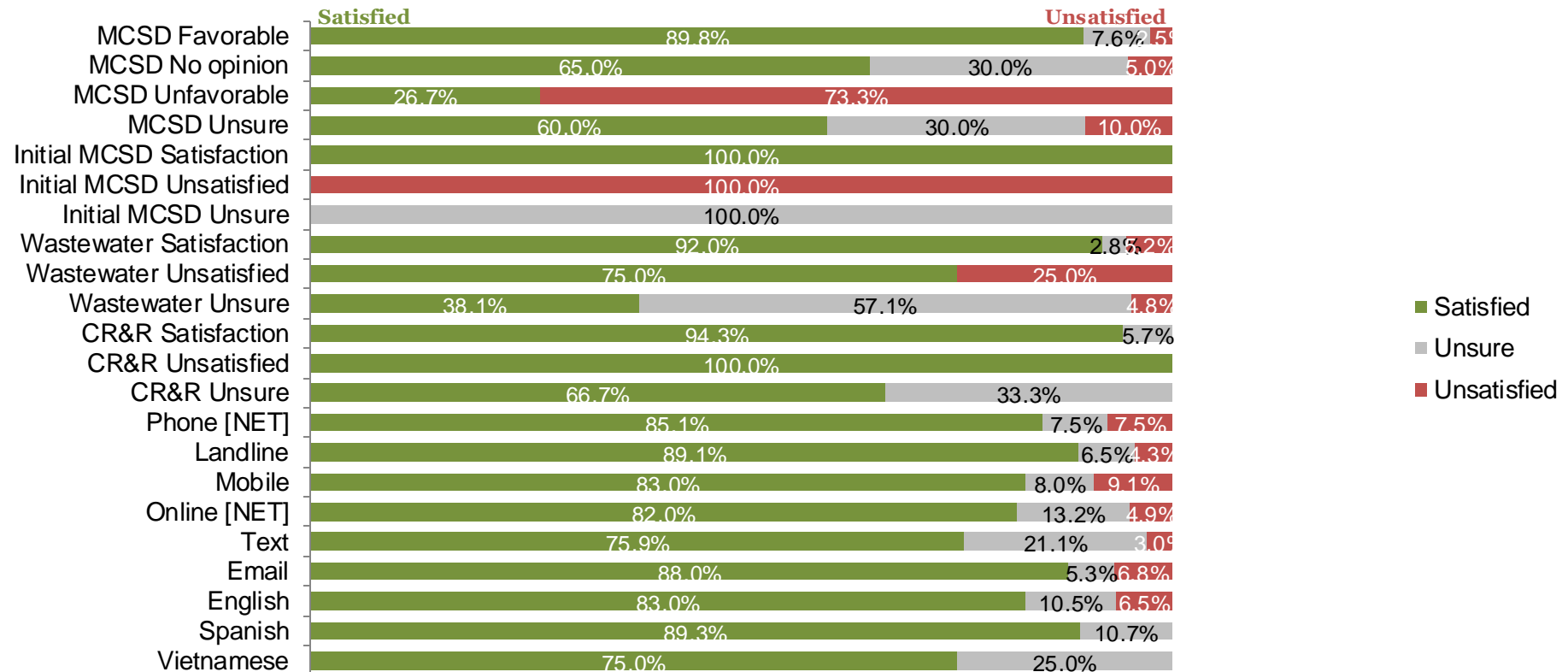
Results by home type and household size

Question 13: Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 13: Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

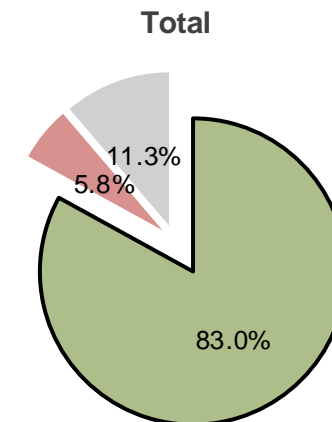


Among those satisfied with the job MCSD is doing to provide trash, recycling, and green waste collection services, 20% cite quality service

Question 14: Why are you satisfied with the job the Midway City Sanitary District is doing to provide **trash and recycling and green waste/organics collection services** for your household?

[IF ANSWERED 'SATISFIED' TO Q13]

[OPEN-ENDED RESPONSE]

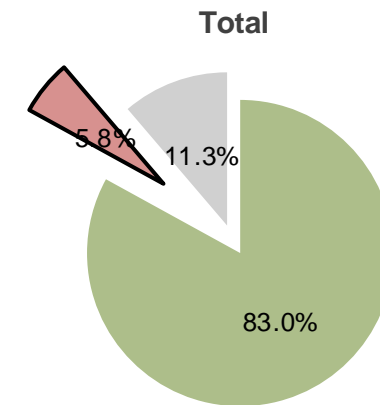
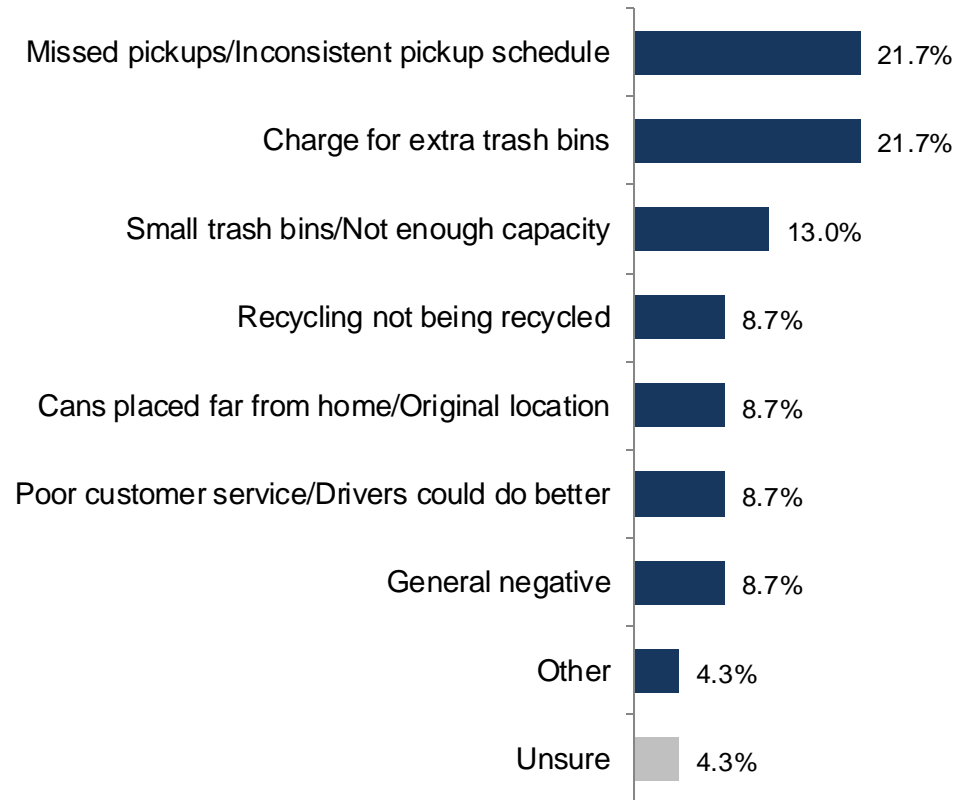


Among those unsatisfied with the job MCSD is doing to provide trash, recycling, and green waste collection services, 22% cite pickup issues

Question 15: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide **trash and recycling and green waste/organics collection services** for your household?

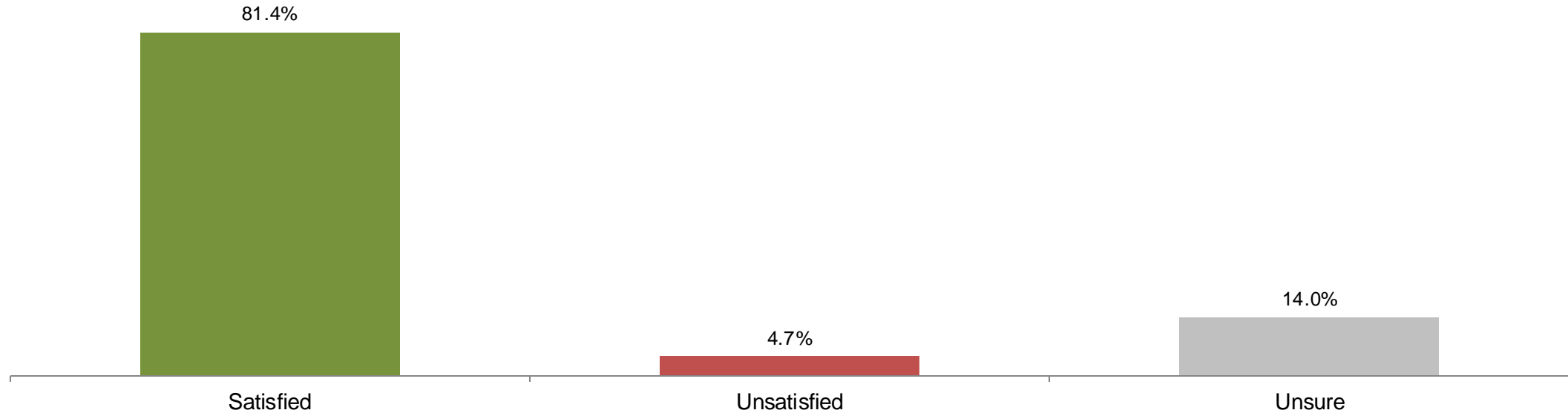
[IF ANSWERED 'UNSATISFIED' TO Q13]

[OPEN-ENDED RESPONSE]



81% are satisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services

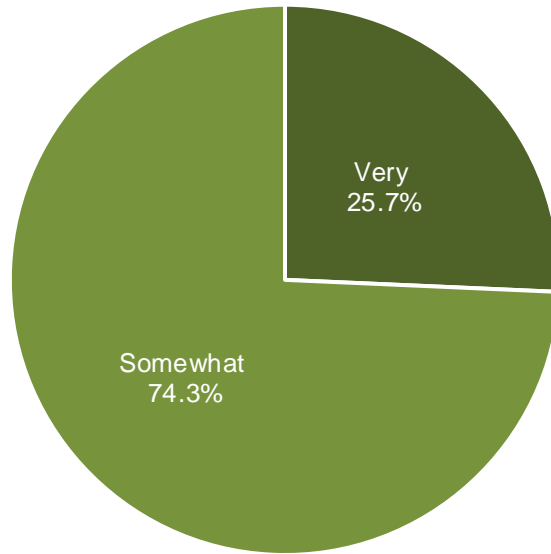
Question 16: Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide **trash, recycling, and green waste collection services**?
[AMONG CONDO OR TOWNHOME CUSTOMERS]



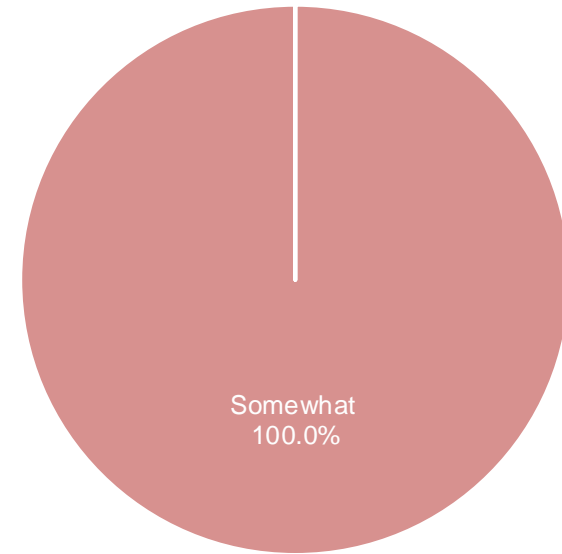
Among those who said satisfied, 74% said somewhat satisfied

Question 16: Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide **trash, recycling, and green waste collection services**?
[AMONG CONDO OR TOWNHOME CUSTOMERS]

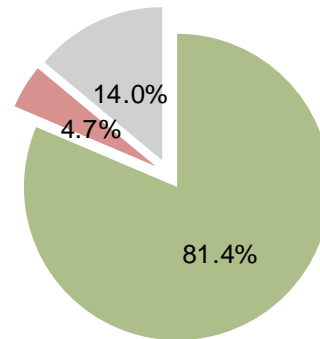
Among those who said satisfied



Among those who said unsatisfied

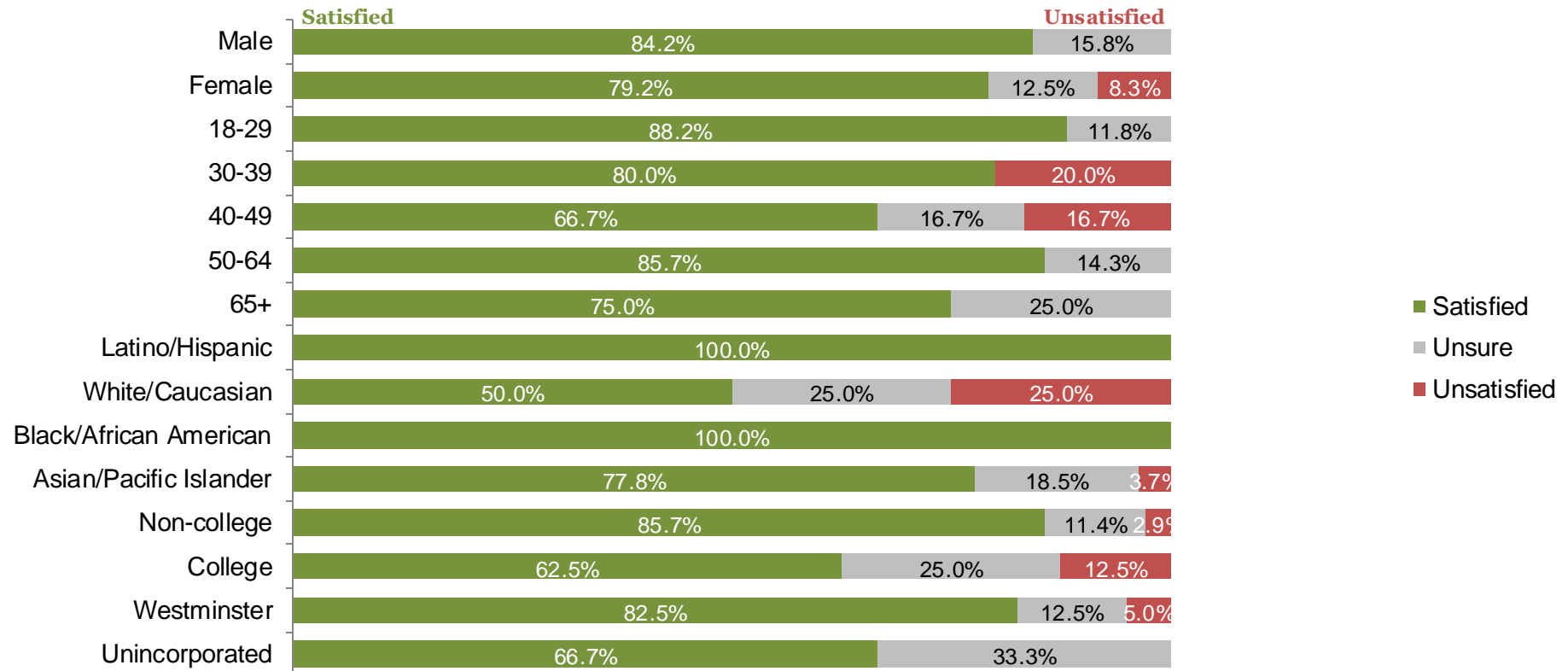


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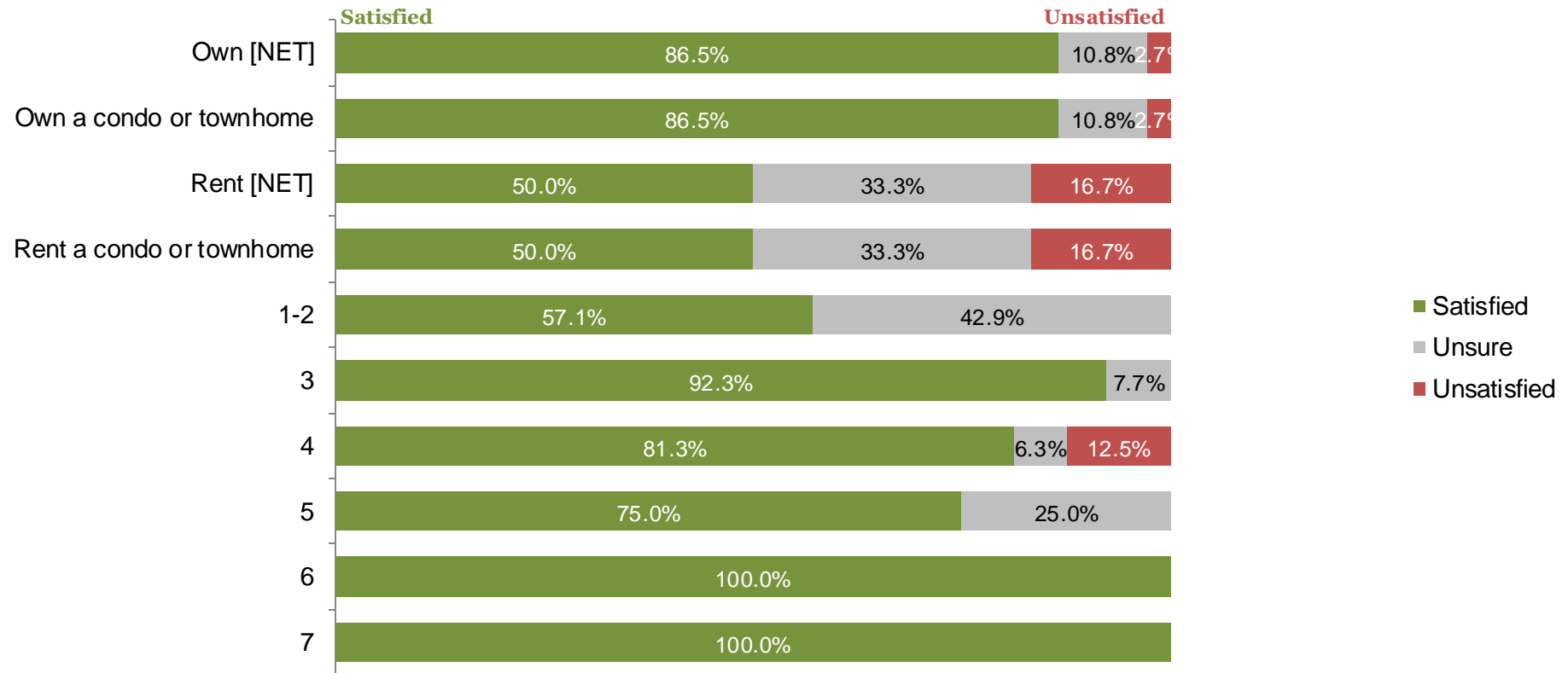
Results by gender, age group, ethnicity, education level, and geography

Question 16: Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide **trash, recycling, and green waste collection services**?
 [AMONG CONDO OR TOWNHOME CUSTOMERS]



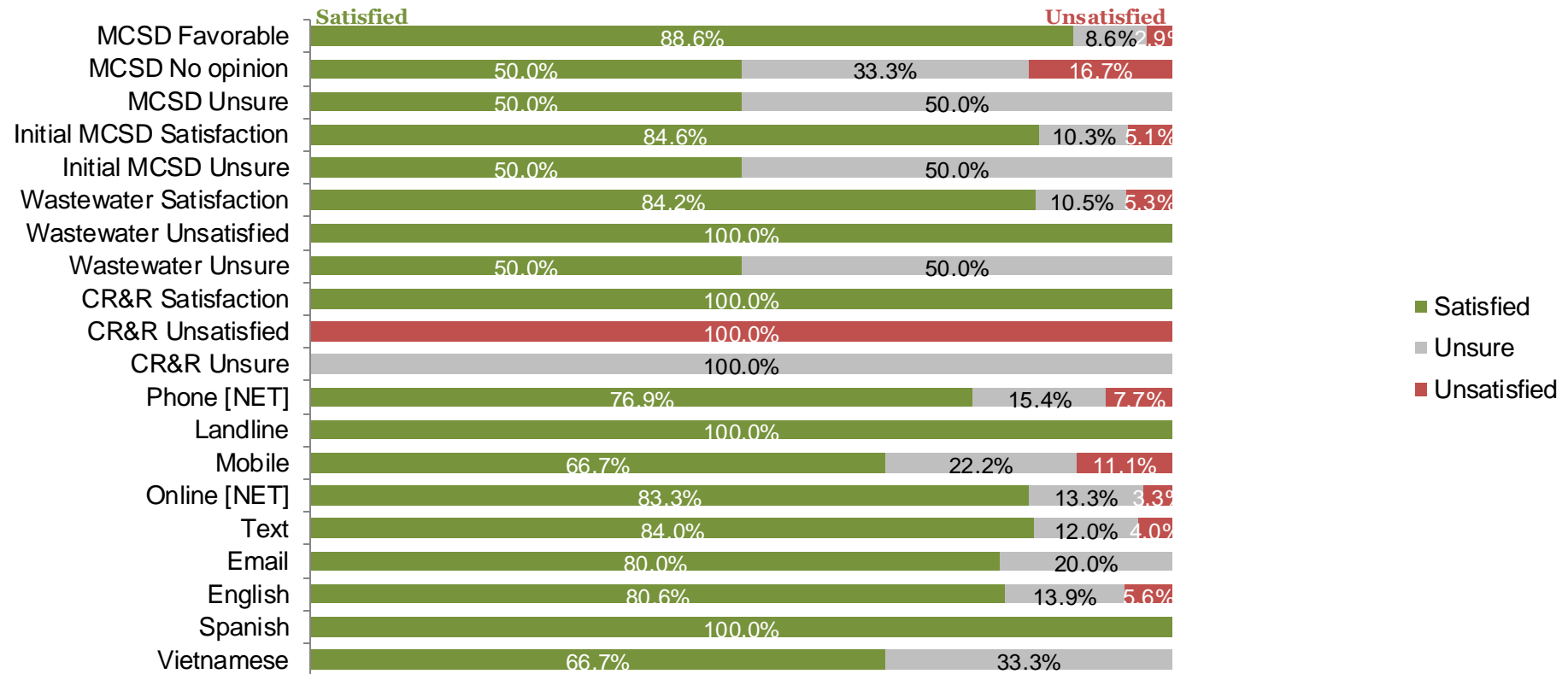
Results by home type and household size

Question 16: Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide **trash, recycling, and green waste collection services**?
 [AMONG CONDO OR TOWNHOME CUSTOMERS]



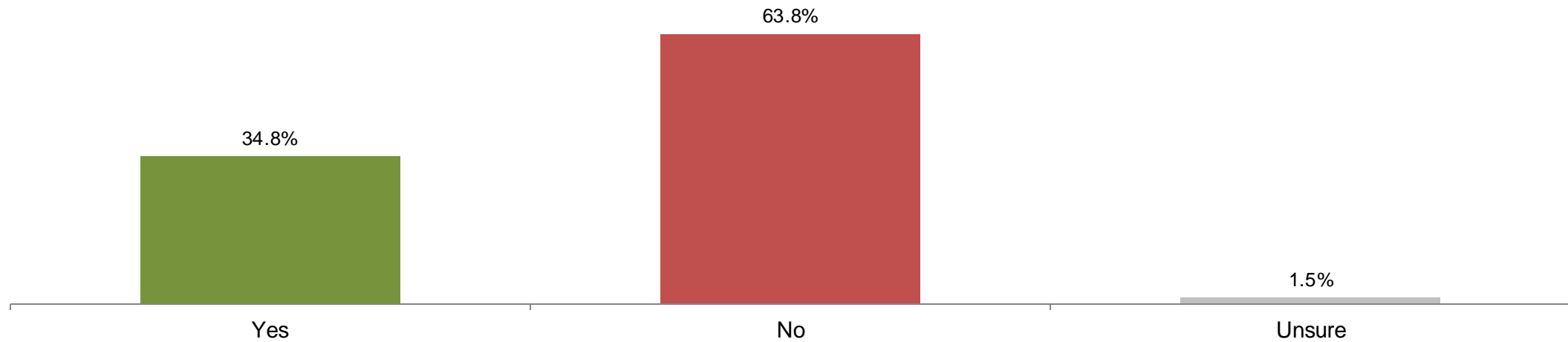
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 16: Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide **trash, recycling, and green waste collection services**?
[AMONG CONDO OR TOWNHOME CUSTOMERS]



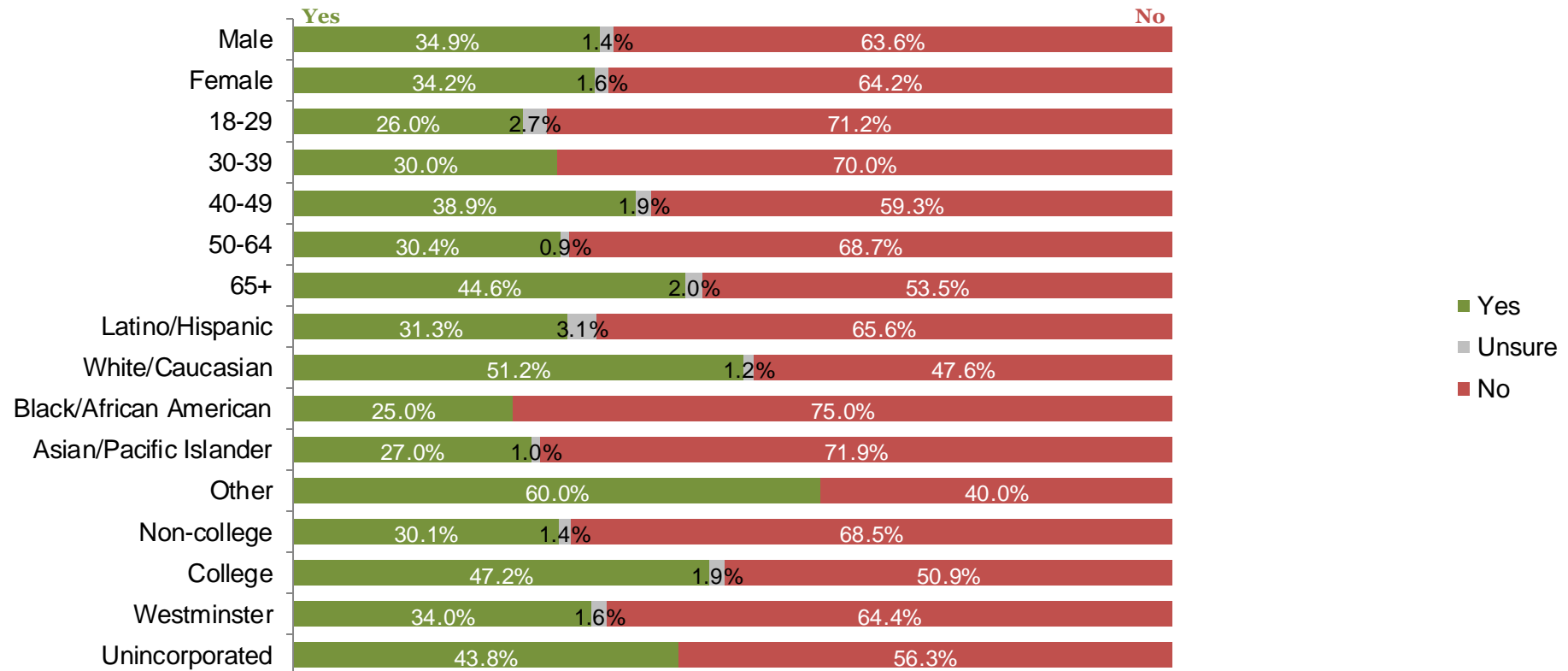
35% have contacted Midway City Sanitary District in the past 12 months

Question 17: During the past 12 months, have you contacted the Midway City Sanitary District?



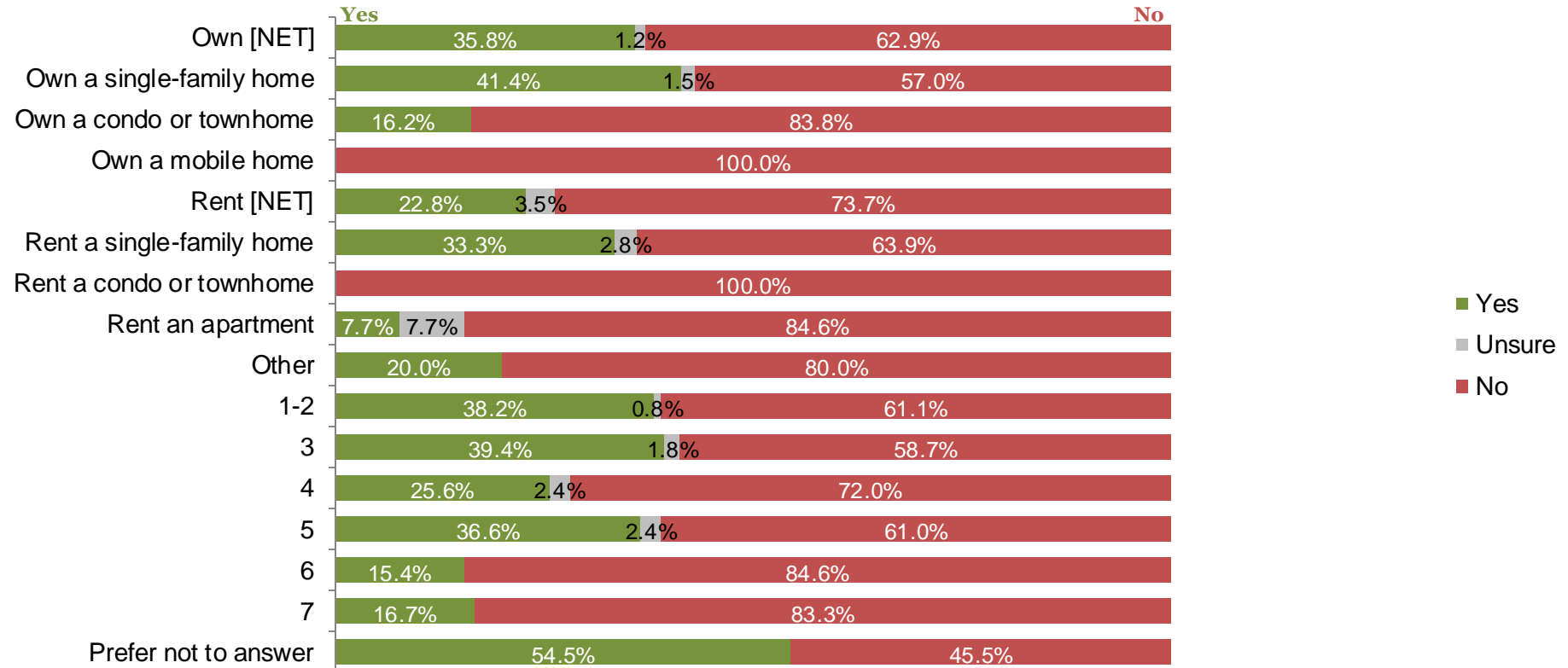
Results by gender, age group, ethnicity, education level, and geography

Question 17: During the past 12 months, have you contacted the Midway City Sanitary District?



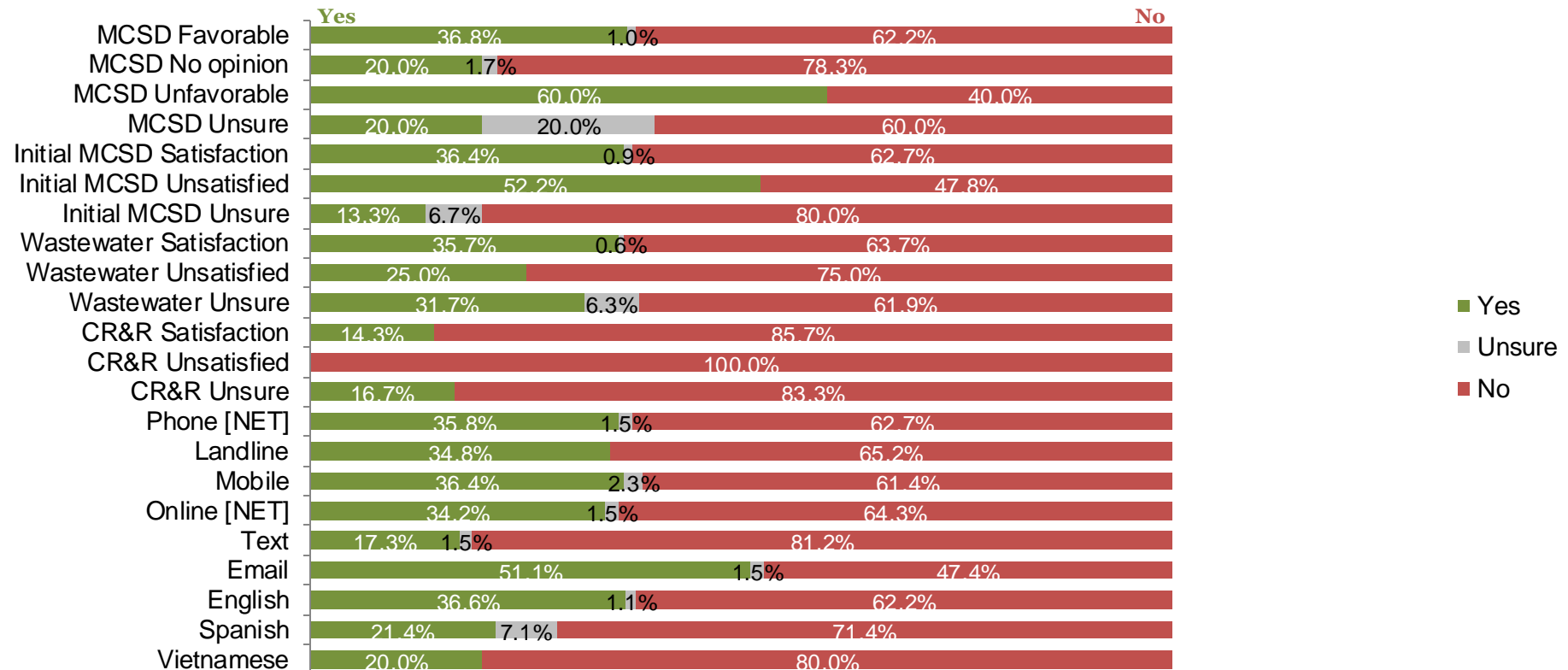
Results by home type and household size

Question 17: During the past 12 months, have you contacted the Midway City Sanitary District?



Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 17: During the past 12 months, have you contacted the Midway City Sanitary District?



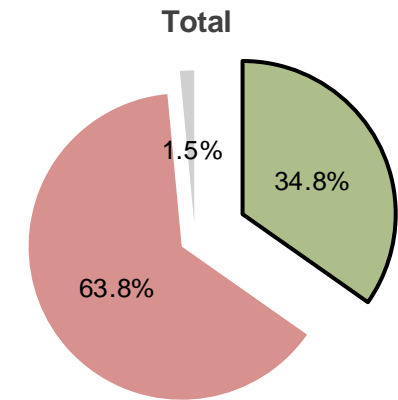
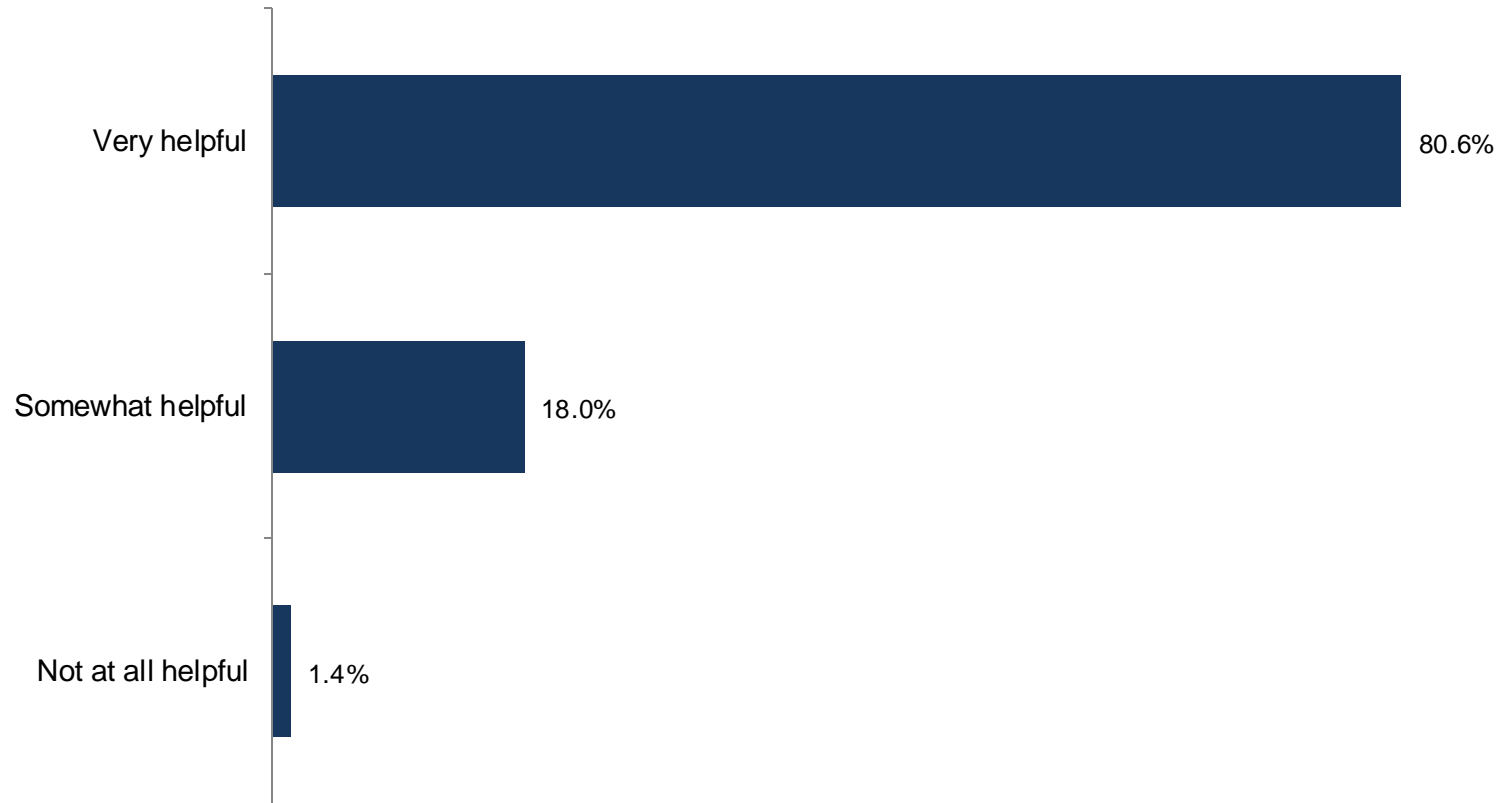
Among those who contacted MCSD in the past 12 months, 86% contacted them via telephone

Question 18: During your most recent contact with Midway City Sanitary District, how did you contact them?
[IF ANSWERED 'YES' TO Q17]



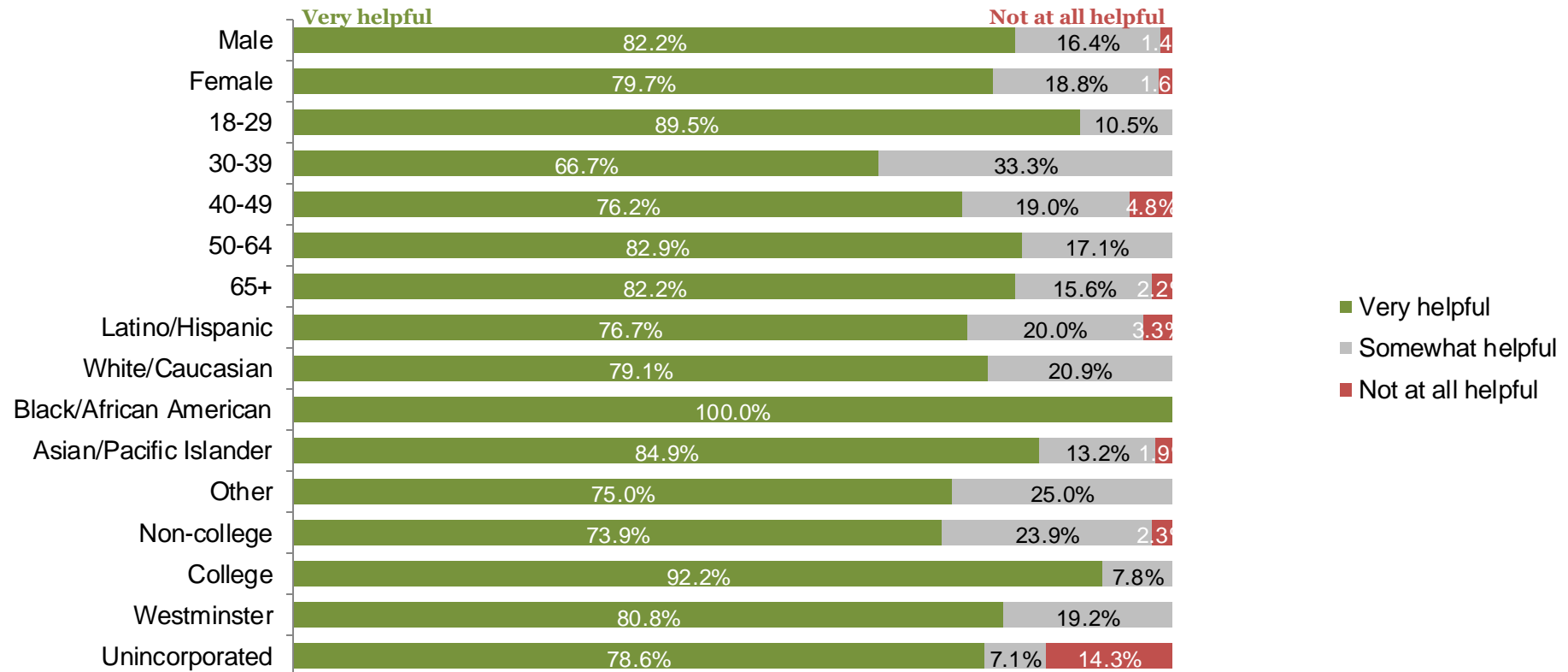
Among those who contacted MCSD in the past 12 months, 81% say the staff was very helpful

Question 19: During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
[IF ANSWERED 'YES' TO Q17]



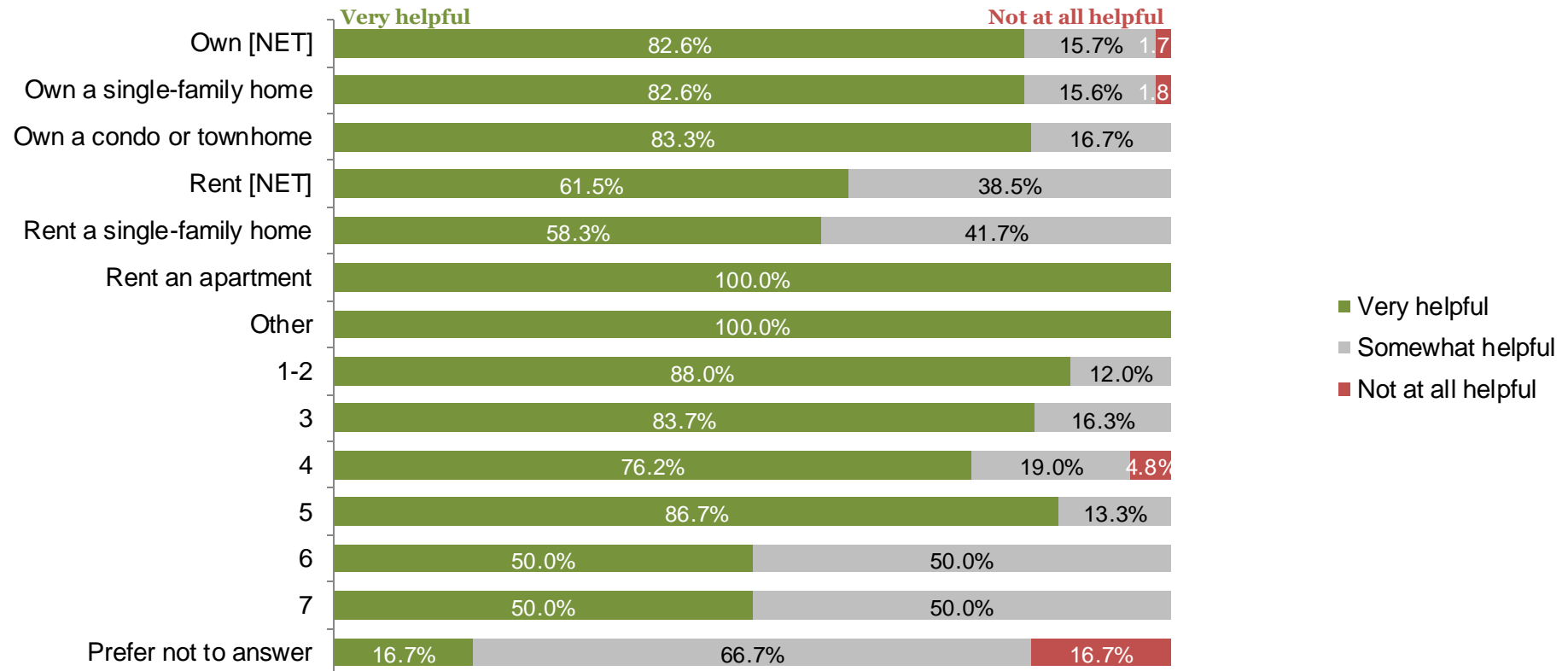
Results by gender, age group, ethnicity, education level, and geography

Question 19: During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
[AMONG WHO ANSWERED 'YES' TO Q17]



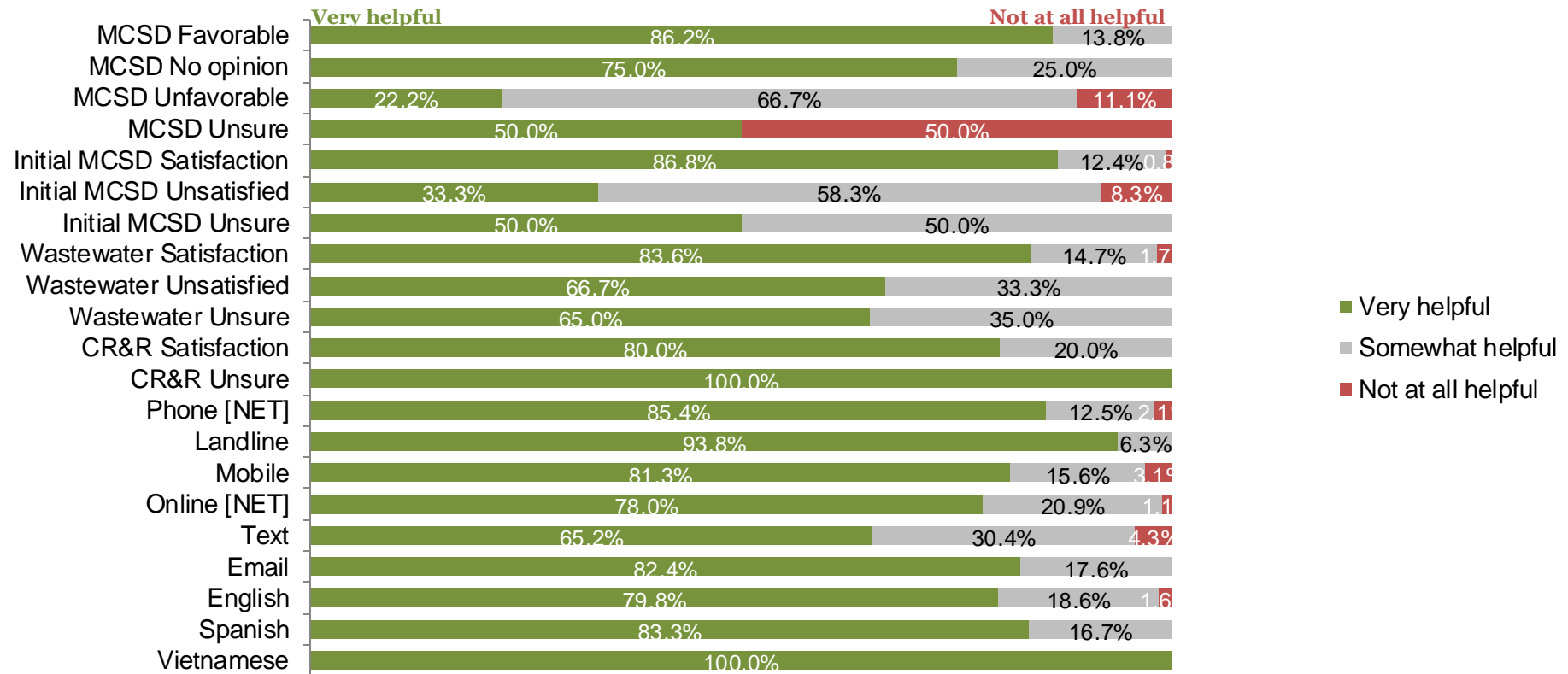
Results by home type and household size

Question 19: During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
 [AMONG WHO ANSWERED 'YES' TO Q17]



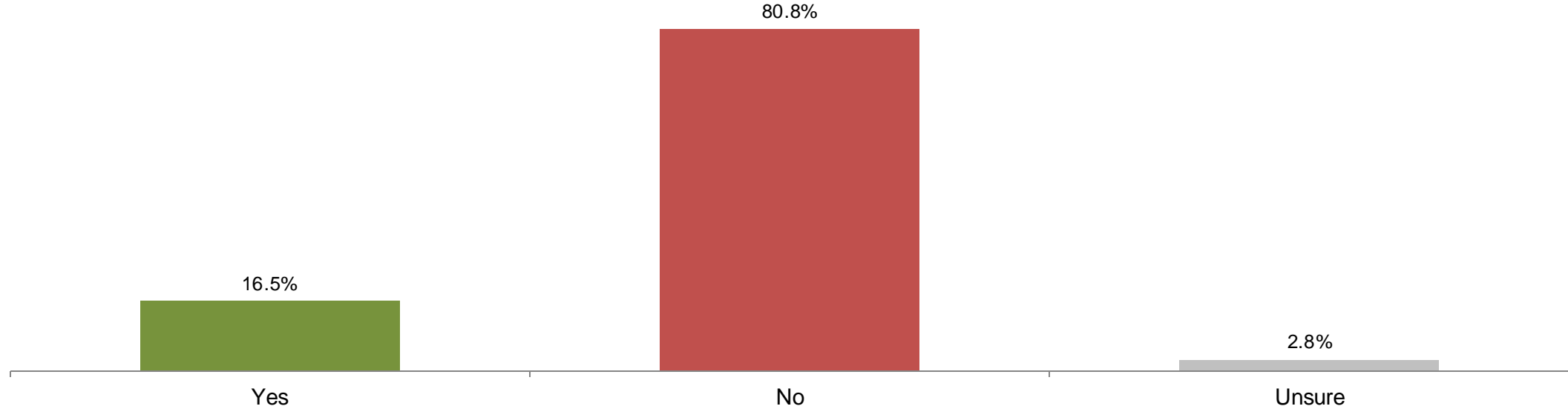
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 19: During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
 [AMONG WHO ANSWERED 'YES' TO Q17]



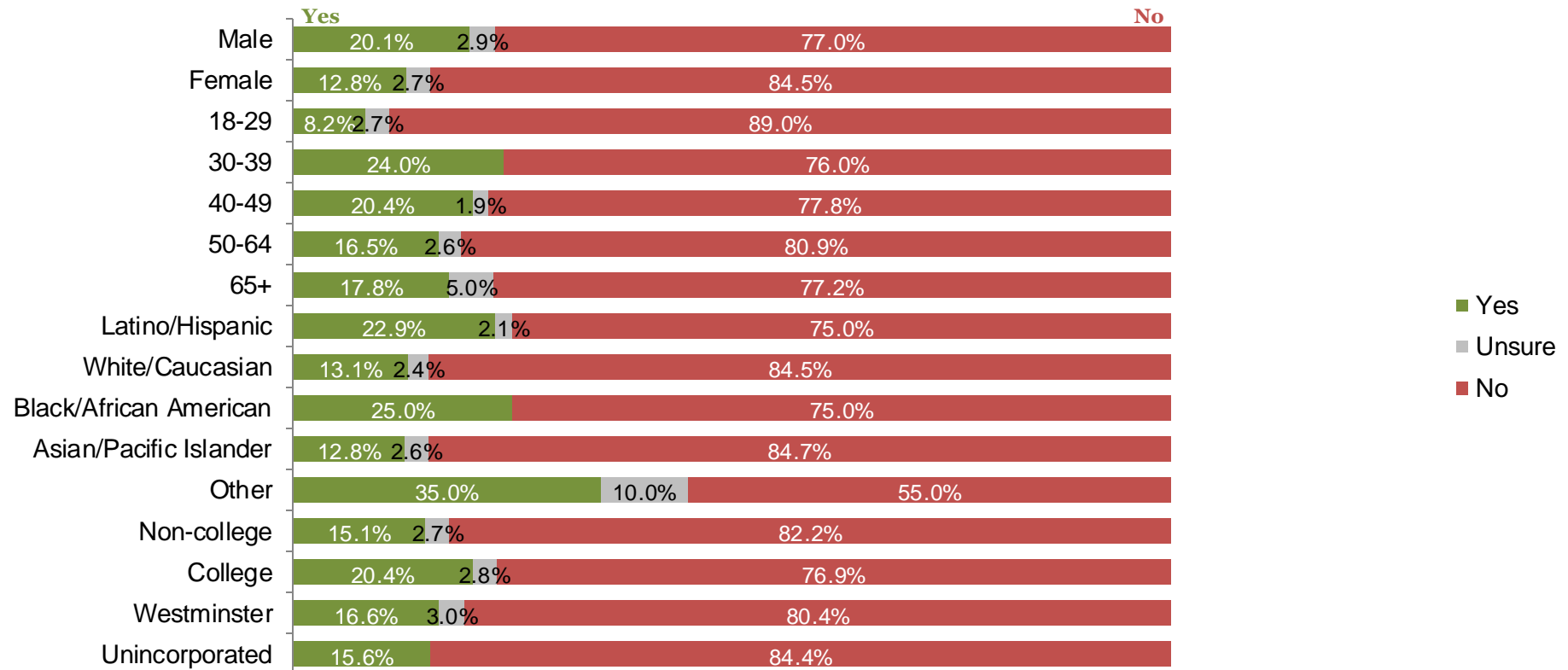
17% have interacted with MCSD field personnel, solid waste driver, or a sewer maintenance worker in the last 12 months

Question 20: Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?



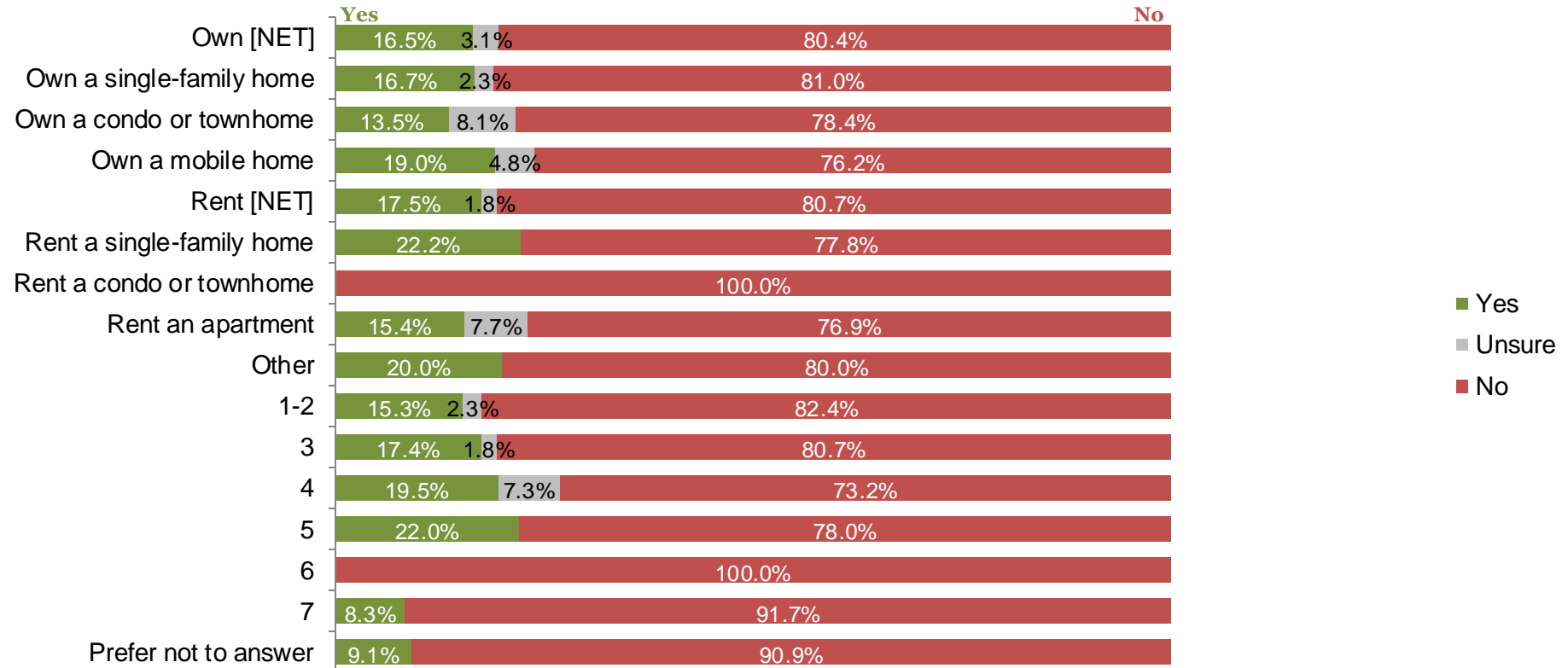
Results by gender, age group, ethnicity, education level, and geography

Question 20: Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?



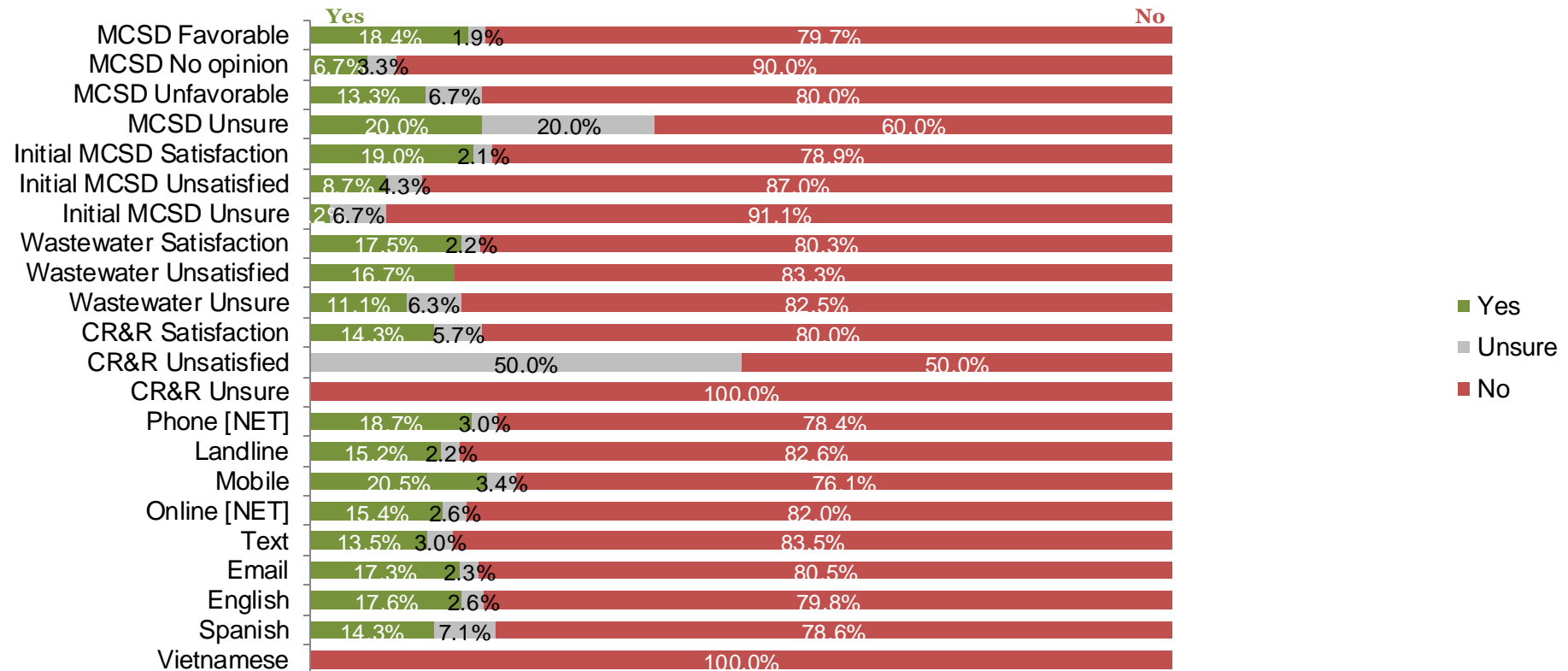
Results by home type and household size

Question 20: Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?



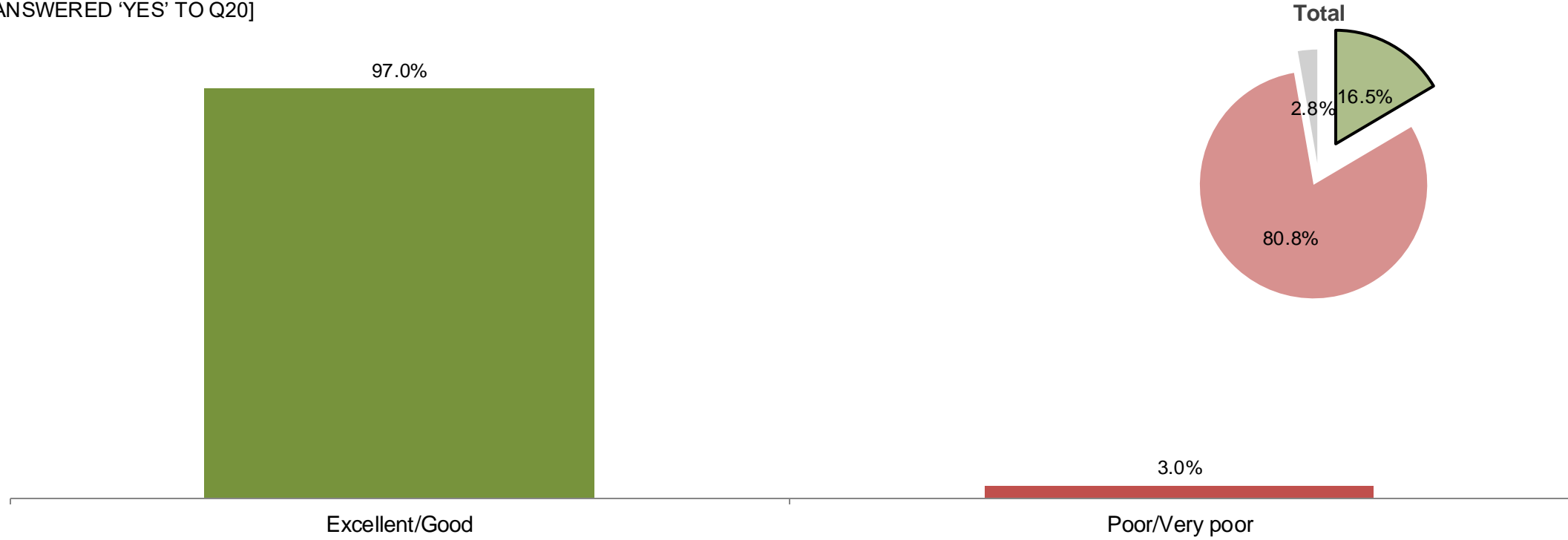
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 20: Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?



Among those who interacted with MCSD field personnel in the last 12 months, 97% rate the interaction as excellent/good

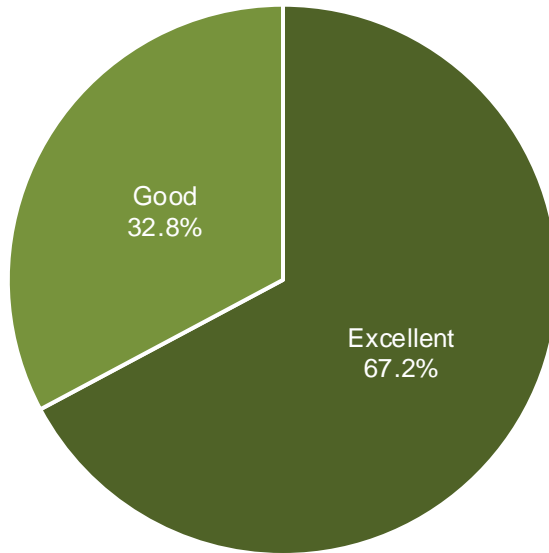
Question 21: How would you rate your interaction with MCSD field personnel?
[IF ANSWERED 'YES' TO Q20]



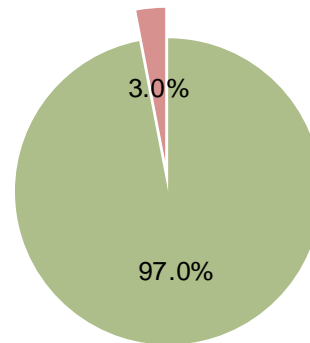
Among those who said excellent/good, 67% said excellent

Question 21: How would you rate your interaction with MCSD field personnel?
[AMONG WHO ANSWERED "YES TO Q20]

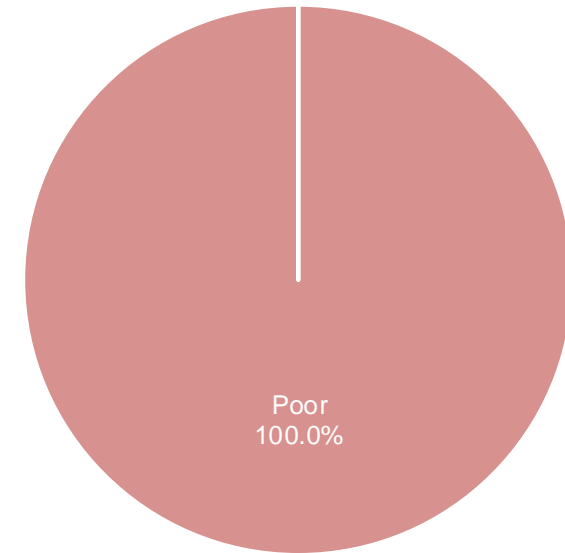
Among those who said excellent/good



Total

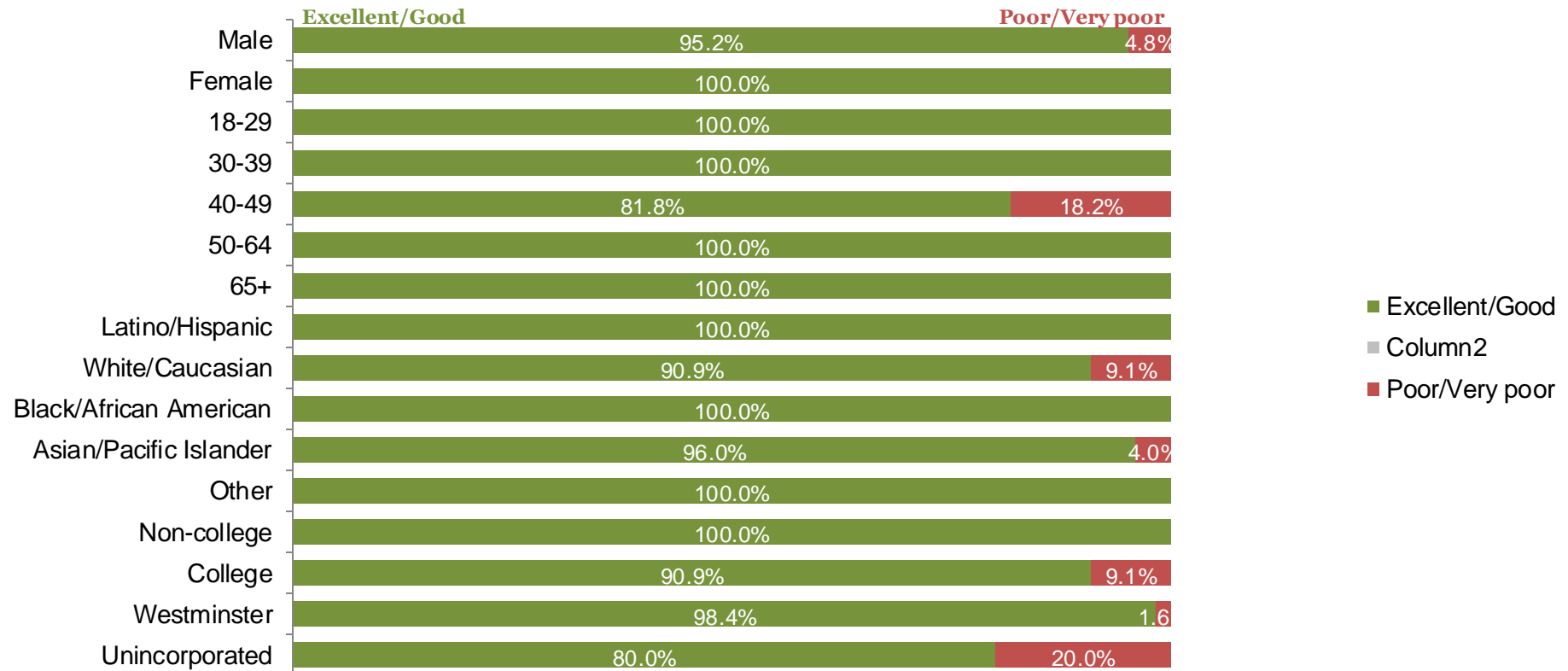


Among those who said poor/very poor



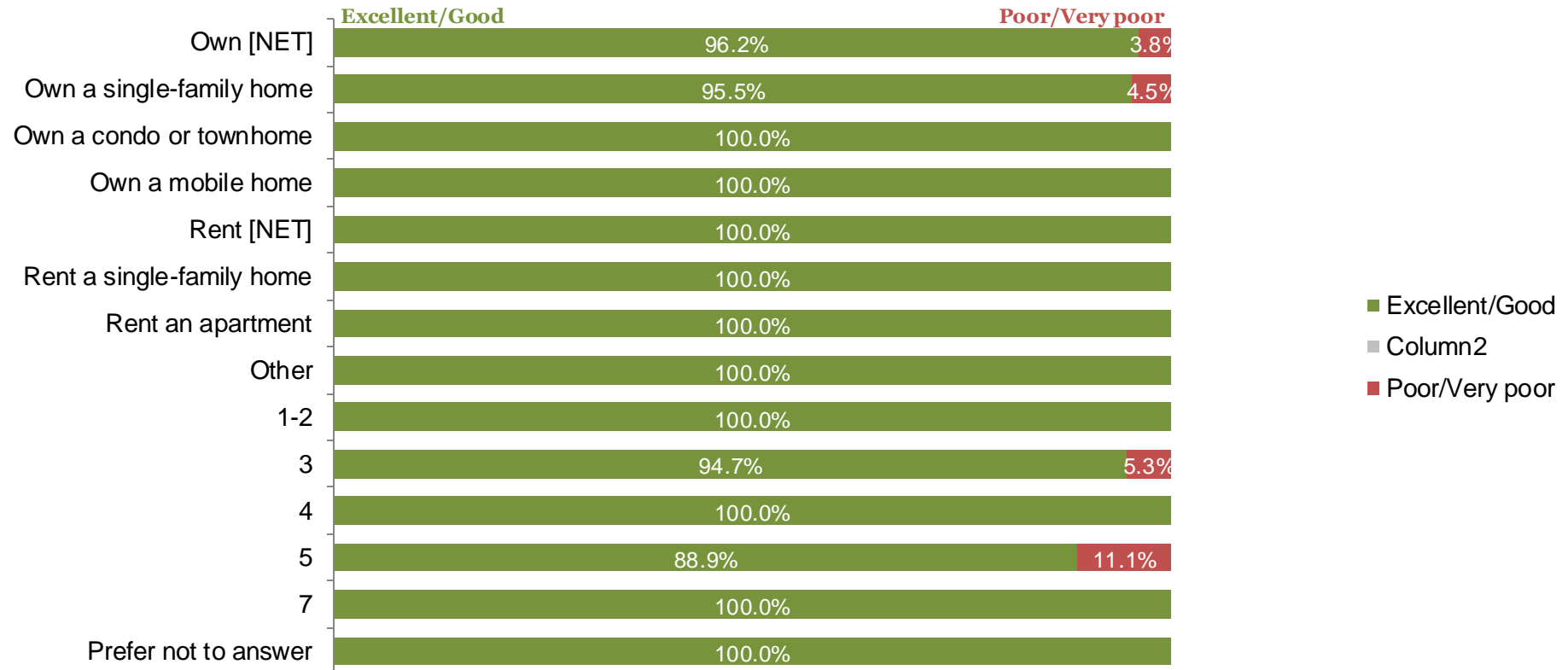
Results by gender, age group, ethnicity, education level, and geography

Question 21: How would you rate your interaction with MCSD field personnel?
 [AMONG WHO ANSWERED "YES TO Q20]



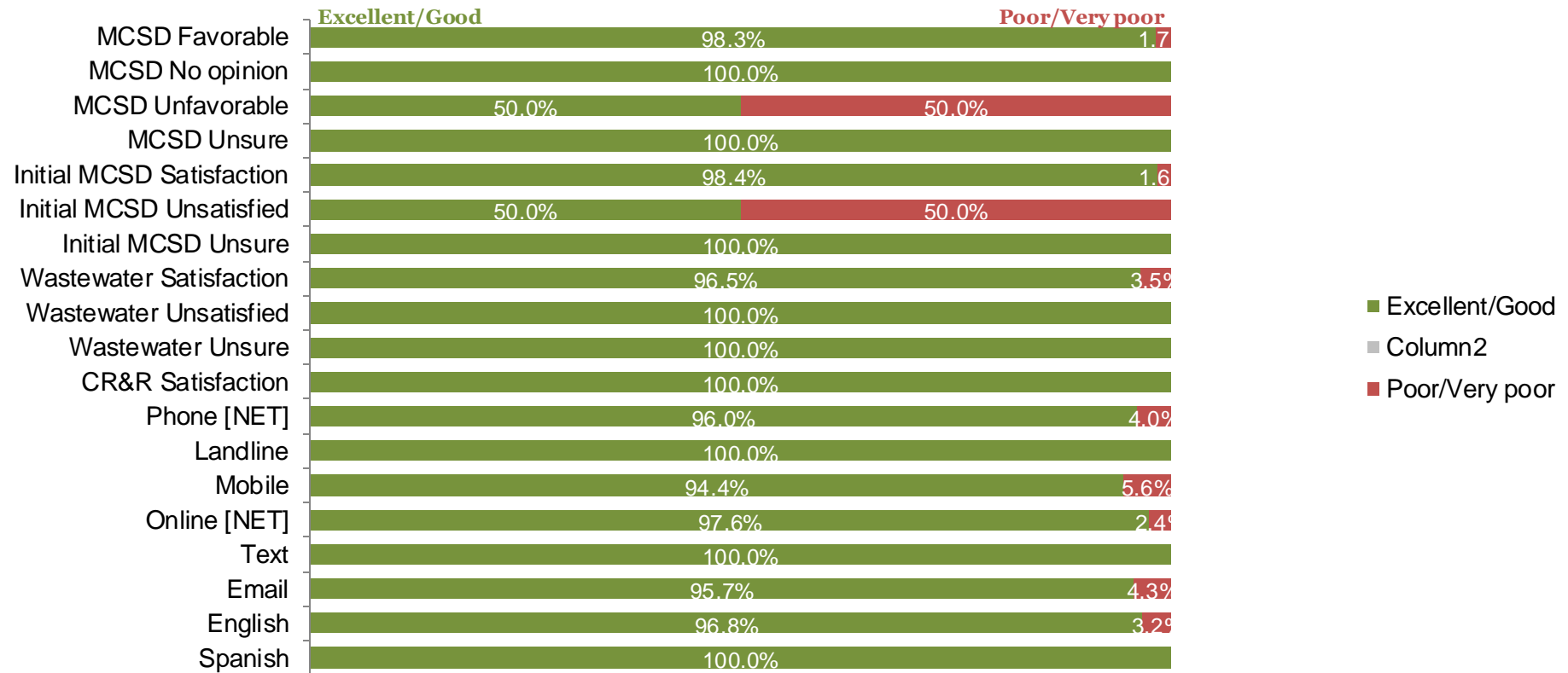
Results by home type and household size

Question 21: How would you rate your interaction with MCSD field personnel?
 [AMONG WHO ANSWERED "YES TO Q20]



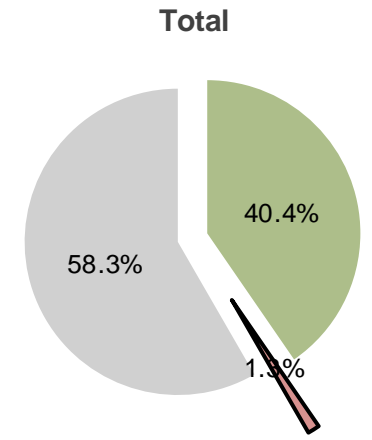
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 21: How would you rate your interaction with MCSD field personnel?
 [AMONG WHO ANSWERED "YES TO Q20"]



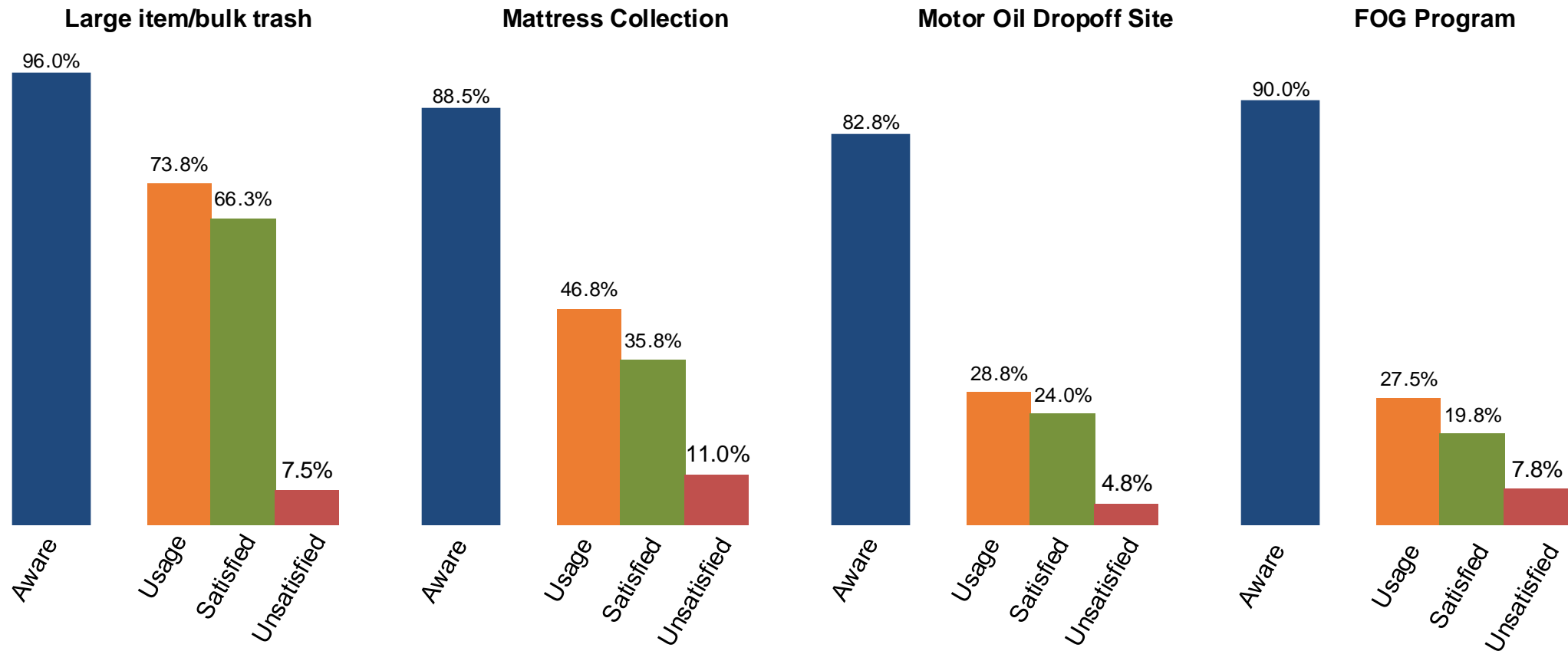
2 respondents said their interaction with MCSD field personnel in the last 12 months was poor or very poor, both cited rudeness

Question 22: Why was your interaction with MCSD field personnel poor/very poor?
[IF ANSWERED 'POOR OR VERY POOR' TO Q21]
[OPEN-ENDED RESPONSE]



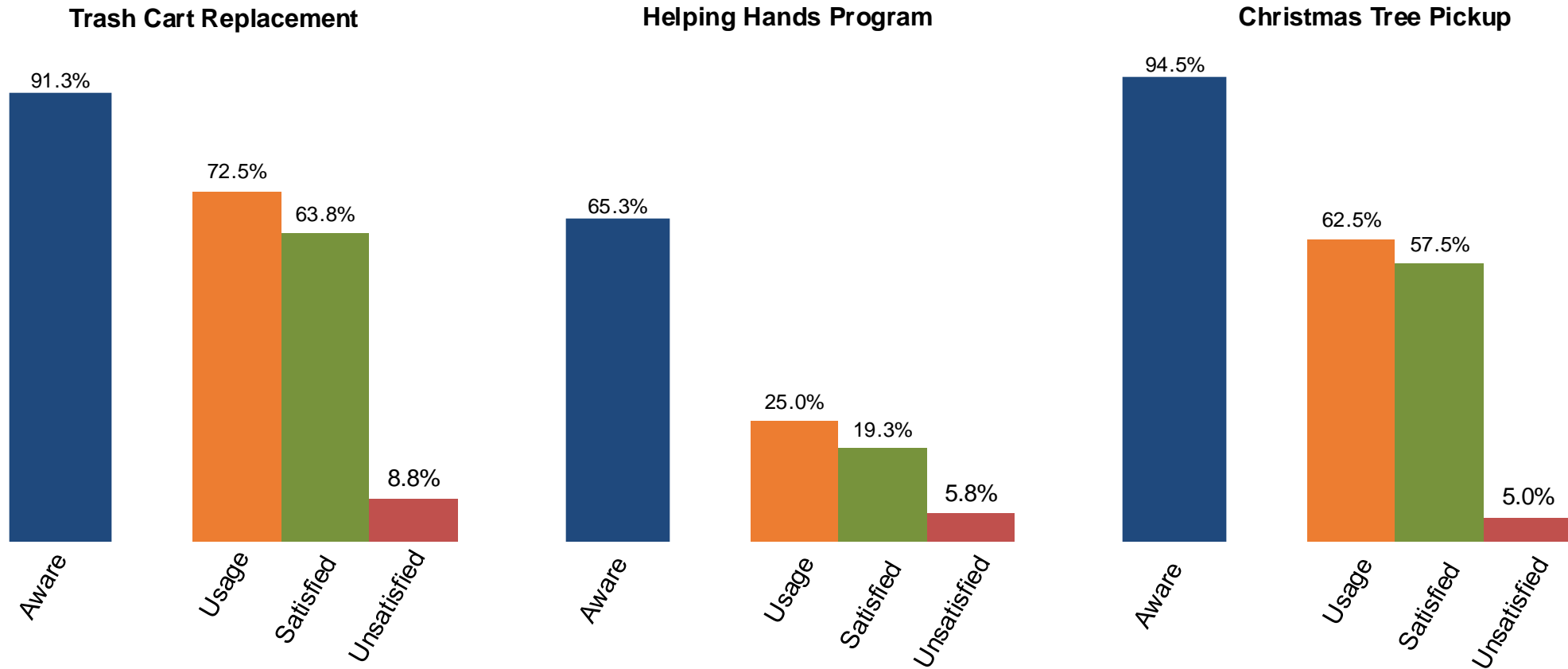
MCS D Program awareness and satisfaction

Questions 23-29: Now we have a list of programs operated by MCS D. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK.



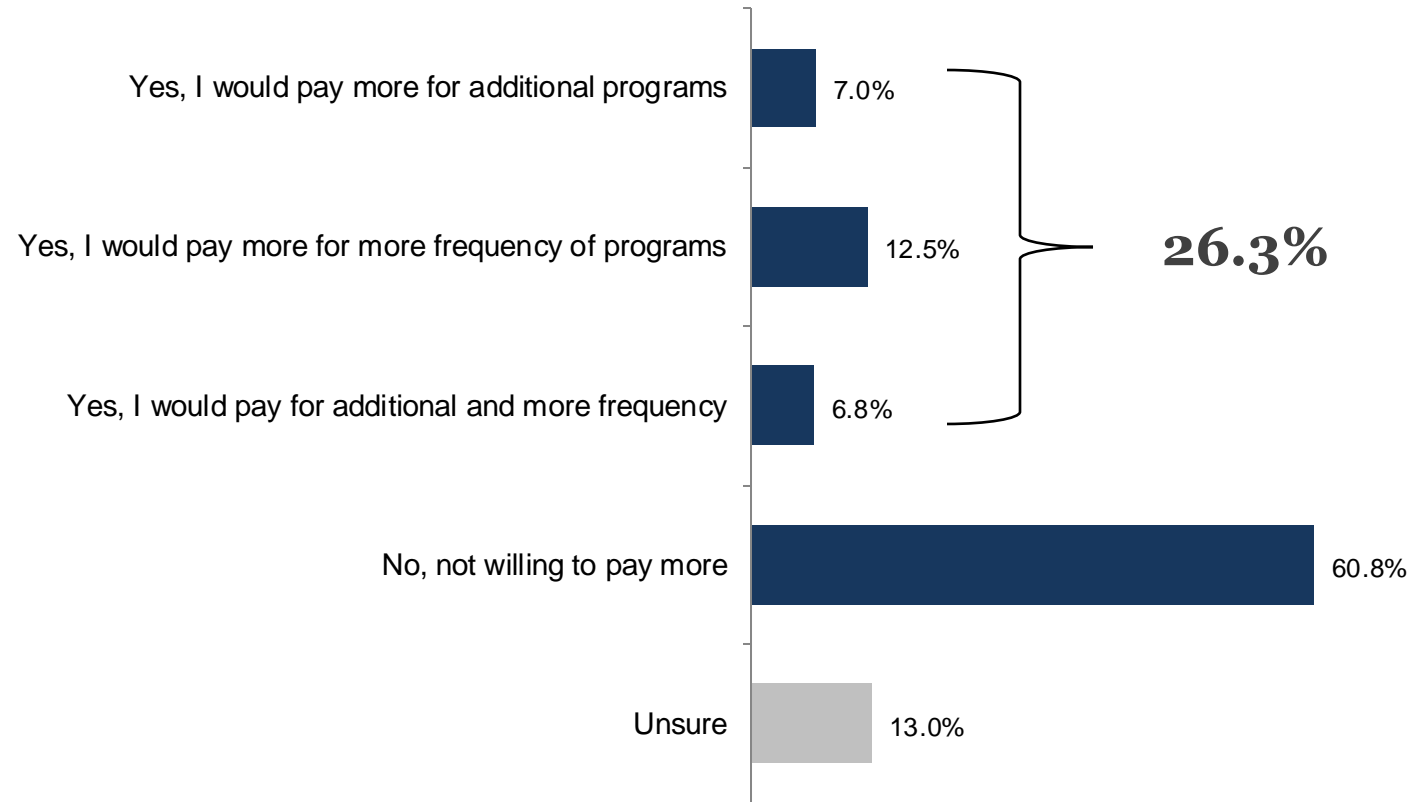
MCSD Program awareness and satisfaction (continued)

Questions 23-29: Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK.



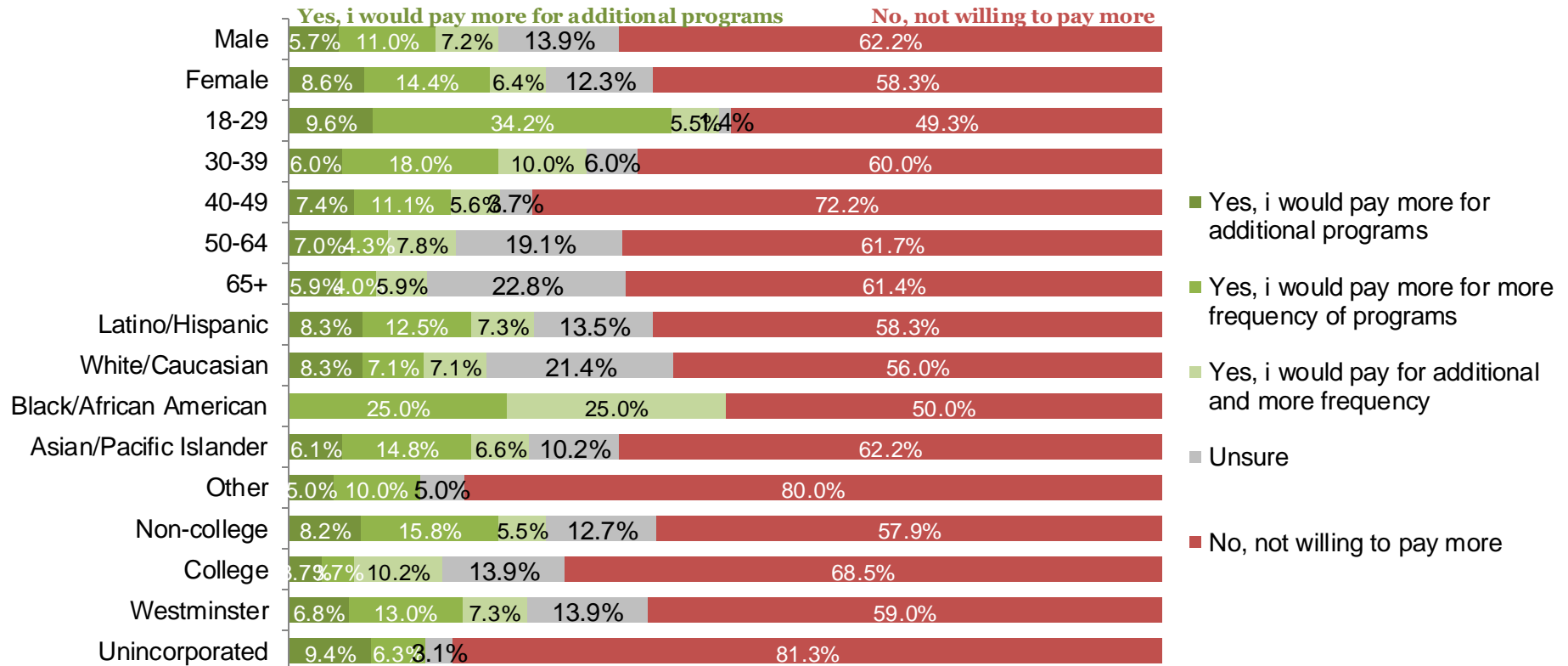
26% are willing to pay more for either additional programs, more frequency of programs, or both

Question 30: Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?



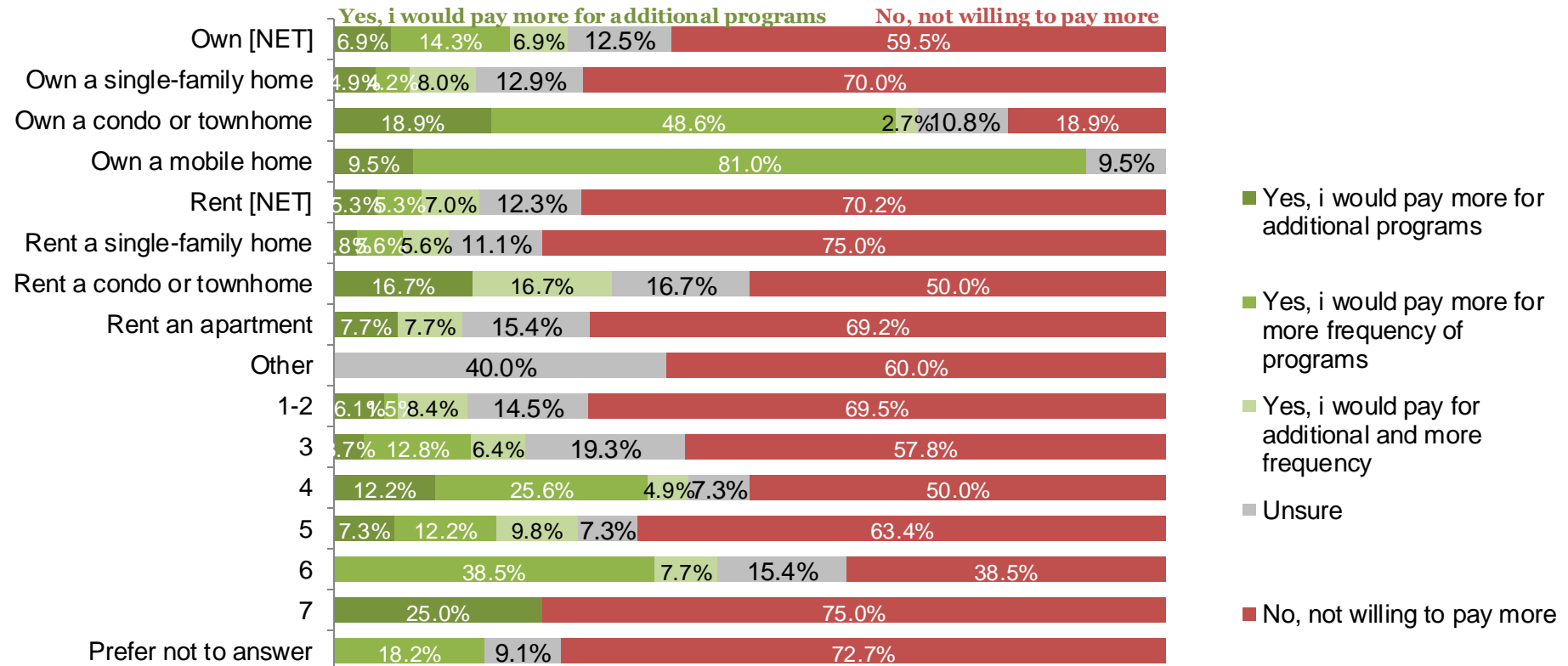
Results by gender, age group, ethnicity, education level, and geography

Question 30: Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?



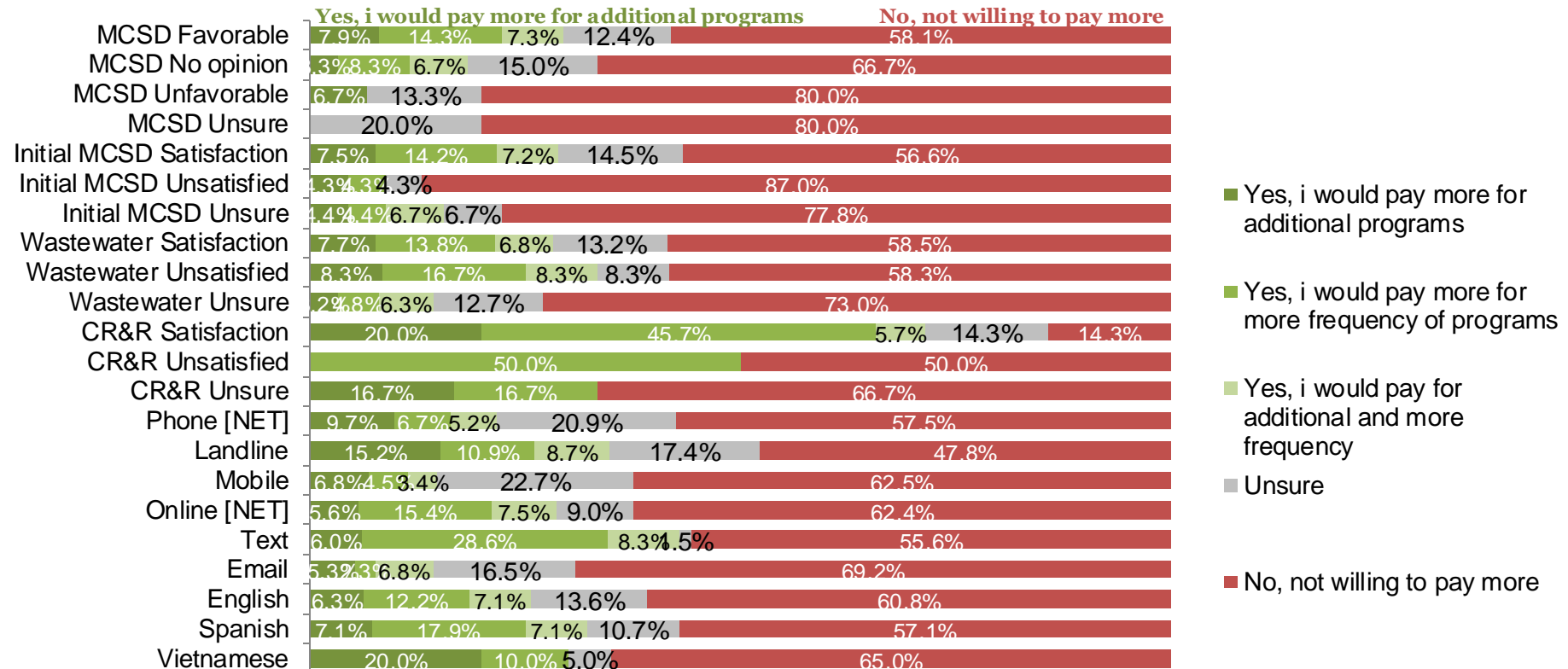
Results by home type and household size

Question 30: Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?



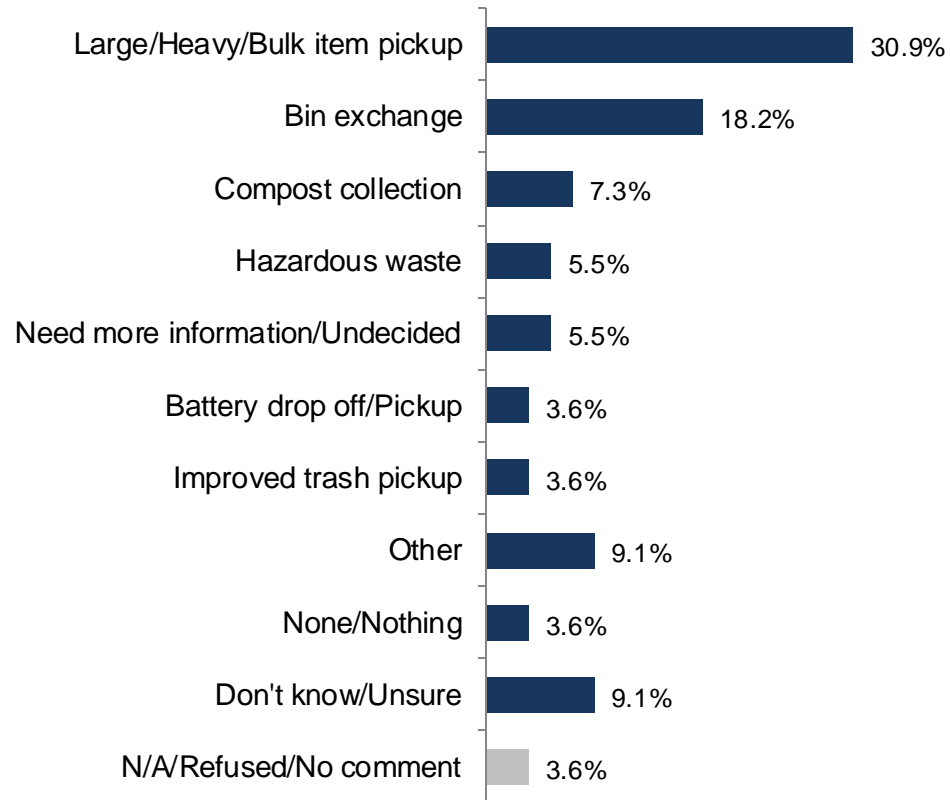
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 30: Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?



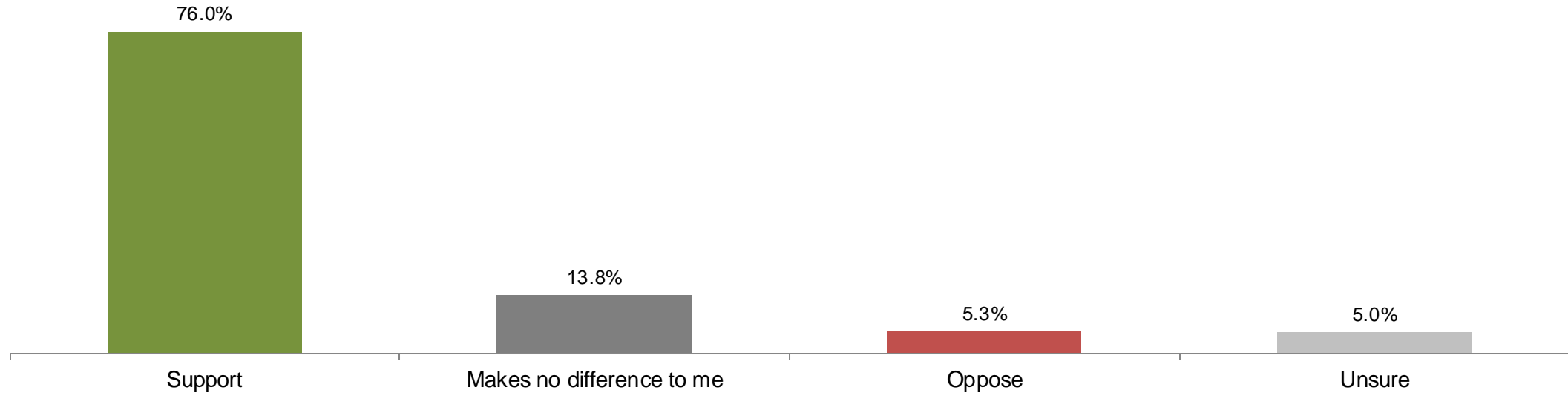
31% would pay more for bulk item pickup

Question 31: What additional programs would you pay more for?
[IF ANSWERED 'YES, I WOULD PAY MORE FOR ADDITIONAL PROGRAMS' TO Q30]



76% support the 3-cart curbside collection program

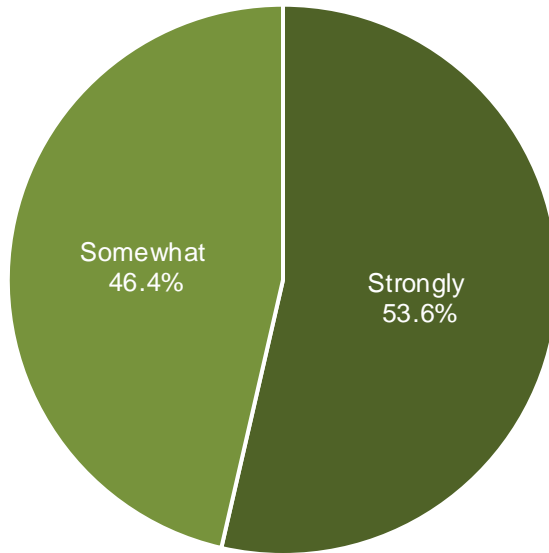
Question 32: As part of its ongoing sustainability efforts and as mandated by state Senate Bill 1383, Midway City Sanitary District has adopted a three-cart system for your trash, organics, and recycling collection service. California is making an effort to reduce emissions of short-live climate pollutants. The organic materials collected will be recycled into clean energy and compost. Do you support or oppose the 3-cart curbside collection program?



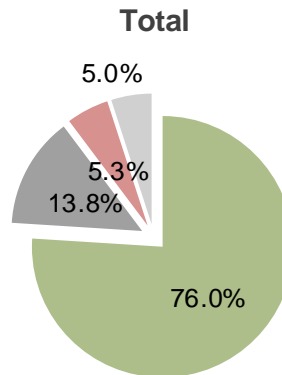
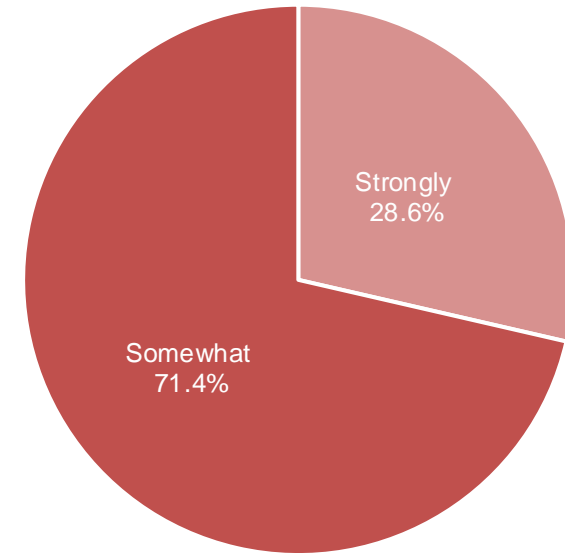
Among those who said support, 54% said strongly support

Question 32: As part of its ongoing sustainability efforts and as mandated by state Senate Bill 1383, Midway City Sanitary District has adopted a three-cart system for your trash, organics, and recycling collection service. California is making an effort to reduce emissions of short-live climate pollutants. The organic materials collected will be recycled into clean energy and compost. Do you support or oppose the 3-cart curbside collection program?

Among those who said support

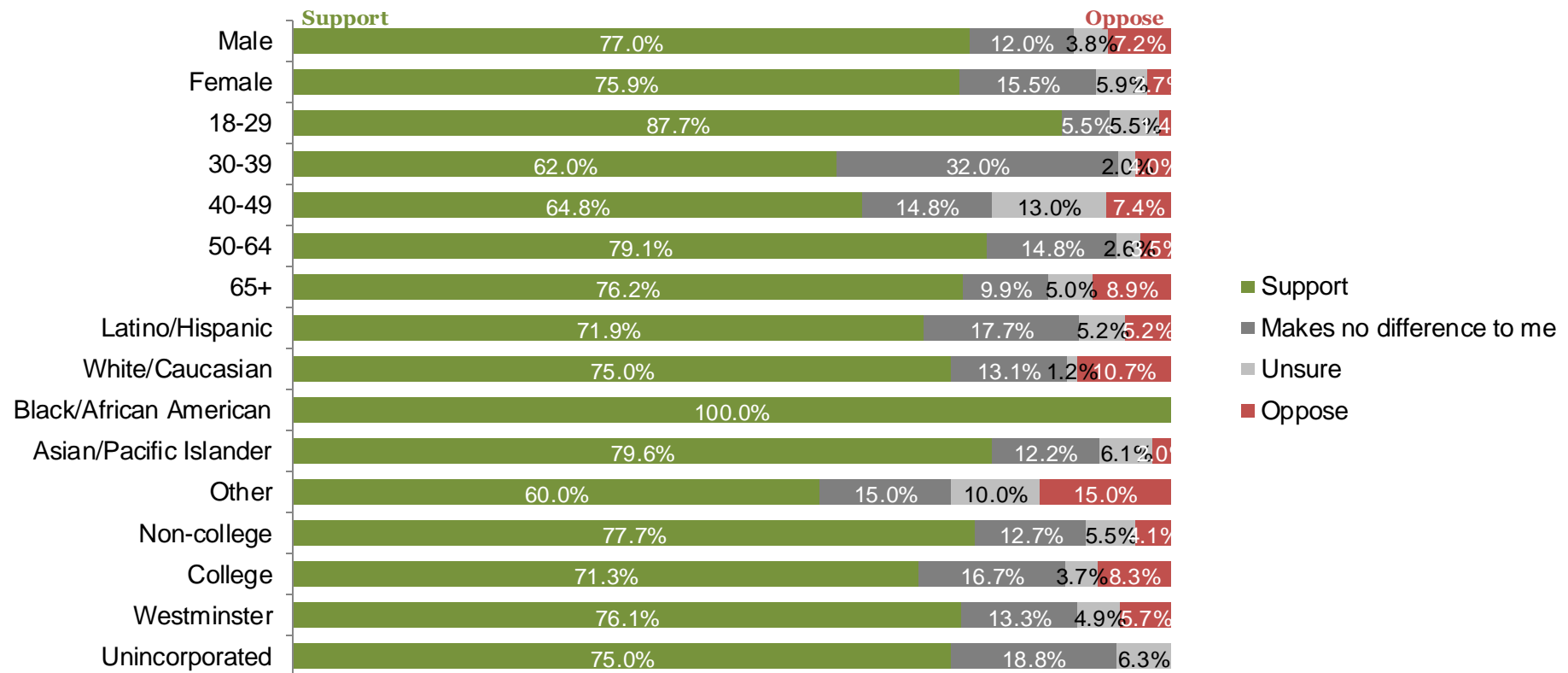


Among those who said oppose



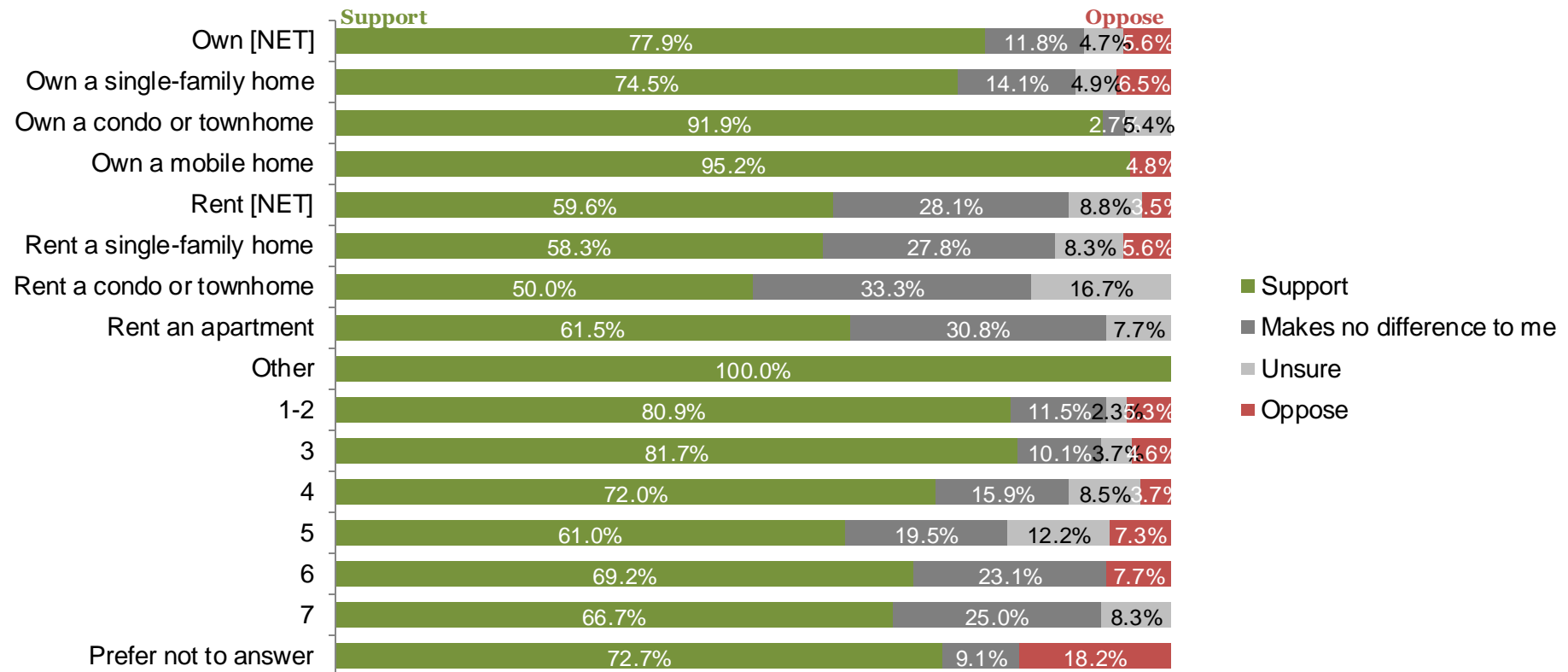
Results by gender, age group, ethnicity, education level, and geography

Question 32: As part of its ongoing sustainability efforts and as mandated by state Senate Bill 1383, Midway City Sanitary District has adopted a three-cart system for your trash, organics, and recycling collection service. California is making an effort to reduce emissions of short-live climate pollutants. The organic materials collected will be recycled into clean energy and compost. Do you support or oppose the 3-cart curbside collection program?



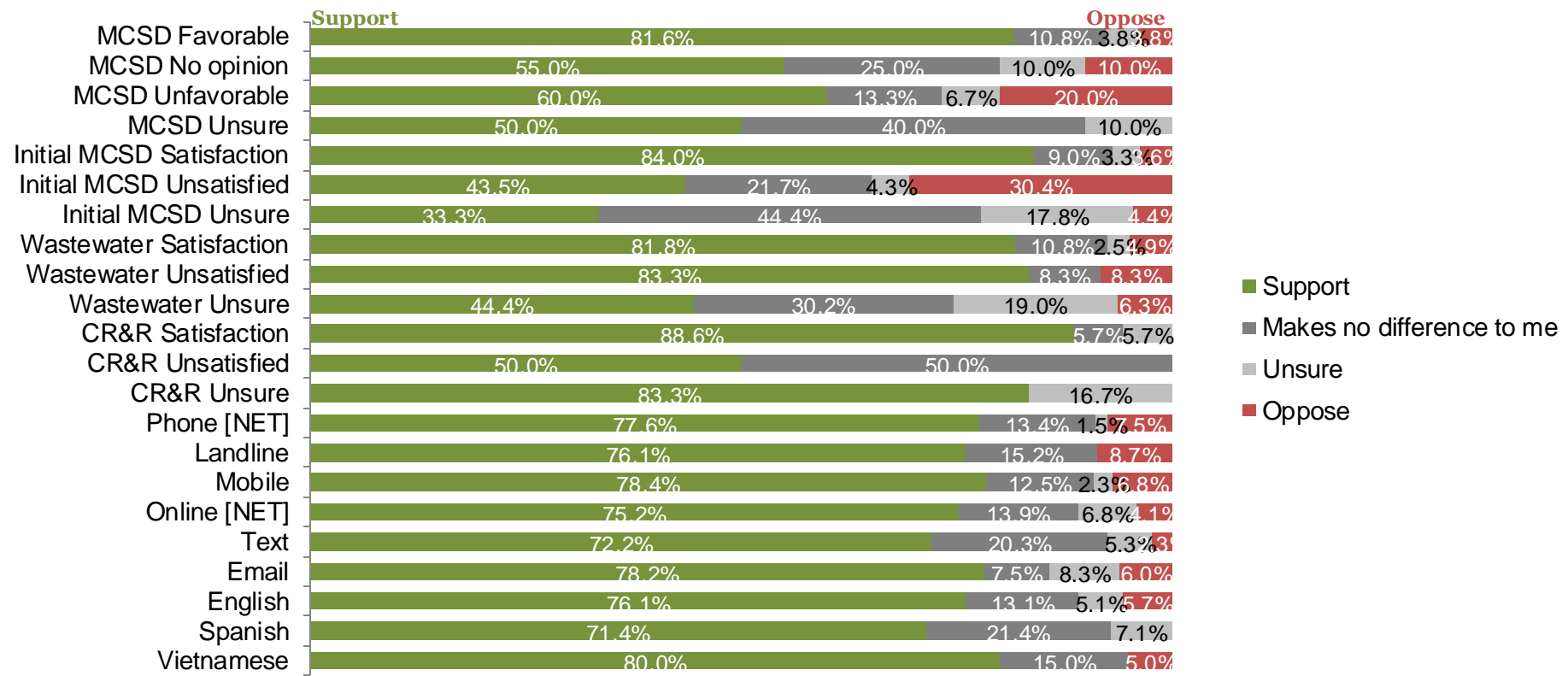
Results by home type and household size

Question 32: As part of its ongoing sustainability efforts and as mandated by state Senate Bill 1383, Midway City Sanitary District has adopted a three-cart system for your trash, organics, and recycling collection service. California is making an effort to reduce emissions of short-live climate pollutants. The organic materials collected will be recycled into clean energy and compost. Do you support or oppose the 3-cart curbside collection program?



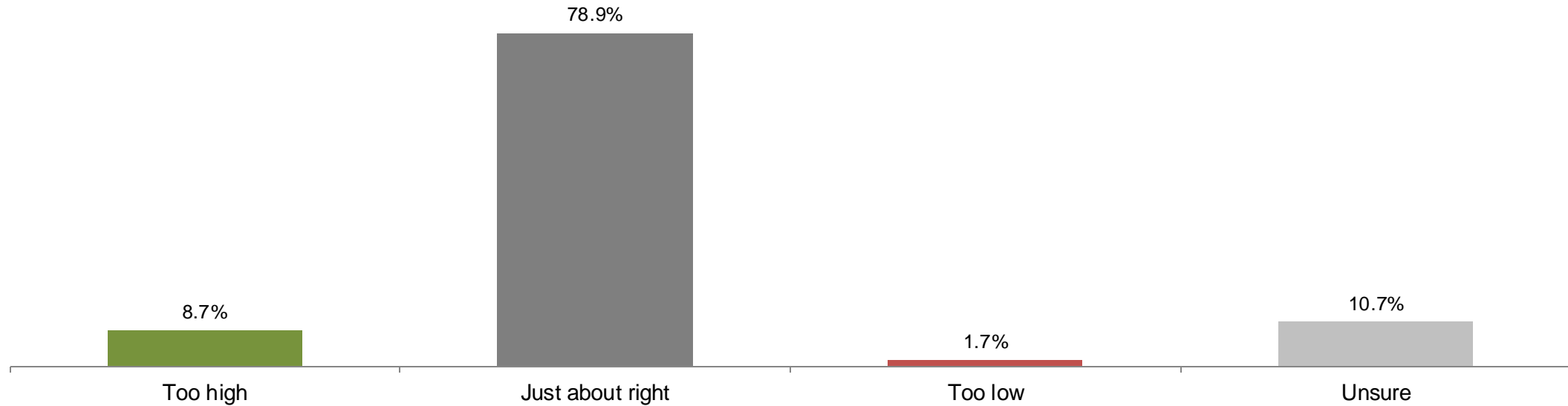
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

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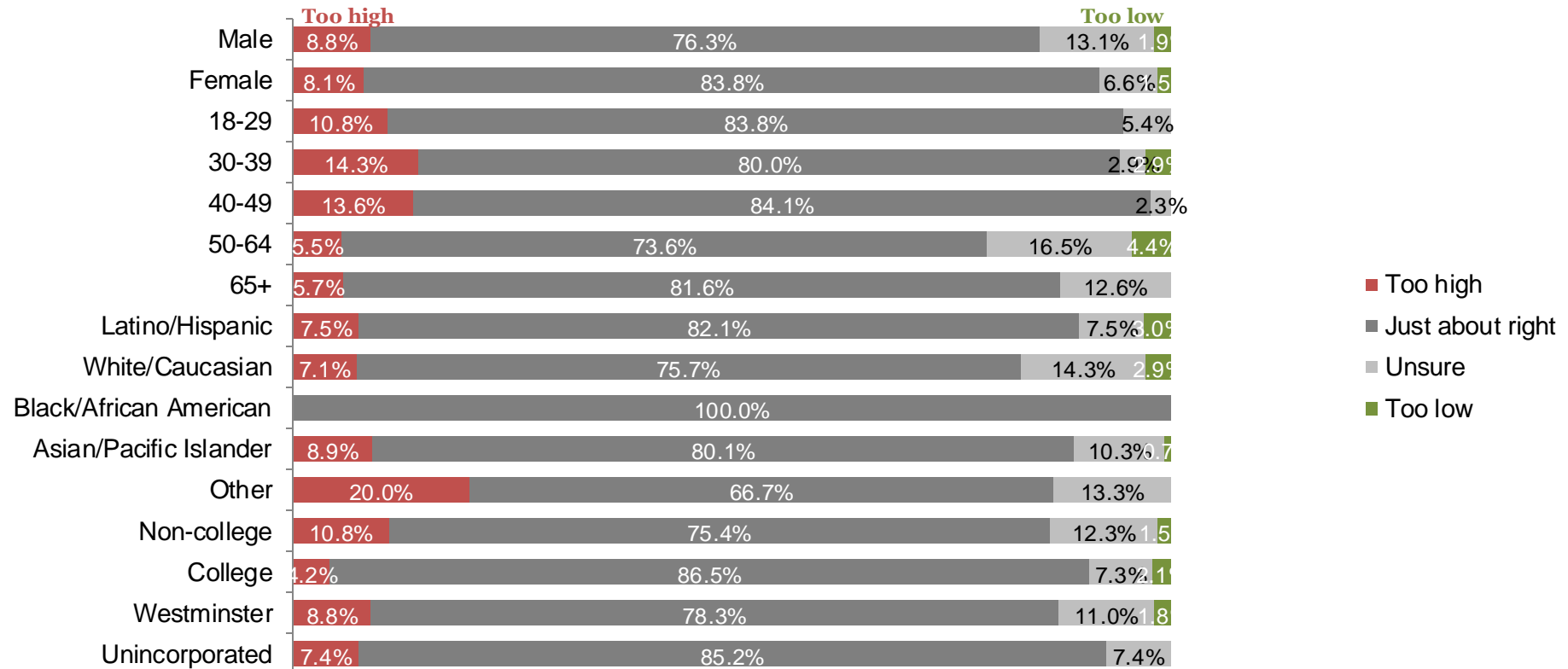
79% think the amount they pay for sewer and wastewater services is just about right

Question 33: Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
[AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME]



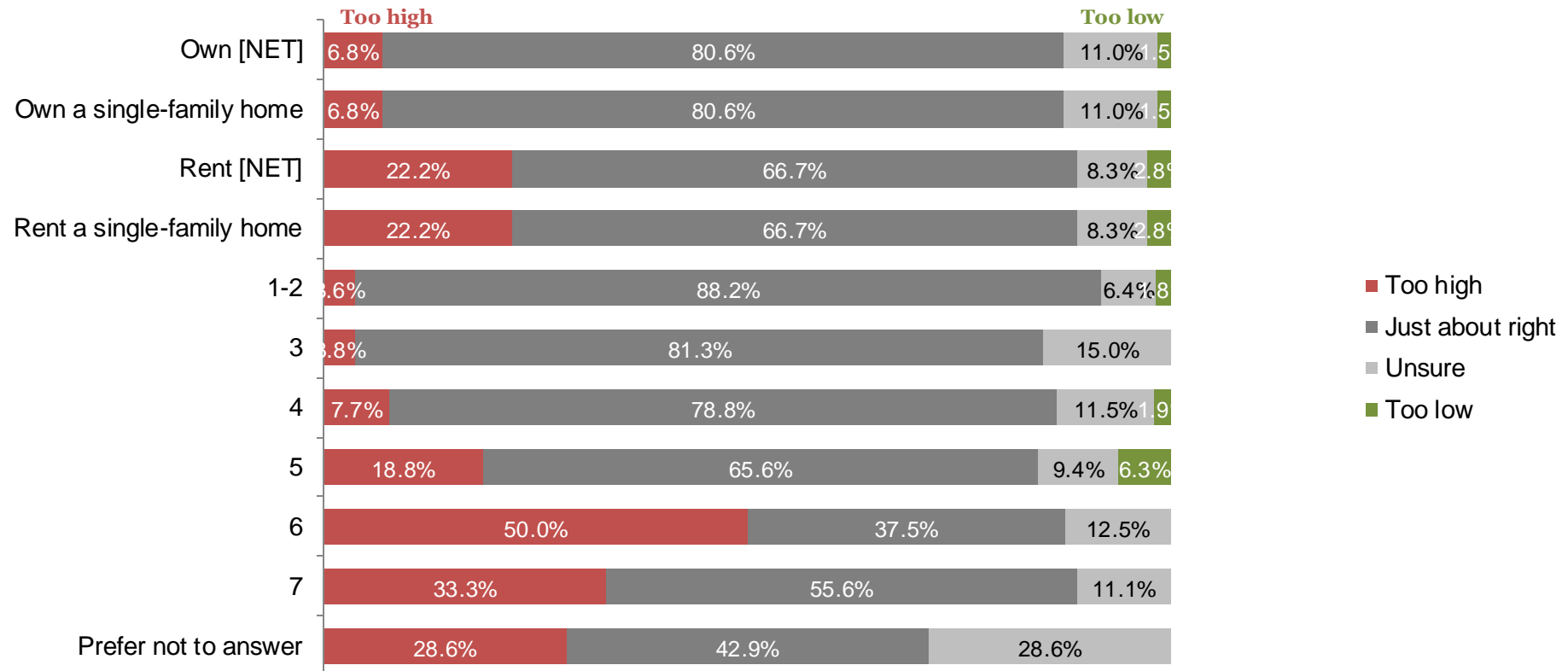
Results by gender, age group, ethnicity, education level, and geography

Question 33: Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 [AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME]



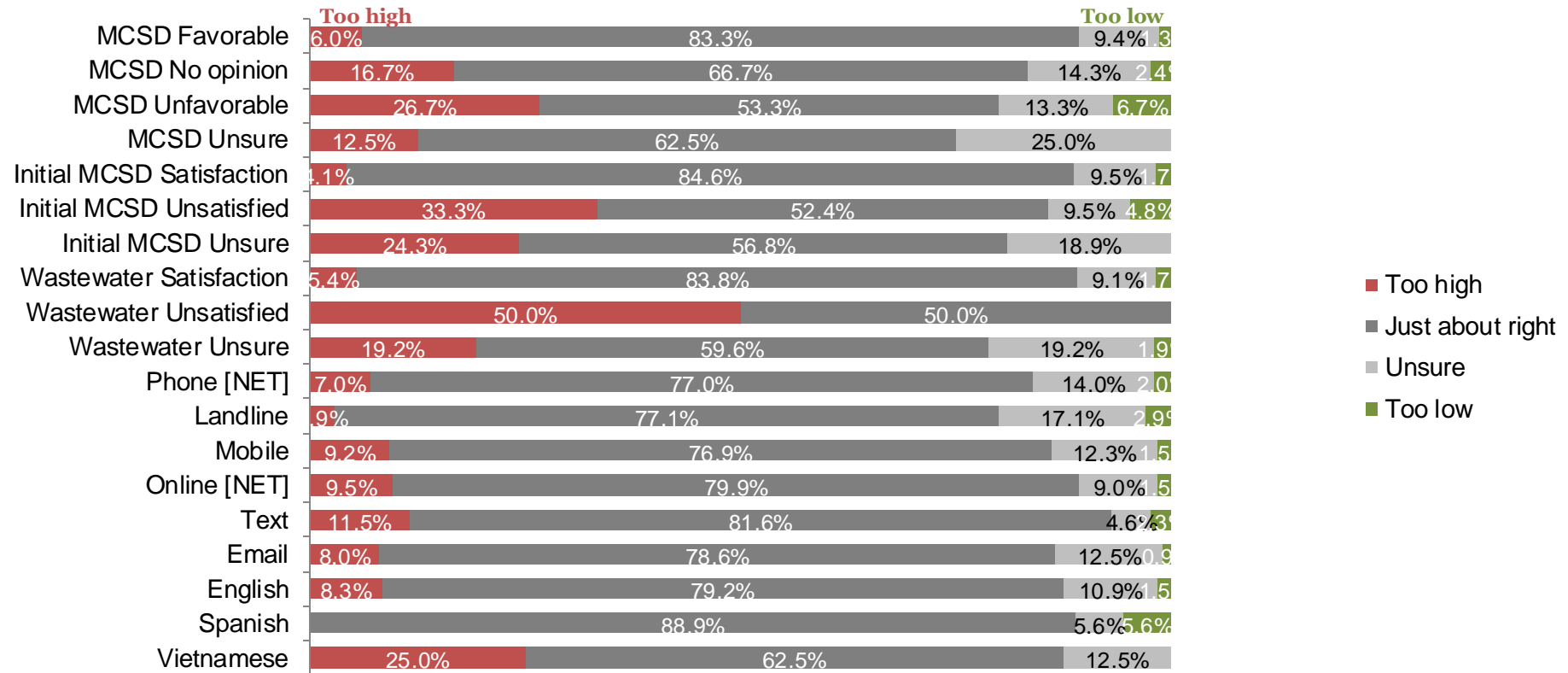
Results by home type and household size

Question 33: Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low? [AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME]



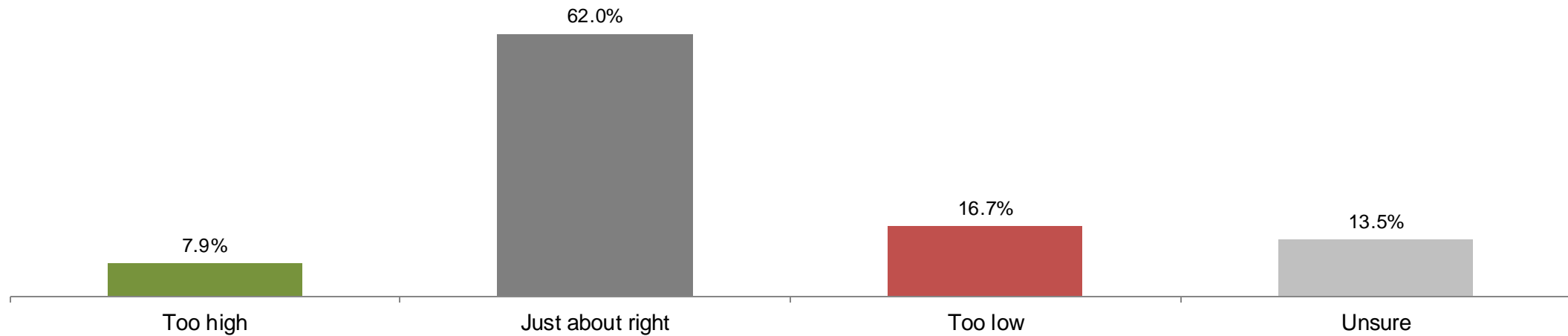
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 33: Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
[AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME]



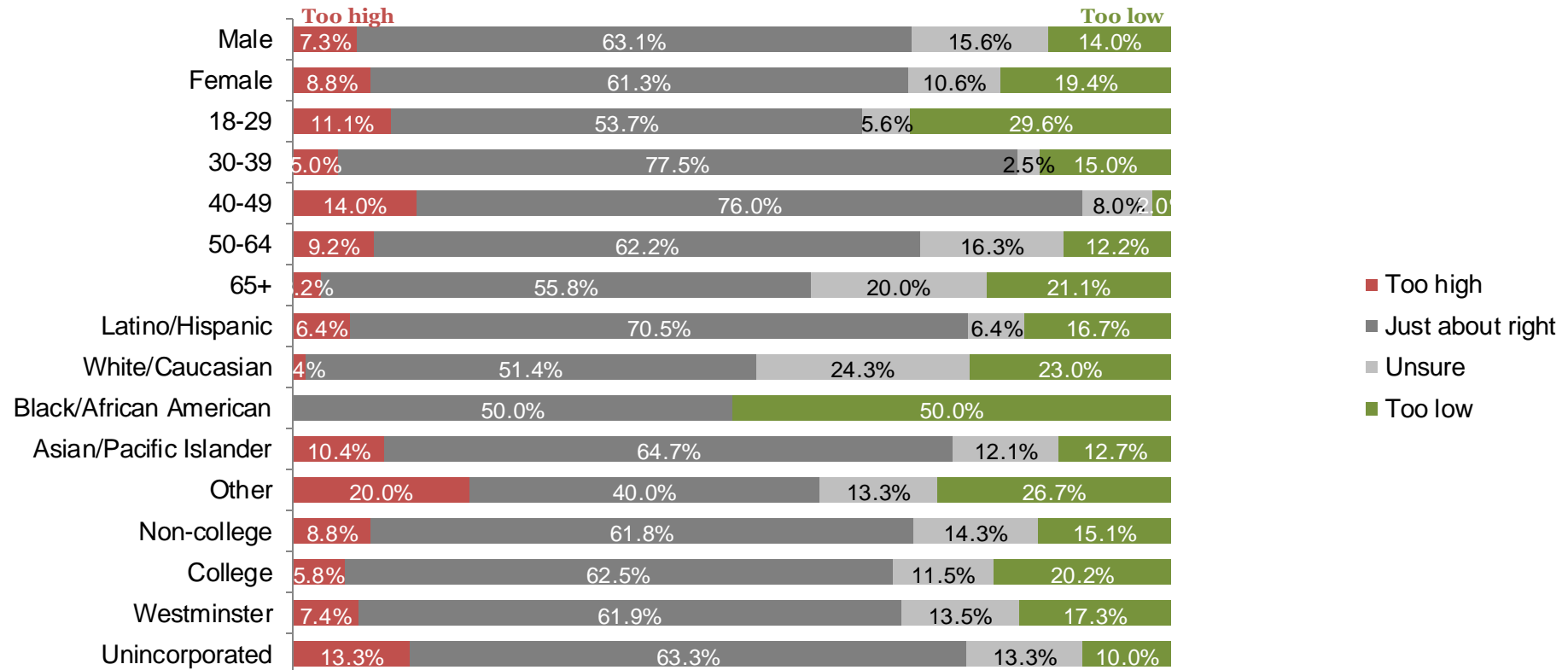
62% think the amount they pay for sewer and wastewater services is just about right

Question 34: Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
[AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME]



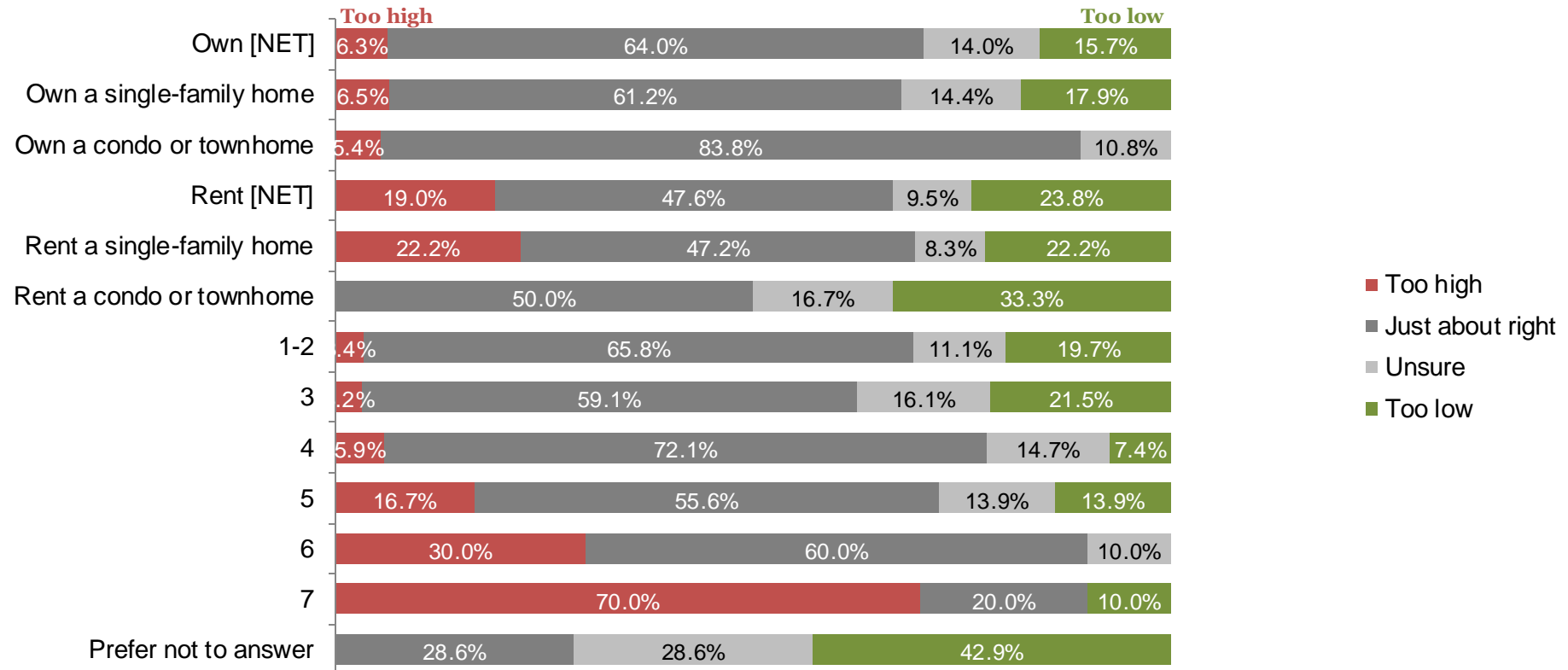
Results by gender, age group, ethnicity, education level, and geography

Question 34: Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low? [AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME]



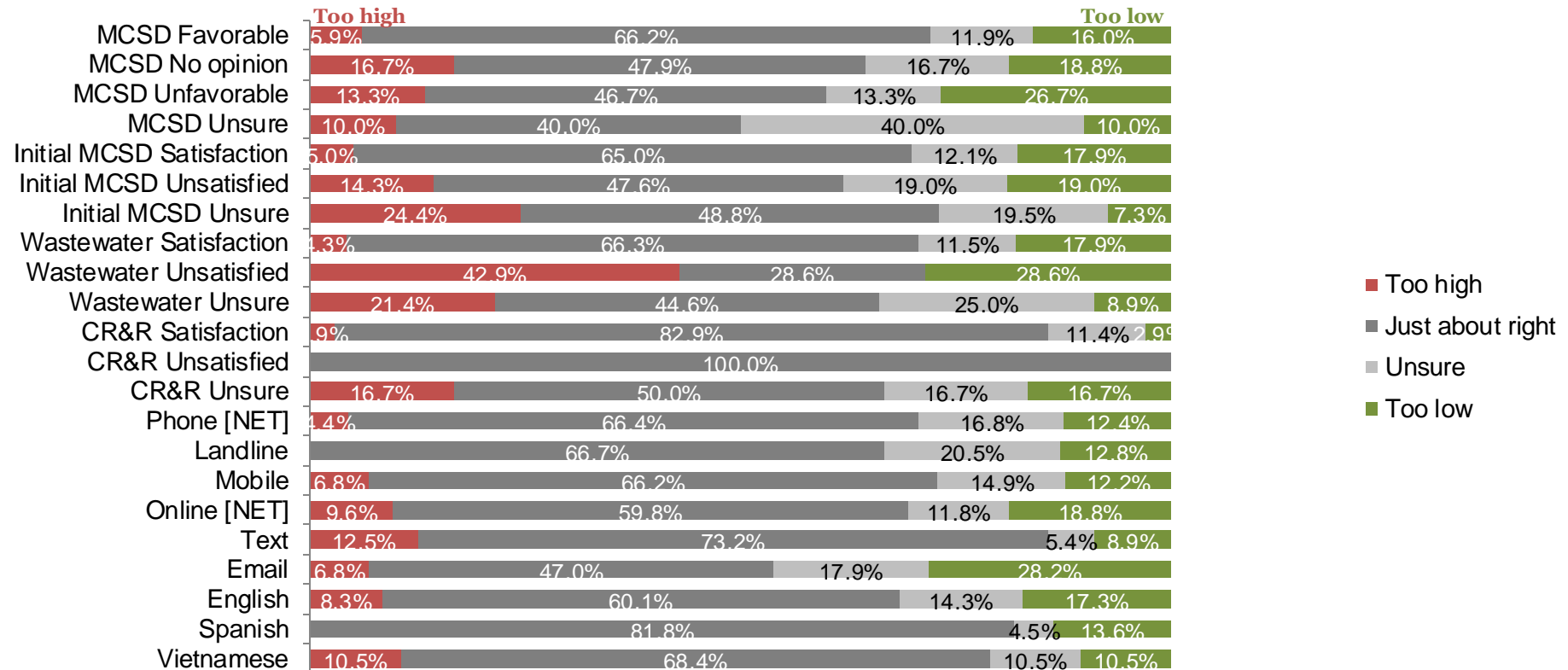
Results by home type and household size

Question 34: Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 [AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME]



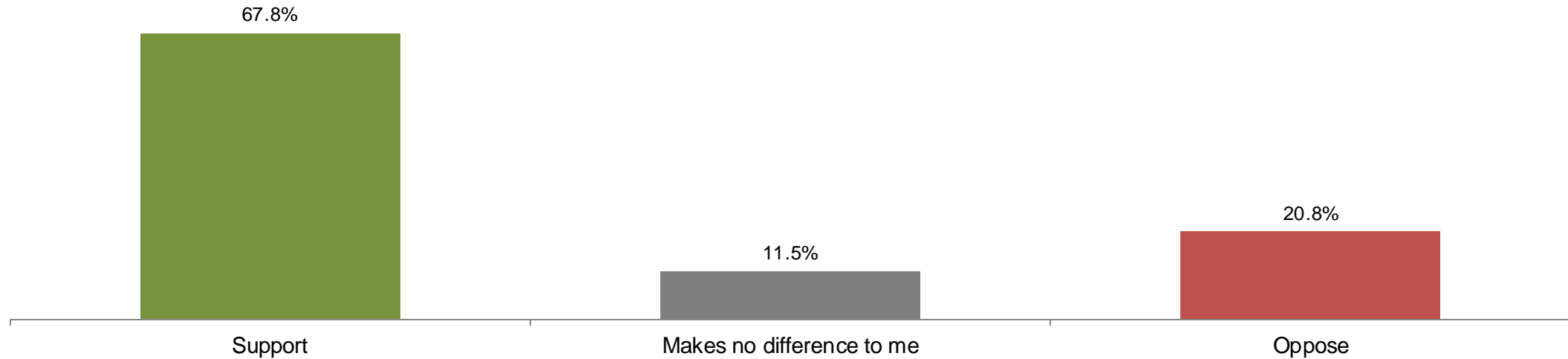
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 34: Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low? [AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME]



68% support MCSD raising the sewer rate to pay for increased costs in maintenance and infrastructure improvements

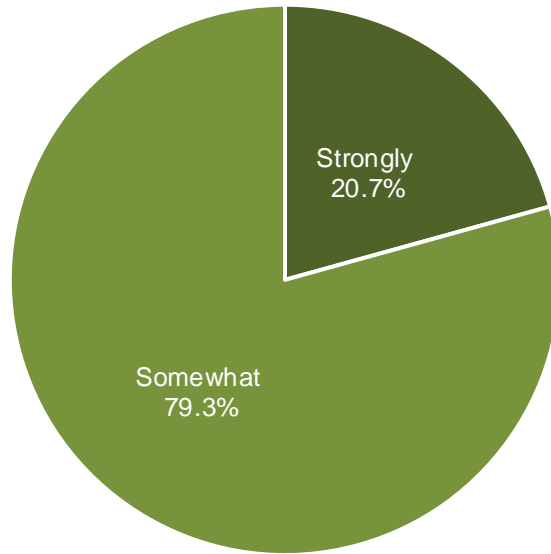
Question 35: Midway City Sanitary District's sewer rate for a single-family home is \$200.82 a year, which is one of the lowest rates in Orange County. The current sewer system is 60-70 years old. Midway City Sanitary District is considering raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements such as pipe replacement and lift station maintenance. Do you support or oppose MCSD raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements?



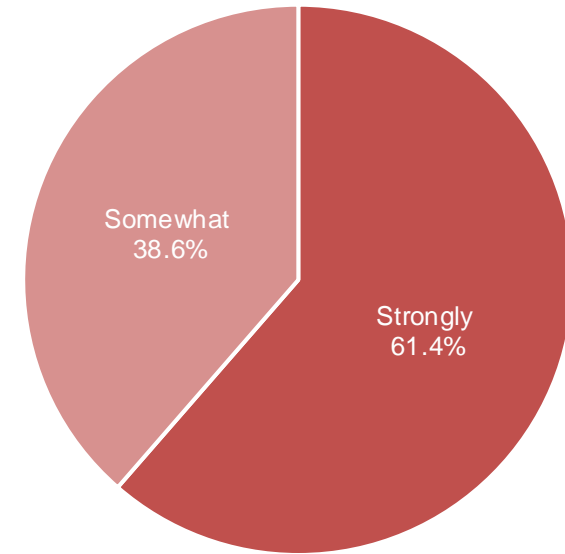
Among those who said support, 79% said somewhat support

Question 35: Midway City Sanitary District's sewer rate for a single-family home is \$200.82 a year, which is one of the lowest rates in Orange County. The current sewer system is 60-70 years old. Midway City Sanitary District is considering raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements such as pipe replacement and lift station maintenance. Do you support or oppose MCSD raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements?

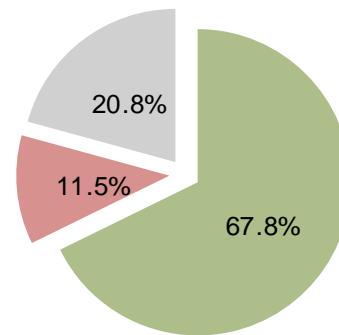
Among those who said support



Among those who said oppose

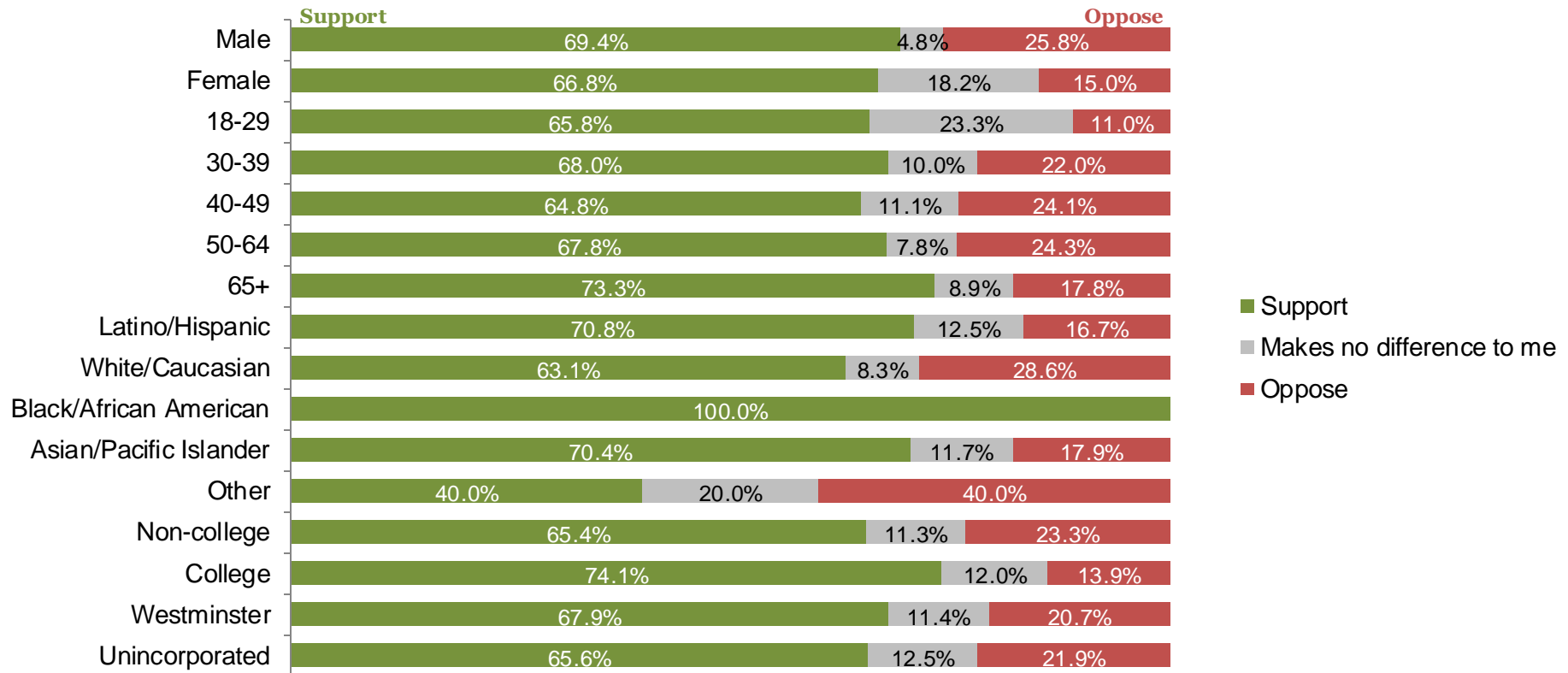


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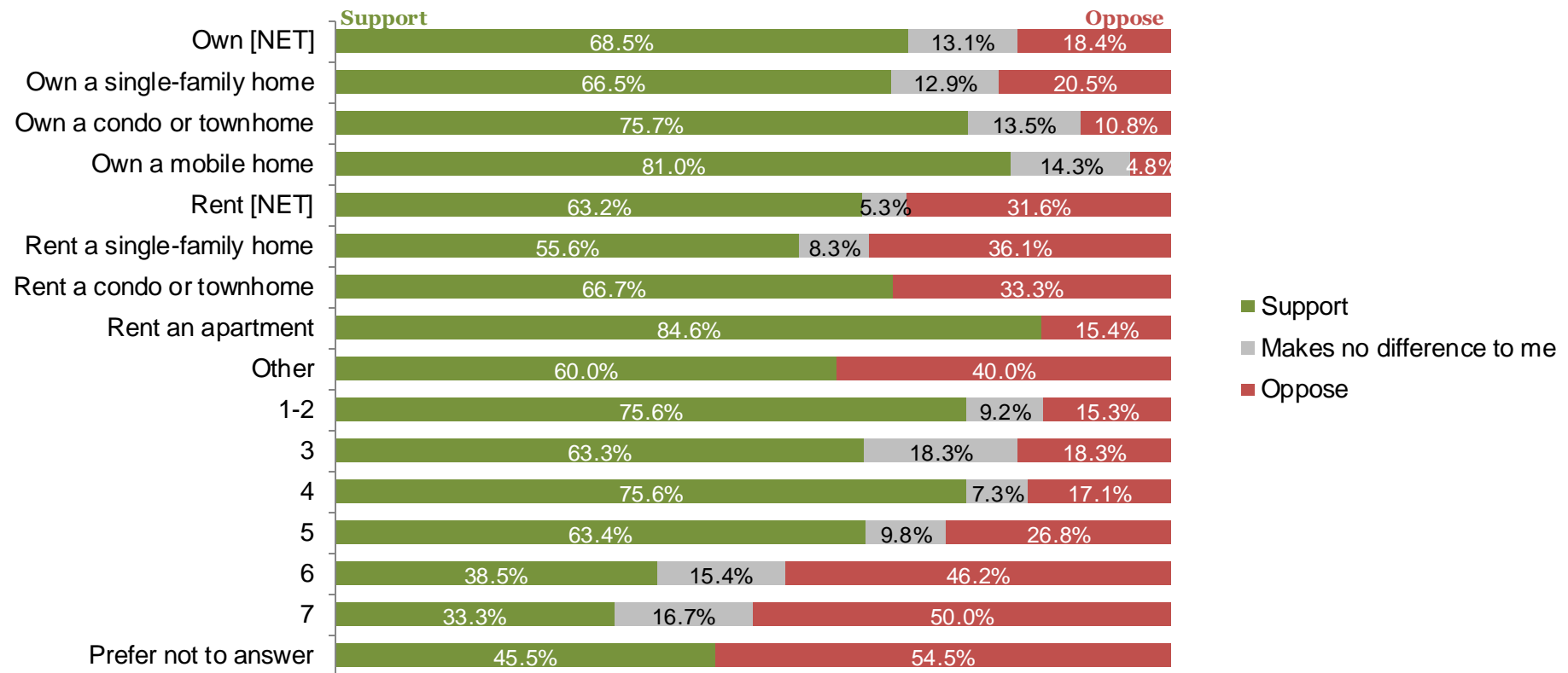
Results by gender, age group, ethnicity, education level, and geography

Question 35: Midway City Sanitary District's sewer rate for a single-family home is \$200.82 a year, which is one of the lowest rates in Orange County. The current sewer system is 60-70 years old. Midway City Sanitary District is considering raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements such as pipe replacement and lift station maintenance. Do you support or oppose MCSD raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements?



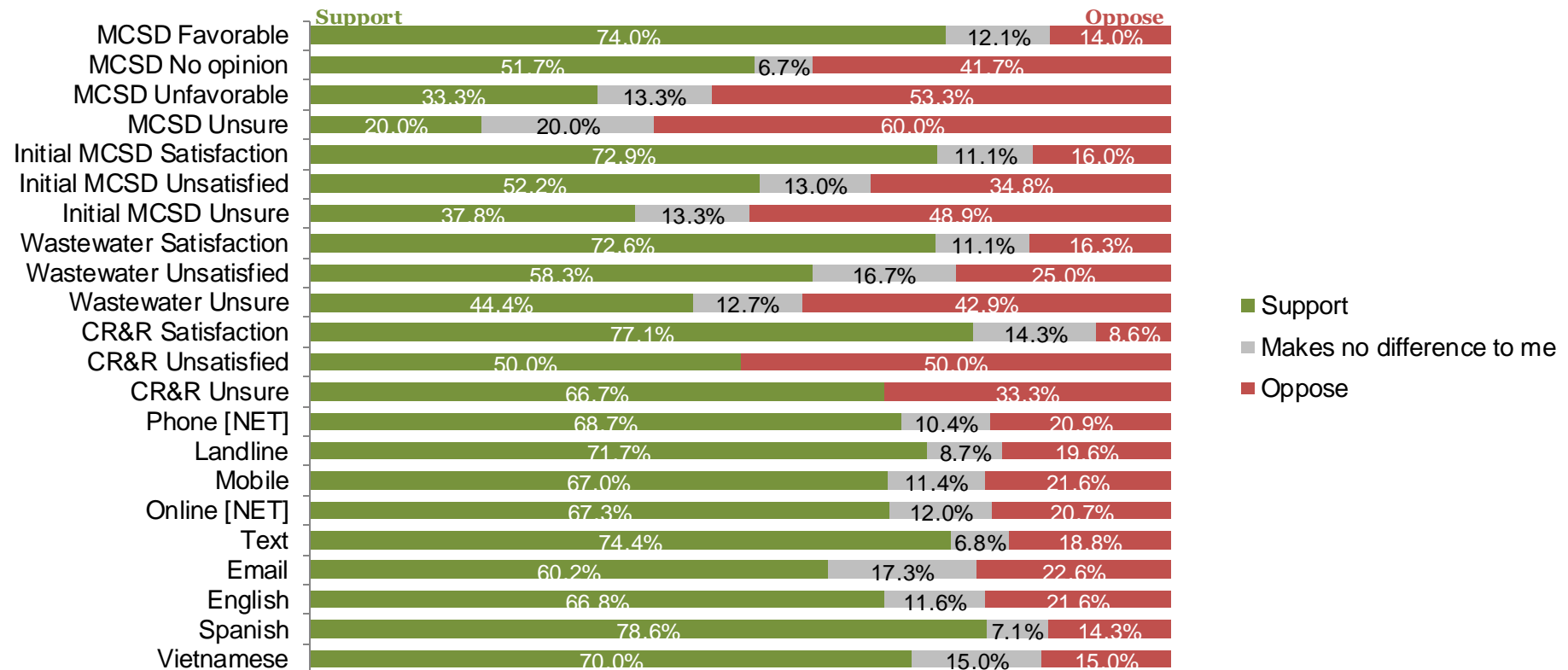
Results by home type and household size

Question 35: Midway City Sanitary District's sewer rate for a single-family home is \$200.82 a year, which is one of the lowest rates in Orange County. The current sewer system is 60-70 years old. Midway City Sanitary District is considering raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements such as pipe replacement and lift station maintenance. Do you support or oppose MCSD raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements?



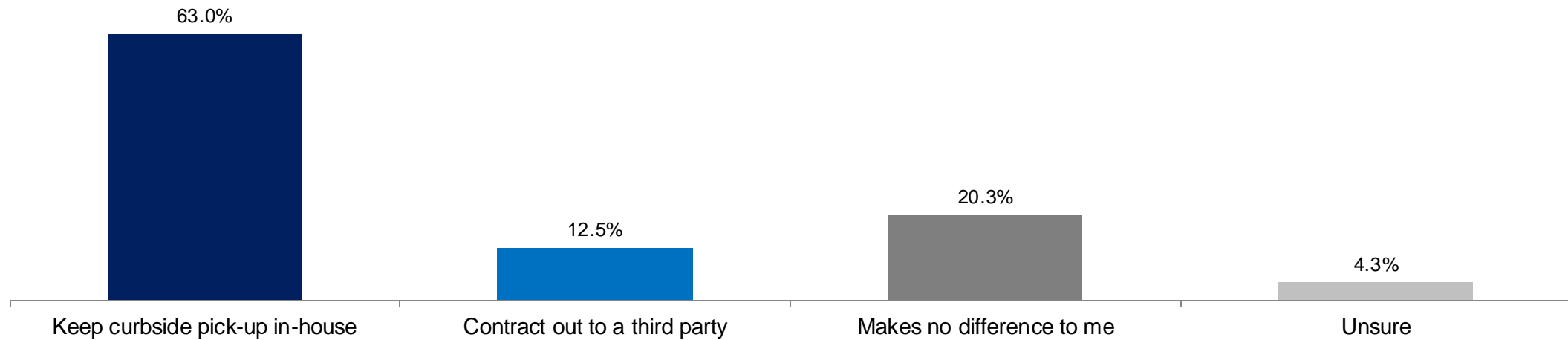
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 35: Midway City Sanitary District's sewer rate for a single-family home is \$200.82 a year, which is one of the lowest rates in Orange County. The current sewer system is 60-70 years old. Midway City Sanitary District is considering raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements such as pipe replacement and lift station maintenance. Do you support or oppose MCSD raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements?



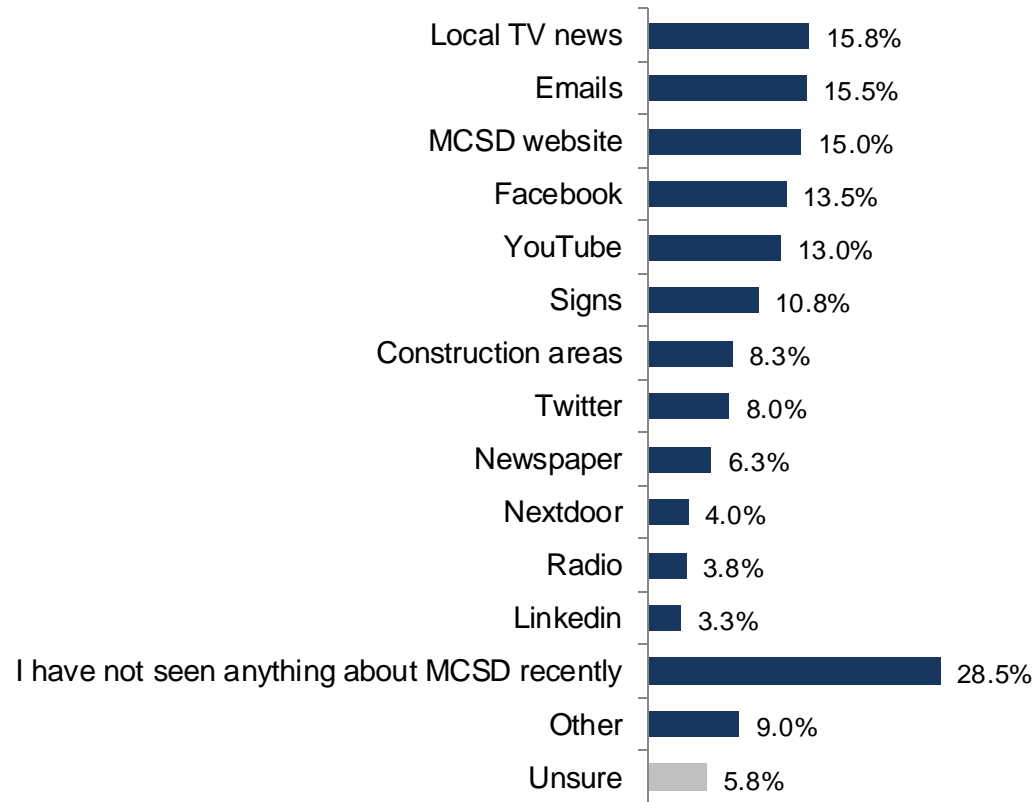
63% want MCSD to continue to offer in-house curbside pick-up

Question 36: Currently, Midway City Sanitary District is the only jurisdiction that still provides in-house curbside pick-up in Orange County. Moving forward, would you want MCSD to continue to offer this service in-house or contract out to a third-party?



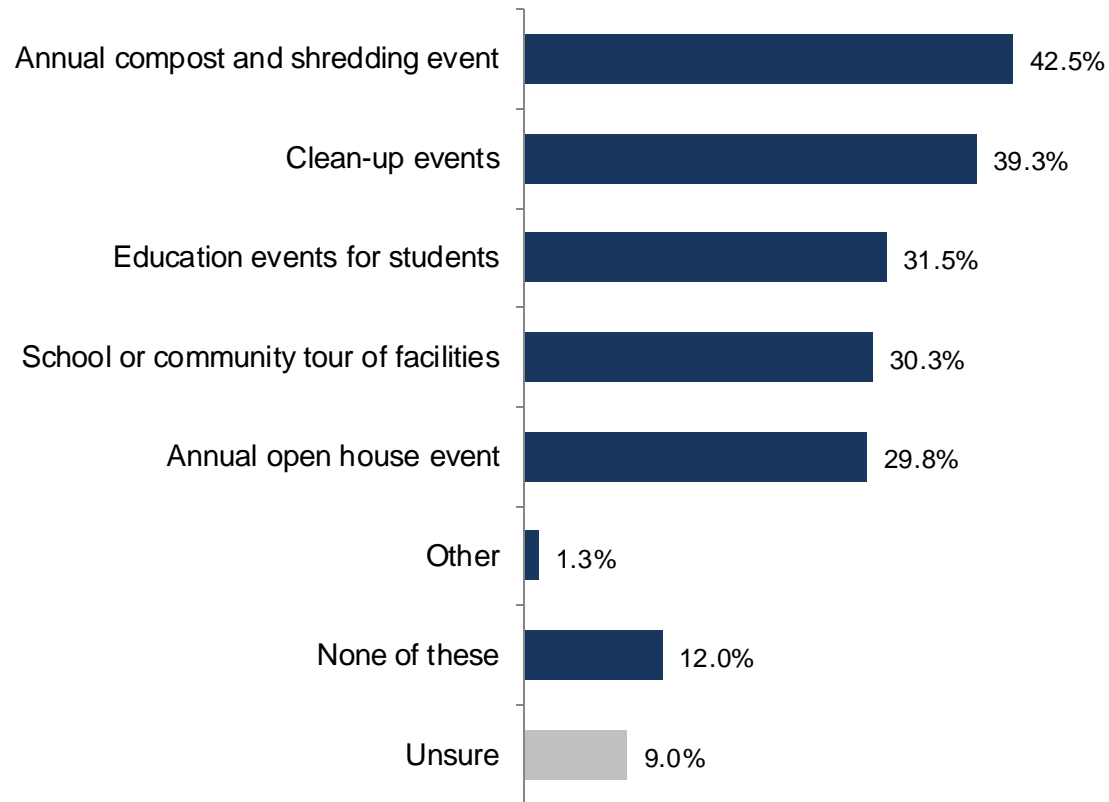
Local TV News and Emails were top information sources for MCSD

Question 37: Aside from a property bill, where have you seen information about Midway City Sanitary District recently? Select all that apply.



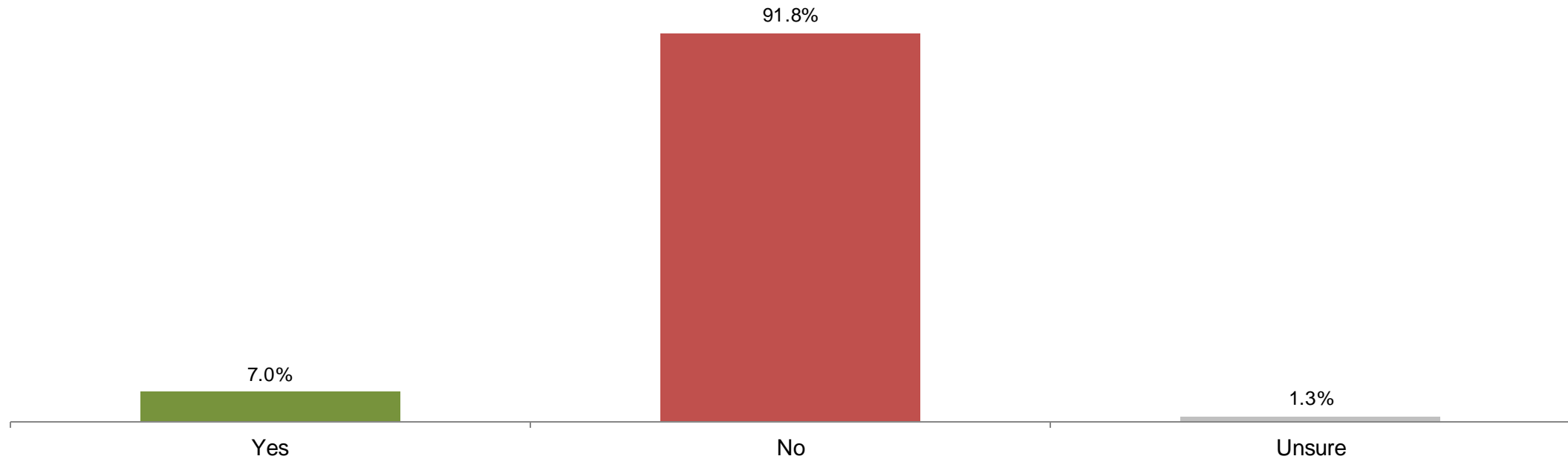
43% are interested in an annual compost and shredding event

Question 38: What kind of events are you interested in? Select all that apply.



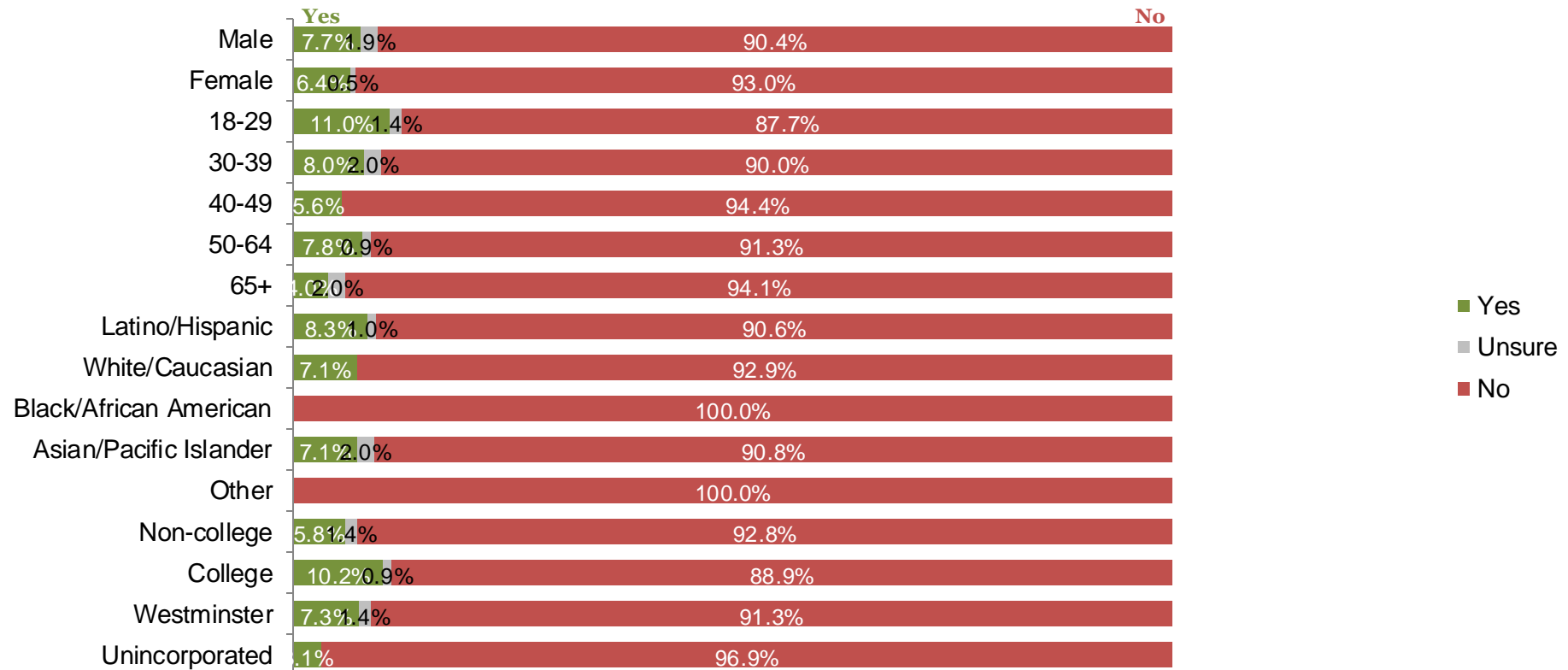
92% have never received a yellow tag or letter informing them about possible contamination of carts

Question 39: Have you ever received a yellow tag or a letter informing you about possible contamination of carts?



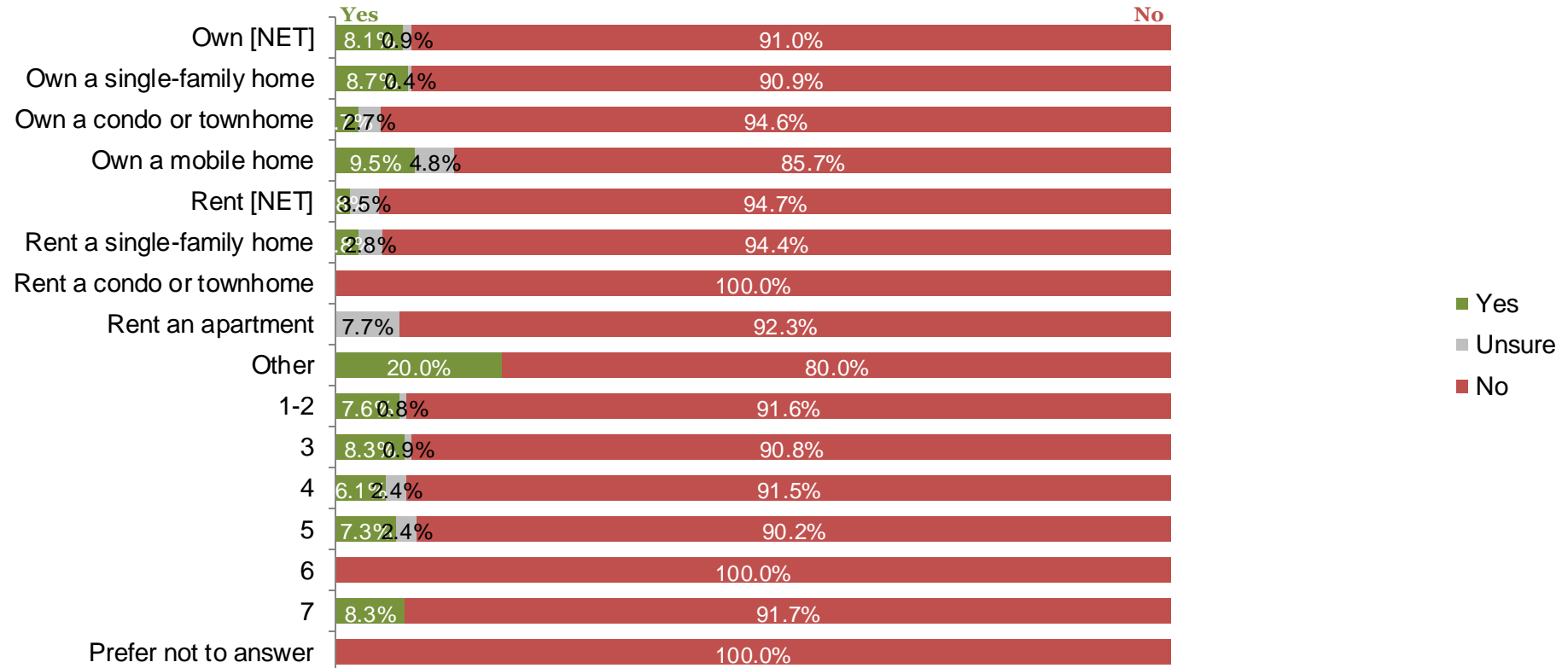
Results by gender, age group, ethnicity, education level, and geography

Question 39: Have you ever received a yellow tag or a letter informing you about possible contamination of carts?



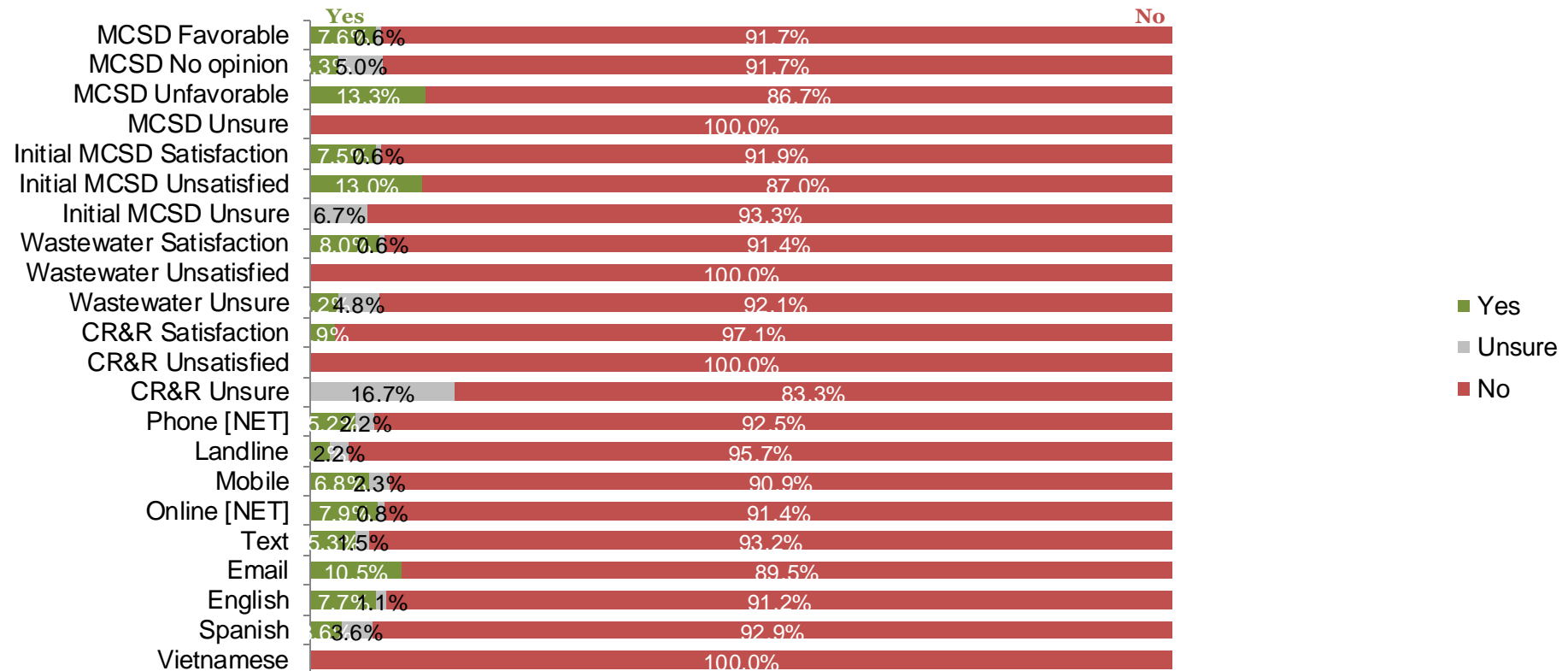
Results by home type and household size

Question 39: Have you ever received a yellow tag or a letter informing you about possible contamination of carts?



Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 39: Have you ever received a yellow tag or a letter informing you about possible contamination of carts?



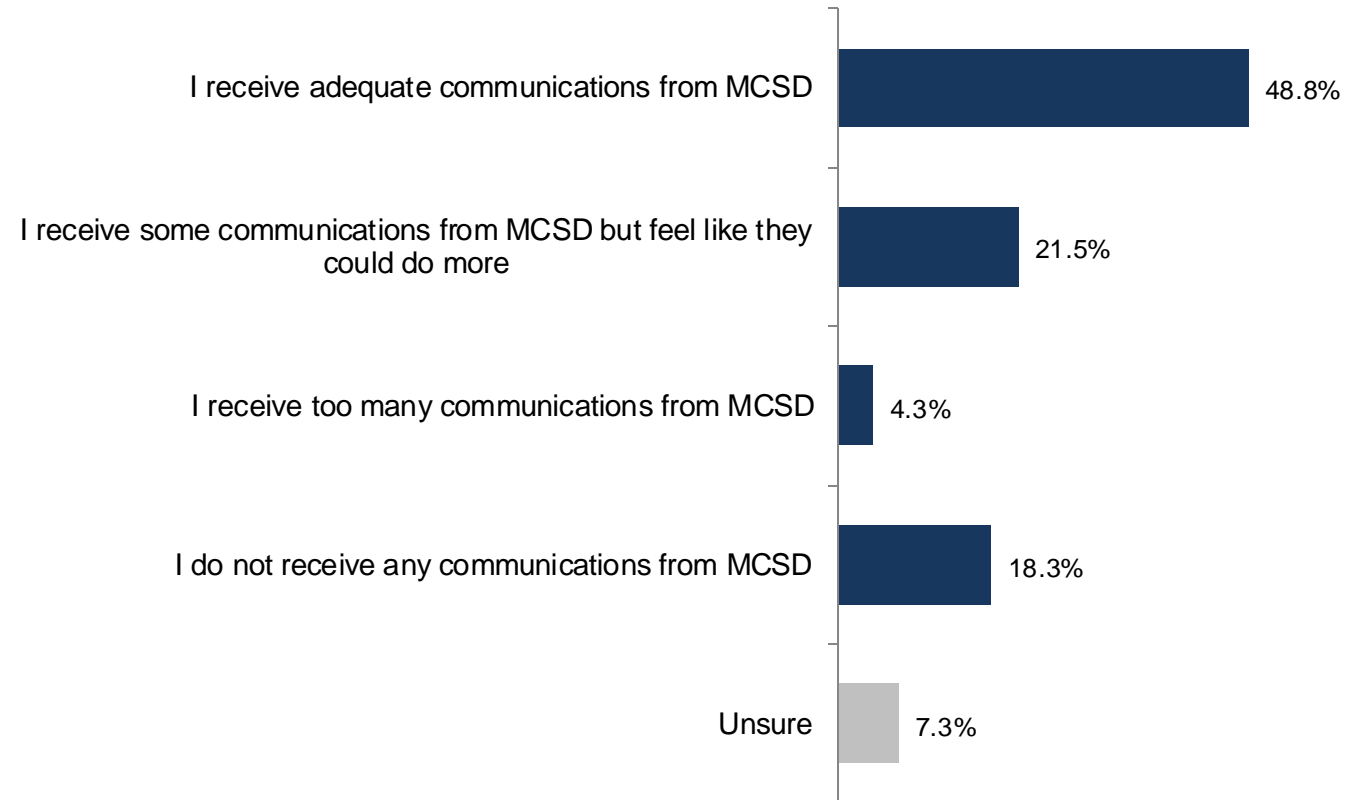
39% want to hear more about recycling and organics education

Question 40: Which of the following topics do you want to hear about from Midway City Sanitary District? Select all that apply.



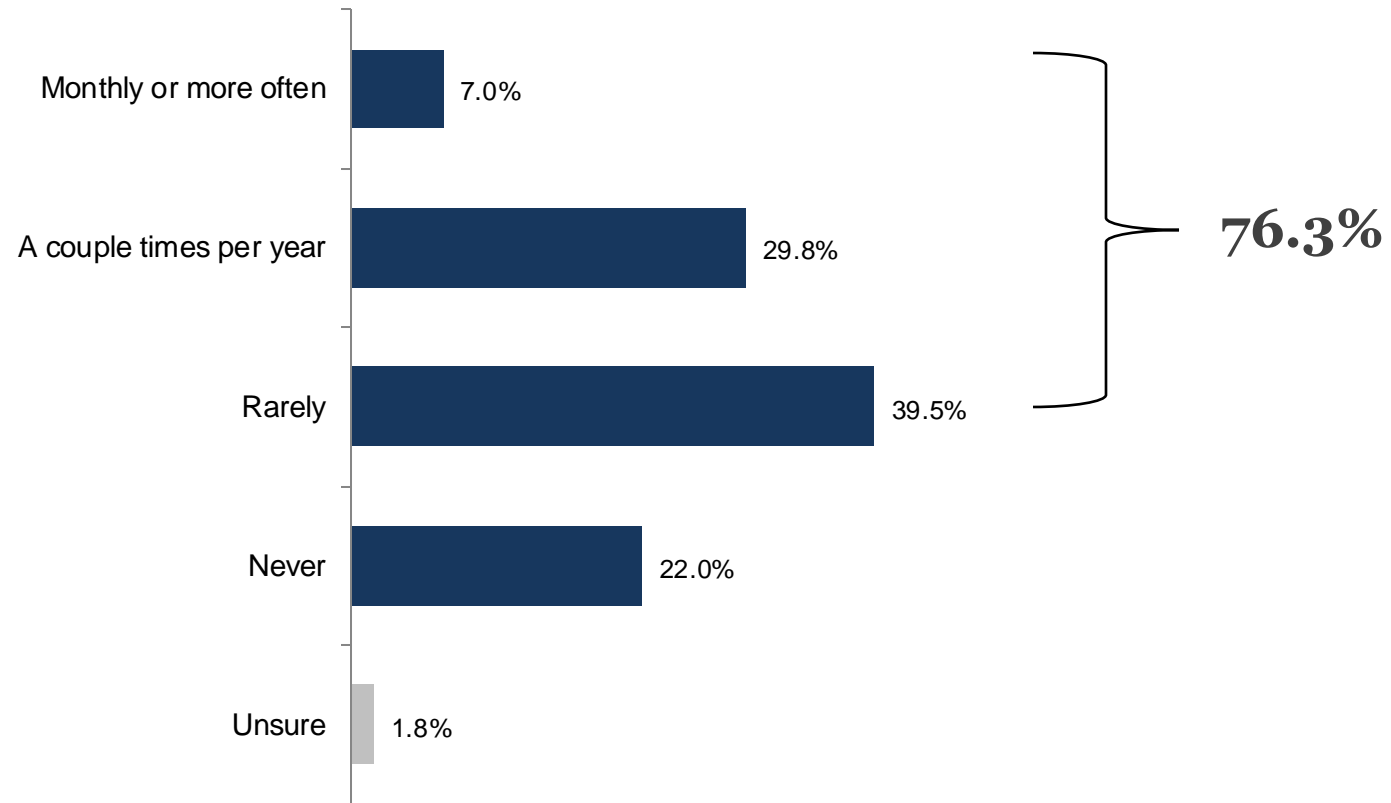
49% say they receive adequate communications from MCSD

Question 41: Which of these statements do you agree with the most?



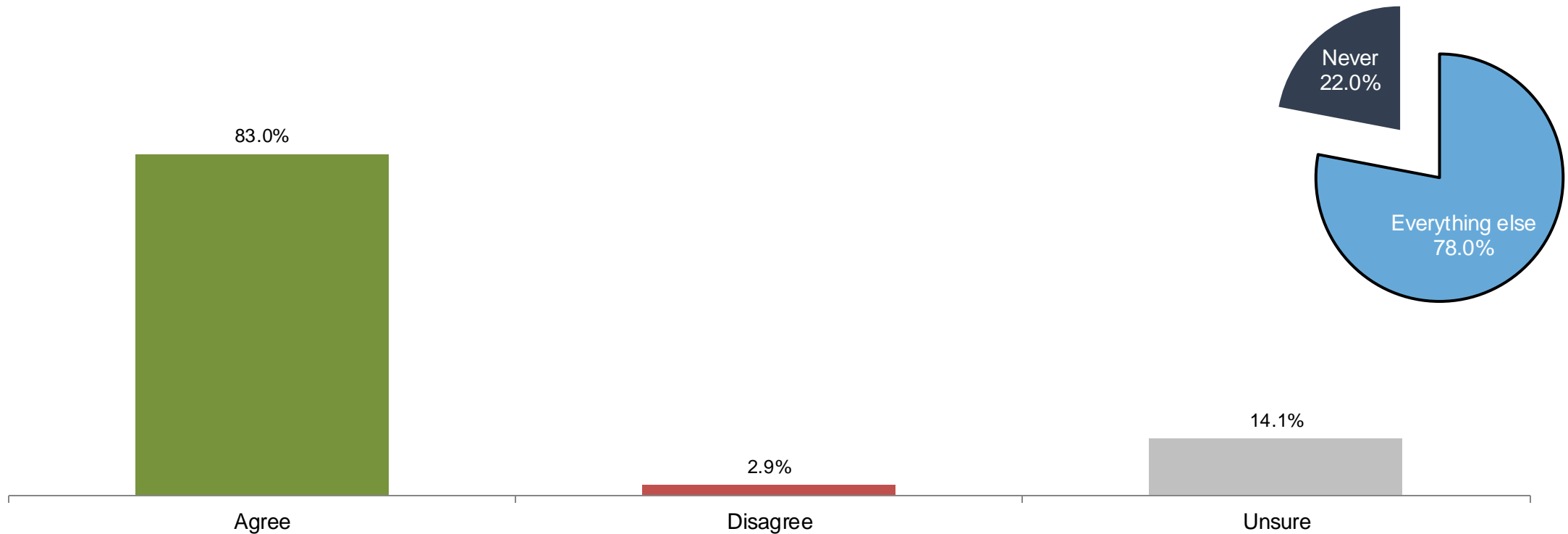
76% have visited the MCSD website

Question 42: How frequently do you visit www.midwaycitysanitaryca.gov?



83% agree that the MCSD website is easy to navigate

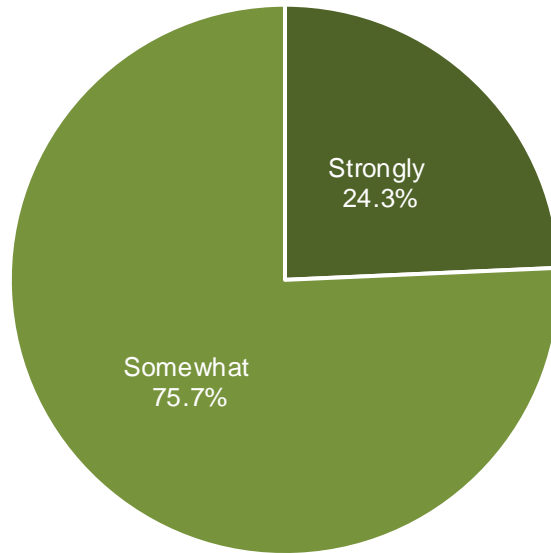
Question 43: Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
[IF ANSWERED OTHER THAN 'NEVER' TO Q42]



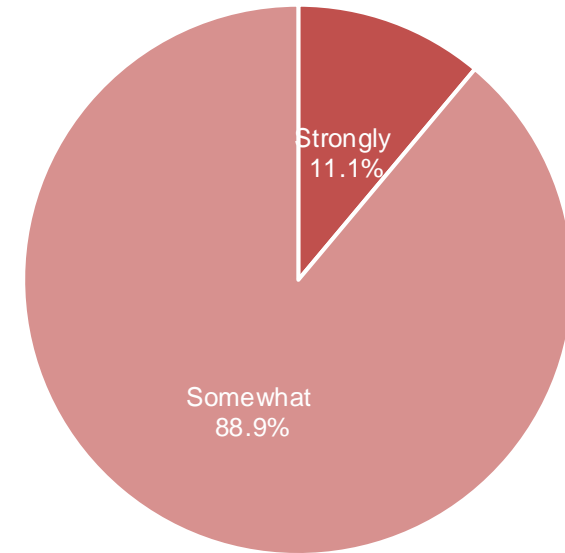
Among those who said agree, 76% somewhat agree

Question 43: Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
[AMONG WHO ANSWERED OTHER THAN 'NEVER' TO Q42]

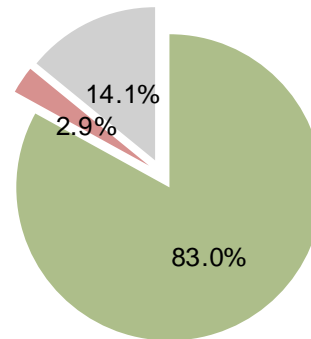
Among those who said agree



Among those who said disagree

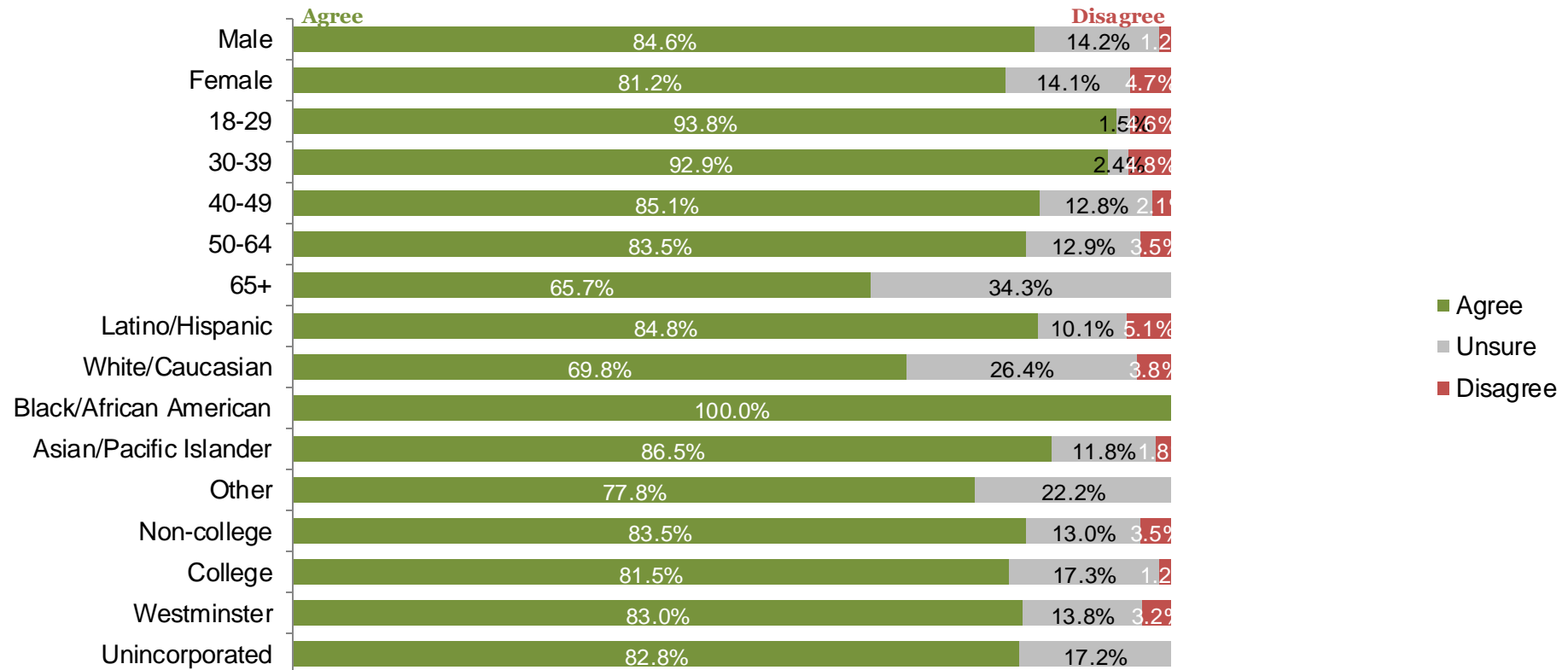


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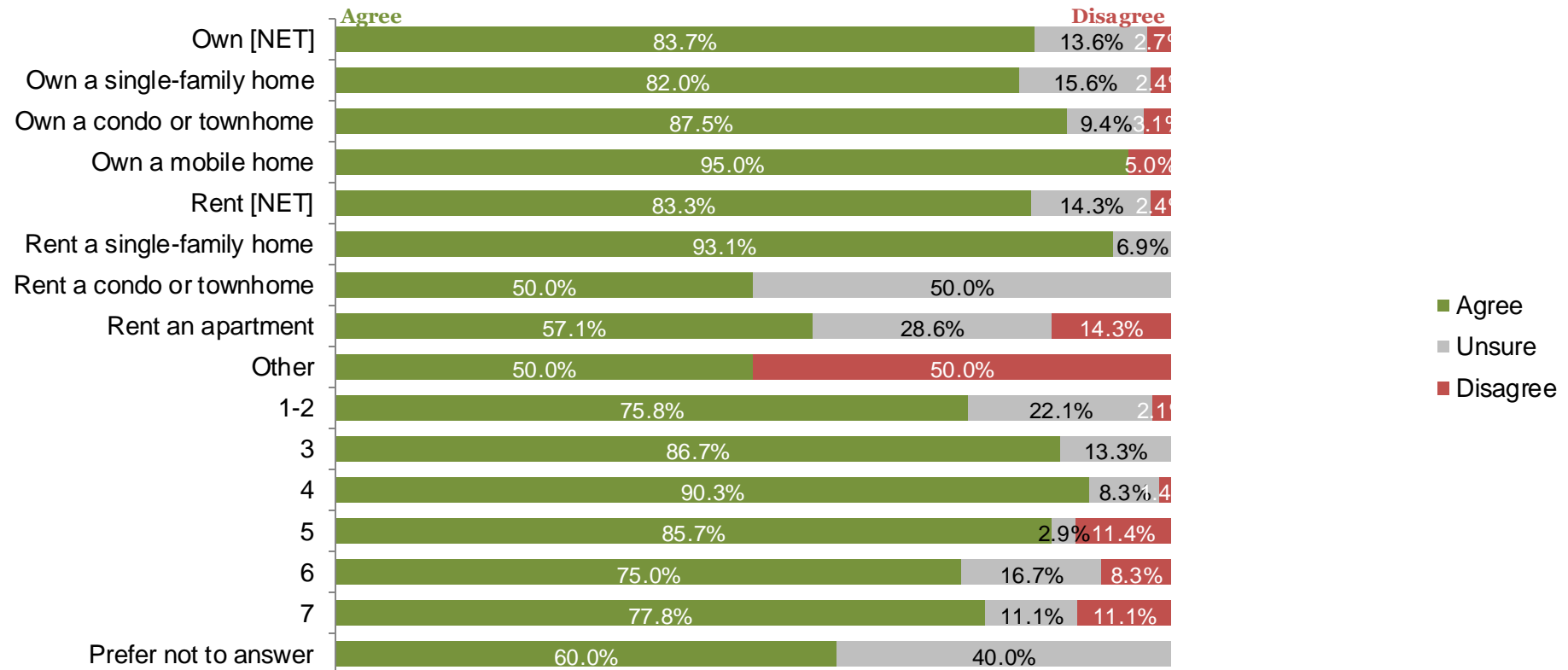
Results by gender, age group, ethnicity, education level, and geography

Question 43: Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 [AMONG WHO ANSWERED OTHER THAN 'NEVER' TO Q42]



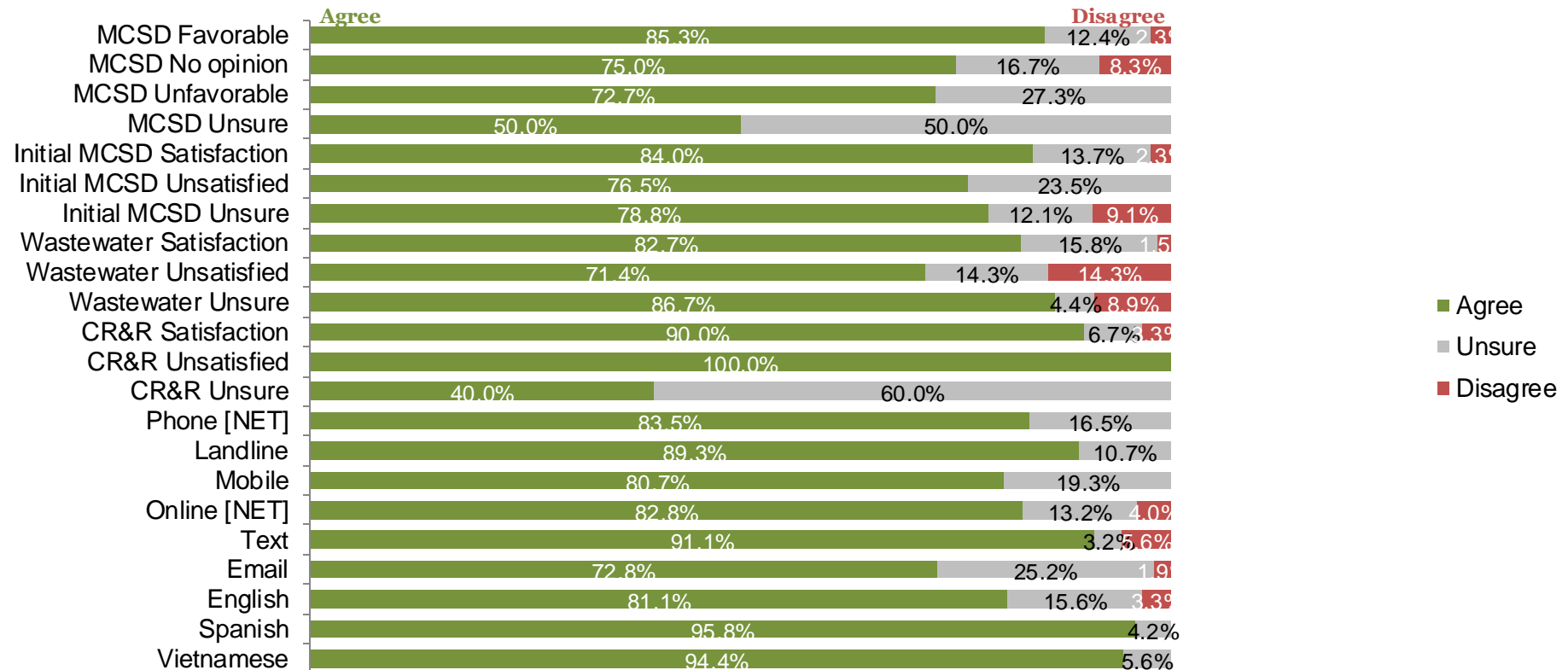
Results by home type and household size

Question 43: Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 [AMONG WHO ANSWERED OTHER THAN 'NEVER' TO Q42]



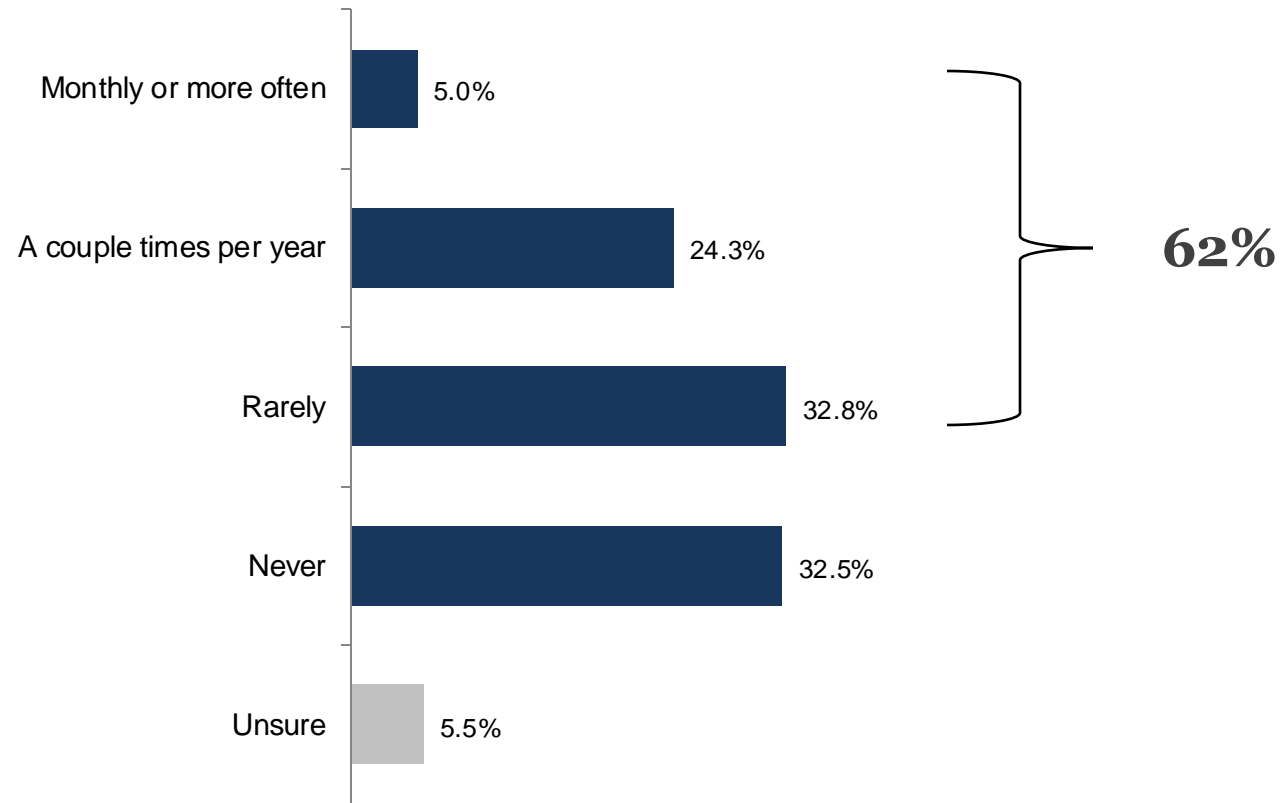
Results by MCSD favorability, initial MCSD satisfaction, wastewater satisfaction, CR&R satisfaction, survey mode and survey language

Question 43: Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 [AMONG WHO ANSWERED OTHER THAN 'NEVER' TO Q42]



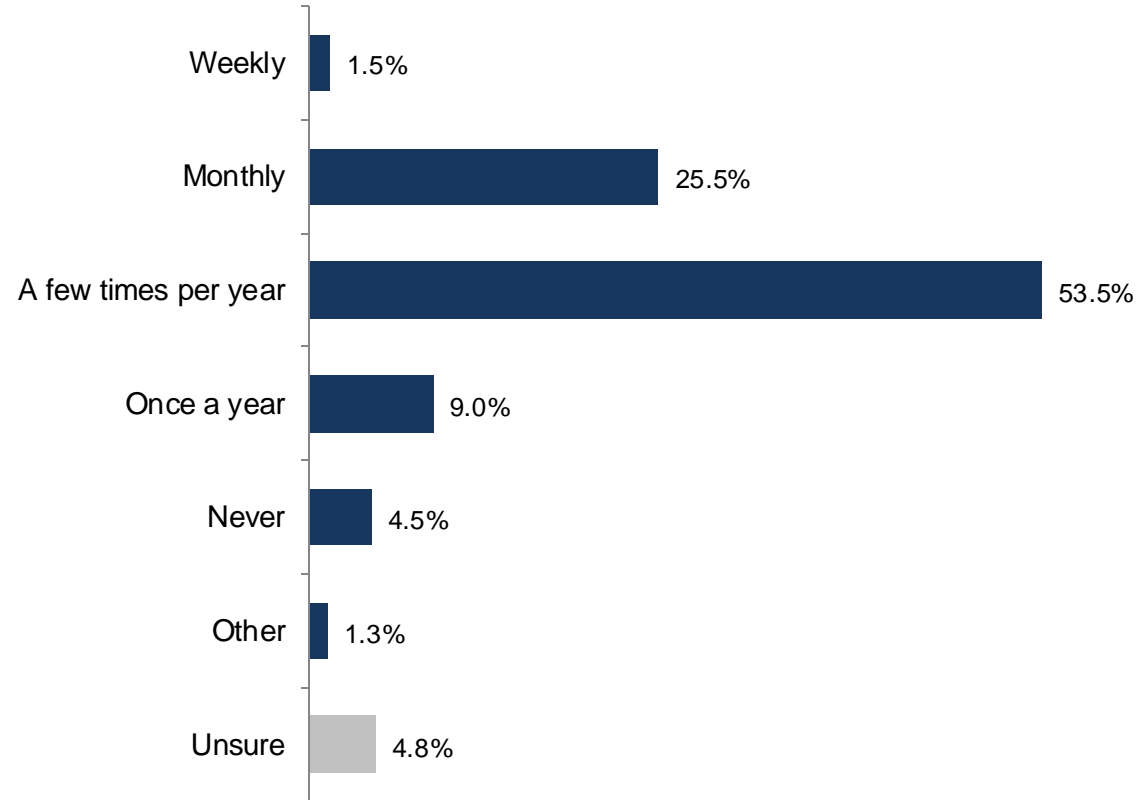
62% have read the MCSD's social media posts

Question 44: How frequently do you read Midway City Sanitary District's social media posts?



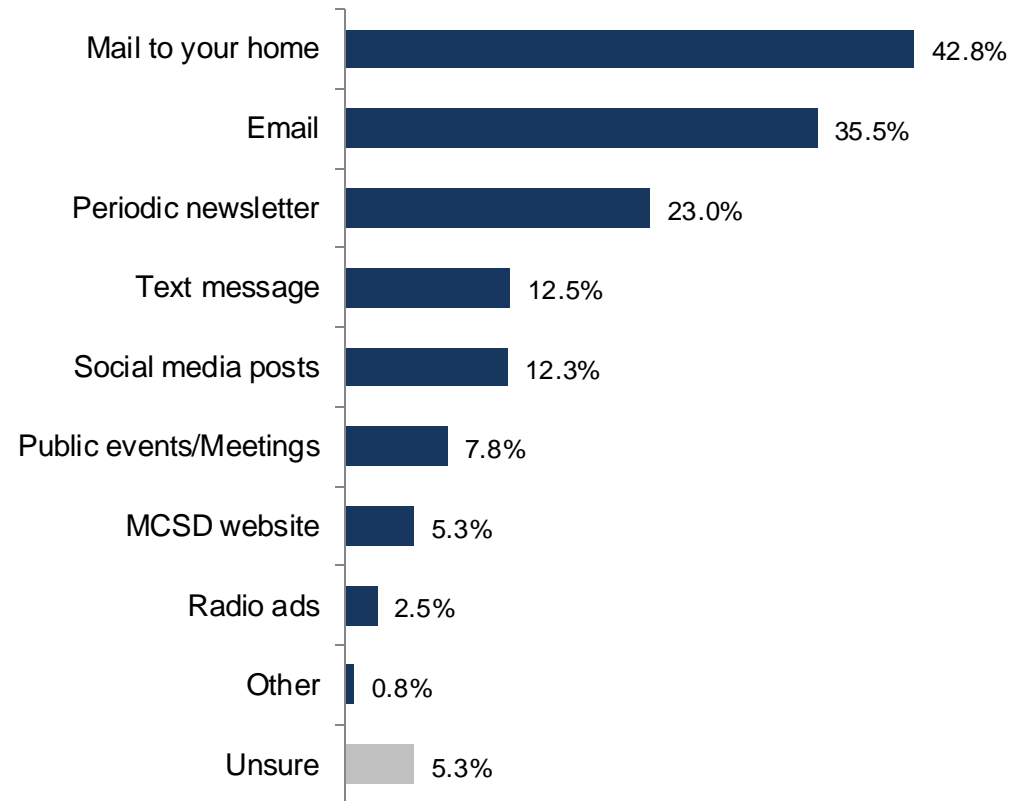
54% would like to receive information from MCSD a few times per year

Question 45: How often would you like to receive information from Midway City Sanitary District?



43% would prefer to receive information from MCSD via mail to their home

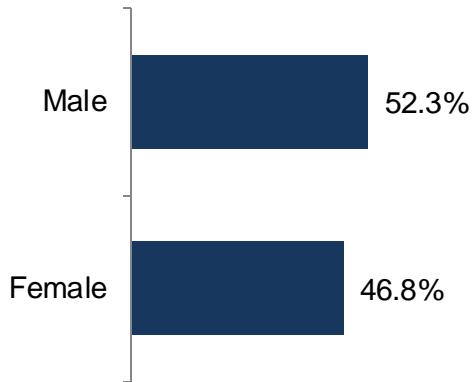
Question 46: How would you prefer to receive information from Midway City Sanitary District? Please select your top two preferences.



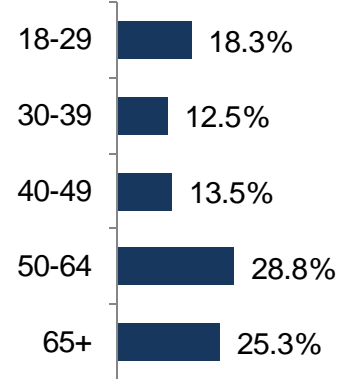
Demographics

Respondent demographics by gender, age group, ethnicity, education level, geography, home type, and household size

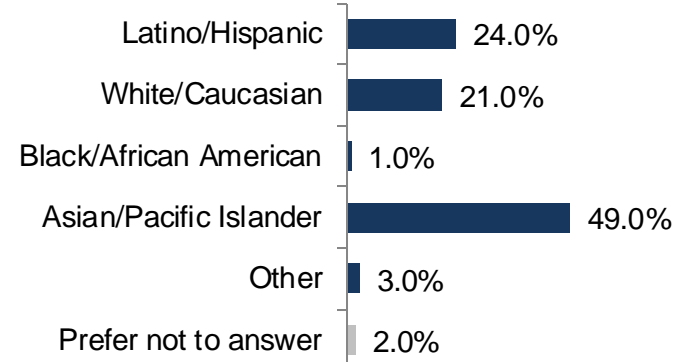
Gender



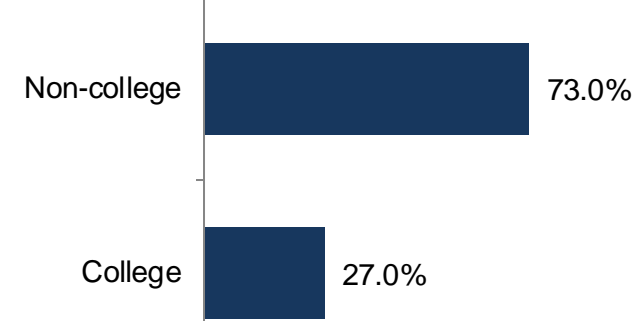
Age Group



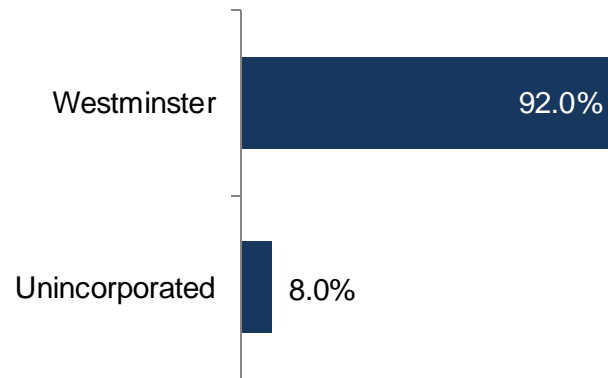
Ethnicity



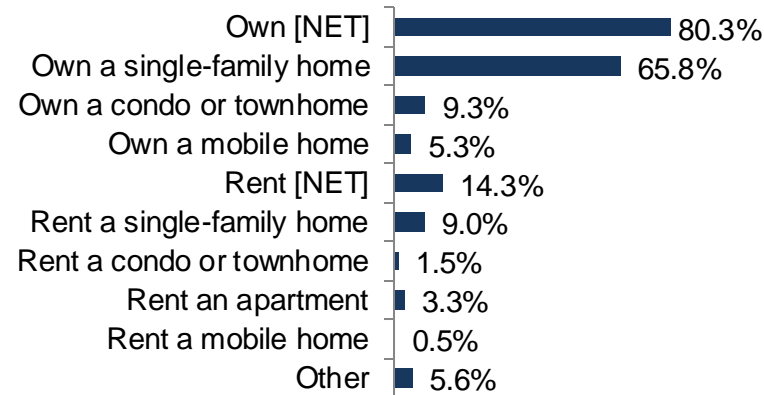
Education Level



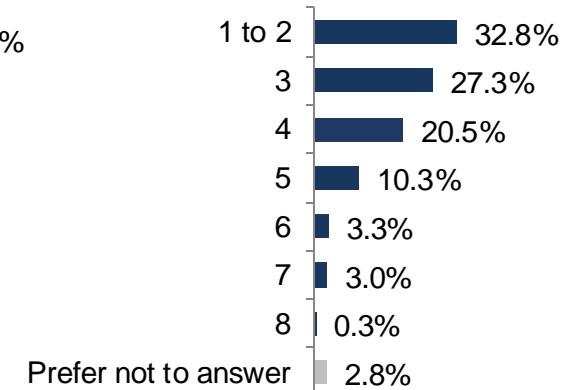
Geography



Home Type



Household Size



Cross-tabulations

Q1. Please indicate which, if any, of these social apps and websites you use regularly.
 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Facebook	210	106	102	35	29	30	66	47	54	45	3	100	8	155	55	191	19
	52.5%	50.7%	54.5%	47.9%	58.0%	55.6%	57.4%	46.5%	56.2%	53.6%	75.0%	51.0%	40.0%	53.1%	50.9%	51.9%	59.4%
Instagram	189	98	90	38	32	26	63	29	58	25	3	100	3	137	52	177	12
	47.2%	46.9%	48.1%	52.1%	64.0%	48.1%	54.8%	28.7%	60.4%	29.8%	75.0%	51.0%	15.0%	46.9%	48.1%	48.1%	37.5%
YouTube	174	95	79	30	27	25	50	42	46	31	2	90	5	128	46	157	17
	43.5%	45.5%	42.2%	41.1%	54.0%	46.3%	43.5%	41.6%	47.9%	36.9%	50.0%	45.9%	25.0%	43.8%	42.6%	42.7%	53.1%
Nextdoor	98	40	57	14	14	8	24	37	23	22	1	42	10	71	27	93	5
	24.5%	19.1%	30.5%	19.2%	28.0%	14.8%	20.9%	36.6%	24.0%	26.2%	25.0%	21.4%	50.0%	24.3%	25.0%	25.3%	15.6%
LinkedIn	94	49	45	18	13	14	30	19	27	18	-	45	4	66	28	87	7
	23.5%	23.4%	24.1%	24.7%	26.0%	25.9%	26.1%	18.8%	28.1%	21.4%	-	23.0%	20.0%	22.6%	25.9%	23.6%	21.9%
X	80	40	40	19	11	11	25	14	26	11	1	40	2	54	26	74	6
	20.0%	19.1%	21.4%	26.0%	22.0%	20.4%	21.7%	13.9%	27.1%	13.1%	25.0%	20.4%	10.0%	18.5%	24.1%	20.1%	18.8%
Other	13	8	5	2	2	1	2	5	6	3	-	3	1	9	4	13	-
	3.2%	3.8%	2.7%	2.7%	4.0%	1.9%	1.7%	5.0%	6.2%	3.6%	-	1.5%	5.0%	3.1%	3.7%	3.5%	-
None of the above	38	27	10	-	-	4	12	19	7	15	1	9	6	24	14	35	3
	9.5%	12.9%	5.3%	-	-	7.4%	10.4%	18.8%	7.3%	17.9%	25.0%	4.6%	30.0%	8.2%	13.0%	9.5%	9.4%
Unsure	18	4	14	11	-	1	1	5	2	3	-	12	1	11	7	18	-
	4.5%	1.9%	7.5%	15.1%	-	1.9%	0.9%	5.0%	2.1%	3.6%	-	6.1%	5.0%	3.8%	6.5%	4.9%	-



Q1. Please indicate which, if any, of these social apps and websites you use regularly.
 BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Facebook	210	168	145	15	8	32	21	2	7	2	3	77	53	45	20	5	5	1	-	4
	52.5%	52.3%	55.1%	40.5%	38.1%	56.1%	58.3%	33.3%	53.8%	100.0%	60.0%	59%	49%	55%	49%	38%	42%	100%	-	36%
Instagram	189	155	124	20	11	26	15	3	8	-	1	58	55	43	20	4	6	1	-	2
	47.2%	48.3%	47.1%	54.1%	52.4%	45.6%	41.7%	50.0%	61.5%	-	20.0%	44%	50%	52%	49%	31%	50%	100%	-	18%
YouTube	174	136	115	14	7	29	20	3	6	-	3	57	47	43	15	2	9	-	-	1
	43.5%	42.4%	43.7%	37.8%	33.3%	50.9%	55.6%	50.0%	46.2%	-	60.0%	44%	43%	52%	37%	15%	75%	-	-	9.1%
Nextdoor	98	83	64	15	4	12	8	-	3	1	1	40	21	24	5	3	3	-	-	2
	24.5%	25.9%	24.3%	40.5%	19.0%	21.1%	22.2%	-	23.1%	50.0%	20.0%	31%	19%	29%	12%	23%	25%	-	-	18%
LinkedIn	94	81	57	16	8	13	11	1	-	1	-	21	35	21	9	6	1	-	-	1
	23.5%	25.2%	21.7%	43.2%	38.1%	22.8%	30.6%	16.7%	-	50.0%	-	16%	32%	26%	22%	46%	8.3%	-	-	9.1%
X	80	60	51	6	3	19	10	2	6	1	-	15	25	23	8	5	3	-	-	1
	20.0%	18.7%	19.4%	16.2%	14.3%	33.3%	27.8%	33.3%	46.2%	50.0%	-	11%	23%	28%	20%	38%	25%	-	-	9.1%
Other	13	9	8	1	-	2	1	-	1	-	-	7	2	2	1	-	-	-	-	1
	3.2%	2.8%	3.0%	2.7%	-	3.5%	2.8%	-	7.7%	-	-	5.3%	1.8%	2.4%	2.4%	-	-	-	-	9.1%
None of the above	38	32	30	2	-	3	2	1	-	-	1	19	9	3	3	-	1	-	-	3
	9.5%	10.0%	11.4%	5.4%	-	5.3%	5.6%	16.7%	-	-	20.0%	15%	8.3%	3.7%	7.3%	-	8.3%	-	-	27%
Unsure	18	14	14	-	-	-	-	-	-	-	-	2	13	-	-	1	-	-	-	2
	4.5%	4.4%	5.3%	-	-	-	-	-	-	-	-	1.5%	12%	-	-	7.7%	-	-	-	18%



Q1. Please indicate which, if any, of these social apps and websites you use regularly.
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Facebook	210	163	35	8	4	174	11	25	166	7	37	14	1	2	75	25	50	135	82	53	185	17
	52.5%	52%	58.3%	53.3%	40.0%	52.4%	47.8%	55.6%	51%	58.3%	58.7%	40%	50.0%	33.3%	56.0%	54.3%	56.8%	50.8%	62%	39.8%	52.6%	60.7%
Instagram	189	151	28	7	3	161	5	23	154	5	30	18	1	4	69	24	45	120	76	44	161	20
	47.2%	48%	46.7%	46.7%	30.0%	48.5%	21.7%	51.1%	47%	41.7%	47.6%	51%	50.0%	66.7%	51.5%	52.2%	51.1%	45.1%	57%	33.1%	45.7%	71.4%
YouTube	174	137	27	7	3	144	9	21	143	4	27	13	1	3	64	21	43	110	64	46	150	13
	43.5%	43%	45.0%	46.7%	30.0%	43.4%	39.1%	46.7%	44%	33.3%	42.9%	37%	50.0%	50.0%	47.8%	45.7%	48.9%	41.4%	48%	34.6%	42.6%	46.4%
Nextdoor	98	77	16	4	1	85	7	6	79	2	17	14	1	-	34	12	22	64	26	38	94	2
	24.5%	24%	26.7%	26.7%	10.0%	25.6%	30.4%	13.3%	24%	16.7%	27.0%	40%	50.0%	-	25.4%	26.1%	25.0%	24.1%	20%	28.6%	26.7%	7.1%
LinkedIn	94	76	10	7	1	83	7	4	81	3	10	13	1	3	36	14	22	58	30	28	83	8
	23.5%	24%	16.7%	46.7%	10.0%	25.0%	30.4%	8.9%	25%	25.0%	15.9%	37%	50.0%	50.0%	26.9%	30.4%	25.0%	21.8%	23%	21.1%	23.6%	28.6%
X	80	57	18	3	2	67	4	9	61	3	16	7	-	1	27	9	18	53	33	20	64	11
	20.0%	18%	30.0%	20.0%	20.0%	20.2%	17.4%	20.0%	19%	25.0%	25.4%	20%	-	16.7%	20.1%	19.6%	20.5%	19.9%	25%	15.0%	18.2%	39.3%
Other	13	9	3	1	-	8	5	-	11	-	2	1	-	-	9	2	7	4	1	3	12	-
	3.2%	2.9%	5.0%	6.7%	-	2.4%	21.7%	-	3.4%	-	3.2%	2.9%	-	-	6.7%	4.3%	8.0%	1.5%	0.8%	2.3%	3.4%	-
None of the above	38	30	2	3	3	30	5	3	34	1	3	3	-	-	11	5	6	27	-	27	37	1
	9.5%	9.5%	3.3%	20.0%	30.0%	9.0%	21.7%	6.7%	10%	8.3%	4.8%	8.6%	-	-	8.2%	10.9%	6.8%	10.2%	-	20.3%	10.5%	3.6%
Unsure	18	18	-	-	-	18	-	-	16	-	2	-	-	-	3	-	3	15	1	14	15	1
	4.5%	5.7%	-	-	-	5.4%	-	-	4.9%	-	3.2%	-	-	-	2.2%	-	3.4%	5.6%	0.8%	10.5%	4.3%	3.6%



Q1. Please indicate which, if any, of these social apps and websites you use regularly.
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Facebook	75	37	37	6	4	10	33	20	23	25	1	24	2	
	56.0%	50.7%	62.7%	54.5%	33.3%	55.6%	64.7%	51.3%	71.9%	62.5%	100.0%	42.1%	50.0%	
Instagram	69	37	32	7	7	9	31	14	23	14	1	30	1	
	51.5%	50.7%	54.2%	63.6%	58.3%	50.0%	60.8%	35.9%	71.9%	35.0%	100.0%	52.6%	25.0%	
YouTube	64	36	28	5	7	7	23	22	18	17	1	26	2	
	47.8%	49.3%	47.5%	45.5%	58.3%	38.9%	45.1%	56.4%	56.2%	42.5%	100.0%	45.6%	50.0%	
LinkedIn	36	17	19	5	4	6	14	7	7	6	-	22	1	
	26.9%	23.3%	32.2%	45.5%	33.3%	33.3%	27.5%	17.9%	21.9%	15.0%	-	38.6%	25.0%	
Nextdoor	34	13	21	2	4	4	9	15	9	8	-	15	2	
	25.4%	17.8%	35.6%	18.2%	33.3%	22.2%	17.6%	38.5%	28.1%	20.0%	-	26.3%	50.0%	
X	27	15	12	4	3	5	11	4	6	7	1	12	1	
	20.1%	20.5%	20.3%	36.4%	25.0%	27.8%	21.6%	10.3%	18.8%	17.5%	100.0%	21.1%	25.0%	
Other	9	4	5	-	2	1	2	3	4	2	-	2	1	
	6.7%	5.5%	8.5%	-	16.7%	5.6%	3.9%	7.7%	12.5%	5.0%	-	3.5%	25.0%	
None of the above	11	7	3	-	-	1	5	5	-	5	-	5	1	
	8.2%	9.6%	5.1%	-	-	5.6%	9.8%	12.8%	-	12.5%	-	8.8%	25.0%	
Unsure	3	1	2	-	-	1	-	2	-	3	-	-	-	
	2.2%	1.4%	3.4%	-	-	5.6%	-	5.1%	-	7.5%	-	-	-	



Q1. Please indicate which, if any, of these social apps and websites you use regularly.
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Facebook	25	12	12	4	1	4	9	6	6	6	-	13	-	
	54.3%	46.2%	63.2%	66.7%	16.7%	66.7%	64.3%	46.2%	85.7%	46.2%		50.0%		
Instagram	24	13	11	3	5	2	8	6	5	4	-	15	-	
	52.2%	50.0%	57.9%	50.0%	83.3%	33.3%	57.1%	46.2%	71.4%	30.8%		57.7%		
YouTube	21	12	9	2	3	4	8	4	5	3	-	13	-	
	45.7%	46.2%	47.4%	33.3%	50.0%	66.7%	57.1%	30.8%	71.4%	23.1%		50.0%		
LinkedIn	14	6	8	3	4	2	3	2	3	-	-	11	-	
	30.4%	23.1%	42.1%	50.0%	66.7%	33.3%	21.4%	15.4%	42.9%			42.3%		
Nextdoor	12	6	6	1	3	-	3	5	1	3	-	8	-	
	26.1%	23.1%	31.6%	16.7%	50.0%		21.4%	38.5%	14.3%	23.1%		30.8%		
X	9	6	3	2	2	3	1	1	2	1	-	6	-	
	19.6%	23.1%	15.8%	33.3%	33.3%	50.0%	7.1%	7.7%	28.6%	7.7%		23.1%		
Other	2	-	2	-	1	-	-	1	1	-	-	1	-	
	4.3%		10.5%		16.7%			7.7%	14.3%			3.8%		
None of the above	5	4	1	-	-	1	1	3	-	3	-	2	-	
	10.9%	15.4%	5.3%			16.7%	7.1%	23.1%		23.1%		7.7%		



Q1. Please indicate which, if any, of these social apps and websites you use regularly.
 BASE: Total Sample

	GENDER				AGE GROUP				MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Facebook	50	25	25	2	3	6	24	14	17	19	1	11	2	
	56.8%	53.2%	62.5%	40.0%	50.0%	50.0%	64.9%	53.8%	68.0%	70.4%	100.0%	35.5%	50.0%	
Instagram	45	24	21	4	2	7	23	8	18	10	1	15	1	
	51.1%	51.1%	52.5%	80.0%	33.3%	58.3%	62.2%	30.8%	72.0%	37.0%	100.0%	48.4%	25.0%	
YouTube	43	24	19	3	4	3	15	18	13	14	1	13	2	
	48.9%	51.1%	47.5%	60.0%	66.7%	25.0%	40.5%	69.2%	52.0%	51.9%	100.0%	41.9%	50.0%	
Nextdoor	22	7	15	1	1	4	6	10	8	5	-	7	2	
	25.0%	14.9%	37.5%	20.0%	16.7%	33.3%	16.2%	38.5%	32.0%	18.5%	-	22.6%	50.0%	
LinkedIn	22	11	11	2	-	4	11	5	4	6	-	11	1	
	25.0%	23.4%	27.5%	40.0%	-	33.3%	29.7%	19.2%	16.0%	22.2%	-	35.5%	25.0%	
X	18	9	9	2	1	2	10	3	4	6	1	6	1	
	20.5%	19.1%	22.5%	40.0%	16.7%	16.7%	27.0%	11.5%	16.0%	22.2%	100.0%	19.4%	25.0%	
Other	7	4	3	-	1	1	2	2	3	2	-	1	1	
	8.0%	8.5%	7.5%	-	16.7%	8.3%	5.4%	7.7%	12.0%	7.4%	-	3.2%	25.0%	
None of the above	6	3	2	-	-	-	4	2	-	2	-	3	1	
	6.8%	6.4%	5.0%	-	-	-	10.8%	7.7%	-	7.4%	-	9.7%	25.0%	
Unsure	3	1	2	-	-	1	-	2	-	3	-	-	-	
	3.4%	2.1%	5.0%	-	-	8.3%	-	7.7%	-	11.1%	-	-	-	



Q1. Please indicate which, if any, of these social apps and websites you use regularly.
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266 100%	136 100.0%	128 100.0%	62 100%	38 100%	36 100%	64 100%	62 100%	64 100.0%	44 100.0%	3 100.0%	139 100.0%	16 100%	
Facebook	135 50.8%	69 50.7%	65 50.8%	29 46.8%	25 65.8%	20 55.6%	33 51.6%	27 43.5%	31 48.4%	20 45.5%	2 66.7%	76 54.7%	6 37.5%	
Instagram	120 45.1%	61 44.9%	58 45.3%	31 50.0%	25 65.8%	17 47.2%	32 50.0%	15 24.2%	35 54.7%	11 25.0%	2 66.7%	70 50.4%	2 12.5%	
YouTube	110 41.4%	59 43.4%	51 39.8%	25 40.3%	20 52.6%	18 50.0%	27 42.2%	20 32.3%	28 43.8%	14 31.8%	1 33.3%	64 46.0%	3 18.8%	
Nextdoor	64 24.1%	27 19.9%	36 28.1%	12 19.4%	10 26.3%	4 11.1%	15 23.4%	22 35.5%	14 21.9%	14 31.8%	1 33.3%	27 19.4%	8 50.0%	
LinkedIn	58 21.8%	32 23.5%	26 20.3%	13 21.0%	9 23.7%	8 22.2%	16 25.0%	12 19.4%	20 31.2%	12 27.3%	-	23 16.5%	3 18.8%	
X	53 19.9%	25 18.4%	28 21.9%	15 24.2%	8 21.1%	6 16.7%	14 21.9%	10 16.1%	20 31.2%	4 9.1%	-	28 20.1%	1 6.2%	
Other	4 1.5%	4 2.9%	-	2 3.2%	-	-	-	2 3.2%	2 3.1%	1 2.3%	-	1 0.7%	-	
None of the above	27 10.2%	20 14.7%	7 5.5%	-	-	3 8.3%	7 10.9%	14 22.6%	7 10.9%	10 22.7%	1 33.3%	4 2.9%	5 31.2%	
Unsure	15 5.6%	3 2.2%	12 9.4%	11 17.7%	-	-	1 1.6%	3 4.8%	2 3.1%	-	-	12 8.6%	1 6.2%	



Q1. Please indicate which, if any, of these social apps and websites you use regularly.
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Facebook	82	42	40	26	21	15	13	6	23	4	1	52	2	
	61.7%	66.7%	57.1%	61.9%	67.7%	62.5%	50.0%	66.7%	62.2%	44.4%	100.0%	62.7%	66.7%	
Instagram	76	38	38	24	18	11	19	4	25	5	1	45	-	
	57.1%	60.3%	54.3%	57.1%	58.1%	45.8%	73.1%	44.4%	67.6%	55.6%	100.0%	54.2%	-	
YouTube	64	31	33	19	16	13	13	3	19	2	-	43	-	
	48.1%	49.2%	47.1%	45.2%	51.6%	54.2%	50.0%	33.3%	51.4%	22.2%	-	51.8%	-	
X	33	15	18	11	5	5	9	3	13	1	-	19	-	
	24.8%	23.8%	25.7%	26.2%	16.1%	20.8%	34.6%	33.3%	35.1%	11.1%	-	22.9%	-	
LinkedIn	30	16	14	10	5	4	7	4	12	4	-	13	1	
	22.6%	25.4%	20.0%	23.8%	16.1%	16.7%	26.9%	44.4%	32.4%	44.4%	-	15.7%	33.3%	
Nextdoor	26	13	13	11	7	2	3	2	5	2	1	16	2	
	19.5%	20.6%	18.6%	26.2%	22.6%	8.3%	11.5%	22.2%	13.5%	22.2%	100.0%	19.3%	66.7%	
Other	1	1	-	1	-	-	-	-	-	-	-	1	-	
	0.8%	1.6%	-	2.4%	-	-	-	-	-	-	-	1.2%	-	
Unsure	1	1	-	-	-	-	-	1	-	-	-	1	-	
	0.8%	1.6%	-	-	-	-	-	11.1%	-	-	-	1.2%	-	



Q1. Please indicate which, if any, of these social apps and websites you use regularly.
 BASE: Total Sample

	GENDER				AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	133	73	58	20	7	12	38	53	27	35	2	56	13		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Facebook	53	27	25	3	4	5	20	21	8	16	1	24	4		
	39.8%	37.0%	43.1%	15.0%	57.1%	41.7%	52.6%	39.6%	29.6%	45.7%	50.0%	42.9%	30.8%		
YouTube	46	28	18	6	4	5	14	17	9	12	1	21	3		
	34.6%	38.4%	31.0%	30.0%	57.1%	41.7%	36.8%	32.1%	33.3%	34.3%	50.0%	37.5%	23.1%		
Instagram	44	23	20	7	7	6	13	11	10	6	1	25	2		
	33.1%	31.5%	34.5%	35.0%	100%	50.0%	34.2%	20.8%	37.0%	17.1%	50.0%	44.6%	15.4%		
Nextdoor	38	14	23	1	3	2	12	20	9	12	-	11	6		
	28.6%	19.2%	39.7%	5.0%	42.9%	16.7%	31.6%	37.7%	33.3%	34.3%	-	19.6%	46.2%		
LinkedIn	28	16	12	3	4	4	9	8	8	8	-	10	2		
	21.1%	21.9%	20.7%	15.0%	57.1%	33.3%	23.7%	15.1%	29.6%	22.9%	-	17.9%	15.4%		
X	20	10	10	4	3	1	5	7	7	3	-	9	1		
	15.0%	13.7%	17.2%	20.0%	42.9%	8.3%	13.2%	13.2%	25.9%	8.6%	-	16.1%	7.7%		
Other	3	3	-	1	-	-	-	2	2	1	-	-	-		
	2.3%	4.1%	-	5.0%	-	-	-	3.8%	7.4%	2.9%	-	-	-		
None of the above	27	20	7	-	-	3	7	14	7	10	1	4	5		
	20.3%	27.4%	12.1%	-	-	25.0%	18.4%	26.4%	25.9%	28.6%	50.0%	7.1%	38.5%		
Unsure	14	2	12	11	-	-	1	2	2	-	-	11	1		
	10.5%	2.7%	20.7%	55.0%	-	-	2.6%	3.8%	7.4%	-	-	19.6%	7.7%		



Q2. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Own [NET]	321	163	156	58	39	44	86	90	67	69	2	169	14	231	90	297	24
=====	80.2%	78.0%	83.4%	79.5%	78.0%	81.5%	74.8%	89.1%	69.8%	82.1%	50.0%	86.2%	70.0%	79.1%	83.3%	80.7%	75.0%
Own a single-family home	263	138	123	30	30	39	78	82	52	65	1	132	13	178	85	241	22
	65.8%	66.0%	65.8%	41.1%	60.0%	72.2%	67.8%	81.2%	54.2%	77.4%	25.0%	67.3%	65.0%	61.0%	78.7%	65.5%	68.8%
Own a condo or townhome	37	16	21	16	4	5	5	7	9	2	1	25	-	32	5	35	2
	9.2%	7.7%	11.2%	21.9%	8.0%	9.3%	4.3%	6.9%	9.4%	2.4%	25.0%	12.8%	-	11.0%	4.6%	9.5%	6.2%
Own a mobile home	21	9	12	12	5	-	3	1	6	2	-	12	1	21	-	21	-
	5.2%	4.3%	6.4%	16.4%	10.0%	-	2.6%	1.0%	6.2%	2.4%	-	6.1%	5.0%	7.2%	-	5.7%	-
Own [NET]	57	34	22	12	10	7	20	7	22	9	2	22	2	42	15	50	7
=====	14.2%	16.3%	11.8%	16.4%	20.0%	13.0%	17.4%	6.9%	22.9%	10.7%	50.0%	11.2%	10.0%	14.4%	13.9%	13.6%	21.9%
Rent a single-family home	36	22	13	7	5	5	13	5	15	5	-	14	2	25	11	31	5
	9.0%	10.5%	7.0%	9.6%	10.0%	9.3%	11.3%	5.0%	15.6%	6.0%	-	7.1%	10.0%	8.6%	10.2%	8.4%	15.6%
Rent a condo or townhome	6	3	3	1	1	1	2	1	2	2	-	2	-	3	3	5	1
	1.5%	1.4%	1.6%	1.4%	2.0%	1.9%	1.7%	1.0%	2.1%	2.4%	-	1.0%	-	1.0%	2.8%	1.4%	3.1%
Rent an apartment	13	8	5	3	4	1	4	1	4	2	2	5	-	12	1	12	1
	3.2%	3.8%	2.7%	4.1%	8.0%	1.9%	3.5%	1.0%	4.2%	2.4%	50.0%	2.6%	-	4.1%	0.9%	3.3%	3.1%
Rent a mobile home	2	1	1	1	-	-	1	-	1	-	-	1	-	2	-	2	-
	0.5%	0.5%	0.5%	1.4%	-	-	0.9%	-	1.0%	-	-	0.5%	-	0.7%	-	0.5%	-
Other	5	4	1	1	1	1	2	-	1	2	-	2	-	5	-	5	-
	1.2%	1.9%	0.5%	1.4%	2.0%	1.9%	1.7%	-	1.0%	2.4%	-	1.0%	-	1.7%	-	1.4%	-
Prefer not to answer	17	8	8	2	-	2	7	4	6	4	-	3	4	14	3	16	1
	4.2%	3.8%	4.3%	2.7%	-	3.7%	6.1%	4.0%	6.2%	4.8%	-	1.5%	20.0%	4.8%	2.8%	4.3%	3.1%



Q2. Do you own a home or rent your home?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN FAMILY HOME	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Own [NET]	80.2%	321 100%	263 100.0%	37 100.0%	21 100.0%	-	-	-	-	-	-	105 80%	91 83%	69 84%	33 80%	9 69%	6 50%	1 100%	-	7 64%	
Own a single-family home	65.8%	263 81.9%	263 100.0%	-	-	-	-	-	-	-	-	101 77%	73 67%	45 55%	27 66%	5 38%	5 42%	1 100%	-	6 55%	
Own a condo or townhome	9.2%	37 11.5%	-	37 100.0%	-	-	-	-	-	-	-	4 3.1%	12 11%	14 17%	4 9.8%	2 15%	1 8.3%	-	-	-	
Own a mobile home	5.2%	21 6.5%	-	-	21 100.0%	-	-	-	-	-	-	-	6 5.5%	10 12%	2 4.9%	2 15%	-	-	-	1 9.1%	
Own [NET]	14.2%	57	-	-	-	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	-	19 15%	12 11%	11 13%	6 15%	3 23%	5 42%	-	-	1 9.1%	
Rent a single-family home	9.0%	36	-	-	-	36 63.2%	36 100.0%	-	-	-	-	9 6.9%	7 6.4%	7 8.5%	5 12%	3 23%	4 33%	-	-	1 9.1%	
Rent a condo or townhome	1.5%	6	-	-	-	6 10.5%	-	6 100.0%	-	-	-	3 2.3%	1 0.9%	2 2.4%	-	-	-	-	-	-	
Rent an apartment	3.2%	13	-	-	-	13 22.8%	-	-	13 100.0%	-	-	6 4.6%	4 3.7%	2 2.4%	-	-	1 8.3%	-	-	-	
Rent a mobile home	0.5%	2	-	-	-	2 3.5%	-	-	-	2 100.0%	-	1 0.8%	-	-	1 2.4%	-	-	-	-	-	
Other	1.2%	5	-	-	-	-	-	-	-	-	5 100%	2 1.5%	-	-	1 2.4%	1 7.7%	1 8.3%	-	-	-	
Prefer not to answer	4.2%	17	-	-	-	-	-	-	-	-	-	5 3.8%	6 5.5%	2 2.4%	1 2.4%	-	-	-	-	3 27%	



Q2. Do you own a home or rent your home?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Own [NET]	321	260	42	11	8	268	19	34	267	6	48	32	1	4	108	38	70	213	112	101	284	20
=====	80.2%	83%	70.0%	73.3%	80.0%	80.7%	82.6%	75.6%	82%	50.0%	76.2%	91%	50.0%	66.7%	80.6%	82.6%	79.5%	80.1%	84%	75.9%	80.7%	71.4%
Own a single-family home	263	208	37	11	7	215	18	30	214	4	45	-	-	-	92	31	61	171	73	98	235	14
	65.8%	66%	61.7%	73.3%	70.0%	64.8%	78.3%	66.7%	66%	33.3%	71.4%				68.7%	67.4%	69.3%	64.3%	55%	73.7%	66.8%	50.0%
Own a condo or townhome	37	32	4	-	1	33	-	4	33	1	3	32	1	4	11	4	7	26	23	3	31	3
	9.2%	10%	6.7%		10.0%	9.9%		8.9%	10%	8.3%	4.8%	91%	50.0%	66.7%	8.2%	8.7%	8.0%	9.8%	17%	2.3%	8.8%	10.7%
Own a mobile home	21	20	1	-	-	20	1	-	20	1	-	-	-	-	5	3	2	16	16	-	18	3
	5.2%	6.3%	1.7%			6.0%	4.3%		6.2%	8.3%					3.7%	6.5%	2.3%	6.0%	12%		5.1%	10.7%
Own [NET]	57	38	13	4	2	44	3	10	42	3	12	3	1	2	16	5	11	41	20	21	47	7
=====	14.2%	12%	21.7%	26.7%	20.0%	13.3%	13.0%	22.2%	13%	25.0%	19.0%	8.6%	50.0%	33.3%	11.9%	10.9%	12.5%	15.4%	15%	15.8%	13.4%	25.0%
Rent a single-family home	36	26	5	4	1	26	3	7	27	2	7	-	-	-	8	4	4	28	14	14	30	4
	9.0%	8.3%	8.3%	26.7%	10.0%	7.8%	13.0%	15.6%	8.3%	16.7%	11.1%				6.0%	8.7%	4.5%	10.5%	11%	10.5%	8.5%	14.3%
Rent a condo or townhome	6	3	2	-	1	6	-	-	5	-	1	3	1	2	2	-	2	4	2	2	5	1
	1.5%	1.0%	3.3%		10.0%	1.8%			1.5%		1.6%	8.6%	50.0%	33.3%	1.5%		2.3%	1.5%	1.5%	1.5%	1.4%	3.6%
Rent an apartment	13	7	6	-	-	10	-	3	8	1	4	-	-	-	6	1	5	7	3	4	10	2
	3.2%	2.2%	10.0%			3.0%		6.7%	2.5%	8.3%	6.3%				4.5%	2.2%	5.7%	2.6%	2.3%	3.0%	2.8%	7.1%
Rent a mobile home	2	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	2	1	1	2	-
	0.5%	0.6%				0.6%			0.6%									0.8%	0.8%	0.8%	0.6%	
Other	5	2	3	-	-	5	-	-	4	1	-	-	-	-	1	1	-	4	-	4	5	-
	1.2%	0.6%	5.0%			1.5%			1.2%	8.3%					0.7%	2.2%		1.5%		3.0%	1.4%	
Prefer not to answer	17	15	2	-	-	15	1	1	12	2	3	-	-	-	9	2	7	8	1	7	16	1
	4.2%	4.8%	3.3%			4.5%	4.3%	2.2%	3.7%	16.7%	4.8%				6.7%	4.3%	8.0%	3.0%	0.8%	5.3%	4.5%	3.6%



Q2. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Own [NET]	108	59	48	8	7	14	44	34	25	32	-	49	2	
=====	80.6%	80.8%	81.4%	72.7%	58.3%	77.8%	86.3%	87.2%	78.1%	80.0%		86.0%	50.0%	
Own a single-family home	92	52	39	4	6	12	40	29	23	32	-	35	2	
	68.7%	71.2%	66.1%	36.4%	50.0%	66.7%	78.4%	74.4%	71.9%	80.0%		61.4%	50.0%	
Own a condo or townhome	11	5	6	1	1	2	3	4	1	-	-	10	-	
	8.2%	6.8%	10.2%	9.1%	8.3%	11.1%	5.9%	10.3%	3.1%			17.5%		
Own a mobile home	5	2	3	3	-	-	1	1	1	-	-	4	-	
	3.7%	2.7%	5.1%	27.3%			2.0%	2.6%	3.1%			7.0%		
Own [NET]	16	10	5	3	5	1	3	3	3	4	1	7	1	
=====	11.9%	13.7%	8.5%	27.3%	41.7%	5.6%	5.9%	7.7%	9.4%	10.0%	100.0%	12.3%	25.0%	
Rent a single-family home	8	4	3	2	1	1	-	3	2	1	-	4	1	
	6.0%	5.5%	5.1%	18.2%	8.3%	5.6%		7.7%	6.2%	2.5%		7.0%	25.0%	
Rent a condo or townhome	2	1	1	-	1	-	1	-	-	1	-	1	-	
	1.5%	1.4%	1.7%		8.3%		2.0%			2.5%		1.8%		
Rent an apartment	6	5	1	1	3	-	2	-	1	2	1	2	-	
	4.5%	6.8%	1.7%	9.1%	25.0%		3.9%		3.1%	5.0%	100.0%	3.5%		
Other	1	1	-	-	-	1	-	-	-	-	-	1	-	
	0.7%	1.4%				5.6%						1.8%		
Prefer not to answer	9	3	6	-	-	2	4	2	4	4	-	-	1	
	6.7%	4.1%	10.2%			11.1%	7.8%	5.1%	12.5%	10.0%			25.0%	



Q2. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER				AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Own [NET]	38	23	15	4	5	5	13	11	6	11	-	21	-	
=====	82.6%	88.5%	78.9%	66.7%	83.3%	83.3%	92.9%	84.6%	85.7%	84.6%		80.8%		
Own a single-family home	31	21	10	-	4	5	13	9	5	11	-	15	-	
	67.4%	80.8%	52.6%		66.7%	83.3%	92.9%	69.2%	71.4%	84.6%		57.7%		
Own a condo or townhome	4	2	2	1	1	-	-	2	-	-	-	4	-	
	8.7%	7.7%	10.5%	16.7%	16.7%			15.4%				15.4%		
Own a mobile home	3	-	3	3	-	-	-	-	1	-	-	2	-	
	6.5%		15.8%	50.0%					14.3%			7.7%		
Own [NET]	5	2	2	2	1	-	-	1	-	1	-	4	-	
=====	10.9%	7.7%	10.5%	33.3%	16.7%			7.7%		7.7%		15.4%		
Rent a single-family home	4	2	1	2	-	-	-	1	-	1	-	3	-	
	8.7%	7.7%	5.3%	33.3%				7.7%		7.7%		11.5%		
Rent an apartment	1	-	1	-	1	-	-	-	-	-	-	1	-	
	2.2%		5.3%		16.7%							3.8%		
Other	1	1	-	-	-	1	-	-	-	-	-	1	-	
	2.2%	3.8%				16.7%						3.8%		
Prefer not to answer	2	-	2	-	-	-	1	1	1	1	-	-	-	
	4.3%		10.5%				7.1%	7.7%	14.3%	7.7%				



Q2. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Own [NET]	70	36	33	4	2	9	31	23	19	21	-	28	2	
=====	79.5%	76.6%	82.5%	80.0%	33.3%	75.0%	83.8%	88.5%	76.0%	77.8%		90.3%	50.0%	
Own a single-family home	61	31	29	4	2	7	27	20	18	21	-	20	2	
	69.3%	66.0%	72.5%	80.0%	33.3%	58.3%	73.0%	76.9%	72.0%	77.8%		64.5%	50.0%	
Own a condo or townhome	7	3	4	-	-	2	3	2	1	-	-	6	-	
	8.0%	6.4%	10.0%			16.7%	8.1%	7.7%	4.0%			19.4%		
Own a mobile home	2	2	-	-	-	-	1	1	-	-	-	2	-	
	2.3%	4.3%					2.7%	3.8%				6.5%		
Own [NET]	11	8	3	1	4	1	3	2	3	3	1	3	1	
=====	12.5%	17.0%	7.5%	20.0%	66.7%	8.3%	8.1%	7.7%	12.0%	11.1%	100.0%	9.7%	25.0%	
Rent a single-family home	4	2	2	-	1	1	-	2	2	-	-	1	1	
	4.5%	4.3%	5.0%		16.7%	8.3%		7.7%	8.0%			3.2%	25.0%	
Rent a condo or townhome	2	1	1	-	1	-	1	-	-	1	-	1	-	
	2.3%	2.1%	2.5%		16.7%		2.7%			3.7%		3.2%		
Rent an apartment	5	5	-	1	2	-	2	-	1	2	1	1	-	
	5.7%	10.6%		20.0%	33.3%		5.4%		4.0%	7.4%	100.0%	3.2%		
Prefer not to answer	7	3	4	-	-	2	3	1	3	3	-	-	1	
	8.0%	6.4%	10.0%			16.7%	8.1%	3.8%	12.0%	11.1%			25.0%	



Q2. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	266	136	128	62	38	36	64	62	64	44	3	139	16		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Own [NET]	213	104	108	50	32	30	42	56	42	37	2	120	12		
=====	80.1%	76.5%	84.4%	80.6%	84.2%	83.3%	65.6%	90.3%	65.6%	84.1%	66.7%	86.3%	75.0%		
Own a single-family home	171	86	84	26	24	27	38	53	29	33	1	97	11		
	64.3%	63.2%	65.6%	41.9%	63.2%	75.0%	59.4%	85.5%	45.3%	75.0%	33.3%	69.8%	68.8%		
Own a condo or townhome	26	11	15	15	3	3	2	3	8	2	1	15	-		
	9.8%	8.1%	11.7%	24.2%	7.9%	8.3%	3.1%	4.8%	12.5%	4.5%	33.3%	10.8%	-		
Own a mobile home	16	7	9	9	5	-	2	-	5	2	-	8	1		
	6.0%	5.1%	7.0%	14.5%	13.2%	-	3.1%	-	7.8%	4.5%	-	5.8%	6.2%		
Own [NET]	41	24	17	9	5	6	17	4	19	5	1	15	1		
=====	15.4%	17.6%	13.3%	14.5%	13.2%	16.7%	26.6%	6.5%	29.7%	11.4%	33.3%	10.8%	6.2%		
Rent a single-family home	28	18	10	5	4	4	13	2	13	4	-	10	1		
	10.5%	13.2%	7.8%	8.1%	10.5%	11.1%	20.3%	3.2%	20.3%	9.1%	-	7.2%	6.2%		
Rent a condo or townhome	4	2	2	1	-	1	1	1	2	1	-	1	-		
	1.5%	1.5%	1.6%	1.6%	-	2.8%	1.6%	1.6%	3.1%	2.3%	-	0.7%	-		
Rent an apartment	7	3	4	2	1	1	2	1	3	-	1	3	-		
	2.6%	2.2%	3.1%	3.2%	2.6%	2.8%	3.1%	1.6%	4.7%	-	33.3%	2.2%	-		
Rent a mobile home	2	1	1	1	-	-	1	-	1	-	-	1	-		
	0.8%	0.7%	0.8%	1.6%	-	-	1.6%	-	1.6%	-	-	0.7%	-		
Other	4	3	1	1	1	-	2	-	1	2	-	1	-		
	1.5%	2.2%	0.8%	1.6%	2.6%	-	3.1%	-	1.6%	4.5%	-	0.7%	-		
Prefer not to answer	8	5	2	2	-	-	3	2	2	-	-	3	3		
	3.0%	3.7%	1.6%	3.2%	-	-	4.7%	3.2%	3.1%	-	-	2.2%	18.8%		



Q2. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Own [NET]	112	51	61	37	28	21	17	8	29	8	1	71	3	
=====	84.2%	81.0%	87.1%	88.1%	90.3%	87.5%	65.4%	88.9%	78.4%	88.9%	100.0%	85.5%	100%	
Own a single-family home	73	34	39	13	20	18	13	8	17	5	-	49	2	
	54.9%	54.0%	55.7%	31.0%	64.5%	75.0%	50.0%	88.9%	45.9%	55.6%	-	59.0%	66.7%	
Own a condo or townhome	23	10	13	15	3	3	2	-	7	1	1	14	-	
	17.3%	15.9%	18.6%	35.7%	9.7%	12.5%	7.7%	-	18.9%	11.1%	100.0%	16.9%	-	
Own a mobile home	16	7	9	9	5	-	2	-	5	2	-	8	1	
	12.0%	11.1%	12.9%	21.4%	16.1%	-	7.7%	-	13.5%	22.2%	-	9.6%	33.3%	
Own [NET]	20	11	9	5	3	3	8	1	8	1	-	11	-	
=====	15.0%	17.5%	12.9%	11.9%	9.7%	12.5%	30.8%	11.1%	21.6%	11.1%	-	13.3%	-	
Rent a single-family home	14	8	6	2	3	2	6	1	5	1	-	8	-	
	10.5%	12.7%	8.6%	4.8%	9.7%	8.3%	23.1%	11.1%	13.5%	11.1%	-	9.6%	-	
Rent a condo or townhome	2	2	-	1	-	-	1	-	1	-	-	1	-	
	1.5%	3.2%	-	2.4%	-	-	3.8%	-	2.7%	-	-	1.2%	-	
Rent an apartment	3	1	2	1	-	1	1	-	2	-	-	1	-	
	2.3%	1.6%	2.9%	2.4%	-	4.2%	3.8%	-	5.4%	-	-	1.2%	-	
Rent a mobile home	1	-	1	1	-	-	-	-	-	-	-	1	-	
	0.8%	-	1.4%	2.4%	-	-	-	-	-	-	-	1.2%	-	
Prefer not to answer	1	1	-	-	-	-	1	-	-	-	-	1	-	
	0.8%	1.6%	-	-	-	-	3.8%	-	-	-	-	1.2%	-	



Q2. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER				AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	133	73	58	20	7	12	38	53	27	35	2	56	13		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Own [NET]	101	53	47	13	4	9	25	48	13	29	1	49	9		
=====	75.9%	72.6%	81.0%	65.0%	57.1%	75.0%	65.8%	90.6%	48.1%	82.9%	50.0%	87.5%	69.2%		
Own a single-family home	98	52	45	13	4	9	25	45	12	28	1	48	9		
	73.7%	71.2%	77.6%	65.0%	57.1%	75.0%	65.8%	84.9%	44.4%	80.0%	50.0%	85.7%	69.2%		
Own a condo or townhome	3	1	2	-	-	-	-	3	1	1	-	1	-		
	2.3%	1.4%	3.4%					5.7%	3.7%	2.9%		1.8%			
Own [NET]	21	13	8	4	2	3	9	3	11	4	1	4	1		
=====	15.8%	17.8%	13.8%	20.0%	28.6%	25.0%	23.7%	5.7%	40.7%	11.4%	50.0%	7.1%	7.7%		
Rent a single-family home	14	10	4	3	1	2	7	1	8	3	-	2	1		
	10.5%	13.7%	6.9%	15.0%	14.3%	16.7%	18.4%	1.9%	29.6%	8.6%		3.6%	7.7%		
Rent a condo or townhome	2	-	2	-	-	1	-	1	1	1	-	-	-		
	1.5%		3.4%			8.3%		1.9%	3.7%	2.9%					
Rent an apartment	4	2	2	1	1	-	1	1	1	-	1	2	-		
	3.0%	2.7%	3.4%	5.0%	14.3%		2.6%	1.9%	3.7%		50.0%	3.6%			
Rent a mobile home	1	1	-	-	-	-	1	-	1	-	-	-	-		
	0.8%	1.4%					2.6%		3.7%						
Other	4	3	1	1	1	-	2	-	1	2	-	1	-		
	3.0%	4.1%	1.7%	5.0%	14.3%		5.3%		3.7%	5.7%		1.8%			
Prefer not to answer	7	4	2	2	-	-	2	2	2	-	-	2	3		
	5.3%	5.5%	3.4%	10.0%			5.3%	3.8%	7.4%			3.6%	23.1%		



Q2A. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	378	197	178	70	49	51	106	97	89	78	4	191	16	273	105	347	31
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Own [NET]	321	163	156	58	39	44	86	90	67	69	2	169	14	231	90	297	24
=====	84.9%	82.7%	87.6%	82.9%	79.6%	86.3%	81.1%	92.8%	75.3%	88.5%	50.0%	88.5%	87.5%	84.6%	85.7%	85.6%	77.4%
Own a single-family home	263	138	123	30	30	39	78	82	52	65	1	132	13	178	85	241	22
	81.9%	84.7%	78.8%	51.7%	76.9%	88.6%	90.7%	91.1%	77.6%	94.2%	50.0%	78.1%	92.9%	77.1%	94.4%	81.1%	91.7%
Own a condo or townhome	37	16	21	16	4	5	5	7	9	2	1	25	-	32	5	35	2
	11.5%	9.8%	13.5%	27.6%	10.3%	11.4%	5.8%	7.8%	13.4%	2.9%	50.0%	14.8%	-	13.9%	5.6%	11.8%	8.3%
Own a mobile home	21	9	12	12	5	-	3	1	6	2	-	12	1	21	-	21	-
	6.5%	5.5%	7.7%	20.7%	12.8%	-	3.5%	1.1%	9.0%	2.9%	-	7.1%	7.1%	9.1%	-	7.1%	-
Own [NET]	57	34	22	12	10	7	20	7	22	9	2	22	2	42	15	50	7
=====	15.1%	17.3%	12.4%	17.1%	20.4%	13.7%	18.9%	7.2%	24.7%	11.5%	50.0%	11.5%	12.5%	15.4%	14.3%	14.4%	22.6%
Rent a single-family home	36	22	13	7	5	5	13	5	15	5	-	14	2	25	11	31	5
	63.2%	64.7%	59.1%	58.3%	50.0%	71.4%	65.0%	71.4%	68.2%	55.6%	-	63.6%	100%	59.5%	73.3%	62.0%	71.4%
Rent a condo or townhome	6	3	3	1	1	1	2	1	2	2	-	2	-	3	3	5	1
	10.5%	8.8%	13.6%	8.3%	10.0%	14.3%	10.0%	14.3%	9.1%	22.2%	-	9.1%	-	7.1%	20.0%	10.0%	14.3%
Rent an apartment	13	8	5	3	4	1	4	1	4	2	2	5	-	12	1	12	1
	22.8%	23.5%	22.7%	25.0%	40.0%	14.3%	20.0%	14.3%	18.2%	22.2%	100.0%	22.7%	-	28.6%	6.7%	24.0%	14.3%
Rent a mobile home	2	1	1	1	-	-	1	-	1	-	-	1	-	2	-	2	-
	3.5%	2.9%	4.5%	8.3%	-	-	5.0%	-	4.5%	-	-	4.5%	-	4.8%	-	4.0%	-



Q2A. Do you own a home or rent your home?
 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN FAMILY HOME [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	378	321	263	37	21	57	36	6	13	2	-	124	103	80	39	12	11	1	-	8	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%		100%	100%	100%	100%	100%	100%	100%		100%	
Own [NET]	321	321	263	37	21	-	-	-	-	-	-	105	91	69	33	9	6	1	-	7	
=====	84.9%	100%	100.0%	100.0%	100.0%							85%	88%	86%	85%	75%	55%	100%		88%	
Own a single-family home	263	263	263	-	-	-	-	-	-	-	-	101	73	45	27	5	5	1	-	6	
	81.9%	81.9%	100.0%									96%	80%	65%	82%	56%	83%	100%		86%	
Own a condo or townhome	37	37	-	37	-	-	-	-	-	-	-	4	12	14	4	2	1	-	-	-	
	11.5%	11.5%		100.0%								3.8%	13%	20%	12%	22%	17%				
Own a mobile home	21	21	-	-	21	-	-	-	-	-	-	-	6	10	2	2	-	-	-	1	
	6.5%	6.5%			100.0%								6.6%	14%	6.1%	22%				14%	
Own [NET]	57	-	-	-	-	57	36	6	13	2	-	19	12	11	6	3	5	-	-	1	
=====	15.1%					100%	100.0%	100.0%	100.0%	100.0%		15%	12%	14%	15%	25%	45%			12%	
Rent a single-family home	36	-	-	-	-	36	36	-	-	-	-	9	7	7	5	3	4	-	-	1	
	63.2%					63.2%	100.0%					47%	58%	64%	83%	100%	80%			100%	
Rent a condo or townhome	6	-	-	-	-	6	-	6	-	-	-	3	1	2	-	-	-	-	-	-	
	10.5%					10.5%		100.0%				16%	8.3%	18%							
Rent an apartment	13	-	-	-	-	13	-	-	13	-	-	6	4	2	-	-	1	-	-	-	
	22.8%					22.8%			100.0%			32%	33%	18%			20%				
Rent a mobile home	2	-	-	-	-	2	-	-	-	2	-	1	-	-	1	-	-	-	-	-	
	3.5%					3.5%				100.0%		5.3%			17%						



Q2A. Do you own a home or rent your home?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	378	298	55	15	10	312	22	44	309	9	60	35	2	6	124	43	81	254	132	122	331	27
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Own [NET]	321	260	42	11	8	268	19	34	267	6	48	32	1	4	108	38	70	213	112	101	284	20
=====	84.9%	87%	76.4%	73.3%	80.0%	85.9%	86.4%	77.3%	86%	66.7%	80.0%	91%	50.0%	66.7%	87.1%	88.4%	86.4%	83.9%	85%	82.8%	85.8%	74.1%
Own a single-family home	263	208	37	11	7	215	18	30	214	4	45	-	-	-	92	31	61	171	73	98	235	14
	81.9%	80%	88.1%	100%	87.5%	80.2%	94.7%	88.2%	80%	66.7%	93.8%				85.2%	81.6%	87.1%	80.3%	65%	97.0%	82.7%	70.0%
Own a condo or townhome	37	32	4	-	1	33	-	4	33	1	3	32	1	4	11	4	7	26	23	3	31	3
	11.5%	12%	9.5%		12.5%	12.3%		11.8%	12%	16.7%	6.2%	100%	100.0%	100.0%	10.2%	10.5%	10.0%	12.2%	21%	3.0%	10.9%	15.0%
Own a mobile home	21	20	1	-	-	20	1	-	20	1	-	-	-	-	5	3	2	16	16	-	18	3
	6.5%	7.7%	2.4%			7.5%	5.3%		7.5%	16.7%					4.6%	7.9%	2.9%	7.5%	14%		6.3%	15.0%
Own [NET]	57	38	13	4	2	44	3	10	42	3	12	3	1	2	16	5	11	41	20	21	47	7
=====	15.1%	13%	23.6%	26.7%	20.0%	14.1%	13.6%	22.7%	14%	33.3%	20.0%	8.6%	50.0%	33.3%	12.9%	11.6%	13.6%	16.1%	15%	17.2%	14.2%	25.9%
Rent a single-family home	36	26	5	4	1	26	3	7	27	2	7	-	-	-	8	4	4	28	14	14	30	4
	63.2%	68%	38.5%	100%	50.0%	59.1%	100.0%	70.0%	64%	66.7%	58.3%				50.0%	80.0%	36.4%	68.3%	70%	66.7%	63.8%	57.1%
Rent a condo or townhome	6	3	2	-	1	6	-	-	5	-	1	3	1	2	2	-	2	4	2	2	5	1
	10.5%	7.9%	15.4%		50.0%	13.6%			12%		8.3%	100%	100.0%	100.0%	12.5%		18.2%	9.8%	10%	9.5%	10.6%	14.3%
Rent an apartment	13	7	6	-	-	10	-	3	8	1	4	-	-	-	6	1	5	7	3	4	10	2
	22.8%	18%	46.2%			22.7%		30.0%	19%	33.3%	33.3%				37.5%	20.0%	45.5%	17.1%	15%	19.0%	21.3%	28.6%
Rent a mobile home	2	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	2	1	1	2	-
	3.5%	5.3%				4.5%			4.8%									4.9%	5.0%	4.8%	4.3%	



Q2A. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	124	69	53	11	12	15	47	37	28	36	1	56	3		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Own [NET]	108	59	48	8	7	14	44	34	25	32	-	49	2		
=====	87.1%	85.5%	90.6%	72.7%	58.3%	93.3%	93.6%	91.9%	89.3%	88.9%		87.5%	66.7%		
Own a single-family home	92	52	39	4	6	12	40	29	23	32	-	35	2		
	85.2%	88.1%	81.2%	50.0%	85.7%	85.7%	90.9%	85.3%	92.0%	100.0%		71.4%	100%		
Own a condo or townhome	11	5	6	1	1	2	3	4	1	-	-	10	-		
	10.2%	8.5%	12.5%	12.5%	14.3%	14.3%	6.8%	11.8%	4.0%			20.4%			
Own a mobile home	5	2	3	3	-	-	1	1	1	-	-	4	-		
	4.6%	3.4%	6.2%	37.5%			2.3%	2.9%	4.0%			8.2%			
Own [NET]	16	10	5	3	5	1	3	3	3	4	1	7	1		
=====	12.9%	14.5%	9.4%	27.3%	41.7%	6.7%	6.4%	8.1%	10.7%	11.1%	100.0%	12.5%	33.3%		
Rent a single-family home	8	4	3	2	1	1	-	3	2	1	-	4	1		
	50.0%	40.0%	60.0%	66.7%	20.0%	100%		100%	66.7%	25.0%		57.1%	100%		
Rent a condo or townhome	2	1	1	-	1	-	1	-	-	1	-	1	-		
	12.5%	10.0%	20.0%		20.0%		33.3%			25.0%		14.3%			
Rent an apartment	6	5	1	1	3	-	2	-	1	2	1	2	-		
	37.5%	50.0%	20.0%	33.3%	60.0%		66.7%		33.3%	50.0%	100.0%	28.6%			



Q2A. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER				AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	43	25	17	6	6	5	13	12	6	12	-	25	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Own [NET]	38	23	15	4	5	5	13	11	6	11	-	21	-	
=====	88.4%	92.0%	88.2%	66.7%	83.3%	100%	100%	91.7%	100.0%	91.7%		84.0%		
Own a single-family home	31	21	10	-	4	5	13	9	5	11	-	15	-	
	81.6%	91.3%	66.7%		80.0%	100%	100%	81.8%	83.3%	100.0%		71.4%		
Own a condo or townhome	4	2	2	1	1	-	-	2	-	-	-	4	-	
	10.5%	8.7%	13.3%	25.0%	20.0%			18.2%				19.0%		
Own a mobile home	3	-	3	3	-	-	-	-	1	-	-	2	-	
	7.9%		20.0%	75.0%					16.7%			9.5%		
Own [NET]	5	2	2	2	1	-	-	1	-	1	-	4	-	
=====	11.6%	8.0%	11.8%	33.3%	16.7%			8.3%		8.3%		16.0%		
Rent a single-family home	4	2	1	2	-	-	-	1	-	1	-	3	-	
	80.0%	100.0%	50.0%	100%				100%		100.0%		75.0%		
Rent an apartment	1	-	1	-	1	-	-	-	-	-	-	1	-	
	20.0%		50.0%		100%							25.0%		



Q2A. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER				AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	81	44	36	5	6	10	34	25	22	24	1	31	3		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Own [NET]	70	36	33	4	2	9	31	23	19	21	-	28	2		
=====	86.4%	81.8%	91.7%	80.0%	33.3%	90.0%	91.2%	92.0%	86.4%	87.5%		90.3%	66.7%		
Own a single-family home	61	31	29	4	2	7	27	20	18	21	-	20	2		
	87.1%	86.1%	87.9%	100%	100%	77.8%	87.1%	87.0%	94.7%	100.0%		71.4%	100%		
Own a condo or townhome	7	3	4	-	-	2	3	2	1	-	-	6	-		
	10.0%	8.3%	12.1%			22.2%	9.7%	8.7%	5.3%			21.4%			
Own a mobile home	2	2	-	-	-	-	1	1	-	-	-	2	-		
	2.9%	5.6%					3.2%	4.3%				7.1%			
Own [NET]	11	8	3	1	4	1	3	2	3	3	1	3	1		
=====	13.6%	18.2%	8.3%	20.0%	66.7%	10.0%	8.8%	8.0%	13.6%	12.5%	100.0%	9.7%	33.3%		
Rent a single-family home	4	2	2	-	1	1	-	2	2	-	-	1	1		
	36.4%	25.0%	66.7%		25.0%	100%		100%	66.7%			33.3%	100%		
Rent a condo or townhome	2	1	1	-	1	-	1	-	-	1	-	1	-		
	18.2%	12.5%	33.3%		25.0%		33.3%			33.3%		33.3%			
Rent an apartment	5	5	-	1	2	-	2	-	1	2	1	1	-		
	45.5%	62.5%		100%	50.0%		66.7%		33.3%	66.7%	100.0%	33.3%			



Q2A. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	254	128	125	59	37	36	59	60	61	42	3	135	13		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Own [NET]	213	104	108	50	32	30	42	56	42	37	2	120	12		
=====	83.9%	81.2%	86.4%	84.7%	86.5%	83.3%	71.2%	93.3%	68.9%	88.1%	66.7%	88.9%	92.3%		
Own a single-family home	171	86	84	26	24	27	38	53	29	33	1	97	11		
	80.3%	82.7%	77.8%	52.0%	75.0%	90.0%	90.5%	94.6%	69.0%	89.2%	50.0%	80.8%	91.7%		
Own a condo or townhome	26	11	15	15	3	3	2	3	8	2	1	15	-		
	12.2%	10.6%	13.9%	30.0%	9.4%	10.0%	4.8%	5.4%	19.0%	5.4%	50.0%	12.5%	-		
Own a mobile home	16	7	9	9	5	-	2	-	5	2	-	8	1		
	7.5%	6.7%	8.3%	18.0%	15.6%	-	4.8%	-	11.9%	5.4%	-	6.7%	8.3%		
Own [NET]	41	24	17	9	5	6	17	4	19	5	1	15	1		
=====	16.1%	18.8%	13.6%	15.3%	13.5%	16.7%	28.8%	6.7%	31.1%	11.9%	33.3%	11.1%	7.7%		
Rent a single-family home	28	18	10	5	4	4	13	2	13	4	-	10	1		
	68.3%	75.0%	58.8%	55.6%	80.0%	66.7%	76.5%	50.0%	68.4%	80.0%	-	66.7%	100%		
Rent a condo or townhome	4	2	2	1	-	1	1	1	2	1	-	1	-		
	9.8%	8.3%	11.8%	11.1%	-	16.7%	5.9%	25.0%	10.5%	20.0%	-	6.7%	-		
Rent an apartment	7	3	4	2	1	1	2	1	3	-	1	3	-		
	17.1%	12.5%	23.5%	22.2%	20.0%	16.7%	11.8%	25.0%	15.8%	-	100.0%	20.0%	-		
Rent a mobile home	2	1	1	1	-	-	1	-	1	-	-	1	-		
	4.9%	4.2%	5.9%	11.1%	-	-	5.9%	-	5.3%	-	-	6.7%	-		



Q2A. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	132	62	70	42	31	24	25	9	37	9	1	82	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Own [NET]	112	51	61	37	28	21	17	8	29	8	1	71	3	
=====	84.8%	82.3%	87.1%	88.1%	90.3%	87.5%	68.0%	88.9%	78.4%	88.9%	100.0%	86.6%	100%	
Own a single-family home	73	34	39	13	20	18	13	8	17	5	-	49	2	
	65.2%	66.7%	63.9%	35.1%	71.4%	85.7%	76.5%	100%	58.6%	62.5%	-	69.0%	66.7%	
Own a condo or townhome	23	10	13	15	3	3	2	-	7	1	1	14	-	
	20.5%	19.6%	21.3%	40.5%	10.7%	14.3%	11.8%	-	24.1%	12.5%	100.0%	19.7%	-	
Own a mobile home	16	7	9	9	5	-	2	-	5	2	-	8	1	
	14.3%	13.7%	14.8%	24.3%	17.9%	-	11.8%	-	17.2%	25.0%	-	11.3%	33.3%	
Own [NET]	20	11	9	5	3	3	8	1	8	1	-	11	-	
=====	15.2%	17.7%	12.9%	11.9%	9.7%	12.5%	32.0%	11.1%	21.6%	11.1%	-	13.4%	-	
Rent a single-family home	14	8	6	2	3	2	6	1	5	1	-	8	-	
	70.0%	72.7%	66.7%	40.0%	100%	66.7%	75.0%	100%	62.5%	100.0%	-	72.7%	-	
Rent a condo or townhome	2	2	-	1	-	-	1	-	1	-	-	1	-	
	10.0%	18.2%	-	20.0%	-	-	12.5%	-	12.5%	-	-	9.1%	-	
Rent an apartment	3	1	2	1	-	1	1	-	2	-	-	1	-	
	15.0%	9.1%	22.2%	20.0%	-	33.3%	12.5%	-	25.0%	-	-	9.1%	-	
Rent a mobile home	1	-	1	1	-	-	-	-	-	-	-	1	-	
	5.0%	-	11.1%	20.0%	-	-	-	-	-	-	-	9.1%	-	



Q2A. Do you own a home or rent your home?
 BASE: Total Sample

	GENDER				AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	122	66	55	17	6	12	34	51	24	33	2	53	10		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Own [NET]	101	53	47	13	4	9	25	48	13	29	1	49	9		
=====	82.8%	80.3%	85.5%	76.5%	66.7%	75.0%	73.5%	94.1%	54.2%	87.9%	50.0%	92.5%	90.0%		
Own a single-family home	98	52	45	13	4	9	25	45	12	28	1	48	9		
	97.0%	98.1%	95.7%	100%	100%	100%	100%	93.8%	92.3%	96.6%	100.0%	98.0%	100%		
Own a condo or townhome	3	1	2	-	-	-	-	3	1	1	-	1	-		
	3.0%	1.9%	4.3%					6.2%	7.7%	3.4%		2.0%			
Own [NET]	21	13	8	4	2	3	9	3	11	4	1	4	1		
=====	17.2%	19.7%	14.5%	23.5%	33.3%	25.0%	26.5%	5.9%	45.8%	12.1%	50.0%	7.5%	10.0%		
Rent a single-family home	14	10	4	3	1	2	7	1	8	3	-	2	1		
	66.7%	76.9%	50.0%	75.0%	50.0%	66.7%	77.8%	33.3%	72.7%	75.0%		50.0%	100%		
Rent a condo or townhome	2	-	2	-	-	1	-	1	1	1	-	-	-		
	9.5%		25.0%			33.3%		33.3%	9.1%	25.0%					
Rent an apartment	4	2	2	1	1	-	1	1	1	-	1	2	-		
	19.0%	15.4%	25.0%	25.0%	50.0%		11.1%	33.3%	9.1%		100.0%	50.0%			
Rent a mobile home	1	1	-	-	-	-	1	-	1	-	-	-	-		
	4.8%	7.7%					11.1%		9.1%						



Q3. Have you heard of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY				EDUCATION LEVEL		GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Yes, heard of Midway City Sanitary District	313	176	134	47	33	35	100	91	72	78	2	144	17	216	97	290	23
	78.2%	84.2%	71.7%	64.4%	66.0%	64.8%	87.0%	90.1%	75.0%	92.9%	50.0%	73.5%	85.0%	74.0%	89.8%	78.8%	71.9%
No, have not heard of Midway City Sanitary District	82	29	52	26	17	18	12	9	22	5	2	50	3	71	11	73	9
	20.5%	13.9%	27.8%	35.6%	34.0%	33.3%	10.4%	8.9%	22.9%	6.0%	50.0%	25.5%	15.0%	24.3%	10.2%	19.8%	28.1%
Unsure	5	4	1	-	-	1	3	1	2	1	-	2	-	5	-	5	-
	1.2%	1.9%	0.5%			1.9%	2.6%	1.0%	2.1%	1.2%		1.0%		1.7%		1.4%	



Q3. Have you heard of the Midway City Sanitary District?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Yes, heard of Midway City Sanitary District	313 78.2%	255 79.4%	229 87.1%	17 45.9%	9 42.9%	40 70.2%	23 63.9%	5 83.3%	10 76.9%	2 100.0%	3 60.0%	123 94%	95 87%	47 57%	25 61%	5 38%	7 58%	1 100%	-	10 91%	
No, have not heard of Midway City Sanitary District	82 20.5%	65 20.2%	33 12.5%	20 54.1%	12 57.1%	14 24.6%	11 30.6%	1 16.7%	2 15.4%	-	1 20.0%	7 5.3%	13 12%	34 41%	15 37%	8 62%	5 42%	-	-	-	
Unsure	5 1.2%	1 0.3%	1 0.4%	-	-	3 5.3%	2 5.6%	-	1 7.7%	-	1 20.0%	1 0.8%	1 0.9%	1 1.2%	1 2.4%	-	-	-	-	1 9.1%	



Q3. Have you heard of the Midway City Sanitary District?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Yes, heard of Midway City Sanitary District	313	257	39	13	4	273	20	20	273	6	34	19	1	2	116	39	77	197	69	128	279	20
	78.2%	82%	65.0%	86.7%	40.0%	82.2%	87.0%	44.4%	84%	50.0%	54.0%	54%	50.0%	33.3%	86.6%	84.8%	87.5%	74.1%	52%	96.2%	79.3%	71.4%
No, have not heard of Midway City Sanitary District	82	56	19	1	6	56	2	24	49	5	28	16	1	4	16	6	10	66	64	2	68	8
	20.5%	18%	31.7%	6.7%	60.0%	16.9%	8.7%	53.3%	15%	41.7%	44.4%	46%	50.0%	66.7%	11.9%	13.0%	11.4%	24.8%	48%	1.5%	19.3%	28.6%
Unsure	5	2	2	1	-	3	1	1	3	1	1	-	-	-	2	1	1	3	-	3	5	-
	1.2%	0.6%	3.3%	6.7%	-	0.9%	4.3%	2.2%	0.9%	8.3%	1.6%	-	-	-	1.5%	2.2%	1.1%	1.1%	-	2.3%	1.4%	-



Q3. Have you heard of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes, heard of Midway City Sanitary District	116	64	51	8	10	17	46	32	30	40	-	44	2	
	86.6%	87.7%	86.4%	72.7%	83.3%	94.4%	90.2%	82.1%	93.8%	100.0%		77.2%	50.0%	
No, have not heard of Midway City Sanitary District	16	7	8	3	2	1	4	6	2	-	1	11	2	
	11.9%	9.6%	13.6%	27.3%	16.7%	5.6%	7.8%	15.4%	6.2%		100.0%	19.3%	50.0%	
Unsure	2	2	-	-	-	-	1	1	-	-	-	2	-	
	1.5%	2.7%					2.0%	2.6%				3.5%		



Q3. Have you heard of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Yes, heard of Midway City Sanitary District	39	22	16	4	5	5	14	10	7	13	-	19	-	
	84.8%	84.6%	84.2%	66.7%	83.3%	83.3%	100%	76.9%	100.0%	100.0%		73.1%		
No, have not heard of Midway City Sanitary District	6	3	3	2	1	1	-	2	-	-	-	6	-	
	13.0%	11.5%	15.8%	33.3%	16.7%	16.7%		15.4%				23.1%		
Unsure	1	1	-	-	-	-	-	1	-	-	-	1	-	
	2.2%	3.8%						7.7%				3.8%		



Q3. Have you heard of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes, heard of Midway City Sanitary District	77	42	35	4	5	12	32	22	23	27	-	25	2	
	87.5%	89.4%	87.5%	80.0%	83.3%	100%	86.5%	84.6%	92.0%	100.0%		80.6%	50.0%	
No, have not heard of Midway City Sanitary District	10	4	5	1	1	-	4	4	2	-	1	5	2	
	11.4%	8.5%	12.5%	20.0%	16.7%		10.8%	15.4%	8.0%		100.0%	16.1%	50.0%	
Unsure	1	1	-	-	-	-	1	-	-	-	-	1	-	
	1.1%	2.1%					2.7%					3.2%		



Q3. Have you heard of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes, heard of Midway City Sanitary District	197	112	83	39	23	18	54	59	42	38	2	100	15	
	74.1%	82.4%	64.8%	62.9%	60.5%	50.0%	84.4%	95.2%	65.6%	86.4%	66.7%	71.9%	93.8%	
No, have not heard of Midway City Sanitary District	66	22	44	23	15	17	8	3	20	5	1	39	1	
	24.8%	16.2%	34.4%	37.1%	39.5%	47.2%	12.5%	4.8%	31.2%	11.4%	33.3%	28.1%	6.2%	
Unsure	3	2	1	-	-	1	2	-	2	1	-	-	-	
	1.1%	1.5%	0.8%			2.8%	3.1%		3.1%	2.3%				



Q3. Have you heard of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes, heard of Midway City Sanitary District	69	42	27	19	16	8	18	7	18	5	-	44	2	
	51.9%	66.7%	38.6%	45.2%	51.6%	33.3%	69.2%	77.8%	48.6%	55.6%		53.0%	66.7%	
No, have not heard of Midway City Sanitary District	64	21	43	23	15	16	8	2	19	4	1	39	1	
	48.1%	33.3%	61.4%	54.8%	48.4%	66.7%	30.8%	22.2%	51.4%	44.4%	100.0%	47.0%	33.3%	



Q3. Have you heard of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	73	58	20	7	12	38	53	27	35	2	56	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Yes, heard of Midway City Sanitary District	128	70	56	20	7	10	36	52	24	33	2	56	13
	96.2%	95.9%	96.6%	100%	100%	83.3%	94.7%	98.1%	88.9%	94.3%	100.0%	100.0%	100%
No, have not heard of Midway City Sanitary District	2	1	1	-	-	1	-	1	1	1	-	-	-
	1.5%	1.4%	1.7%			8.3%		1.9%	3.7%	2.9%			
Unsure	3	2	1	-	-	1	2	-	2	1	-	-	-
	2.3%	2.7%	1.7%			8.3%	5.3%		7.4%	2.9%			



Q4. From the following list, do you think that the Midway City Sanitary District is..
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Part of the City of Westminster	173	84	89	37	23	22	54	36	38	21	2	105	7	124	49	163	10
	43.2%	40.2%	47.6%	50.7%	46.0%	40.7%	47.0%	35.6%	39.6%	25.0%	50.0%	53.6%	35.0%	42.5%	45.4%	44.3%	31.2%
An independent government agency	94	59	34	12	13	18	32	19	31	24	-	35	4	65	29	86	8
	23.5%	28.2%	18.2%	16.4%	26.0%	33.3%	27.8%	18.8%	32.3%	28.6%	-	17.9%	20.0%	22.3%	26.9%	23.4%	25.0%
A private company	44	29	14	6	5	5	8	17	7	15	2	13	7	33	11	39	5
	11.0%	13.9%	7.5%	8.2%	10.0%	9.3%	7.0%	16.8%	7.3%	17.9%	50.0%	6.6%	35.0%	11.3%	10.2%	10.6%	15.6%
Part of the County	41	15	25	10	2	6	6	16	8	9	-	22	2	35	6	36	5
	10.2%	7.2%	13.4%	13.7%	4.0%	11.1%	5.2%	15.8%	8.3%	10.7%	-	11.2%	10.0%	12.0%	5.6%	9.8%	15.6%
Part of the City of Garden Grove	14	6	8	5	4	-	5	-	4	-	-	10	-	14	-	12	2
	3.5%	2.9%	4.3%	6.8%	8.0%	-	4.3%	-	4.2%	-	-	5.1%	-	4.8%	-	3.3%	6.2%
Unsure	34	16	17	3	3	3	10	13	8	15	-	11	-	21	13	32	2
	8.5%	7.7%	9.1%	4.1%	6.0%	5.6%	8.7%	12.9%	8.3%	17.9%	-	5.6%	-	7.2%	12.0%	8.7%	6.2%



Q4. From the following list, do you think that the Midway City Sanitary District is..
 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Part of the City of Westminster	173 43.2%	147 45.8%	132 50.2%	9 24.3%	6 28.6%	23 40.4%	15 41.7%	-	7 53.8%	1 50.0%	1 20.0%	60 46%	58 53%	33 40%	13 32%	4 31%	4 33%	-	-	1 9.1%	
An independent government agency	94 23.5%	74 23.1%	55 20.9%	12 32.4%	7 33.3%	15 26.3%	11 30.6%	3 50.0%	1 7.7%	-	1 20.0%	31 24%	22 20%	21 26%	12 29%	3 23%	4 33%	-	-	1 9.1%	
A private company	44 11.0%	35 10.9%	26 9.9%	7 18.9%	2 9.5%	5 8.8%	3 8.3%	-	2 15.4%	-	-	12 9.2%	11 10%	10 12%	5 12%	1 7.7%	1 8.3%	-	-	4 36%	
Part of the County	41 10.2%	29 9.0%	22 8.4%	5 13.5%	2 9.5%	6 10.5%	3 8.3%	1 16.7%	1 7.7%	1 50.0%	1 20.0%	14 11%	8 7.3%	8 9.8%	4 9.8%	1 7.7%	2 17%	1 100%	-	3 27%	
Part of the City of Garden Grove	14 3.5%	10 3.1%	3 1.1%	3 8.1%	4 19.0%	3 5.3%	2 5.6%	-	1 7.7%	-	-	-	5 4.6%	2 2.4%	4 9.8%	3 23%	-	-	-	-	
Unsure	34 8.5%	26 8.1%	25 9.5%	1 2.7%	-	5 8.8%	2 5.6%	2 33.3%	1 7.7%	-	2 40.0%	14 11%	5 4.6%	8 9.8%	3 7.3%	1 7.7%	1 8.3%	-	-	2 18%	



Q4. From the following list, do you think that the Midway City Sanitary District is..
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Part of the City of Westminster	173	142	22	5	4	149	8	16	146	5	22	7	-	2	62	17	45	111	56	55	150	12
	43.2%	45%	36.7%	33.3%	40.0%	44.9%	34.8%	35.6%	45%	41.7%	34.9%	20%		33.3%	46.3%	37.0%	51.1%	41.7%	42%	41.4%	42.6%	42.9%
An independent government agency	94	75	14	4	1	82	5	7	78	2	14	12	1	2	28	12	16	66	35	31	82	8
	23.5%	24%	23.3%	26.7%	10.0%	24.7%	21.7%	15.6%	24%	16.7%	22.2%	34%	50.0%	33.3%	20.9%	26.1%	18.2%	24.8%	26%	23.3%	23.3%	28.6%
A private company	44	36	6	2	-	38	4	2	38	1	5	7	-	-	17	7	10	27	12	15	42	-
	11.0%	11%	10.0%	13.3%		11.4%	17.4%	4.4%	12%	8.3%	7.9%	20%			12.7%	15.2%	11.4%	10.2%	9.0%	11.3%	11.9%	
Part of the County	41	30	8	2	1	31	2	8	31	2	8	5	-	1	11	5	6	30	16	14	37	2
	10.2%	9.5%	13.3%	13.3%	10.0%	9.3%	8.7%	17.8%	9.5%	16.7%	12.7%	14%		16.7%	8.2%	10.9%	6.8%	11.3%	12%	10.5%	10.5%	7.1%
Part of the City of Garden Grove	14	12	2	-	-	9	1	4	8	2	4	3	-	-	4	2	2	10	9	1	12	2
	3.5%	3.8%	3.3%			2.7%	4.3%	8.9%	2.5%	16.7%	6.3%	8.6%			3.0%	4.3%	2.3%	3.8%	6.8%	0.8%	3.4%	7.1%
Unsure	34	20	8	2	4	23	3	8	24	-	10	1	1	1	12	3	9	22	5	17	29	4
	8.5%	6.3%	13.3%	13.3%	40.0%	6.9%	13.0%	17.8%	7.4%		15.9%	2.9%	50.0%	16.7%	9.0%	6.5%	10.2%	8.3%	3.8%	12.8%	8.2%	14.3%



Q4. From the following list, do you think that the Midway City Sanitary District is..
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Part of the City of Westminster	62	34	28	5	4	6	34	13	16	9	-	35	2	
	46.3%	46.6%	47.5%	45.5%	33.3%	33.3%	66.7%	33.3%	50.0%	22.5%		61.4%	50.0%	
An independent government agency	28	17	10	-	4	6	9	9	6	15	-	6	1	
	20.9%	23.3%	16.9%		33.3%	33.3%	17.6%	23.1%	18.8%	37.5%		10.5%	25.0%	
A private company	17	15	1	1	1	3	3	7	4	6	1	5	1	
	12.7%	20.5%	1.7%	9.1%	8.3%	16.7%	5.9%	17.9%	12.5%	15.0%	100.0%	8.8%	25.0%	
Part of the County	11	1	10	2	1	3	1	4	4	3	-	4	-	
	8.2%	1.4%	16.9%	18.2%	8.3%	16.7%	2.0%	10.3%	12.5%	7.5%		7.0%		
Part of the City of Garden Grove	4	-	4	3	-	-	1	-	1	-	-	3	-	
	3.0%		6.8%	27.3%			2.0%		3.1%			5.3%		
Unsure	12	6	6	-	2	-	3	6	1	7	-	4	-	
	9.0%	8.2%	10.2%		16.7%		5.9%	15.4%	3.1%	17.5%		7.0%		



Q4. From the following list, do you think that the Midway City Sanitary District is..
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Part of the City of Westminster	17	10	7	2	1	3	9	2	3	2	-	12	-	
	37.0%	38.5%	36.8%	33.3%	16.7%	50.0%	64.3%	15.4%	42.9%	15.4%		46.2%		
An independent government agency	12	7	5	-	3	2	3	4	2	7	-	3	-	
	26.1%	26.9%	26.3%		50.0%	33.3%	21.4%	30.8%	28.6%	53.8%		11.5%		
A private company	7	6	-	-	1	-	1	4	-	2	-	5	-	
	15.2%	23.1%			16.7%		7.1%	30.8%		15.4%		19.2%		
Part of the County	5	1	4	2	1	1	-	1	2	-	-	3	-	
	10.9%	3.8%	21.1%	33.3%	16.7%	16.7%		7.7%	28.6%			11.5%		
Part of the City of Garden Grove	2	-	2	2	-	-	-	-	-	-	-	2	-	
	4.3%		10.5%	33.3%								7.7%		
Unsure	3	2	1	-	-	-	1	2	-	2	-	1	-	
	6.5%	7.7%	5.3%				7.1%	15.4%		15.4%		3.8%		



Q4. From the following list, do you think that the Midway City Sanitary District is..
 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Part of the City of Westminster	45	24	21	3	3	3	25	11	13	7	-	23	2
	51.1%	51.1%	52.5%	60.0%	50.0%	25.0%	67.6%	42.3%	52.0%	25.9%	-	74.2%	50.0%
An independent government agency	16	10	5	-	1	4	6	5	4	8	-	3	1
	18.2%	21.3%	12.5%	-	16.7%	33.3%	16.2%	19.2%	16.0%	29.6%	-	9.7%	25.0%
A private company	10	9	1	1	-	3	2	3	4	4	1	-	1
	11.4%	19.1%	2.5%	20.0%	-	25.0%	5.4%	11.5%	16.0%	14.8%	100.0%	-	25.0%
Part of the County	6	-	6	-	-	2	1	3	2	3	-	1	-
	6.8%	-	15.0%	-	-	16.7%	2.7%	11.5%	8.0%	11.1%	-	3.2%	-
Part of the City of Garden Grove	2	-	2	1	-	-	1	-	1	-	-	1	-
	2.3%	-	5.0%	20.0%	-	-	2.7%	-	4.0%	-	-	3.2%	-
Unsure	9	4	5	-	2	-	2	4	1	5	-	3	-
	10.2%	8.5%	12.5%	-	33.3%	-	5.4%	15.4%	4.0%	18.5%	-	9.7%	-



Q4. From the following list, do you think that the Midway City Sanitary District is..
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Part of the City of Westminster	111	50	61	32	19	16	20	23	22	12	2	70	5	
	41.7%	36.8%	47.7%	51.6%	50.0%	44.4%	31.2%	37.1%	34.4%	27.3%	66.7%	50.4%	31.2%	
An independent government agency	66	42	24	12	9	12	23	10	25	9	-	29	3	
	24.8%	30.9%	18.8%	19.4%	23.7%	33.3%	35.9%	16.1%	39.1%	20.5%	-	20.9%	18.8%	
Part of the County	30	14	15	8	1	3	5	12	4	6	-	18	2	
	11.3%	10.3%	11.7%	12.9%	2.6%	8.3%	7.8%	19.4%	6.2%	13.6%	-	12.9%	12.5%	
A private company	27	14	13	5	4	2	5	10	3	9	1	8	6	
	10.2%	10.3%	10.2%	8.1%	10.5%	5.6%	7.8%	16.1%	4.7%	20.5%	33.3%	5.8%	37.5%	
Part of the City of Garden Grove	10	6	4	2	4	-	4	-	3	-	-	7	-	
	3.8%	4.4%	3.1%	3.2%	10.5%	-	6.2%	-	4.7%	-	-	5.0%	-	
Unsure	22	10	11	3	1	3	7	7	7	8	-	7	-	
	8.3%	7.4%	8.6%	4.8%	2.6%	8.3%	10.9%	11.3%	10.9%	18.2%	-	5.0%	-	



Q4. From the following list, do you think that the Midway City Sanitary District is..
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	63	70	42	31	24	26	9	37	9	1	83	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Part of the City of Westminster	56	26	30	16	15	12	10	3	16	3	-	36	1
	42.1%	41.3%	42.9%	38.1%	48.4%	50.0%	38.5%	33.3%	43.2%	33.3%	-	43.4%	33.3%
An independent government agency	35	18	17	10	8	9	5	3	13	1	-	20	1
	26.3%	28.6%	24.3%	23.8%	25.8%	37.5%	19.2%	33.3%	35.1%	11.1%	-	24.1%	33.3%
Part of the County	16	7	9	6	1	2	4	2	2	1	-	12	1
	12.0%	11.1%	12.9%	14.3%	3.2%	8.3%	15.4%	22.2%	5.4%	11.1%	-	14.5%	33.3%
A private company	12	6	6	5	4	1	2	-	2	3	1	6	-
	9.0%	9.5%	8.6%	11.9%	12.9%	4.2%	7.7%	-	5.4%	33.3%	100.0%	7.2%	-
Part of the City of Garden Grove	9	5	4	2	3	-	4	-	2	-	-	7	-
	6.8%	7.9%	5.7%	4.8%	9.7%	-	15.4%	-	5.4%	-	-	8.4%	-
Unsure	5	1	4	3	-	-	1	1	2	1	-	2	-
	3.8%	1.6%	5.7%	7.1%	-	-	3.8%	11.1%	5.4%	11.1%	-	2.4%	-



Q4. From the following list, do you think that the Midway City Sanitary District is..
 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Part of the City of Westminster	55	24	31	16	4	4	10	20	6	9	2	34	4	
	41.4%	32.9%	53.4%	80.0%	57.1%	33.3%	26.3%	37.7%	22.2%	25.7%	100.0%	60.7%	30.8%	
An independent government agency	31	24	7	2	1	3	18	7	12	8	-	9	2	
	23.3%	32.9%	12.1%	10.0%	14.3%	25.0%	47.4%	13.2%	44.4%	22.9%	-	16.1%	15.4%	
A private company	15	8	7	-	-	1	3	10	1	6	-	2	6	
	11.3%	11.0%	12.1%	-	-	8.3%	7.9%	18.9%	3.7%	17.1%	-	3.6%	46.2%	
Part of the County	14	7	6	2	-	1	1	10	2	5	-	6	1	
	10.5%	9.6%	10.3%	10.0%	-	8.3%	2.6%	18.9%	7.4%	14.3%	-	10.7%	7.7%	
Part of the City of Garden Grove	1	1	-	-	1	-	-	-	1	-	-	-	-	
	0.8%	1.4%	-	-	14.3%	-	-	-	3.7%	-	-	-	-	
Unsure	17	9	7	-	1	3	6	6	5	7	-	5	-	
	12.8%	12.3%	12.1%	-	14.3%	25.0%	15.8%	11.3%	18.5%	20.0%	-	8.9%	-	



Q5. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Favorable [NET]	315	164	149	60	41	34	88	89	70	63	3	161	18	225	90	288	27
=====	78.8%	78.5%	79.7%	82.2%	82.0%	63.0%	76.5%	88.1%	72.9%	75.0%	75.0%	82.1%	90.0%	77.1%	83.3%	78.3%	84.4%
Very favorable	132	74	58	19	10	19	34	49	32	34	1	57	8	84	48	119	13
	33.0%	35.4%	31.0%	26.0%	20.0%	35.2%	29.6%	48.5%	33.3%	40.5%	25.0%	29.1%	40.0%	28.8%	44.4%	32.3%	40.6%
Somewhat favorable	183	90	91	41	31	15	54	40	38	29	2	104	10	141	42	169	14
	45.8%	43.1%	48.7%	56.2%	62.0%	27.8%	47.0%	39.6%	39.6%	34.5%	50.0%	53.1%	50.0%	48.3%	38.9%	45.9%	43.8%
No opinion	60	33	27	9	8	14	20	6	19	13	1	26	1	48	12	58	2
	15.0%	15.8%	14.4%	12.3%	16.0%	25.9%	17.4%	5.9%	19.8%	15.5%	25.0%	13.3%	5.0%	16.4%	11.1%	15.8%	6.2%
Unfavorable [NET]	15	9	5	2	-	4	6	2	5	7	-	3	-	11	4	14	1
=====	3.8%	4.3%	2.7%	2.7%	-	7.4%	5.2%	2.0%	5.2%	8.3%	-	1.5%	-	3.8%	3.7%	3.8%	3.1%
Somewhat unfavorable	14	8	5	2	-	4	5	2	4	7	-	3	-	10	4	13	1
	3.5%	3.8%	2.7%	2.7%	-	7.4%	4.3%	2.0%	4.2%	8.3%	-	1.5%	-	3.4%	3.7%	3.5%	3.1%
Very unfavorable	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	1	-
	0.2%	0.5%	-	-	-	-	0.9%	-	1.0%	-	-	-	-	0.3%	-	0.3%	-
Unsure	10	3	6	2	1	2	1	4	2	1	-	6	1	8	2	8	2
	2.5%	1.4%	3.2%	2.7%	2.0%	3.7%	0.9%	4.0%	2.1%	1.2%	-	3.1%	5.0%	2.7%	1.9%	2.2%	6.2%



Q5. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN FAMILY HOME	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Favorable [NET]	315	260	208	32	20	38	26	3	7	2	2	110	89	61	31	11	6	1	-	6	
=====	78.8%	81.0%	79.1%	86.5%	95.2%	66.7%	72.2%	50.0%	53.8%	100.0%	40.0%	84%	82%	74%	76%	85%	50%	100%	-	55%	
Very favorable	132	108	103	3	2	17	11	2	3	1	-	44	43	26	11	2	4	-	-	2	
	33.0%	33.6%	39.2%	8.1%	9.5%	29.8%	30.6%	33.3%	23.1%	50.0%		34%	39%	32%	27%	15%	33%			18%	
Somewhat favorable	183	152	105	29	18	21	15	1	4	1	2	66	46	35	20	9	2	1	-	4	
	45.8%	47.4%	39.9%	78.4%	85.7%	36.8%	41.7%	16.7%	30.8%	50.0%	40.0%	50%	42%	43%	49%	69%	17%	100%	-	36%	
No opinion	60	42	37	4	1	13	5	2	6	-	3	15	13	16	8	2	4	-	-	2	
	15.0%	13.1%	14.1%	10.8%	4.8%	22.8%	13.9%	33.3%	46.2%		60.0%	11%	12%	20%	20%	15%	33%			18%	
Unfavorable [NET]	15	11	11	-	-	4	4	-	-	-	-	4	4	1	1	-	2	-	-	3	
=====	3.8%	3.4%	4.2%			7.0%	11.1%					3.1%	3.7%	1.2%	2.4%		17%			27%	
Somewhat unfavorable	14	11	11	-	-	3	3	-	-	-	-	3	4	1	1	-	2	-	-	3	
	3.5%	3.4%	4.2%			5.3%	8.3%					2.3%	3.7%	1.2%	2.4%		17%			27%	
Very unfavorable	1	-	-	-	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	
	0.2%					1.8%	2.8%					0.8%									
Unsure	10	8	7	1	-	2	1	1	-	-	-	2	3	4	1	-	-	-	-	-	
	2.5%	2.5%	2.7%	2.7%		3.5%	2.8%	16.7%				1.5%	2.8%	4.9%	2.4%						



Q5. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	NO OPINION				STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
		FAV	UNFAV	UNSURE	UNSURE																	
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Favorable [NET]	315	315	-	-	-	283	8	24	273	6	36	31	1	3	106	39	67	209	101	108	274	22
=====	78.8%	100%				85.2%	34.8%	53.3%	84%	50.0%	57.1%	89%	50.0%	50.0%	79.1%	84.8%	76.1%	78.6%	76%	81.2%	77.8%	78.6%
Very favorable	132	132	-	-	-	120	1	11	114	3	15	5	-	-	46	23	23	86	29	57	114	11
	33.0%	42%				36.1%	4.3%	24.4%	35%	25.0%	23.8%	14%			34.3%	50.0%	26.1%	32.3%	22%	42.9%	32.4%	39.3%
Somewhat favorable	183	183	-	-	-	163	7	13	159	3	21	26	1	3	60	16	44	123	72	51	160	11
	45.8%	58%				49.1%	30.4%	28.9%	49%	25.0%	33.3%	74%	50.0%	50.0%	44.8%	34.8%	50.0%	46.2%	54%	38.3%	45.5%	39.3%
No opinion	60	-	60	-	-	39	3	18	34	4	22	3	1	2	18	3	15	42	26	16	56	3
	15.0%		100.0%			11.7%	13.0%	40.0%	10%	33.3%	34.9%	8.6%	50.0%	33.3%	13.4%	6.5%	17.0%	15.8%	20%	12.0%	15.9%	10.7%
Unfavorable [NET]	15	-	-	15	-	4	11	-	13	1	1	-	-	-	6	3	3	9	1	8	14	1
=====	3.8%			100%		1.2%	47.8%		4.0%	8.3%	1.6%				4.5%	6.5%	3.4%	3.4%	0.8%	6.0%	4.0%	3.6%
Somewhat unfavorable	14	-	-	14	-	4	10	-	12	1	1	-	-	-	6	3	3	8	1	7	13	1
	3.5%			93.3%		1.2%	43.5%		3.7%	8.3%	1.6%				4.5%	6.5%	3.4%	3.0%	0.8%	5.3%	3.7%	3.6%
Very unfavorable	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	1	-	1	1	-
	0.2%			6.7%			4.3%		0.3%									0.4%		0.8%	0.3%	
Unsure	10	-	-	-	10	6	1	3	5	1	4	1	-	1	4	1	3	6	5	1	8	2
	2.5%				100.0%	1.8%	4.3%	6.7%	1.5%	8.3%	6.3%	2.9%		16.7%	3.0%	2.2%	3.4%	2.3%	3.8%	0.8%	2.3%	7.1%



Q5. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Favorable [NET]	106	56	50	11	10	10	39	35	24	30	1	48	3	
=====	79.1%	76.7%	84.7%	100%	83.3%	55.6%	76.5%	89.7%	75.0%	75.0%	100.0%	84.2%	75.0%	
Very favorable	46	25	21	2	3	6	16	19	13	18	-	14	1	
	34.3%	34.2%	35.6%	18.2%	25.0%	33.3%	31.4%	48.7%	40.6%	45.0%	-	24.6%	25.0%	
Somewhat favorable	60	31	29	9	7	4	23	16	11	12	1	34	2	
	44.8%	42.5%	49.2%	81.8%	58.3%	22.2%	45.1%	41.0%	34.4%	30.0%	100.0%	59.6%	50.0%	
No opinion	18	12	6	-	2	5	9	1	6	7	-	5	-	
	13.4%	16.4%	10.2%	-	16.7%	27.8%	17.6%	2.6%	18.8%	17.5%	-	8.8%	-	
Unfavorable [NET]	6	3	2	-	-	2	2	1	2	3	-	1	-	
=====	4.5%	4.1%	3.4%	-	-	11.1%	3.9%	2.6%	6.2%	7.5%	-	1.8%	-	
Somewhat unfavorable	6	3	2	-	-	2	2	1	2	3	-	1	-	
	4.5%	4.1%	3.4%	-	-	11.1%	3.9%	2.6%	6.2%	7.5%	-	1.8%	-	
Unsure	4	2	1	-	-	1	1	2	-	-	-	3	1	
	3.0%	2.7%	1.7%	-	-	5.6%	2.0%	5.1%	-	-	-	5.3%	25.0%	



Q5. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Favorable [NET]	39	21	18	6	6	4	11	12	7	9	-	23	-	
=====	84.8%	80.8%	94.7%	100%	100%	66.7%	78.6%	92.3%	100.0%	69.2%		88.5%		
Very favorable	23	13	10	2	3	3	7	8	6	7	-	10	-	
	50.0%	50.0%	52.6%	33.3%	50.0%	50.0%	50.0%	61.5%	85.7%	53.8%		38.5%		
Somewhat favorable	16	8	8	4	3	1	4	4	1	2	-	13	-	
	34.8%	30.8%	42.1%	66.7%	50.0%	16.7%	28.6%	30.8%	14.3%	15.4%		50.0%		
No opinion	3	3	-	-	-	1	1	1	-	2	-	1	-	
	6.5%	11.5%				16.7%	7.1%	7.7%		15.4%		3.8%		
Unfavorable [NET]	3	2	-	-	-	-	2	-	-	2	-	1	-	
=====	6.5%	7.7%					14.3%			15.4%		3.8%		
Somewhat unfavorable	3	2	-	-	-	-	2	-	-	2	-	1	-	
	6.5%	7.7%					14.3%			15.4%		3.8%		
Unsure	1	-	1	-	-	1	-	-	-	-	-	1	-	
	2.2%		5.3%			16.7%						3.8%		



Q5. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Favorable [NET]	67	35	32	5	4	6	28	23	17	21	1	25	3	
=====	76.1%	74.5%	80.0%	100%	66.7%	50.0%	75.7%	88.5%	68.0%	77.8%	100.0%	80.6%	75.0%	
Very favorable	23	12	11	-	-	3	9	11	7	11	-	4	1	
	26.1%	25.5%	27.5%			25.0%	24.3%	42.3%	28.0%	40.7%		12.9%	25.0%	
Somewhat favorable	44	23	21	5	4	3	19	12	10	10	1	21	2	
	50.0%	48.9%	52.5%	100%	66.7%	25.0%	51.4%	46.2%	40.0%	37.0%	100.0%	67.7%	50.0%	
No opinion	15	9	6	-	2	4	8	-	6	5	-	4	-	
	17.0%	19.1%	15.0%		33.3%	33.3%	21.6%		24.0%	18.5%		12.9%		
Unfavorable [NET]	3	1	2	-	-	2	-	1	2	1	-	-	-	
=====	3.4%	2.1%	5.0%			16.7%		3.8%	8.0%	3.7%				
Somewhat unfavorable	3	1	2	-	-	2	-	1	2	1	-	-	-	
	3.4%	2.1%	5.0%			16.7%		3.8%	8.0%	3.7%				
Unsure	3	2	-	-	-	-	1	2	-	-	-	2	1	
	3.4%	4.3%					2.7%	7.7%				6.5%	25.0%	



Q5. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Favorable [NET]	209	108	99	49	31	24	49	54	46	33	2	113	15	
=====	78.6%	79.4%	77.3%	79.0%	81.6%	66.7%	76.6%	87.1%	71.9%	75.0%	66.7%	81.3%	93.8%	
Very favorable	86	49	37	17	7	13	18	30	19	16	1	43	7	
	32.3%	36.0%	28.9%	27.4%	18.4%	36.1%	28.1%	48.4%	29.7%	36.4%	33.3%	30.9%	43.8%	
Somewhat favorable	123	59	62	32	24	11	31	24	27	17	1	70	8	
	46.2%	43.4%	48.4%	51.6%	63.2%	30.6%	48.4%	38.7%	42.2%	38.6%	33.3%	50.4%	50.0%	
No opinion	42	21	21	9	6	9	11	5	13	6	1	21	1	
	15.8%	15.4%	16.4%	14.5%	15.8%	25.0%	17.2%	8.1%	20.3%	13.6%	33.3%	15.1%	6.2%	
Unfavorable [NET]	9	6	3	2	-	2	4	1	3	4	-	2	-	
=====	3.4%	4.4%	2.3%	3.2%		5.6%	6.2%	1.6%	4.7%	9.1%		1.4%		
Somewhat unfavorable	8	5	3	2	-	2	3	1	2	4	-	2	-	
	3.0%	3.7%	2.3%	3.2%		5.6%	4.7%	1.6%	3.1%	9.1%		1.4%		
Very unfavorable	1	1	-	-	-	-	1	-	1	-	-	-	-	
	0.4%	0.7%					1.6%		1.6%					
Unsure	6	1	5	2	1	1	-	2	2	1	-	3	-	
	2.3%	0.7%	3.9%	3.2%	2.6%	2.8%		3.2%	3.1%	2.3%		2.2%		



Q5. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Favorable [NET]	101	52	49	32	26	14	22	7	27	8	1	63	2	
=====	75.9%	82.5%	70.0%	76.2%	83.9%	58.3%	84.6%	77.8%	73.0%	88.9%	100.0%	75.9%	66.7%	
Very favorable	29	22	7	5	6	8	9	1	8	1	-	20	-	
	21.8%	34.9%	10.0%	11.9%	19.4%	33.3%	34.6%	11.1%	21.6%	11.1%	-	24.1%	-	
Somewhat favorable	72	30	42	27	20	6	13	6	19	7	1	43	2	
	54.1%	47.6%	60.0%	64.3%	64.5%	25.0%	50.0%	66.7%	51.4%	77.8%	100.0%	51.8%	66.7%	
No opinion	26	10	16	8	4	8	4	1	7	1	-	17	1	
	19.5%	15.9%	22.9%	19.0%	12.9%	33.3%	15.4%	11.1%	18.9%	11.1%	-	20.5%	33.3%	
Unfavorable [NET]	1	-	1	-	-	1	-	-	1	-	-	-	-	
=====	0.8%	-	1.4%	-	-	4.2%	-	-	2.7%	-	-	-	-	
Somewhat unfavorable	1	-	1	-	-	1	-	-	1	-	-	-	-	
	0.8%	-	1.4%	-	-	4.2%	-	-	2.7%	-	-	-	-	
Unsure	5	1	4	2	1	1	-	1	2	-	-	3	-	
	3.8%	1.6%	5.7%	4.8%	3.2%	4.2%	-	11.1%	5.4%	-	-	3.6%	-	



Q5. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER				AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	133	73	58	20	7	12	38	53	27	35	2	56	13		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Favorable [NET]	108	56	50	17	5	10	27	47	19	25	1	50	13		
=====	81.2%	76.7%	86.2%	85.0%	71.4%	83.3%	71.1%	88.7%	70.4%	71.4%	50.0%	89.3%	100%		
Very favorable	57	27	30	12	1	5	9	29	11	15	1	23	7		
	42.9%	37.0%	51.7%	60.0%	14.3%	41.7%	23.7%	54.7%	40.7%	42.9%	50.0%	41.1%	53.8%		
Somewhat favorable	51	29	20	5	4	5	18	18	8	10	-	27	6		
	38.3%	39.7%	34.5%	25.0%	57.1%	41.7%	47.4%	34.0%	29.6%	28.6%	-	48.2%	46.2%		
No opinion	16	11	5	1	2	1	7	4	6	5	1	4	-		
	12.0%	15.1%	8.6%	5.0%	28.6%	8.3%	18.4%	7.5%	22.2%	14.3%	50.0%	7.1%	-		
Unfavorable [NET]	8	6	2	2	-	1	4	1	2	4	-	2	-		
=====	6.0%	8.2%	3.4%	10.0%	-	8.3%	10.5%	1.9%	7.4%	11.4%	-	3.6%	-		
Somewhat unfavorable	7	5	2	2	-	1	3	1	1	4	-	2	-		
	5.3%	6.8%	3.4%	10.0%	-	8.3%	7.9%	1.9%	3.7%	11.4%	-	3.6%	-		
Very unfavorable	1	1	-	-	-	-	1	-	1	-	-	-	-		
	0.8%	1.4%	-	-	-	-	2.6%	-	3.7%	-	-	-	-		
Unsure	1	-	1	-	-	-	-	1	-	1	-	-	-		
	0.8%	-	1.7%	-	-	-	-	1.9%	-	2.9%	-	-	-		



Q5A. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	330	173	154	62	41	38	94	91	75	70	3	164	18	236	94	302	28
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Favorable [NET]	315	164	149	60	41	34	88	89	70	63	3	161	18	225	90	288	27
=====	95.5%	94.8%	96.8%	96.8%	100%	89.5%	93.6%	97.8%	93.3%	90.0%	100.0%	98.2%	100%	95.3%	95.7%	95.4%	96.4%
Very favorable	132	74	58	19	10	19	34	49	32	34	1	57	8	84	48	119	13
	41.9%	45.1%	38.9%	31.7%	24.4%	55.9%	38.6%	55.1%	45.7%	54.0%	33.3%	35.4%	44.4%	37.3%	53.3%	41.3%	48.1%
Somewhat favorable	183	90	91	41	31	15	54	40	38	29	2	104	10	141	42	169	14
	58.1%	54.9%	61.1%	68.3%	75.6%	44.1%	61.4%	44.9%	54.3%	46.0%	66.7%	64.6%	55.6%	62.7%	46.7%	58.7%	51.9%
Unfavorable [NET]	15	9	5	2	-	4	6	2	5	7	-	3	-	11	4	14	1
=====	4.5%	5.2%	3.2%	3.2%	-	10.5%	6.4%	2.2%	6.7%	10.0%	-	1.8%	-	4.7%	4.3%	4.6%	3.6%
Somewhat unfavorable	14	8	5	2	-	4	5	2	4	7	-	3	-	10	4	13	1
	93.3%	88.9%	100.0%	100%	-	100%	83.3%	100%	80.0%	100.0%	-	100.0%	-	90.9%	100.0%	92.9%	100%
Very unfavorable	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	1	-
	6.7%	11.1%	-	-	-	-	16.7%	-	20.0%	-	-	-	-	9.1%	-	7.1%	-



Q5A. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	330	271	219	32	20	42	30	3	7	2	2	114	93	62	32	11	8	1	-	9	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Favorable [NET]	315	260	208	32	20	38	26	3	7	2	2	110	89	61	31	11	6	1	-	6	
=====	95.5%	95.9%	95.0%	100.0%	100.0%	90.5%	86.7%	100.0%	100.0%	100.0%	100%	96%	96%	98%	97%	100%	75%	100%	-	67%	
Very favorable	132	108	103	3	2	17	11	2	3	1	-	44	43	26	11	2	4	-	-	2	
	41.9%	41.5%	49.5%	9.4%	10.0%	44.7%	42.3%	66.7%	42.9%	50.0%	-	40%	48%	43%	35%	18%	67%	-	-	33%	
Somewhat favorable	183	152	105	29	18	21	15	1	4	1	2	66	46	35	20	9	2	1	-	4	
	58.1%	58.5%	50.5%	90.6%	90.0%	55.3%	57.7%	33.3%	57.1%	50.0%	100%	60%	52%	57%	65%	82%	33%	100%	-	67%	
Unfavorable [NET]	15	11	11	-	-	4	4	-	-	-	-	4	4	1	1	-	2	-	-	3	
=====	4.5%	4.1%	5.0%	-	-	9.5%	13.3%	-	-	-	-	3.5%	4.3%	1.6%	3.1%	-	25%	-	-	33%	
Somewhat unfavorable	14	11	11	-	-	3	3	-	-	-	-	3	4	1	1	-	2	-	-	3	
	93.3%	100%	100.0%	-	-	75.0%	75.0%	-	-	-	-	75%	100%	100%	100%	-	100%	-	-	100%	
Very unfavorable	1	-	-	-	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	
	6.7%	-	-	-	-	25.0%	25.0%	-	-	-	-	25%	-	-	-	-	-	-	-	-	



Q5A. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	FAVORABILITY OF MCSD				INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE				
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	330	315	-	15	-	287	19	24	286	7	37	31	1	3	112	42	70	218	102	116	288	23
	100%	100%		100%		100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Favorable [NET]	315	315	-	-	-	283	8	24	273	6	36	31	1	3	106	39	67	209	101	108	274	22
=====	95.5%	100%				98.6%	42.1%	100.0%	95%	85.7%	97.3%	100%	100.0%	100.0%	94.6%	92.9%	95.7%	95.9%	99%	93.1%	95.1%	95.7%
Very favorable	132	132	-	-	-	120	1	11	114	3	15	5	-	-	46	23	23	86	29	57	114	11
	41.9%	42%				42.4%	12.5%	45.8%	42%	50.0%	41.7%	16%			43.4%	59.0%	34.3%	41.1%	29%	52.8%	41.6%	50.0%
Somewhat favorable	183	183	-	-	-	163	7	13	159	3	21	26	1	3	60	16	44	123	72	51	160	11
	58.1%	58%				57.6%	87.5%	54.2%	58%	50.0%	58.3%	84%	100.0%	100.0%	56.6%	41.0%	65.7%	58.9%	71%	47.2%	58.4%	50.0%
Unfavorable [NET]	15	-	-	15	-	4	11	-	13	1	1	-	-	-	6	3	3	9	1	8	14	1
=====	4.5%			100%		1.4%	57.9%		4.5%	14.3%	2.7%				5.4%	7.1%	4.3%	4.1%	1.0%	6.9%	4.9%	4.3%
Somewhat unfavorable	14	-	-	14	-	4	10	-	12	1	1	-	-	-	6	3	3	8	1	7	13	1
	93.3%			93.3%		100.0%	90.9%		92%	100.0%	100.0%				100%	100.0%	100.0%	88.9%	100%	87.5%	92.9%	100.0%
Very unfavorable	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	1	-	1	1	-
	6.7%			6.7%			9.1%		7.7%									11.1%		12.5%	7.1%	



Q5A. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	112	59	52	11	10	12	41	36	26	33	1	49	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Favorable [NET]	106	56	50	11	10	10	39	35	24	30	1	48	3	
=====	94.6%	94.9%	96.2%	100%	100%	83.3%	95.1%	97.2%	92.3%	90.9%	100.0%	98.0%	100%	
Very favorable	46	25	21	2	3	6	16	19	13	18	-	14	1	
	43.4%	44.6%	42.0%	18.2%	30.0%	60.0%	41.0%	54.3%	54.2%	60.0%	-	29.2%	33.3%	
Somewhat favorable	60	31	29	9	7	4	23	16	11	12	1	34	2	
	56.6%	55.4%	58.0%	81.8%	70.0%	40.0%	59.0%	45.7%	45.8%	40.0%	100.0%	70.8%	66.7%	
Unfavorable [NET]	6	3	2	-	-	2	2	1	2	3	-	1	-	
=====	5.4%	5.1%	3.8%	-	-	16.7%	4.9%	2.8%	7.7%	9.1%	-	2.0%	-	
Somewhat unfavorable	6	3	2	-	-	2	2	1	2	3	-	1	-	
	100%	100.0%	100.0%	-	-	100%	100%	100%	100.0%	100.0%	-	100.0%	-	



Q5A. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER				AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	42	23	18	6	6	4	13	12	7	11	-	24	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Favorable [NET]	39	21	18	6	6	4	11	12	7	9	-	23	-	
=====	92.9%	91.3%	100.0%	100%	100%	100%	84.6%	100%	100.0%	81.8%		95.8%		
Very favorable	23	13	10	2	3	3	7	8	6	7	-	10	-	
	59.0%	61.9%	55.6%	33.3%	50.0%	75.0%	63.6%	66.7%	85.7%	77.8%		43.5%		
Somewhat favorable	16	8	8	4	3	1	4	4	1	2	-	13	-	
	41.0%	38.1%	44.4%	66.7%	50.0%	25.0%	36.4%	33.3%	14.3%	22.2%		56.5%		
Unfavorable [NET]	3	2	-	-	-	-	2	-	-	2	-	1	-	
=====	7.1%	8.7%					15.4%			18.2%		4.2%		
Somewhat unfavorable	3	2	-	-	-	-	2	-	-	2	-	1	-	
	100%	100.0%					100%			100.0%		100.0%		



Q5A. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	70	36	34	5	4	8	28	24	19	22	1	25	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Favorable [NET]	67	35	32	5	4	6	28	23	17	21	1	25	3	
=====	95.7%	97.2%	94.1%	100%	100%	75.0%	100%	95.8%	89.5%	95.5%	100.0%	100.0%	100%	
Very favorable	23	12	11	-	-	3	9	11	7	11	-	4	1	
	34.3%	34.3%	34.4%			50.0%	32.1%	47.8%	41.2%	52.4%		16.0%	33.3%	
Somewhat favorable	44	23	21	5	4	3	19	12	10	10	1	21	2	
	65.7%	65.7%	65.6%	100%	100%	50.0%	67.9%	52.2%	58.8%	47.6%	100.0%	84.0%	66.7%	
Unfavorable [NET]	3	1	2	-	-	2	-	1	2	1	-	-	-	
=====	4.3%	2.8%	5.9%			25.0%		4.2%	10.5%	4.5%				
Somewhat unfavorable	3	1	2	-	-	2	-	1	2	1	-	-	-	
	100%	100.0%	100.0%			100%		100%	100.0%	100.0%				



Q5A. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER				AGE GROUP					ONLINE MODE [NET]		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	218	114	102	51	31	26	53	55	49	37	2	115	15	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Favorable [NET]	209	108	99	49	31	24	49	54	46	33	2	113	15	
=====	95.9%	94.7%	97.1%	96.1%	100%	92.3%	92.5%	98.2%	93.9%	89.2%	100.0%	98.3%	100%	
Very favorable	86	49	37	17	7	13	18	30	19	16	1	43	7	
	41.1%	45.4%	37.4%	34.7%	22.6%	54.2%	36.7%	55.6%	41.3%	48.5%	50.0%	38.1%	46.7%	
Somewhat favorable	123	59	62	32	24	11	31	24	27	17	1	70	8	
	58.9%	54.6%	62.6%	65.3%	77.4%	45.8%	63.3%	44.4%	58.7%	51.5%	50.0%	61.9%	53.3%	
Unfavorable [NET]	9	6	3	2	-	2	4	1	3	4	-	2	-	
=====	4.1%	5.3%	2.9%	3.9%		7.7%	7.5%	1.8%	6.1%	10.8%		1.7%		
Somewhat unfavorable	8	5	3	2	-	2	3	1	2	4	-	2	-	
	88.9%	83.3%	100.0%	100%		100%	75.0%	100%	66.7%	100.0%		100.0%		
Very unfavorable	1	1	-	-	-	-	1	-	1	-	-	-	-	
	11.1%	16.7%					25.0%		33.3%					



Q5A. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	102	52	50	32	26	15	22	7	28	8	1	63	2
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Favorable [NET]	101	52	49	32	26	14	22	7	27	8	1	63	2
=====	99.0%	100.0%	98.0%	100%	100%	93.3%	100%	100%	96.4%	100.0%	100.0%	100.0%	100%
Very favorable	29	22	7	5	6	8	9	1	8	1	-	20	-
	28.7%	42.3%	14.3%	15.6%	23.1%	57.1%	40.9%	14.3%	29.6%	12.5%		31.7%	
Somewhat favorable	72	30	42	27	20	6	13	6	19	7	1	43	2
	71.3%	57.7%	85.7%	84.4%	76.9%	42.9%	59.1%	85.7%	70.4%	87.5%	100.0%	68.3%	100%
Unfavorable [NET]	1	-	1	-	-	1	-	-	1	-	-	-	-
=====	1.0%		2.0%			6.7%			3.6%				
Somewhat unfavorable	1	-	1	-	-	1	-	-	1	-	-	-	-
	100%		100.0%			100%			100.0%				



Q5A. Do you have a favorable or unfavorable opinion of the Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP				EMAIL MODE			ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	116	62	52	19	5	11	31	48	21	29	1	52	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Favorable [NET]	108	56	50	17	5	10	27	47	19	25	1	50	13
=====	93.1%	90.3%	96.2%	89.5%	100%	90.9%	87.1%	97.9%	90.5%	86.2%	100.0%	96.2%	100%
Very favorable	57	27	30	12	1	5	9	29	11	15	1	23	7
	52.8%	48.2%	60.0%	70.6%	20.0%	50.0%	33.3%	61.7%	57.9%	60.0%	100.0%	46.0%	53.8%
Somewhat favorable	51	29	20	5	4	5	18	18	8	10	-	27	6
	47.2%	51.8%	40.0%	29.4%	80.0%	50.0%	66.7%	38.3%	42.1%	40.0%	-	54.0%	46.2%
Unfavorable [NET]	8	6	2	2	-	1	4	1	2	4	-	2	-
=====	6.9%	9.7%	3.8%	10.5%	-	9.1%	12.9%	2.1%	9.5%	13.8%	-	3.8%	-
Somewhat unfavorable	7	5	2	2	-	1	3	1	1	4	-	2	-
	87.5%	83.3%	100.0%	100%	-	100%	75.0%	100%	50.0%	100.0%	-	100.0%	-
Very unfavorable	1	1	-	-	-	-	1	-	1	-	-	-	-
	12.5%	16.7%	-	-	-	-	25.0%	-	50.0%	-	-	-	-



Q6. Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally.
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Customer Focused Services	193	109	83	29	18	22	65	55	45	43	2	88	15	133	60	181	12
	48.2%	52.2%	44.4%	39.7%	36.0%	40.7%	56.5%	54.5%	46.9%	51.2%	50.0%	44.9%	75.0%	45.5%	55.6%	49.2%	37.5%
Sewer Infrastructure	183	102	80	34	22	20	61	43	41	46	3	83	10	128	55	171	12
	45.8%	48.8%	42.8%	46.6%	44.0%	37.0%	53.0%	42.6%	42.7%	54.8%	75.0%	42.3%	50.0%	43.8%	50.9%	46.5%	37.5%
Health and Safety	178	103	74	30	24	25	50	46	49	37	3	81	8	123	55	167	11
	44.5%	49.3%	39.6%	41.1%	48.0%	46.3%	43.5%	45.5%	51.0%	44.0%	75.0%	41.3%	40.0%	42.1%	50.9%	45.4%	34.4%
Environment -- Carbon Neutral Business	119	53	66	29	17	16	27	29	27	25	3	61	3	84	35	109	10
	29.8%	25.4%	35.3%	39.7%	34.0%	29.6%	23.5%	28.7%	28.1%	29.8%	75.0%	31.1%	15.0%	28.8%	32.4%	29.6%	31.2%
Explore Opportunities to Partner with the City of Westminster to help the community	107	43	63	21	15	15	29	27	30	19	3	52	3	76	31	96	11
	26.8%	20.6%	33.7%	28.8%	30.0%	27.8%	25.2%	26.7%	31.2%	22.6%	75.0%	26.5%	15.0%	26.0%	28.7%	26.1%	34.4%
Financial Security and Opportunities	97	59	38	9	20	15	33	20	26	10	2	57	2	72	25	90	7
	24.2%	28.2%	20.3%	12.3%	40.0%	27.8%	28.7%	19.8%	27.1%	11.9%	50.0%	29.1%	10.0%	24.7%	23.1%	24.5%	21.9%
Conservation education	94	48	46	16	19	6	30	21	24	17	2	48	3	66	28	83	11
	23.5%	23.0%	24.6%	21.9%	38.0%	11.1%	26.1%	20.8%	25.0%	20.2%	50.0%	24.5%	15.0%	22.6%	25.9%	22.6%	34.4%
Community Partnerships & Events	76	48	28	9	11	8	30	17	28	10	3	32	3	51	25	72	4
	19.0%	23.0%	15.0%	12.3%	22.0%	14.8%	26.1%	16.8%	29.2%	11.9%	75.0%	16.3%	15.0%	17.5%	23.1%	19.6%	12.5%
Zero Emission Vehicle	64	29	35	13	8	10	13	20	18	11	2	32	1	43	21	59	5
	16.0%	13.9%	18.7%	17.8%	16.0%	18.5%	11.3%	19.8%	18.8%	13.1%	50.0%	16.3%	5.0%	14.7%	19.4%	16.0%	15.6%
None of these	6	5	1	-	-	-	2	3	-	3	-	1	2	6	-	4	2
	1.5%	2.4%	0.5%				1.7%	3.0%		3.6%		0.5%	10.0%	2.1%		1.1%	6.2%
Other	10	7	2	-	-	2	5	2	4	5	-	1	-	8	2	9	1
	2.5%	3.3%	1.1%			3.7%	4.3%	2.0%	4.2%	6.0%		0.5%		2.7%	1.9%	2.4%	3.1%
Unsure	23	9	14	4	1	4	6	7	5	10	-	8	-	14	9	22	1
	5.8%	4.3%	7.5%	5.5%	2.0%	7.4%	5.2%	6.9%	5.2%	11.9%		4.1%		4.8%	8.3%	6.0%	3.1%



Q6. Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally.
 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customer Focused Services	193	162	150	9	3	19	14	2	2	1	2	74	67	30	12	2	3	-	-	5	
	48.2%	50.5%	57.0%	24.3%	14.3%	33.3%	38.9%	33.3%	15.4%	50.0%	40.0%	56%	61%	37%	29%	15%	25%	-	-	45%	
Sewer Infrastructure	183	149	132	14	3	23	14	2	7	-	3	71	57	27	14	7	5	-	-	2	
	45.8%	46.4%	50.2%	37.8%	14.3%	40.4%	38.9%	33.3%	53.8%	-	60.0%	54%	52%	33%	34%	54%	42%	-	-	18%	
Health and Safety	178	134	113	15	6	35	22	2	9	2	4	72	39	32	20	6	7	-	-	2	
	44.5%	41.7%	43.0%	40.5%	28.6%	61.4%	61.1%	33.3%	69.2%	100.0%	80.0%	55%	36%	39%	49%	46%	58%	-	-	18%	
Environment -- Carbon Neutral Business	119	93	79	9	5	19	11	2	6	-	3	40	37	25	9	2	4	-	-	2	
	29.8%	29.0%	30.0%	24.3%	23.8%	33.3%	30.6%	33.3%	46.2%	-	60.0%	31%	34%	30%	22%	15%	33%	-	-	18%	
Explore Opportunities to Partner with the City of Westminster to help the community	107	86	68	10	8	18	13	1	4	-	1	27	37	24	13	2	4	-	-	-	
	26.8%	26.8%	25.9%	27.0%	38.1%	31.6%	36.1%	16.7%	30.8%	-	20.0%	21%	34%	29%	32%	15%	33%	-	-	-	
Financial Security and Opportunities	97	75	65	7	3	21	16	1	4	-	-	35	21	24	11	3	2	1	-	-	
	24.2%	23.4%	24.7%	18.9%	14.3%	36.8%	44.4%	16.7%	30.8%	-	-	27%	19%	29%	27%	23%	17%	100%	-	-	
Conservation education	94	71	62	4	5	18	10	1	6	1	2	38	28	11	12	4	1	-	-	-	
	23.5%	22.1%	23.6%	10.8%	23.8%	31.6%	27.8%	16.7%	46.2%	50.0%	40.0%	29%	26%	13%	29%	31%	8.3%	-	-	-	
Community Partnerships & Events	76	61	54	3	4	13	8	1	4	-	1	33	19	15	8	-	1	-	-	-	
	19.0%	19.0%	20.5%	8.1%	19.0%	22.8%	22.2%	16.7%	30.8%	-	20.0%	25%	17%	18%	20%	-	8.3%	-	-	-	
Zero Emission Vehicle	64	49	37	7	5	10	5	2	3	-	1	23	14	19	2	2	2	1	-	1	
	16.0%	15.3%	14.1%	18.9%	23.8%	17.5%	13.9%	33.3%	23.1%	-	20.0%	18%	13%	23%	4.9%	15%	17%	100%	-	9.1%	
None of these	6	6	6	-	-	-	-	-	-	-	-	2	-	3	-	-	-	-	-	1	
	1.5%	1.9%	2.3%	-	-	-	-	-	-	-	-	1.5%	-	3.7%	-	-	-	-	-	9.1%	
Other	10	7	7	-	-	2	2	-	-	-	-	4	1	2	2	-	-	-	-	1	
	2.5%	2.2%	2.7%	-	-	3.5%	5.6%	-	-	-	-	3.1%	0.9%	2.4%	4.9%	-	-	-	-	9.1%	
Unsure	23	19	17	2	-	2	-	1	1	-	-	5	4	9	2	1	-	-	-	2	
	5.8%	5.9%	6.5%	5.4%	-	3.5%	-	16.7%	7.7%	-	-	3.8%	3.7%	11%	4.9%	7.7%	-	-	-	18%	



Q6. Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally.
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE					
	TOTAL	FAV	NO OPINION		UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	ONLINE [NET]		TEXT	EMAIL	ENGLISH	SPANISH
			UNFAV	UNSURE															TEXT	EMAIL				
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28	100.0%	100.0%
Customer Focused Services	193	156	26	9	2	173	12	8	167	5	21	9	-	2	74	28	46	119	37	82	174	10	48.2%	50%
Sewer Infrastructure	183	155	22	4	2	164	9	10	160	6	17	14	1	1	59	25	34	124	45	79	163	11	45.8%	49%
Health and Safety	178	145	24	5	4	152	6	20	149	4	25	16	-	1	66	22	44	112	52	60	155	13	44.5%	46%
Environment -- Carbon Neutral Business	119	99	15	3	2	103	2	14	98	3	18	9	-	2	35	16	19	84	40	44	101	11	29.8%	31%
Explore Opportunities to Partner with the City of Westminster to help the community	107	86	17	1	3	98	2	7	90	5	12	10	-	1	37	12	25	70	38	32	94	8	26.8%	27%
Financial Security and Opportunities	97	80	12	3	2	81	3	13	76	5	16	6	-	2	30	15	15	67	47	20	80	12	24.2%	25%
Conservation education	94	81	11	2	-	82	-	12	78	2	14	5	-	-	36	14	22	58	31	27	86	4	23.5%	26%
Community Partnerships & Events	76	69	7	-	-	74	-	2	68	2	6	4	-	-	22	9	13	54	28	26	65	10	19.0%	22%
Zero Emission Vehicle	64	54	9	-	1	60	1	3	54	5	5	7	1	1	20	7	13	44	26	18	57	6	16.0%	17%
None of these	6	5	1	-	-	4	-	2	5	-	1	-	-	-	2	-	2	4	1	3	6	-	1.5%	1.6%
Other	10	7	2	1	-	8	2	-	9	1	-	-	-	-	4	2	2	6	1	5	10	-	2.5%	2.2%
Unsure	23	13	6	1	3	13	2	8	12	1	10	1	1	1	10	1	9	13	6	7	21	2	5.8%	4.1%



Q6. Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally.
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134 100%	73 100.0%	59 100.0%	11 100%	12 100%	18 100%	51 100%	39 100%	32 100.0%	40 100.0%	1 100.0%	57 100.0%	4 100%	
Customer Focused Services	74 55.2%	42 57.5%	32 54.2%	2 18.2%	5 41.7%	11 61.1%	32 62.7%	22 56.4%	19 59.4%	22 55.0%	-	30 52.6%	3 75.0%	
Health and Safety	66 49.3%	33 45.2%	32 54.2%	5 45.5%	8 66.7%	10 55.6%	21 41.2%	21 53.8%	20 62.5%	17 42.5%	1 100.0%	25 43.9%	3 75.0%	
Sewer Infrastructure	59 44.0%	31 42.5%	28 47.5%	8 72.7%	5 41.7%	7 38.9%	24 47.1%	14 35.9%	12 37.5%	23 57.5%	1 100.0%	22 38.6%	1 25.0%	
Explore Opportunities to Partner with the City of Westminster to help the community	37 27.6%	12 16.4%	25 42.4%	4 36.4%	1 8.3%	6 33.3%	15 29.4%	11 28.2%	8 25.0%	10 25.0%	1 100.0%	17 29.8%	1 25.0%	
Conservation education	36 26.9%	19 26.0%	17 28.8%	5 45.5%	5 41.7%	1 5.6%	15 29.4%	9 23.1%	8 25.0%	8 20.0%	1 100.0%	18 31.6%	1 25.0%	
Environment -- Carbon Neutral Business	35 26.1%	15 20.5%	20 33.9%	4 36.4%	2 16.7%	5 27.8%	11 21.6%	12 30.8%	9 28.1%	9 22.5%	1 100.0%	15 26.3%	1 25.0%	
Financial Security and Opportunities	30 22.4%	22 30.1%	8 13.6%	4 36.4%	2 16.7%	3 16.7%	12 23.5%	9 23.1%	7 21.9%	6 15.0%	1 100.0%	15 26.3%	1 25.0%	
Community Partnerships & Events	22 16.4%	17 23.3%	5 8.5%	2 18.2%	2 16.7%	2 11.1%	12 23.5%	4 10.3%	12 37.5%	2 5.0%	1 100.0%	7 12.3%	-	
Zero Emission Vehicle	20 14.9%	9 12.3%	11 18.6%	-	1 8.3%	3 16.7%	9 17.6%	7 17.9%	7 21.9%	7 17.5%	-	5 8.8%	1 25.0%	
None of these	2 1.5%	2 2.7%	-	-	-	-	2 3.9%	-	-	2 5.0%	-	-	-	
Other	4 3.0%	3 4.1%	-	-	-	1 5.6%	1 2.0%	1 2.6%	1 3.1%	3 7.5%	-	-	-	
Unsure	10 7.5%	5 6.8%	5 8.5%	-	1 8.3%	2 11.1%	4 7.8%	3 7.7%	2 6.2%	5 12.5%	-	3 5.3%	-	



Q6. Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally.
 BASE: Total Sample

	GENDER				AGE GROUP				LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Customer Focused Services	28	20	8	-	5	5	9	9	4	9	-	15	-	
	60.9%	76.9%	42.1%		83.3%	83.3%	64.3%	69.2%	57.1%	69.2%		57.7%		
Sewer Infrastructure	25	14	11	4	4	4	8	5	4	10	-	11	-	
	54.3%	53.8%	57.9%	66.7%	66.7%	66.7%	57.1%	38.5%	57.1%	76.9%		42.3%		
Health and Safety	22	11	11	3	4	4	4	7	4	5	-	13	-	
	47.8%	42.3%	57.9%	50.0%	66.7%	66.7%	28.6%	53.8%	57.1%	38.5%		50.0%		
Environment -- Carbon Neutral Business	16	7	9	3	1	2	5	5	4	5	-	7	-	
	34.8%	26.9%	47.4%	50.0%	16.7%	33.3%	35.7%	38.5%	57.1%	38.5%		26.9%		
Financial Security and Opportunities	15	11	4	2	2	3	2	6	2	4	-	9	-	
	32.6%	42.3%	21.1%	33.3%	33.3%	50.0%	14.3%	46.2%	28.6%	30.8%		34.6%		
Conservation education	14	6	8	2	1	-	6	5	3	3	-	8	-	
	30.4%	23.1%	42.1%	33.3%	16.7%		42.9%	38.5%	42.9%	23.1%		30.8%		
Explore Opportunities to Partner with the City of Westminster to help the community	12	4	8	1	-	3	4	4	3	3	-	6	-	
	26.1%	15.4%	42.1%	16.7%		50.0%	28.6%	30.8%	42.9%	23.1%		23.1%		
Community Partnerships & Events	9	7	2	-	1	2	4	2	4	1	-	4	-	
	19.6%	26.9%	10.5%		16.7%	33.3%	28.6%	15.4%	57.1%	7.7%		15.4%		
Zero Emission Vehicle	7	5	2	-	-	2	2	3	2	4	-	1	-	
	15.2%	19.2%	10.5%			33.3%	14.3%	23.1%	28.6%	30.8%		3.8%		
Other	2	1	-	-	-	-	1	-	-	2	-	-	-	
	4.3%	3.8%					7.1%			15.4%				
Unsure	1	1	-	-	-	-	1	-	-	-	-	1	-	
	2.2%	3.8%					7.1%					3.8%		



Q6. Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally.
 BASE: Total Sample

	GENDER		AGE GROUP				MOBILE MODE			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Customer Focused Services	46	22	24	2	-	6	23	13	15	13	-	15	3	
	52.3%	46.8%	60.0%	40.0%		50.0%	62.2%	50.0%	60.0%	48.1%		48.4%	75.0%	
Health and Safety	44	22	21	2	4	6	17	14	16	12	1	12	3	
	50.0%	46.8%	52.5%	40.0%	66.7%	50.0%	45.9%	53.8%	64.0%	44.4%	100.0%	38.7%	75.0%	
Sewer Infrastructure	34	17	17	4	1	3	16	9	8	13	1	11	1	
	38.6%	36.2%	42.5%	80.0%	16.7%	25.0%	43.2%	34.6%	32.0%	48.1%	100.0%	35.5%	25.0%	
Explore Opportunities to Partner with the City of Westminster to help the community	25	8	17	3	1	3	11	7	5	7	1	11	1	
	28.4%	17.0%	42.5%	60.0%	16.7%	25.0%	29.7%	26.9%	20.0%	25.9%	100.0%	35.5%	25.0%	
Conservation education	22	13	9	3	4	1	9	4	5	5	1	10	1	
	25.0%	27.7%	22.5%	60.0%	66.7%	8.3%	24.3%	15.4%	20.0%	18.5%	100.0%	32.3%	25.0%	
Environment -- Carbon Neutral Business	19	8	11	1	1	3	6	7	5	4	1	8	1	
	21.6%	17.0%	27.5%	20.0%	16.7%	25.0%	16.2%	26.9%	20.0%	14.8%	100.0%	25.8%	25.0%	
Financial Security and Opportunities	15	11	4	2	-	-	10	3	5	2	1	6	1	
	17.0%	23.4%	10.0%	40.0%			27.0%	11.5%	20.0%	7.4%	100.0%	19.4%	25.0%	
Community Partnerships & Events	13	10	3	2	1	-	8	2	8	1	1	3	-	
	14.8%	21.3%	7.5%	40.0%	16.7%		21.6%	7.7%	32.0%	3.7%	100.0%	9.7%		
Zero Emission Vehicle	13	4	9	-	1	1	7	4	5	3	-	4	1	
	14.8%	8.5%	22.5%		16.7%	8.3%	18.9%	15.4%	20.0%	11.1%		12.9%	25.0%	
None of these	2	2	-	-	-	-	2	-	-	2	-	-	-	
	2.3%	4.3%					5.4%			7.4%				
Other	2	2	-	-	-	1	-	1	1	1	-	-	-	
	2.3%	4.3%				8.3%		3.8%	4.0%	3.7%				
Unsure	9	4	5	-	1	2	3	3	2	5	-	2	-	
	10.2%	8.5%	12.5%		16.7%	16.7%	8.1%	11.5%	8.0%	18.5%		6.5%		



Q6. Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally.
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Sewer Infrastructure	124	71	52	26	17	13	37	29	29	23	2	61	9	
	46.6%	52.2%	40.6%	41.9%	44.7%	36.1%	57.8%	46.8%	45.3%	52.3%	66.7%	43.9%	56.2%	
Customer Focused Services	119	67	51	27	13	11	33	33	26	21	2	58	12	
	44.7%	49.3%	39.8%	43.5%	34.2%	30.6%	51.6%	53.2%	40.6%	47.7%	66.7%	41.7%	75.0%	
Health and Safety	112	70	42	25	16	15	29	25	29	20	2	56	5	
	42.1%	51.5%	32.8%	40.3%	42.1%	41.7%	45.3%	40.3%	45.3%	45.5%	66.7%	40.3%	31.2%	
Environment -- Carbon Neutral Business	84	38	46	25	15	11	16	17	18	16	2	46	2	
	31.6%	27.9%	35.9%	40.3%	39.5%	30.6%	25.0%	27.4%	28.1%	36.4%	66.7%	33.1%	12.5%	
Explore Opportunities to Partner with the City of Westminster to help the community	70	31	38	17	14	9	14	16	22	9	2	35	2	
	26.3%	22.8%	29.7%	27.4%	36.8%	25.0%	21.9%	25.8%	34.4%	20.5%	66.7%	25.2%	12.5%	
Financial Security and Opportunities	67	37	30	5	18	12	21	11	19	4	1	42	1	
	25.2%	27.2%	23.4%	8.1%	47.4%	33.3%	32.8%	17.7%	29.7%	9.1%	33.3%	30.2%	6.2%	
Conservation education	58	29	29	11	14	5	15	12	16	9	1	30	2	
	21.8%	21.3%	22.7%	17.7%	36.8%	13.9%	23.4%	19.4%	25.0%	20.5%	33.3%	21.6%	12.5%	
Community Partnerships & Events	54	31	23	7	9	6	18	13	16	8	2	25	3	
	20.3%	22.8%	18.0%	11.3%	23.7%	16.7%	28.1%	21.0%	25.0%	18.2%	66.7%	18.0%	18.8%	
Zero Emission Vehicle	44	20	24	13	7	7	4	13	11	4	2	27	-	
	16.5%	14.7%	18.8%	21.0%	18.4%	19.4%	6.2%	21.0%	17.2%	9.1%	66.7%	19.4%	-	
None of these	4	3	1	-	-	-	-	3	-	1	-	1	2	
	1.5%	2.2%	0.8%					4.8%		2.3%		0.7%	12.5%	
Other	6	4	2	-	-	1	4	1	3	2	-	1	-	
	2.3%	2.9%	1.6%			2.8%	6.2%	1.6%	4.7%	4.5%		0.7%	-	
Unsure	13	4	9	4	-	2	2	4	3	5	-	5	-	
	4.9%	2.9%	7.0%	6.5%		5.6%	3.1%	6.5%	4.7%	11.4%		3.6%	-	



Q6. Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally.
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Health and Safety	52	30	22	19	11	9	10	3	13	2	-	36	1	
	39.1%	47.6%	31.4%	45.2%	35.5%	37.5%	38.5%	33.3%	35.1%	22.2%	-	43.4%	33.3%	
Financial Security and Opportunities	47	24	23	4	15	11	13	4	12	1	-	34	-	
	35.3%	38.1%	32.9%	9.5%	48.4%	45.8%	50.0%	44.4%	32.4%	11.1%	-	41.0%	-	
Sewer Infrastructure	45	27	18	9	12	8	14	2	11	3	-	30	1	
	33.8%	42.9%	25.7%	21.4%	38.7%	33.3%	53.8%	22.2%	29.7%	33.3%	-	36.1%	33.3%	
Environment -- Carbon Neutral Business	40	20	20	11	12	8	7	2	11	5	1	22	1	
	30.1%	31.7%	28.6%	26.2%	38.7%	33.3%	26.9%	22.2%	29.7%	55.6%	100.0%	26.5%	33.3%	
Explore Opportunities to Partner with the City of Westminster to help the community	38	17	21	12	9	7	6	4	12	3	1	22	-	
	28.6%	27.0%	30.0%	28.6%	29.0%	29.2%	23.1%	44.4%	32.4%	33.3%	100.0%	26.5%	-	
Customer Focused Services	37	22	15	11	9	6	6	5	9	2	-	25	1	
	27.8%	34.9%	21.4%	26.2%	29.0%	25.0%	23.1%	55.6%	24.3%	22.2%	-	30.1%	33.3%	
Conservation education	31	16	15	7	10	2	8	4	10	-	-	20	1	
	23.3%	25.4%	21.4%	16.7%	32.3%	8.3%	30.8%	44.4%	27.0%	-	-	24.1%	33.3%	
Community Partnerships & Events	28	16	12	6	6	4	9	3	10	-	-	16	2	
	21.1%	25.4%	17.1%	14.3%	19.4%	16.7%	34.6%	33.3%	27.0%	-	-	19.3%	66.7%	
Zero Emission Vehicle	26	13	13	11	5	6	2	2	5	1	-	20	-	
	19.5%	20.6%	18.6%	26.2%	16.1%	25.0%	7.7%	22.2%	13.5%	11.1%	-	24.1%	-	
None of these	1	1	-	-	-	-	-	-	-	-	-	-	1	
	0.8%	1.6%	-	-	-	-	-	-	-	-	-	-	33.3%	
Other	1	-	1	-	-	-	1	-	-	-	-	1	-	
	0.8%	-	1.4%	-	-	-	3.8%	-	-	-	-	1.2%	-	
Unsure	6	1	5	4	-	-	1	1	2	1	-	3	-	
	4.5%	1.6%	7.1%	9.5%	-	-	3.8%	11.1%	5.4%	11.1%	-	3.6%	-	



Q6. Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally.
 BASE: Total Sample

	GENDER				AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	133	73	58	20	7	12	38	53	27	35	2	56	13		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Customer Focused Services	82	45	36	16	4	5	27	28	17	19	2	33	11		
	61.7%	61.6%	62.1%	80.0%	57.1%	41.7%	71.1%	52.8%	63.0%	54.3%	100.0%	58.9%	84.6%		
Sewer Infrastructure	79	44	34	17	5	5	23	27	18	20	2	31	8		
	59.4%	60.3%	58.6%	85.0%	71.4%	41.7%	60.5%	50.9%	66.7%	57.1%	100.0%	55.4%	61.5%		
Health and Safety	60	40	20	6	5	6	19	22	16	18	2	20	4		
	45.1%	54.8%	34.5%	30.0%	71.4%	50.0%	50.0%	41.5%	59.3%	51.4%	100.0%	35.7%	30.8%		
Environment -- Carbon Neutral Business	44	18	26	14	3	3	9	15	7	11	1	24	1		
	33.1%	24.7%	44.8%	70.0%	42.9%	25.0%	23.7%	28.3%	25.9%	31.4%	50.0%	42.9%	7.7%		
Explore Opportunities to Partner with the City of Westminster to help the community	32	14	17	5	5	2	8	12	10	6	1	13	2		
	24.1%	19.2%	29.3%	25.0%	71.4%	16.7%	21.1%	22.6%	37.0%	17.1%	50.0%	23.2%	15.4%		
Conservation education	27	13	14	4	4	3	7	8	6	9	1	10	1		
	20.3%	17.8%	24.1%	20.0%	57.1%	25.0%	18.4%	15.1%	22.2%	25.7%	50.0%	17.9%	7.7%		
Community Partnerships & Events	26	15	11	1	3	2	9	10	6	8	2	9	1		
	19.5%	20.5%	19.0%	5.0%	42.9%	16.7%	23.7%	18.9%	22.2%	22.9%	100.0%	16.1%	7.7%		
Financial Security and Opportunities	20	13	7	1	3	1	8	7	7	3	1	8	1		
	15.0%	17.8%	12.1%	5.0%	42.9%	8.3%	21.1%	13.2%	25.9%	8.6%	50.0%	14.3%	7.7%		
Zero Emission Vehicle	18	7	11	2	2	1	2	11	6	3	2	7	-		
	13.5%	9.6%	19.0%	10.0%	28.6%	8.3%	5.3%	20.8%	22.2%	8.6%	100.0%	12.5%	-		
None of these	3	2	1	-	-	-	-	3	-	1	-	1	1		
	2.3%	2.7%	1.7%	-	-	-	-	5.7%	-	2.9%	-	1.8%	7.7%		
Other	5	4	1	-	-	1	3	1	3	2	-	-	-		
	3.8%	5.5%	1.7%	-	-	8.3%	7.9%	1.9%	11.1%	5.7%	-	-	-		
Unsure	7	3	4	-	-	2	1	3	1	4	-	2	-		
	5.3%	4.1%	6.9%	-	-	16.7%	2.6%	5.7%	3.7%	11.4%	-	3.6%	-		



Q7. Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Yes	267	150	117	32	33	37	80	82	66	57	2	130	12	186	81	242	25
	66.8%	71.8%	62.6%	43.8%	66.0%	68.5%	69.6%	81.2%	68.8%	67.9%	50.0%	66.3%	60.0%	63.7%	75.0%	65.8%	78.1%
No	72	29	41	34	13	6	12	6	15	8	1	46	2	64	8	68	4
	18.0%	13.9%	21.9%	46.6%	26.0%	11.1%	10.4%	5.9%	15.6%	9.5%	25.0%	23.5%	10.0%	21.9%	7.4%	18.5%	12.5%
Unsure	61	30	29	7	4	11	23	13	15	19	1	20	6	42	19	58	3
	15.2%	14.4%	15.5%	9.6%	8.0%	20.4%	20.0%	12.9%	15.6%	22.6%	25.0%	10.2%	30.0%	14.4%	17.6%	15.8%	9.4%



Q7. Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	- 100%	11 100%	
Yes	267 66.8%	212 66.0%	200 76.0%	10 27.0%	2 9.5%	40 70.2%	26 72.2%	5 83.3%	8 61.5%	1 50.0%	4 80.0%	97 74%	78 72%	47 57%	26 63%	6 46%	10 83%	-	-	3 27%	
No	72 18.0%	65 20.2%	24 9.1%	22 59.5%	19 90.5%	6 10.5%	4 11.1%	-	1 7.7%	1 50.0%	-	9 6.9%	20 18%	23 28%	8 20%	6 46%	1 8.3%	1 100%	-	4 36%	
Unsure	61 15.2%	44 13.7%	39 14.8%	5 13.5%	-	11 19.3%	6 16.7%	1 16.7%	4 30.8%	-	1 20.0%	25 19%	11 10%	12 15%	7 17%	1 7.7%	1 8.3%	-	-	4 36%	



Q7. Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Yes	267	219	36	5	7	231	8	28	228	5	34	11	1	3	98	32	66	169	79	90	231	19
	66.8%	70%	60.0%	33.3%	70.0%	69.6%	34.8%	62.2%	70%	41.7%	54.0%	31%	50.0%	50.0%	73.1%	69.6%	75.0%	63.5%	59%	67.7%	65.6%	67.9%
No	72	63	3	6	-	64	6	2	63	4	5	20	1	1	11	8	3	61	44	17	63	7
	18.0%	20%	5.0%	40.0%		19.3%	26.1%	4.4%	19%	33.3%	7.9%	57%	50.0%	16.7%	8.2%	17.4%	3.4%	22.9%	33%	12.8%	17.9%	25.0%
Unsure	61	33	21	4	3	37	9	15	34	3	24	4	-	2	25	6	19	36	10	26	58	2
	15.2%	10%	35.0%	26.7%	30.0%	11.1%	39.1%	33.3%	10%	25.0%	38.1%	11%		33.3%	18.7%	13.0%	21.6%	13.5%	7.5%	19.5%	16.5%	7.1%



Q7. Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?
 BASE: Total Sample

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	134	73	59	11	12	18	51	39	32	40	1	57	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Yes	98	57	41	7	7	9	40	34	25	26	1	44	2
	73.1%	78.1%	69.5%	63.6%	58.3%	50.0%	78.4%	87.2%	78.1%	65.0%	100.0%	77.2%	50.0%
No	11	3	7	4	2	2	1	1	2	2	-	7	-
	8.2%	4.1%	11.9%	36.4%	16.7%	11.1%	2.0%	2.6%	6.2%	5.0%	-	12.3%	-
Unsure	25	13	11	-	3	7	10	4	5	12	-	6	2
	18.7%	17.8%	18.6%	-	25.0%	38.9%	19.6%	10.3%	15.6%	30.0%	-	10.5%	50.0%



Q7. Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Yes	32	21	11	2	3	5	12	10	5	9	-	18	-	
	69.6%	80.8%	57.9%	33.3%	50.0%	83.3%	85.7%	76.9%	71.4%	69.2%		69.2%		
No	8	1	6	4	2	-	-	1	1	1	-	6	-	
	17.4%	3.8%	31.6%	66.7%	33.3%			7.7%	14.3%	7.7%		23.1%		
Unsure	6	4	2	-	1	1	2	2	1	3	-	2	-	
	13.0%	15.4%	10.5%		16.7%	16.7%	14.3%	15.4%	14.3%	23.1%		7.7%		



Q7. Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	66	36	30	5	4	4	28	24	20	17	1	26	2	
	75.0%	76.6%	75.0%	100%	66.7%	33.3%	75.7%	92.3%	80.0%	63.0%	100.0%	83.9%	50.0%	
No	3	2	1	-	-	2	1	-	1	1	-	1	-	
	3.4%	4.3%	2.5%			16.7%	2.7%		4.0%	3.7%		3.2%		
Unsure	19	9	9	-	2	6	8	2	4	9	-	4	2	
	21.6%	19.1%	22.5%		33.3%	50.0%	21.6%	7.7%	16.0%	33.3%		12.9%	50.0%	



Q7. Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	169	93	76	25	26	28	40	48	41	31	1	86	10	
	63.5%	68.4%	59.4%	40.3%	68.4%	77.8%	62.5%	77.4%	64.1%	70.5%	33.3%	61.9%	62.5%	
No	61	26	34	30	11	4	11	5	13	6	1	39	2	
	22.9%	19.1%	26.6%	48.4%	28.9%	11.1%	17.2%	8.1%	20.3%	13.6%	33.3%	28.1%	12.5%	
Unsure	36	17	18	7	1	4	13	9	10	7	1	14	4	
	13.5%	12.5%	14.1%	11.3%	2.6%	11.1%	20.3%	14.5%	15.6%	15.9%	33.3%	10.1%	25.0%	



Q7. Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	79	42	37	11	21	21	18	8	22	4	-	53	-	
	59.4%	66.7%	52.9%	26.2%	67.7%	87.5%	69.2%	88.9%	59.5%	44.4%		63.9%		
No	44	18	26	25	10	3	5	1	13	3	1	25	2	
	33.1%	28.6%	37.1%	59.5%	32.3%	12.5%	19.2%	11.1%	35.1%	33.3%	100.0%	30.1%	66.7%	
Unsure	10	3	7	6	-	-	3	-	2	2	-	5	1	
	7.5%	4.8%	10.0%	14.3%			11.5%		5.4%	22.2%		6.0%	33.3%	



Q7. Do you trust that Midway City Sanitary District makes smart decisions about your trash, recycling and sewer services?
 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	73	58	20	7	12	38	53	27	35	2	56	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Yes	90	51	39	14	5	7	22	40	19	27	1	33	10
	67.7%	69.9%	67.2%	70.0%	71.4%	58.3%	57.9%	75.5%	70.4%	77.1%	50.0%	58.9%	76.9%
No	17	8	8	5	1	1	6	4	-	3	-	14	-
	12.8%	11.0%	13.8%	25.0%	14.3%	8.3%	15.8%	7.5%	-	8.6%	-	25.0%	-
Unsure	26	14	11	1	1	4	10	9	8	5	1	9	3
	19.5%	19.2%	19.0%	5.0%	14.3%	33.3%	26.3%	17.0%	29.6%	14.3%	50.0%	16.1%	23.1%



Q8. Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally.
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Reducing leaks and main breaks	233	129	100	40	28	34	67	59	60	54	4	99	16	163	70	217	16
	58.2%	61.7%	53.5%	54.8%	56.0%	63.0%	58.3%	58.4%	62.5%	64.3%	100.0%	50.5%	80.0%	55.8%	64.8%	59.0%	50.0%
Upgrading aging infrastructure	228	125	99	30	31	35	63	64	59	58	4	93	14	156	72	216	12
	57.0%	59.8%	52.9%	41.1%	62.0%	64.8%	54.8%	63.4%	61.5%	69.0%	100.0%	47.4%	70.0%	53.4%	66.7%	58.7%	37.5%
Adopting innovative technologies to improve efficiency and effectiveness	204	106	96	32	32	25	55	55	50	44	3	99	8	142	62	193	11
	51.0%	50.7%	51.3%	43.8%	64.0%	46.3%	47.8%	54.5%	52.1%	52.4%	75.0%	50.5%	40.0%	48.6%	57.4%	52.4%	34.4%
Diverting organics and recyclables away from landfills	187	88	97	34	24	23	51	51	42	48	3	89	5	130	57	175	12
	46.8%	42.1%	51.9%	46.6%	48.0%	42.6%	44.3%	50.5%	43.8%	57.1%	75.0%	45.4%	25.0%	44.5%	52.8%	47.6%	37.5%
Preparing for the impacts of earthquakes	173	89	82	23	26	18	60	43	45	42	3	79	4	121	52	162	11
	43.2%	42.6%	43.9%	31.5%	52.0%	33.3%	52.2%	42.6%	46.9%	50.0%	75.0%	40.3%	20.0%	41.4%	48.1%	44.0%	34.4%
Preparing for climate change	128	72	55	22	20	13	40	31	32	29	3	63	1	84	44	116	12
	32.0%	34.4%	29.4%	30.1%	40.0%	24.1%	34.8%	30.7%	33.3%	34.5%	75.0%	32.1%	5.0%	28.8%	40.7%	31.5%	37.5%
None of these	7	4	3	1	-	1	2	3	2	1	-	2	2	6	1	3	4
	1.8%	1.9%	1.6%	1.4%	-	1.9%	1.7%	3.0%	2.1%	1.2%	-	1.0%	10.0%	2.1%	0.9%	0.8%	12.5%
Other	5	3	2	-	-	-	5	-	2	2	-	1	-	4	1	4	1
	1.2%	1.4%	1.1%	-	-	-	4.3%	-	2.1%	2.4%	-	0.5%	-	1.4%	0.9%	1.1%	3.1%
Unsure	17	8	9	4	-	3	4	5	4	6	-	7	-	12	5	16	1
	4.2%	3.8%	4.8%	5.5%	-	5.6%	3.5%	5.0%	4.2%	7.1%	-	3.6%	-	4.1%	4.6%	4.3%	3.1%



Q8. Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally.
 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Reducing leaks and main breaks	233 58.2%	183 57.0%	158 60.1%	18 48.6%	7 33.3%	40 70.2%	26 72.2%	4 66.7%	9 69.2%	1 50.0%	3 60.0%	90 69%	58 53%	40 49%	25 61%	8 62%	8 67%	-	-	4 36%	
Upgrading aging infrastructure	228 57.0%	178 55.5%	158 60.1%	17 45.9%	3 14.3%	36 63.2%	23 63.9%	3 50.0%	9 69.2%	1 50.0%	4 80.0%	93 71%	53 49%	39 48%	27 66%	4 31%	7 58%	1 100%	-	4 36%	
Adopting innovative technologies to improve efficiency and effectiveness	204 51.0%	163 50.8%	139 52.9%	14 37.8%	10 47.6%	33 57.9%	19 52.8%	5 83.3%	7 53.8%	2 100.0%	2 40.0%	71 54%	60 55%	35 43%	24 59%	6 46%	4 33%	-	-	4 36%	
Diverting organics and recyclables away from landfills	187 46.8%	144 44.9%	127 48.3%	10 27.0%	7 33.3%	32 56.1%	20 55.6%	4 66.7%	7 53.8%	1 50.0%	5 100%	68 52%	54 50%	34 41%	17 41%	3 23%	8 67%	-	-	3 27%	
Preparing for the impacts of earthquakes	173 43.2%	138 43.0%	122 46.4%	12 32.4%	4 19.0%	27 47.4%	16 44.4%	2 33.3%	7 53.8%	2 100.0%	1 20.0%	60 46%	56 51%	30 37%	16 39%	6 46%	3 25%	-	-	2 18%	
Preparing for climate change	128 32.0%	100 31.2%	86 32.7%	7 18.9%	7 33.3%	23 40.4%	13 36.1%	4 66.7%	5 38.5%	1 50.0%	2 40.0%	46 35%	34 31%	27 33%	13 32%	2 15%	4 33%	1 100%	-	1 9.1%	
None of these	7 1.8%	6 1.9%	6 2.3%	-	-	-	-	-	-	-	-	-	1 0.9%	4 4.9%	-	-	-	-	-	2 18%	
Other	5 1.2%	3 0.9%	3 1.1%	-	-	1 1.8%	1 2.8%	-	-	-	-	3 2.3%	1 0.9%	1 1.2%	-	-	-	-	-	-	
Unsure	17 4.2%	15 4.7%	13 4.9%	2 5.4%	-	1 1.8%	-	-	1 7.7%	-	-	4 3.1%	4 3.7%	6 7.3%	-	1 7.7%	-	-	-	2 18%	



Q8. Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally.
 BASE: Total Sample

	FAVORABILITY OF MCS D					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Reducing leaks and main breaks	233	180	40	9	4	199	12	22	193	8	32	19	1	2	77	33	44	156	70	86	209	17
	58.2%	57%	66.7%	60.0%	40.0%	59.9%	52.2%	48.9%	59%	66.7%	50.8%	54%	50.0%	33.3%	57.5%	71.7%	50.0%	58.6%	53%	64.7%	59.4%	60.7%
Upgrading aging infrastructure	228	177	40	7	4	196	11	21	183	8	37	17	1	2	83	32	51	145	67	78	205	15
	57.0%	56%	66.7%	46.7%	40.0%	59.0%	47.8%	46.7%	56%	66.7%	58.7%	49%	50.0%	33.3%	61.9%	69.6%	58.0%	54.5%	50%	58.6%	58.2%	53.6%
Adopting innovative technologies to improve efficiency and effectiveness	204	166	25	7	6	178	12	14	170	7	27	15	1	3	70	24	46	134	60	74	172	20
	51.0%	53%	41.7%	46.7%	60.0%	53.6%	52.2%	31.1%	52%	58.3%	42.9%	43%	50.0%	50.0%	52.2%	52.2%	52.3%	50.4%	45%	55.6%	48.9%	71.4%
Diverting organics and recyclables away from landfills	187	155	25	5	2	164	7	16	153	8	26	9	2	3	54	22	32	133	60	73	163	14
	46.8%	49%	41.7%	33.3%	20.0%	49.4%	30.4%	35.6%	47%	66.7%	41.3%	26%	100.0%	50.0%	40.3%	47.8%	36.4%	50.0%	45%	54.9%	46.3%	50.0%
Preparing for the impacts of earthquakes	173	144	24	5	-	151	5	17	142	5	26	13	1	-	62	22	40	111	53	58	151	13
	43.2%	46%	40.0%	33.3%	-	45.5%	21.7%	37.8%	44%	41.7%	41.3%	37%	50.0%	-	46.3%	47.8%	45.5%	41.7%	40%	43.6%	42.9%	46.4%
Preparing for climate change	128	109	15	4	-	115	3	10	107	5	16	9	1	1	46	20	26	82	40	42	111	13
	32.0%	35%	25.0%	26.7%	-	34.6%	13.0%	22.2%	33%	41.7%	25.4%	26%	50.0%	16.7%	34.3%	43.5%	29.5%	30.8%	30%	31.6%	31.5%	46.4%
None of these	7	6	-	1	-	5	1	1	6	1	-	-	-	-	3	-	3	4	-	4	7	-
	1.8%	1.9%	-	6.7%	-	1.5%	4.3%	2.2%	1.8%	8.3%	-	-	-	-	2.2%	-	3.4%	1.5%	-	3.0%	2.0%	-
Other	5	3	1	1	-	4	1	-	4	-	1	-	-	-	1	1	-	4	-	4	5	-
	1.2%	1.0%	1.7%	6.7%	-	1.2%	4.3%	-	1.2%	-	1.6%	-	-	-	0.7%	2.2%	-	1.5%	-	3.0%	1.4%	-
Unsure	17	9	4	1	3	8	2	7	8	-	9	1	-	1	5	1	4	12	6	6	15	2
	4.2%	2.9%	6.7%	6.7%	30.0%	2.4%	8.7%	15.6%	2.5%	-	14.3%	2.9%	-	16.7%	3.7%	2.2%	4.5%	4.5%	4.5%	4.5%	4.3%	7.1%



Q8. Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally.
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Upgrading aging infrastructure	83	48	33	5	9	14	31	22	22	31	1	26	3	
	61.9%	65.8%	55.9%	45.5%	75.0%	77.8%	60.8%	56.4%	68.8%	77.5%	100.0%	45.6%	75.0%	
Reducing leaks and main breaks	77	43	32	7	7	11	29	21	20	27	1	26	3	
	57.5%	58.9%	54.2%	63.6%	58.3%	61.1%	56.9%	53.8%	62.5%	67.5%	100.0%	45.6%	75.0%	
Adopting innovative technologies to improve efficiency and effectiveness	70	34	34	5	8	7	22	25	13	22	1	30	4	
	52.2%	46.6%	57.6%	45.5%	66.7%	38.9%	43.1%	64.1%	40.6%	55.0%	100.0%	52.6%	100%	
Preparing for the impacts of earthquakes	62	27	34	6	5	8	26	15	12	21	1	27	1	
	46.3%	37.0%	57.6%	54.5%	41.7%	44.4%	51.0%	38.5%	37.5%	52.5%	100.0%	47.4%	25.0%	
Diverting organics and recyclables away from landfills	54	26	27	4	3	6	20	18	11	21	1	19	2	
	40.3%	35.6%	45.8%	36.4%	25.0%	33.3%	39.2%	46.2%	34.4%	52.5%	100.0%	33.3%	50.0%	
Preparing for climate change	46	22	23	5	6	5	18	10	10	11	1	23	1	
	34.3%	30.1%	39.0%	45.5%	50.0%	27.8%	35.3%	25.6%	31.2%	27.5%	100.0%	40.4%	25.0%	
None of these	3	1	2	-	-	1	2	-	2	1	-	-	-	
	2.2%	1.4%	3.4%			5.6%	3.9%		6.2%	2.5%				
Other	1	1	-	-	-	-	1	-	-	1	-	-	-	
	0.7%	1.4%					2.0%			2.5%				
Unsure	5	3	2	-	-	2	2	1	-	3	-	2	-	
	3.7%	4.1%	3.4%			11.1%	3.9%	2.6%		7.5%		3.5%		



Q8. Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally.
 BASE: Total Sample

	GENDER		AGE GROUP				LANDLINE MODE			ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Reducing leaks and main breaks	33	19	13	4	5	5	9	9	6	12	-	15	-
	71.7%	73.1%	68.4%	66.7%	83.3%	83.3%	64.3%	69.2%	85.7%	92.3%		57.7%	
Upgrading aging infrastructure	32	19	12	3	5	6	9	8	4	13	-	15	-
	69.6%	73.1%	63.2%	50.0%	83.3%	100%	64.3%	61.5%	57.1%	100.0%		57.7%	
Adopting innovative technologies to improve efficiency and effectiveness	24	11	12	3	4	3	4	9	4	6	-	14	-
	52.2%	42.3%	63.2%	50.0%	66.7%	50.0%	28.6%	69.2%	57.1%	46.2%		53.8%	
Preparing for the impacts of earthquakes	22	13	8	2	3	2	9	5	4	7	-	11	-
	47.8%	50.0%	42.1%	33.3%	50.0%	33.3%	64.3%	38.5%	57.1%	53.8%		42.3%	
Diverting organics and recyclables away from landfills	22	12	9	1	1	4	7	8	4	9	-	9	-
	47.8%	46.2%	47.4%	16.7%	16.7%	66.7%	50.0%	61.5%	57.1%	69.2%		34.6%	
Preparing for climate change	20	10	9	3	4	2	5	5	4	5	-	11	-
	43.5%	38.5%	47.4%	50.0%	66.7%	33.3%	35.7%	38.5%	57.1%	38.5%		42.3%	
Other	1	1	-	-	-	-	1	-	-	1	-	-	-
	2.2%	3.8%					7.1%			7.7%			
Unsure	1	1	-	-	-	-	1	-	-	-	-	1	-
	2.2%	3.8%					7.1%					3.8%	



Q8. Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally.
 BASE: Total Sample

	GENDER				AGE GROUP				MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Upgrading aging infrastructure	51	29	21	2	4	8	22	14	18	18	1	11	3	
	58.0%	61.7%	52.5%	40.0%	66.7%	66.7%	59.5%	53.8%	72.0%	66.7%	100.0%	35.5%	75.0%	
Adopting innovative technologies to improve efficiency and effectiveness	46	23	22	2	4	4	18	16	9	16	1	16	4	
	52.3%	48.9%	55.0%	40.0%	66.7%	33.3%	48.6%	61.5%	36.0%	59.3%	100.0%	51.6%	100%	
Reducing leaks and main breaks	44	24	19	3	2	6	20	12	14	15	1	11	3	
	50.0%	51.1%	47.5%	60.0%	33.3%	50.0%	54.1%	46.2%	56.0%	55.6%	100.0%	35.5%	75.0%	
Preparing for the impacts of earthquakes	40	14	26	4	2	6	17	10	8	14	1	16	1	
	45.5%	29.8%	65.0%	80.0%	33.3%	50.0%	45.9%	38.5%	32.0%	51.9%	100.0%	51.6%	25.0%	
Diverting organics and recyclables away from landfills	32	14	18	3	2	2	13	10	7	12	1	10	2	
	36.4%	29.8%	45.0%	60.0%	33.3%	16.7%	35.1%	38.5%	28.0%	44.4%	100.0%	32.3%	50.0%	
Preparing for climate change	26	12	14	2	2	3	13	5	6	6	1	12	1	
	29.5%	25.5%	35.0%	40.0%	33.3%	25.0%	35.1%	19.2%	24.0%	22.2%	100.0%	38.7%	25.0%	
None of these	3	1	2	-	-	1	2	-	2	1	-	-	-	
	3.4%	2.1%	5.0%			8.3%	5.4%		8.0%	3.7%				
Unsure	4	2	2	-	-	2	1	1	-	3	-	1	-	
	4.5%	4.3%	5.0%			16.7%	2.7%	3.8%		11.1%		3.2%		



Q8. Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally.
 BASE: Total Sample

	GENDER			AGE GROUP				ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Reducing leaks and main breaks	156	86	68	33	21	23	38	38	40	27	3	73	13	
	58.6%	63.2%	53.1%	53.2%	55.3%	63.9%	59.4%	61.3%	62.5%	61.4%	100.0%	52.5%	81.2%	
Upgrading aging infrastructure	145	77	66	25	22	21	32	42	37	27	3	67	11	
	54.5%	56.6%	51.6%	40.3%	57.9%	58.3%	50.0%	67.7%	57.8%	61.4%	100.0%	48.2%	68.8%	
Adopting innovative technologies to improve efficiency and effectiveness	134	72	62	27	24	18	33	30	37	22	2	69	4	
	50.4%	52.9%	48.4%	43.5%	63.2%	50.0%	51.6%	48.4%	57.8%	50.0%	66.7%	49.6%	25.0%	
Diverting organics and recyclables away from landfills	133	62	70	30	21	17	31	33	31	27	2	70	3	
	50.0%	45.6%	54.7%	48.4%	55.3%	47.2%	48.4%	53.2%	48.4%	61.4%	66.7%	50.4%	18.8%	
Preparing for the impacts of earthquakes	111	62	48	17	21	10	34	28	33	21	2	52	3	
	41.7%	45.6%	37.5%	27.4%	55.3%	27.8%	53.1%	45.2%	51.6%	47.7%	66.7%	37.4%	18.8%	
Preparing for climate change	82	50	32	17	14	8	22	21	22	18	2	40	-	
	30.8%	36.8%	25.0%	27.4%	36.8%	22.2%	34.4%	33.9%	34.4%	40.9%	66.7%	28.8%	-	
None of these	4	3	1	1	-	-	-	3	-	-	-	2	2	
	1.5%	2.2%	0.8%	1.6%	-	-	-	4.8%	-	-	-	1.4%	12.5%	
Other	4	2	2	-	-	-	4	-	2	1	-	1	-	
	1.5%	1.5%	1.6%	-	-	-	6.2%	-	3.1%	2.3%	-	0.7%	-	
Unsure	12	5	7	4	-	1	2	4	4	3	-	5	-	
	4.5%	3.7%	5.5%	6.5%	-	2.8%	3.1%	6.5%	6.2%	6.8%	-	3.6%	-	



Q8. Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally.
 BASE: Total Sample

	GENDER		AGE GROUP				TEXT MODE			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Reducing leaks and main breaks	70	39	31	21	16	13	14	5	20	4	1	42	3	
	52.6%	61.9%	44.3%	50.0%	51.6%	54.2%	53.8%	55.6%	54.1%	44.4%	100.0%	50.6%	100%	
Upgrading aging infrastructure	67	34	33	14	18	14	15	5	18	6	1	39	3	
	50.4%	54.0%	47.1%	33.3%	58.1%	58.3%	57.7%	55.6%	48.6%	66.7%	100.0%	47.0%	100%	
Adopting innovative technologies to improve efficiency and effectiveness	60	31	29	15	18	10	13	4	19	4	-	37	-	
	45.1%	49.2%	41.4%	35.7%	58.1%	41.7%	50.0%	44.4%	51.4%	44.4%	-	44.6%	-	
Diverting organics and recyclables away from landfills	60	26	34	15	15	13	12	5	16	3	-	41	-	
	45.1%	41.3%	48.6%	35.7%	48.4%	54.2%	46.2%	55.6%	43.2%	33.3%	-	49.4%	-	
Preparing for the impacts of earthquakes	53	28	25	12	14	7	15	5	17	3	-	32	1	
	39.8%	44.4%	35.7%	28.6%	45.2%	29.2%	57.7%	55.6%	45.9%	33.3%	-	38.6%	33.3%	
Preparing for climate change	40	25	15	13	11	3	9	4	11	4	-	25	-	
	30.1%	39.7%	21.4%	31.0%	35.5%	12.5%	34.6%	44.4%	29.7%	44.4%	-	30.1%	-	
Unsure	6	2	4	4	-	-	-	2	2	-	-	4	-	
	4.5%	3.2%	5.7%	9.5%	-	-	-	22.2%	5.4%	-	-	4.8%	-	



Q8. Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally.
 BASE: Total Sample

	GENDER				AGE GROUP				EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Reducing leaks and main breaks	86	47	37	12	5	10	24	33	20	23	2	31	10	
	64.7%	64.4%	63.8%	60.0%	71.4%	83.3%	63.2%	62.3%	74.1%	65.7%	100.0%	55.4%	76.9%	
Upgrading aging infrastructure	78	43	33	11	4	7	17	37	19	21	2	28	8	
	58.6%	58.9%	56.9%	55.0%	57.1%	58.3%	44.7%	69.8%	70.4%	60.0%	100.0%	50.0%	61.5%	
Adopting innovative technologies to improve efficiency and effectiveness	74	41	33	12	6	8	20	26	18	18	2	32	4	
	55.6%	56.2%	56.9%	60.0%	85.7%	66.7%	52.6%	49.1%	66.7%	51.4%	100.0%	57.1%	30.8%	
Diverting organics and recyclables away from landfills	73	36	36	15	6	4	19	28	15	24	2	29	3	
	54.9%	49.3%	62.1%	75.0%	85.7%	33.3%	50.0%	52.8%	55.6%	68.6%	100.0%	51.8%	23.1%	
Preparing for the impacts of earthquakes	58	34	23	5	7	3	19	23	16	18	2	20	2	
	43.6%	46.6%	39.7%	25.0%	100%	25.0%	50.0%	43.4%	59.3%	51.4%	100.0%	35.7%	15.4%	
Preparing for climate change	42	25	17	4	3	5	13	17	11	14	2	15	-	
	31.6%	34.2%	29.3%	20.0%	42.9%	41.7%	34.2%	32.1%	40.7%	40.0%	100.0%	26.8%	-	
None of these	4	3	1	1	-	-	-	3	-	-	-	2	2	
	3.0%	4.1%	1.7%	5.0%	-	-	-	5.7%	-	-	-	3.6%	15.4%	
Other	4	2	2	-	-	-	4	-	2	1	-	1	-	
	3.0%	2.7%	3.4%	-	-	-	10.5%	-	7.4%	2.9%	-	1.8%	-	
Unsure	6	3	3	-	-	1	2	2	2	3	-	1	-	
	4.5%	4.1%	5.2%	-	-	8.3%	5.3%	3.8%	7.4%	8.6%	-	1.8%	-	



Q9. A sanitary sewer lateral is the pipe that carries the wastewater from your home to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Midway City Sanitary District	125	66	58	24	16	19	42	23	29	17	1	73	5	97	28	114	11
	31.2%	31.6%	31.0%	32.9%	32.0%	35.2%	36.5%	22.8%	30.2%	20.2%	25.0%	37.2%	25.0%	33.2%	25.9%	31.0%	34.4%
The City or County	110	60	47	29	9	11	29	29	20	29	2	56	3	75	35	101	9
	27.5%	28.7%	25.1%	39.7%	18.0%	20.4%	25.2%	28.7%	20.8%	34.5%	50.0%	28.6%	15.0%	25.7%	32.4%	27.4%	28.1%
Property owner	99	62	37	13	10	10	31	32	32	29	-	28	10	68	31	94	5
	24.8%	29.7%	19.8%	17.8%	20.0%	18.5%	27.0%	31.7%	33.3%	34.5%	-	14.3%	50.0%	23.3%	28.7%	25.5%	15.6%
State of California	37	11	26	4	14	10	5	4	8	1	1	26	1	29	8	33	4
	9.2%	5.3%	13.9%	5.5%	28.0%	18.5%	4.3%	4.0%	8.3%	1.2%	25.0%	13.3%	5.0%	9.9%	7.4%	9.0%	12.5%
Other	2	1	1	-	1	1	-	-	1	-	-	1	-	1	1	1	1
	0.5%	0.5%	0.5%	-	2.0%	1.9%	-	-	1.0%	-	-	0.5%	-	0.3%	0.9%	0.3%	3.1%
Unsure	27	9	18	3	-	3	8	13	6	8	-	12	1	22	5	25	2
	6.8%	4.3%	9.6%	4.1%	-	5.6%	7.0%	12.9%	6.2%	9.5%	-	6.1%	5.0%	7.5%	4.6%	6.8%	6.2%



Q9. A sanitary sewer lateral is the pipe that carries the wastewater from your home to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN A OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	- 100%	11 100%	
Midway City Sanitary District	125 31.2%	96 29.9%	72 27.4%	14 37.8%	10 47.6%	21 36.8%	11 30.6%	3 50.0%	6 46.2%	1 50.0%	1 20.0%	44 34%	36 33%	28 34%	9 22%	3 23%	3 25%	-	-	2 18%	
The City or County	110 27.5%	94 29.3%	80 30.4%	10 27.0%	4 19.0%	12 21.1%	9 25.0%	2 33.3%	1 7.7%	-	2 40.0%	30 23%	32 29%	24 29%	11 27%	4 31%	5 42%	-	-	4 36%	
Property owner	99 24.8%	79 24.6%	68 25.9%	8 21.6%	3 14.3%	12 21.1%	7 19.4%	-	4 30.8%	1 50.0%	1 20.0%	45 34%	24 22%	13 16%	9 22%	1 7.7%	2 17%	-	-	5 45%	
State of California	37 9.2%	29 9.0%	21 8.0%	4 10.8%	4 19.0%	8 14.0%	7 19.4%	-	1 7.7%	-	-	1 0.8%	4 3.7%	13 16%	11 27%	5 38%	2 17%	1 100%	-	-	
Other	2 0.5%	1 0.3%	1 0.4%	-	-	1 1.8%	1 2.8%	-	-	-	-	-	2 1.8%	-	-	-	-	-	-	-	
Unsure	27 6.8%	22 6.9%	21 8.0%	1 2.7%	-	3 5.3%	1 2.8%	1 16.7%	1 7.7%	-	1 20.0%	11 8.4%	11 10%	4 4.9%	1 2.4%	-	-	-	-	-	



Q9. A sanitary sewer lateral is the pipe that carries the wastewater from your home to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?

BASE: Total Sample

	FAVORABILITY OF MCS D NO					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Midway City Sanitary District	125	108	12	2	3	115	2	8	110	6	9	13	2	2	55	24	31	70	38	32	106	12
	31.2%	34%	20.0%	13.3%	30.0%	34.6%	8.7%	17.8%	34%	50.0%	14.3%	37%	100.0%	33.3%	41.0%	52.2%	35.2%	26.3%	29%	24.1%	30.1%	42.9%
The City or County	110	82	19	7	2	88	9	13	88	3	19	8	-	4	33	10	23	77	37	40	99	3
	27.5%	26%	31.7%	46.7%	20.0%	26.5%	39.1%	28.9%	27%	25.0%	30.2%	23%	-	66.7%	24.6%	21.7%	26.1%	28.9%	28%	30.1%	28.1%	10.7%
Property owner	99	78	14	5	2	84	10	5	88	-	11	8	-	-	30	10	20	69	26	43	90	7
	24.8%	25%	23.3%	33.3%	20.0%	25.3%	43.5%	11.1%	27%	-	17.5%	23%	-	-	22.4%	21.7%	22.7%	25.9%	20%	32.3%	25.6%	25.0%
State of California	37	26	9	1	1	22	2	13	20	3	14	4	-	-	6	1	5	31	29	2	31	3
	9.2%	8.3%	15.0%	6.7%	10.0%	6.6%	8.7%	28.9%	6.2%	25.0%	22.2%	11%	-	-	4.5%	2.2%	5.7%	11.7%	22%	1.5%	8.8%	10.7%
Other	2	2	-	-	-	2	-	-	2	-	-	-	-	-	2	-	2	-	-	-	2	-
	0.5%	0.6%	-	-	-	0.6%	-	-	0.6%	-	-	-	-	-	1.5%	-	2.3%	-	-	-	0.6%	-
Unsure	27	19	6	-	2	21	-	6	17	-	10	2	-	-	8	1	7	19	3	16	24	3
	6.8%	6.0%	10.0%	-	20.0%	6.3%	-	13.3%	5.2%	-	15.9%	5.7%	-	-	6.0%	2.2%	8.0%	7.1%	2.3%	12.0%	6.8%	10.7%



Q9. A sanitary sewer lateral is the pipe that carries the wastewater from your home to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?

BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134 100%	73 100.0%	59 100.0%	11 100%	12 100%	18 100%	51 100%	39 100%	32 100.0%	40 100.0%	1 100.0%	57 100.0%	4 100%	
Midway City Sanitary District	55 41.0%	27 37.0%	28 47.5%	7 63.6%	6 50.0%	8 44.4%	22 43.1%	12 30.8%	16 50.0%	9 22.5%	-	30 52.6%	-	
The City or County	33 24.6%	19 26.0%	12 20.3%	1 9.1%	1 8.3%	3 16.7%	13 25.5%	13 33.3%	6 18.8%	13 32.5%	1 100.0%	11 19.3%	2 50.0%	
Property owner	30 22.4%	19 26.0%	11 18.6%	1 9.1%	3 25.0%	5 27.8%	11 21.6%	9 23.1%	8 25.0%	14 35.0%	-	6 10.5%	2 50.0%	
State of California	6 4.5%	1 1.4%	5 8.5%	2 18.2%	1 8.3%	1 5.6%	1 2.0%	1 2.6%	-	-	-	6 10.5%	-	
Other	2 1.5%	1 1.4%	1 1.7%	-	1 8.3%	1 5.6%	-	-	1 3.1%	-	-	1 1.8%	-	
Unsure	8 6.0%	6 8.2%	2 3.4%	-	-	-	4 7.8%	4 10.3%	1 3.1%	4 10.0%	-	3 5.3%	-	



Q9. A sanitary sewer lateral is the pipe that carries the wastewater from your home to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?

BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46 100%	26 100.0%	19 100.0%	6 100%	6 100%	6 100%	14 100%	13 100%	7 100.0%	13 100.0%	-	26 100.0%	-	
Midway City Sanitary District	24 52.2%	12 46.2%	12 63.2%	4 66.7%	2 33.3%	5 83.3%	6 42.9%	7 53.8%	5 71.4%	5 38.5%	-	14 53.8%	-	
Property owner	10 21.7%	6 23.1%	4 21.1%	1 16.7%	3 50.0%	-	3 21.4%	3 23.1%	2 28.6%	3 23.1%	-	5 19.2%	-	
The City or County	10 21.7%	7 26.9%	2 10.5%	-	1 16.7%	1 16.7%	5 35.7%	2 15.4%	-	5 38.5%	-	5 19.2%	-	
State of California	1 2.2%	-	1 5.3%	1 16.7%	-	-	-	-	-	-	-	1 3.8%	-	
Unsure	1 2.2%	1 3.8%	-	-	-	-	-	1 7.7%	-	-	-	1 3.8%	-	



Q9. A sanitary sewer lateral is the pipe that carries the wastewater from your home to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?

BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88 100%	47 100.0%	40 100.0%	5 100%	6 100%	12 100%	37 100%	26 100%	25 100.0%	27 100.0%	1 100.0%	31 100.0%	4 100%	
Midway City Sanitary District	31 35.2%	15 31.9%	16 40.0%	3 60.0%	4 66.7%	3 25.0%	16 43.2%	5 19.2%	11 44.0%	4 14.8%	-	16 51.6%	-	
The City or County	23 26.1%	12 25.5%	10 25.0%	1 20.0%	-	2 16.7%	8 21.6%	11 42.3%	6 24.0%	8 29.6%	1 100.0%	6 19.4%	2 50.0%	
Property owner	20 22.7%	13 27.7%	7 17.5%	-	-	5 41.7%	8 21.6%	6 23.1%	6 24.0%	11 40.7%	-	1 3.2%	2 50.0%	
State of California	5 5.7%	1 2.1%	4 10.0%	1 20.0%	1 16.7%	1 8.3%	1 2.7%	1 3.8%	-	-	-	5 16.1%	-	
Other	2 2.3%	1 2.1%	1 2.5%	-	1 16.7%	1 8.3%	-	-	1 4.0%	-	-	1 3.2%	-	
Unsure	7 8.0%	5 10.6%	2 5.0%	-	-	-	4 10.8%	3 11.5%	1 4.0%	4 14.8%	-	2 6.5%	-	



Q9. A sanitary sewer lateral is the pipe that carries the wastewater from your home to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?

BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266 100%	136 100.0%	128 100.0%	62 100%	38 100%	36 100%	64 100%	62 100%	64 100.0%	44 100.0%	3 100.0%	139 100.0%	16 100%	
The City or County	77 28.9%	41 30.1%	35 27.3%	28 45.2%	8 21.1%	8 22.2%	16 25.0%	16 25.8%	14 21.9%	16 36.4%	1 33.3%	45 32.4%	1 6.2%	
Midway City Sanitary District	70 26.3%	39 28.7%	30 23.4%	17 27.4%	10 26.3%	11 30.6%	20 31.2%	11 17.7%	13 20.3%	8 18.2%	1 33.3%	43 30.9%	5 31.2%	
Property owner	69 25.9%	43 31.6%	26 20.3%	12 19.4%	7 18.4%	5 13.9%	20 31.2%	23 37.1%	24 37.5%	15 34.1%	-	22 15.8%	8 50.0%	
State of California	31 11.7%	10 7.4%	21 16.4%	2 3.2%	13 34.2%	9 25.0%	4 6.2%	3 4.8%	8 12.5%	1 2.3%	1 33.3%	20 14.4%	1 6.2%	
Unsure	19 7.1%	3 2.2%	16 12.5%	3 4.8%	-	3 8.3%	4 6.2%	9 14.5%	5 7.8%	4 9.1%	-	9 6.5%	1 6.2%	



Q9. A sanitary sewer lateral is the pipe that carries the wastewater from your home to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?

BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133 100%	63 100.0%	70 100.0%	42 100%	31 100%	24 100%	26 100%	9 100%	37 100.0%	9 100.0%	1 100.0%	83 100.0%	3 100%
Midway City Sanitary District	38 28.6%	18 28.6%	20 28.6%	13 31.0%	7 22.6%	8 33.3%	7 26.9%	2 22.2%	9 24.3%	1 11.1%	-	27 32.5%	1 33.3%
The City or County	37 27.8%	23 36.5%	14 20.0%	14 33.3%	6 19.4%	6 25.0%	8 30.8%	3 33.3%	9 24.3%	5 55.6%	-	23 27.7%	-
State of California	29 21.8%	8 12.7%	21 30.0%	2 4.8%	13 41.9%	8 33.3%	4 15.4%	2 22.2%	7 18.9%	1 11.1%	1 100.0%	20 24.1%	-
Property owner	26 19.5%	14 22.2%	12 17.1%	10 23.8%	5 16.1%	2 8.3%	7 26.9%	2 22.2%	10 27.0%	2 22.2%	-	12 14.5%	2 66.7%
Unsure	3 2.3%	-	3 4.3%	3 7.1%	-	-	-	-	2 5.4%	-	-	1 1.2%	-



Q9. A sanitary sewer lateral is the pipe that carries the wastewater from your home to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?

BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	73	58	20	7	12	38	53	27	35	2	56	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Property owner	43	29	14	2	2	3	13	21	14	13	-	10	6
	32.3%	39.7%	24.1%	10.0%	28.6%	25.0%	34.2%	39.6%	51.9%	37.1%		17.9%	46.2%
The City or County	40	18	21	14	2	2	8	13	5	11	1	22	1
	30.1%	24.7%	36.2%	70.0%	28.6%	16.7%	21.1%	24.5%	18.5%	31.4%	50.0%	39.3%	7.7%
Midway City Sanitary District	32	21	10	4	3	3	13	9	4	7	1	16	4
	24.1%	28.8%	17.2%	20.0%	42.9%	25.0%	34.2%	17.0%	14.8%	20.0%	50.0%	28.6%	30.8%
State of California	2	2	-	-	-	1	-	1	1	-	-	-	1
	1.5%	2.7%				8.3%		1.9%	3.7%				7.7%
Unsure	16	3	13	-	-	3	4	9	3	4	-	8	1
	12.0%	4.1%	22.4%			25.0%	10.5%	17.0%	11.1%	11.4%		14.3%	7.7%



Q10. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Satisfied [NET]	325	183	142	64	36	33	97	90	80	72	2	155	16	239	86	297	28
=====	81.2%	87.6%	75.9%	87.7%	72.0%	61.1%	84.3%	89.1%	83.3%	85.7%	50.0%	79.1%	80.0%	81.8%	79.6%	80.7%	87.5%
Very satisfied	167	119	48	13	13	16	59	63	49	38	-	70	10	120	47	148	19
	41.8%	56.9%	25.7%	17.8%	26.0%	29.6%	51.3%	62.4%	51.0%	45.2%		35.7%	50.0%	41.1%	43.5%	40.2%	59.4%
Somewhat satisfied	158	64	94	51	23	17	38	27	31	34	2	85	6	119	39	149	9
	39.5%	30.6%	50.3%	69.9%	46.0%	31.5%	33.0%	26.7%	32.3%	40.5%	50.0%	43.4%	30.0%	40.8%	36.1%	40.5%	28.1%
Unsatisfied [NET]	12	4	6	2	2	2	4	1	3	1	2	6	-	10	2	10	2
=====	3.0%	1.9%	3.2%	2.7%	4.0%	3.7%	3.5%	1.0%	3.1%	1.2%	50.0%	3.1%		3.4%	1.9%	2.7%	6.2%
Somewhat unsatisfied	10	4	5	2	2	2	3	1	2	-	2	6	-	8	2	8	2
	2.5%	1.9%	2.7%	2.7%	4.0%	3.7%	2.6%	1.0%	2.1%		50.0%	3.1%		2.7%	1.9%	2.2%	6.2%
Very unsatisfied	2	-	1	-	-	-	1	-	1	1	-	-	-	2	-	2	-
	0.5%		0.5%				0.9%		1.0%	1.2%				0.7%		0.5%	
Unsure	63	22	39	7	12	19	14	10	13	11	-	35	4	43	20	61	2
	15.8%	10.5%	20.9%	9.6%	24.0%	35.2%	12.2%	9.9%	13.5%	13.1%		17.9%	20.0%	14.7%	18.5%	16.6%	6.2%



Q10. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN OWN	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Satisfied [NET]	325	267	214	33	20	42	27	5	8	2	4	116	100	61	22	8	9	1	-	8	
=====	81.2%	83.2%	81.4%	89.2%	95.2%	73.7%	75.0%	83.3%	61.5%	100.0%	80.0%	89%	92%	74%	54%	62%	75%	100%	100%	73%	
Very satisfied	167	133	124	7	2	22	13	3	5	1	2	80	44	22	14	3	1	-	-	3	
	41.8%	41.4%	47.1%	18.9%	9.5%	38.6%	36.1%	50.0%	38.5%	50.0%	40.0%	61%	40%	27%	34%	23%	8.3%			27%	
Somewhat satisfied	158	134	90	26	18	20	14	2	3	1	2	36	56	39	8	5	8	1	-	5	
	39.5%	41.7%	34.2%	70.3%	85.7%	35.1%	38.9%	33.3%	23.1%	50.0%	40.0%	27%	51%	48%	20%	38%	67%	100%		45%	
Unsatisfied [NET]	12	6	4	1	1	3	2	-	1	-	1	3	-	3	2	3	-	-	-	1	
=====	3.0%	1.9%	1.5%	2.7%	4.8%	5.3%	5.6%		7.7%		20.0%	2.3%		3.7%	4.9%	23%				9.1%	
Somewhat unsatisfied	10	6	4	1	1	1	-	-	1	-	1	3	-	2	2	3	-	-	-	-	
	2.5%	1.9%	1.5%	2.7%	4.8%	1.8%			7.7%		20.0%	2.3%		2.4%	4.9%	23%					
Very unsatisfied	2	-	-	-	-	2	2	-	-	-	-	-	-	1	-	-	-	-	-	1	
	0.5%					3.5%	5.6%							1.2%						9.1%	
Unsure	63	48	45	3	-	12	7	1	4	-	-	12	9	18	17	2	3	-	-	2	
	15.8%	15.0%	17.1%	8.1%		21.1%	19.4%	16.7%	30.8%			9.2%	8.3%	22%	41%	15%	25%			18%	



Q10. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	NO OPINION				STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
		FAV	UNFAV	UNFAV	UNFAV																	
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Satisfied [NET]	325	273	34	13	5	299	17	9	325	-	-	32	2	4	113	39	74	212	96	116	286	24
=====	81.2%	87%	56.7%	86.7%	50.0%	90.1%	73.9%	20.0%	100%			91%	100.0%	66.7%	84.3%	84.8%	84.1%	79.7%	72%	87.2%	81.2%	85.7%
Very satisfied	167	142	15	7	3	153	9	5	167	-	-	7	-	3	68	23	45	99	31	68	146	16
	41.8%	45%	25.0%	46.7%	30.0%	46.1%	39.1%	11.1%	51%			20%		50.0%	50.7%	50.0%	51.1%	37.2%	23%	51.1%	41.5%	57.1%
Somewhat satisfied	158	131	19	6	2	146	8	4	158	-	-	25	2	1	45	16	29	113	65	48	140	8
	39.5%	42%	31.7%	40.0%	20.0%	44.0%	34.8%	8.9%	49%			71%	100.0%	16.7%	33.6%	34.8%	33.0%	42.5%	49%	36.1%	39.8%	28.6%
Unsatisfied [NET]	12	6	4	1	1	9	3	-	-	12	-	1	-	-	3	2	1	9	5	4	11	1
=====	3.0%	1.9%	6.7%	6.7%	10.0%	2.7%	13.0%			100.0%		2.9%			2.2%	4.3%	1.1%	3.4%	3.8%	3.0%	3.1%	3.6%
Somewhat unsatisfied	10	5	4	-	1	8	2	-	-	10	-	1	-	-	2	1	1	8	5	3	9	1
	2.5%	1.6%	6.7%		10.0%	2.4%	8.7%			83.3%		2.9%			1.5%	2.2%	1.1%	3.0%	3.8%	2.3%	2.6%	3.6%
Very unsatisfied	2	1	-	1	-	1	1	-	-	2	-	-	-	-	1	1	-	1	-	1	2	-
	0.5%	0.3%		6.7%		0.3%	4.3%			16.7%					0.7%	2.2%		0.4%		0.8%	0.6%	
Unsure	63	36	22	1	4	24	3	36	-	-	63	2	-	2	18	5	13	45	32	13	55	3
	15.8%	11%	36.7%	6.7%	40.0%	7.2%	13.0%	80.0%			100.0%	5.7%		33.3%	13.4%	10.9%	14.8%	16.9%	24%	9.8%	15.6%	10.7%



Q10. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Satisfied [NET]	113	64	49	10	9	13	45	34	29	31	1	49	3	
=====	84.3%	87.7%	83.1%	90.9%	75.0%	72.2%	88.2%	87.2%	90.6%	77.5%	100.0%	86.0%	75.0%	
Very satisfied	68	47	21	2	4	4	33	23	21	19	-	26	2	
	50.7%	64.4%	35.6%	18.2%	33.3%	22.2%	64.7%	59.0%	65.6%	47.5%	-	45.6%	50.0%	
Somewhat satisfied	45	17	28	8	5	9	12	11	8	12	1	23	1	
	33.6%	23.3%	47.5%	72.7%	41.7%	50.0%	23.5%	28.2%	25.0%	30.0%	100.0%	40.4%	25.0%	
Unsatisfied [NET]	3	1	1	-	-	1	1	-	1	1	-	1	-	
=====	2.2%	1.4%	1.7%	-	-	5.6%	2.0%	-	3.1%	2.5%	-	1.8%	-	
Somewhat unsatisfied	2	1	1	-	-	1	1	-	1	-	-	1	-	
	1.5%	1.4%	1.7%	-	-	5.6%	2.0%	-	3.1%	-	-	1.8%	-	
Very unsatisfied	1	-	-	-	-	-	-	-	-	1	-	-	-	
	0.7%	-	-	-	-	-	-	-	-	2.5%	-	-	-	
Unsure	18	8	9	1	3	4	5	5	2	8	-	7	1	
	13.4%	11.0%	15.3%	9.1%	25.0%	22.2%	9.8%	12.8%	6.2%	20.0%	-	12.3%	25.0%	



Q10. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER				AGE GROUP				LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Satisfied [NET]	39	23	16	5	4	5	12	13	6	11	-	22	-	
=====	84.8%	88.5%	84.2%	83.3%	66.7%	83.3%	85.7%	100%	85.7%	84.6%		84.6%		
Very satisfied	23	17	6	-	2	2	8	11	4	7	-	12	-	
	50.0%	65.4%	31.6%		33.3%	33.3%	57.1%	84.6%	57.1%	53.8%		46.2%		
Somewhat satisfied	16	6	10	5	2	3	4	2	2	4	-	10	-	
	34.8%	23.1%	52.6%	83.3%	33.3%	50.0%	28.6%	15.4%	28.6%	30.8%		38.5%		
Unsatisfied [NET]	2	1	-	-	-	1	-	-	-	1	-	1	-	
=====	4.3%	3.8%				16.7%				7.7%		3.8%		
Somewhat unsatisfied	1	1	-	-	-	1	-	-	-	-	-	1	-	
	2.2%	3.8%				16.7%						3.8%		
Very unsatisfied	1	-	-	-	-	-	-	-	-	1	-	-	-	
	2.2%									7.7%				
Unsure	5	2	3	1	2	-	2	-	1	1	-	3	-	
	10.9%	7.7%	15.8%	16.7%	33.3%		14.3%		14.3%	7.7%		11.5%		



Q10. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Satisfied [NET]	74	41	33	5	5	8	33	21	23	20	1	27	3	
=====	84.1%	87.2%	82.5%	100%	83.3%	66.7%	89.2%	80.8%	92.0%	74.1%	100.0%	87.1%	75.0%	
Very satisfied	45	30	15	2	2	2	25	12	17	12	-	14	2	
	51.1%	63.8%	37.5%	40.0%	33.3%	16.7%	67.6%	46.2%	68.0%	44.4%		45.2%	50.0%	
Somewhat satisfied	29	11	18	3	3	6	8	9	6	8	1	13	1	
	33.0%	23.4%	45.0%	60.0%	50.0%	50.0%	21.6%	34.6%	24.0%	29.6%	100.0%	41.9%	25.0%	
Unsatisfied [NET]	1	-	1	-	-	-	1	-	1	-	-	-	-	
=====	1.1%		2.5%				2.7%		4.0%					
Somewhat unsatisfied	1	-	1	-	-	-	1	-	1	-	-	-	-	
	1.1%		2.5%				2.7%		4.0%					
Unsure	13	6	6	-	1	4	3	5	1	7	-	4	1	
	14.8%	12.8%	15.0%		16.7%	33.3%	8.1%	19.2%	4.0%	25.9%		12.9%	25.0%	



Q10. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Satisfied [NET]	212	119	93	54	27	20	52	56	51	41	1	106	13	
=====	79.7%	87.5%	72.7%	87.1%	71.1%	55.6%	81.2%	90.3%	79.7%	93.2%	33.3%	76.3%	81.2%	
Very satisfied	99	72	27	11	9	12	26	40	28	19	-	44	8	
	37.2%	52.9%	21.1%	17.7%	23.7%	33.3%	40.6%	64.5%	43.8%	43.2%	-	31.7%	50.0%	
Somewhat satisfied	113	47	66	43	18	8	26	16	23	22	1	62	5	
	42.5%	34.6%	51.6%	69.4%	47.4%	22.2%	40.6%	25.8%	35.9%	50.0%	33.3%	44.6%	31.2%	
Unsatisfied [NET]	9	3	5	2	2	1	3	1	2	-	2	5	-	
=====	3.4%	2.2%	3.9%	3.2%	5.3%	2.8%	4.7%	1.6%	3.1%	-	66.7%	3.6%	-	
Somewhat unsatisfied	8	3	4	2	2	1	2	1	1	-	2	5	-	
	3.0%	2.2%	3.1%	3.2%	5.3%	2.8%	3.1%	1.6%	1.6%	-	66.7%	3.6%	-	
Very unsatisfied	1	-	1	-	-	-	1	-	1	-	-	-	-	
	0.4%	-	0.8%	-	-	-	1.6%	-	1.6%	-	-	-	-	
Unsure	45	14	30	6	9	15	9	5	11	3	-	28	3	
	16.9%	10.3%	23.4%	9.7%	23.7%	41.7%	14.1%	8.1%	17.2%	6.8%	-	20.1%	18.8%	



Q10. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Satisfied [NET]	96	49	47	35	21	11	20	9	28	8	1	57	2	
=====	72.2%	77.8%	67.1%	83.3%	67.7%	45.8%	76.9%	100%	75.7%	88.9%	100.0%	68.7%	66.7%	
Very satisfied	31	25	6	8	7	5	7	4	11	2	-	18	-	
	23.3%	39.7%	8.6%	19.0%	22.6%	20.8%	26.9%	44.4%	29.7%	22.2%	-	21.7%	-	
Somewhat satisfied	65	24	41	27	14	6	13	5	17	6	1	39	2	
	48.9%	38.1%	58.6%	64.3%	45.2%	25.0%	50.0%	55.6%	45.9%	66.7%	100.0%	47.0%	66.7%	
Unsatisfied [NET]	5	3	2	1	2	1	1	-	1	-	-	4	-	
=====	3.8%	4.8%	2.9%	2.4%	6.5%	4.2%	3.8%	-	2.7%	-	-	4.8%	-	
Somewhat unsatisfied	5	3	2	1	2	1	1	-	1	-	-	4	-	
	3.8%	4.8%	2.9%	2.4%	6.5%	4.2%	3.8%	-	2.7%	-	-	4.8%	-	
Unsure	32	11	21	6	8	12	5	-	8	1	-	22	1	
	24.1%	17.5%	30.0%	14.3%	25.8%	50.0%	19.2%	-	21.6%	11.1%	-	26.5%	33.3%	



Q10. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER				AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	133	73	58	20	7	12	38	53	27	35	2	56	13		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Satisfied [NET]	116	70	46	19	6	9	32	47	23	33	-	49	11		
=====	87.2%	95.9%	79.3%	95.0%	85.7%	75.0%	84.2%	88.7%	85.2%	94.3%		87.5%	84.6%		
Very satisfied	68	47	21	3	2	7	19	36	17	17	-	26	8		
	51.1%	64.4%	36.2%	15.0%	28.6%	58.3%	50.0%	67.9%	63.0%	48.6%		46.4%	61.5%		
Somewhat satisfied	48	23	25	16	4	2	13	11	6	16	-	23	3		
	36.1%	31.5%	43.1%	80.0%	57.1%	16.7%	34.2%	20.8%	22.2%	45.7%		41.1%	23.1%		
Unsatisfied [NET]	4	-	3	1	-	-	2	1	1	-	2	1	-		
=====	3.0%		5.2%	5.0%			5.3%	1.9%	3.7%		100.0%	1.8%			
Somewhat unsatisfied	3	-	2	1	-	-	1	1	-	-	2	1	-		
	2.3%		3.4%	5.0%			2.6%	1.9%			100.0%	1.8%			
Very unsatisfied	1	-	1	-	-	-	1	-	1	-	-	-	-		
	0.8%		1.7%				2.6%		3.7%						
Unsure	13	3	9	-	1	3	4	5	3	2	-	6	2		
	9.8%	4.1%	15.5%		14.3%	25.0%	10.5%	9.4%	11.1%	5.7%		10.7%	15.4%		



Q10A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	337	187	148	66	38	35	101	91	83	73	4	161	16	249	88	307	30
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Satisfied [NET]	325	183	142	64	36	33	97	90	80	72	2	155	16	239	86	297	28
=====	96.4%	97.9%	95.9%	97.0%	94.7%	94.3%	96.0%	98.9%	96.4%	98.6%	50.0%	96.3%	100%	96.0%	97.7%	96.7%	93.3%
Very satisfied	167	119	48	13	13	16	59	63	49	38	-	70	10	120	47	148	19
	51.4%	65.0%	33.8%	20.3%	36.1%	48.5%	60.8%	70.0%	61.2%	52.8%		45.2%	62.5%	50.2%	54.7%	49.8%	67.9%
Somewhat satisfied	158	64	94	51	23	17	38	27	31	34	2	85	6	119	39	149	9
	48.6%	35.0%	66.2%	79.7%	63.9%	51.5%	39.2%	30.0%	38.8%	47.2%	100.0%	54.8%	37.5%	49.8%	45.3%	50.2%	32.1%
Unsatisfied [NET]	12	4	6	2	2	2	4	1	3	1	2	6	-	10	2	10	2
=====	3.6%	2.1%	4.1%	3.0%	5.3%	5.7%	4.0%	1.1%	3.6%	1.4%	50.0%	3.7%		4.0%	2.3%	3.3%	6.7%
Somewhat unsatisfied	10	4	5	2	2	2	3	1	2	-	2	6	-	8	2	8	2
	83.3%	100%	83.3%	100%	100%	100%	75.0%	100%	66.7%		100.0%	100.0%		80.0%	100.0%	80.0%	100%
Very unsatisfied	2	-	1	-	-	-	1	-	1	1	-	-	-	2	-	2	-
	16.7%		16.7%				25.0%		33.3%	100.0%				20.0%		20.0%	



Q10A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN OWN	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	337	273	218	34	21	45	29	5	9	2	5	119	100	64	24	11	9	1	-	9	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Satisfied [NET]	325	267	214	33	20	42	27	5	8	2	4	116	100	61	22	8	9	1	-	8	
=====	96.4%	97.8%	98.2%	97.1%	95.2%	93.3%	93.1%	100.0%	88.9%	100.0%	80.0%	97%	100%	95%	92%	73%	100%	100%	-	89%	
Very satisfied	167	133	124	7	2	22	13	3	5	1	2	80	44	22	14	3	1	-	-	3	
	51.4%	49.8%	57.9%	21.2%	10.0%	52.4%	48.1%	60.0%	62.5%	50.0%	50.0%	69%	44%	36%	64%	38%	11%	-	-	38%	
Somewhat satisfied	158	134	90	26	18	20	14	2	3	1	2	36	56	39	8	5	8	1	-	5	
	48.6%	50.2%	42.1%	78.8%	90.0%	47.6%	51.9%	40.0%	37.5%	50.0%	50.0%	31%	56%	64%	36%	62%	89%	100%	-	62%	
Unsatisfied [NET]	12	6	4	1	1	3	2	-	1	-	1	3	-	3	2	3	-	-	-	1	
=====	3.6%	2.2%	1.8%	2.9%	4.8%	6.7%	6.9%	-	11.1%	-	20.0%	2.5%	-	4.7%	8.3%	27%	-	-	-	11%	
Somewhat unsatisfied	10	6	4	1	1	1	-	-	1	-	1	3	-	2	2	3	-	-	-	-	
	83.3%	100%	100.0%	100.0%	100.0%	33.3%	-	-	100.0%	-	100%	100%	-	67%	100%	100%	-	-	-	-	
Very unsatisfied	2	-	-	-	-	2	2	-	-	-	-	-	-	1	-	-	-	-	-	1	
	16.7%	-	-	-	-	66.7%	100.0%	-	-	-	-	-	-	33%	-	-	-	-	-	100%	



Q10A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	337	279	38	14	6	308	20	9	325	12	-	33	2	4	116	41	75	221	101	120	297	25
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%		100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Satisfied [NET]	325	273	34	13	5	299	17	9	325	-	-	32	2	4	113	39	74	212	96	116	286	24
=====	96.4%	98%	89.5%	92.9%	83.3%	97.1%	85.0%	100.0%	100%			97%	100.0%	100.0%	97.4%	95.1%	98.7%	95.9%	95%	96.7%	96.3%	96.0%
Very satisfied	167	142	15	7	3	153	9	5	167	-	-	7	-	3	68	23	45	99	31	68	146	16
	51.4%	52%	44.1%	53.8%	60.0%	51.2%	52.9%	55.6%	51%			22%		75.0%	60.2%	59.0%	60.8%	46.7%	32%	58.6%	51.0%	66.7%
Somewhat satisfied	158	131	19	6	2	146	8	4	158	-	-	25	2	1	45	16	29	113	65	48	140	8
	48.6%	48%	55.9%	46.2%	40.0%	48.8%	47.1%	44.4%	49%			78%	100.0%	25.0%	39.8%	41.0%	39.2%	53.3%	68%	41.4%	49.0%	33.3%
Unsatisfied [NET]	12	6	4	1	1	9	3	-	-	12	-	1	-	-	3	2	1	9	5	4	11	1
=====	3.6%	2.2%	10.5%	7.1%	16.7%	2.9%	15.0%			100.0%		3.0%			2.6%	4.9%	1.3%	4.1%	5.0%	3.3%	3.7%	4.0%
Somewhat unsatisfied	10	5	4	-	1	8	2	-	-	10	-	1	-	-	2	1	1	8	5	3	9	1
	83.3%	83%	100.0%		100.0%	88.9%	66.7%			83.3%		100%			66.7%	50.0%	100.0%	88.9%	100%	75.0%	81.8%	100.0%
Very unsatisfied	2	1	-	1	-	1	1	-	-	2	-	-	-	-	1	1	-	1	-	1	2	-
	16.7%	17%		100%		11.1%	33.3%			16.7%					33.3%	50.0%		11.1%		25.0%	18.2%	



Q10A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	116	65	50	10	9	14	46	34	30	32	1	50	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Satisfied [NET]	113	64	49	10	9	13	45	34	29	31	1	49	3	
=====	97.4%	98.5%	98.0%	100%	100%	92.9%	97.8%	100%	96.7%	96.9%	100.0%	98.0%	100%	
Very satisfied	68	47	21	2	4	4	33	23	21	19	-	26	2	
	60.2%	73.4%	42.9%	20.0%	44.4%	30.8%	73.3%	67.6%	72.4%	61.3%	-	53.1%	66.7%	
Somewhat satisfied	45	17	28	8	5	9	12	11	8	12	1	23	1	
	39.8%	26.6%	57.1%	80.0%	55.6%	69.2%	26.7%	32.4%	27.6%	38.7%	100.0%	46.9%	33.3%	
Unsatisfied [NET]	3	1	1	-	-	1	1	-	1	1	-	1	-	
=====	2.6%	1.5%	2.0%	-	-	7.1%	2.2%	-	3.3%	3.1%	-	2.0%	-	
Somewhat unsatisfied	2	1	1	-	-	1	1	-	1	-	-	1	-	
	66.7%	100.0%	100.0%	-	-	100%	100%	-	100.0%	-	-	100.0%	-	
Very unsatisfied	1	-	-	-	-	-	-	-	-	1	-	-	-	
	33.3%	-	-	-	-	-	-	-	-	100.0%	-	-	-	



Q10A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	41	24	16	5	4	6	12	13	6	12	-	23	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Satisfied [NET]	39	23	16	5	4	5	12	13	6	11	-	22	-	
=====	95.1%	95.8%	100.0%	100%	100%	83.3%	100%	100%	100.0%	91.7%		95.7%		
Very satisfied	23	17	6	-	2	2	8	11	4	7	-	12	-	
	59.0%	73.9%	37.5%		50.0%	40.0%	66.7%	84.6%	66.7%	63.6%		54.5%		
Somewhat satisfied	16	6	10	5	2	3	4	2	2	4	-	10	-	
	41.0%	26.1%	62.5%	100%	50.0%	60.0%	33.3%	15.4%	33.3%	36.4%		45.5%		
Unsatisfied [NET]	2	1	-	-	-	1	-	-	-	1	-	1	-	
=====	4.9%	4.2%				16.7%				8.3%		4.3%		
Somewhat unsatisfied	1	1	-	-	-	1	-	-	-	-	-	1	-	
	50.0%	100.0%				100%						100.0%		
Very unsatisfied	1	-	-	-	-	-	-	-	-	1	-	-	-	
	50.0%									100.0%				



Q10A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	75	41	34	5	5	8	34	21	24	20	1	27	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Satisfied [NET]	74	41	33	5	5	8	33	21	23	20	1	27	3	
=====	98.7%	100.0%	97.1%	100%	100%	100%	97.1%	100%	95.8%	100.0%	100.0%	100.0%	100%	
Very satisfied	45	30	15	2	2	2	25	12	17	12	-	14	2	
	60.8%	73.2%	45.5%	40.0%	40.0%	25.0%	75.8%	57.1%	73.9%	60.0%	-	51.9%	66.7%	
Somewhat satisfied	29	11	18	3	3	6	8	9	6	8	1	13	1	
	39.2%	26.8%	54.5%	60.0%	60.0%	75.0%	24.2%	42.9%	26.1%	40.0%	100.0%	48.1%	33.3%	
Unsatisfied [NET]	1	-	1	-	-	-	1	-	1	-	-	-	-	
=====	1.3%	-	2.9%	-	-	-	2.9%	-	4.2%	-	-	-	-	
Somewhat unsatisfied	1	-	1	-	-	-	1	-	1	-	-	-	-	
	100%	-	100.0%	-	-	-	100%	-	100.0%	-	-	-	-	



Q10A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER		AGE GROUP					ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	221	122	98	56	29	21	55	57	53	41	3	111	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Satisfied [NET]	212	119	93	54	27	20	52	56	51	41	1	106	13	
=====	95.9%	97.5%	94.9%	96.4%	93.1%	95.2%	94.5%	98.2%	96.2%	100.0%	33.3%	95.5%	100%	
Very satisfied	99	72	27	11	9	12	26	40	28	19	-	44	8	
	46.7%	60.5%	29.0%	20.4%	33.3%	60.0%	50.0%	71.4%	54.9%	46.3%	-	41.5%	61.5%	
Somewhat satisfied	113	47	66	43	18	8	26	16	23	22	1	62	5	
	53.3%	39.5%	71.0%	79.6%	66.7%	40.0%	50.0%	28.6%	45.1%	53.7%	100.0%	58.5%	38.5%	
Unsatisfied [NET]	9	3	5	2	2	1	3	1	2	-	2	5	-	
=====	4.1%	2.5%	5.1%	3.6%	6.9%	4.8%	5.5%	1.8%	3.8%	-	66.7%	4.5%	-	
Somewhat unsatisfied	8	3	4	2	2	1	2	1	1	-	2	5	-	
	88.9%	100.0%	80.0%	100%	100%	100%	66.7%	100%	50.0%	-	100.0%	100.0%	-	
Very unsatisfied	1	-	1	-	-	-	1	-	1	-	-	-	-	
	11.1%	-	20.0%	-	-	-	33.3%	-	50.0%	-	-	-	-	



Q10A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	101	52	49	36	23	12	21	9	29	8	1	61	2	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Satisfied [NET]	96	49	47	35	21	11	20	9	28	8	1	57	2	
=====	95.0%	94.2%	95.9%	97.2%	91.3%	91.7%	95.2%	100%	96.6%	100.0%	100.0%	93.4%	100%	
Very satisfied	31	25	6	8	7	5	7	4	11	2	-	18	-	
	32.3%	51.0%	12.8%	22.9%	33.3%	45.5%	35.0%	44.4%	39.3%	25.0%	-	31.6%	-	
Somewhat satisfied	65	24	41	27	14	6	13	5	17	6	1	39	2	
	67.7%	49.0%	87.2%	77.1%	66.7%	54.5%	65.0%	55.6%	60.7%	75.0%	100.0%	68.4%	100%	
Unsatisfied [NET]	5	3	2	1	2	1	1	-	1	-	-	4	-	
=====	5.0%	5.8%	4.1%	2.8%	8.7%	8.3%	4.8%	-	3.4%	-	-	6.6%	-	
Somewhat unsatisfied	5	3	2	1	2	1	1	-	1	-	-	4	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	-	100.0%	-	-	100.0%	-	



Q10A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: Total Sample

	GENDER				AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	120	70	49	20	6	9	34	48	24	33	2	50	11		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Satisfied [NET]	116	70	46	19	6	9	32	47	23	33	-	49	11		
=====	96.7%	100.0%	93.9%	95.0%	100%	100%	94.1%	97.9%	95.8%	100.0%		98.0%	100%		
Very satisfied	68	47	21	3	2	7	19	36	17	17	-	26	8		
	58.6%	67.1%	45.7%	15.8%	33.3%	77.8%	59.4%	76.6%	73.9%	51.5%		53.1%	72.7%		
Somewhat satisfied	48	23	25	16	4	2	13	11	6	16	-	23	3		
	41.4%	32.9%	54.3%	84.2%	66.7%	22.2%	40.6%	23.4%	26.1%	48.5%		46.9%	27.3%		
Unsatisfied [NET]	4	-	3	1	-	-	2	1	1	-	2	1	-		
=====	3.3%		6.1%	5.0%			5.9%	2.1%	4.2%		100.0%	2.0%			
Somewhat unsatisfied	3	-	2	1	-	-	1	1	-	-	2	1	-		
	75.0%		66.7%	100%			50.0%	100%			100.0%	100.0%			
Very unsatisfied	1	-	1	-	-	-	1	-	1	-	-	-	-		
	25.0%		33.3%				50.0%		100.0%						



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	325	183	142	64	36	33	97	90	80	72	2	155	16	239	86	297	28
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
No back ups/Leaks/No issues	136	80	56	16	10	16	42	49	40	41	1	46	8	95	41	120	16
	41.8%	43.7%	39.4%	25.0%	27.8%	48.5%	43.3%	54.4%	50.0%	56.9%	50.0%	29.7%	50.0%	39.7%	47.7%	40.4%	57.1%
Works well/Works for my household	28	15	13	11	3	2	7	4	6	6	-	14	2	25	3	26	2
	8.6%	8.2%	9.2%	17.2%	8.3%	6.1%	7.2%	4.4%	7.5%	8.3%	-	9.0%	12.5%	10.5%	3.5%	8.8%	7.1%
Job well done/Good work	25	16	9	7	5	-	7	6	5	5	-	14	1	18	7	21	4
	7.7%	8.7%	6.3%	10.9%	13.9%	-	7.2%	6.7%	6.2%	6.9%	-	9.0%	6.2%	7.5%	8.1%	7.1%	14.3%
Great customer service/Responsive/Helpful	24	12	12	6	2	3	6	7	7	3	-	14	-	18	6	23	1
	7.4%	6.6%	8.5%	9.4%	5.6%	9.1%	6.2%	7.8%	8.8%	4.2%	-	9.0%	-	7.5%	7.0%	7.7%	3.6%
Overall good/Great	21	12	9	7	5	-	6	3	6	-	1	14	-	17	4	20	1
	6.5%	6.6%	6.3%	10.9%	13.9%	-	6.2%	3.3%	7.5%	-	50.0%	9.0%	-	7.1%	4.7%	6.7%	3.6%
Good service	15	11	4	-	3	2	7	3	3	-	-	11	1	10	5	15	-
	4.6%	6.0%	2.8%	-	8.3%	6.1%	7.2%	3.3%	3.8%	-	-	7.1%	6.2%	4.2%	5.8%	5.1%	-
Dependable/Reliable	12	2	10	4	-	3	4	1	1	2	-	8	1	10	2	12	-
	3.7%	1.1%	7.0%	6.2%	-	9.1%	4.1%	1.1%	1.2%	2.8%	-	5.2%	6.2%	4.2%	2.3%	4.0%	-
General neutral/Not bad/Okay	9	1	8	4	1	1	2	1	3	-	-	6	-	8	1	8	1
	2.8%	0.5%	5.6%	6.2%	2.8%	3.0%	2.1%	1.1%	3.8%	-	-	3.9%	-	3.3%	1.2%	2.7%	3.6%
Very few issues	8	5	3	1	1	1	2	3	2	2	-	4	-	4	4	8	-
	2.5%	2.7%	2.1%	1.6%	2.8%	3.0%	2.1%	3.3%	2.5%	2.8%	-	2.6%	-	1.7%	4.7%	2.7%	-
Water supply	8	5	3	1	1	1	3	2	2	2	-	3	1	6	2	8	-
	2.5%	2.7%	2.1%	1.6%	2.8%	3.0%	3.1%	2.2%	2.5%	2.8%	-	1.9%	6.2%	2.5%	2.3%	2.7%	-
Cleanliness	7	4	3	-	-	2	5	-	1	3	-	3	-	6	1	7	-
	2.2%	2.2%	2.1%	-	-	6.1%	5.2%	-	1.2%	4.2%	-	1.9%	-	2.5%	1.2%	2.4%	-
Safe	6	4	2	-	2	-	1	3	-	3	-	3	-	4	2	6	-
	1.8%	2.2%	1.4%	-	5.6%	-	1.0%	3.3%	-	4.2%	-	1.9%	-	1.7%	2.3%	2.0%	-
Other	9	5	4	3	1	-	1	4	1	1	-	5	2	6	3	7	2
	2.8%	2.7%	2.8%	4.7%	2.8%	-	1.0%	4.4%	1.2%	1.4%	-	3.2%	12.5%	2.5%	3.5%	2.4%	7.1%



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER		AGE GROUP						ETHNICITY				EDUCATION LEVEL		GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Don't know/Unsure	9	4	5	3	1	1	3	1	1	1	-	7	-	7	2	8	1
	2.8%	2.2%	3.5%	4.7%	2.8%	3.0%	3.1%	1.1%	1.2%	1.4%		4.5%		2.9%	2.3%	2.7%	3.6%
N/A/Refused/No comment	8	7	1	1	1	1	1	3	2	3	-	3	-	5	3	8	-
	2.5%	3.8%	0.7%	1.6%	2.8%	3.0%	1.0%	3.3%	2.5%	4.2%		1.9%		2.1%	3.5%	2.7%	



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	325 100%	267 100%	214 100.0%	33 100.0%	20 100.0%	42 100%	27 100.0%	5 100.0%	8 100.0%	2 100.0%	4 100%	116 100%	100 100%	61 100%	22 100%	8 100%	9 100%	1 100%	-	8 100%	
No back ups/Leaks/No issues	136 41.8%	111 41.6%	102 47.7%	6 18.2%	3 15.0%	19 45.2%	11 40.7%	3 60.0%	4 50.0%	1 50.0%	3 75.0%	66 57%	30 30%	23 38%	9 41%	2 25%	3 33%	-	-	3 38%	
Works well/Works for my household	28 8.6%	22 8.2%	5 2.3%	15 45.5%	2 10.0%	1 2.4%	1 3.7%	-	-	-	1 25.0%	6 5.2%	13 13%	6 9.8%	-	2 25%	1 11%	-	-	-	
Job well done/Good work	25 7.7%	20 7.5%	17 7.9%	1 3.0%	2 10.0%	4 9.5%	2 7.4%	1 20.0%	1 12.5%	-	-	9 7.8%	9 9.0%	2 3.3%	1 4.5%	-	1 11%	-	-	3 38%	
Great customer service/Responsive/Helpful	24 7.4%	20 7.5%	19 8.9%	1 3.0%	-	4 9.5%	3 11.1%	-	1 12.5%	-	-	7 6.0%	13 13%	2 3.3%	2 9.1%	-	-	-	-	-	
Overall good/Great	21 6.5%	19 7.1%	10 4.7%	4 12.1%	5 25.0%	2 4.8%	2 7.4%	-	-	-	-	5 4.3%	3 3.0%	10 16%	2 9.1%	1 12%	-	-	-	-	
Good service	15 4.6%	15 5.6%	14 6.5%	1 3.0%	-	-	-	-	-	-	-	7 6.0%	6 6.0%	2 3.3%	-	-	-	-	-	-	
Dependable/Reliable	12 3.7%	11 4.1%	11 5.1%	-	-	-	-	-	-	-	-	2 1.7%	9 9.0%	-	1 4.5%	-	-	-	-	-	
General neutral/Not bad/Okay	9 2.8%	9 3.4%	4 1.9%	2 6.1%	3 15.0%	-	-	-	-	-	-	1 0.9%	2 2.0%	3 4.9%	2 9.1%	1 12%	-	-	-	-	
Very few issues	8 2.5%	6 2.2%	5 2.3%	1 3.0%	-	2 4.8%	1 3.7%	-	-	1 50.0%	-	3 2.6%	1 1.0%	2 3.3%	1 4.5%	-	1 11%	-	-	-	
Water supply	8 2.5%	5 1.9%	3 1.4%	-	2 10.0%	2 4.8%	1 3.7%	-	1 12.5%	-	-	2 1.7%	3 3.0%	2 3.3%	-	1 12%	-	-	-	-	
Cleanliness	7 2.2%	5 1.9%	4 1.9%	-	1 5.0%	2 4.8%	2 7.4%	-	-	-	-	1 0.9%	2 2.0%	-	2 9.1%	-	1 11%	-	-	1 12%	
Safe	6 1.8%	5 1.9%	5 2.3%	-	-	1 2.4%	1 3.7%	-	-	-	-	2 1.7%	1 1.0%	2 3.3%	-	1 12%	-	-	-	-	
Other	9 2.8%	8 3.0%	7 3.3%	-	1 5.0%	1 2.4%	-	-	1 12.5%	-	-	1 0.9%	3 3.0%	3 4.9%	-	-	1 11%	1 100%	-	-	



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Don't know/Unsure	9 2.8%	7 2.6%	4 1.9%	2 6.1%	1 5.0%	1 2.4%	1 3.7%	-	-	-	-	-	5 5.0%	1 1.6%	2 9.1%	-	1 11%	-	-	-	
N/A/Refused/No comment	8 2.5%	4 1.5%	4 1.9%	-	-	3 7.1%	2 7.4%	1 20.0%	-	-	-	4 3.4%	-	3 4.9%	-	-	-	-	-	1 12%	



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	325	273	34	13	5	299	17	9	325	-	-	32	2	4	113	39	74	212	96	116	286	24
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%			100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
No back ups/Leaks/No issues	136	105	20	8	3	119	11	6	136	-	-	6	-	3	52	16	36	84	32	52	124	11
	41.8%	38%	58.8%	61.5%	60.0%	39.8%	64.7%	66.7%	42%			19%		75.0%	46.0%	41.0%	48.6%	39.6%	33%	44.8%	43.4%	45.8%
Works well/Works for my household	28	24	4	-	-	28	-	-	28	-	-	13	1	1	7	6	1	21	14	7	23	3
	8.6%	8.8%	11.8%			9.4%			8.6%			41%	50.0%	25.0%	6.2%	15.4%	1.4%	9.9%	15%	6.0%	8.0%	12.5%
Job well done/Good work	25	23	1	1	-	24	1	-	25	-	-	2	-	-	7	4	3	18	6	12	23	1
	7.7%	8.4%	2.9%	7.7%		8.0%	5.9%		7.7%			6.2%			6.2%	10.3%	4.1%	8.5%	6.2%	10.3%	8.0%	4.2%
Great customer service/Responsive/Helpful	24	24	-	-	-	24	-	-	24	-	-	1	-	-	11	3	8	13	3	10	18	3
	7.4%	8.8%				8.0%			7.4%			3.1%			9.7%	7.7%	10.8%	6.1%	3.1%	8.6%	6.3%	12.5%
Overall good/Great	21	19	2	-	-	21	-	-	21	-	-	4	-	-	4	1	3	17	15	2	18	3
	6.5%	7.0%	5.9%			7.0%			6.5%			12%			3.5%	2.6%	4.1%	8.0%	16%	1.7%	6.3%	12.5%
Good service	15	14	-	-	1	15	-	-	15	-	-	1	-	-	6	1	5	9	5	4	13	-
	4.6%	5.1%			20.0%	5.0%			4.6%			3.1%			5.3%	2.6%	6.8%	4.2%	5.2%	3.4%	4.5%	
Dependable/Reliable	12	11	1	-	-	12	-	-	12	-	-	-	-	-	2	-	2	10	2	8	10	-
	3.7%	4.0%	2.9%			4.0%			3.7%						1.8%		2.7%	4.7%	2.1%	6.9%	3.5%	
General neutral/Not bad/Okay	9	9	-	-	-	9	-	-	9	-	-	2	-	-	3	2	1	6	5	1	8	-
	2.8%	3.3%				3.0%			2.8%			6.2%			2.7%	5.1%	1.4%	2.8%	5.2%	0.9%	2.8%	
Very few issues	8	6	1	1	-	7	1	-	8	-	-	1	-	-	5	1	4	3	1	2	8	-
	2.5%	2.2%	2.9%	7.7%		2.3%	5.9%		2.5%			3.1%			4.4%	2.6%	5.4%	1.4%	1.0%	1.7%	2.8%	
Water supply	8	7	1	-	-	6	2	-	8	-	-	-	-	-	4	2	2	4	2	2	8	-
	2.5%	2.6%	2.9%			2.0%	11.8%		2.5%						3.5%	5.1%	2.7%	1.9%	2.1%	1.7%	2.8%	
Cleanliness	7	5	-	2	-	6	1	-	7	-	-	-	-	-	3	1	2	4	3	1	6	1
	2.2%	1.8%		15.4%		2.0%	5.9%		2.2%						2.7%	2.6%	2.7%	1.9%	3.1%	0.9%	2.1%	4.2%
Safe	6	6	-	-	-	6	-	-	6	-	-	-	-	-	1	-	1	5	3	2	6	-
	1.8%	2.2%				2.0%			1.8%						0.9%		1.4%	2.4%	3.1%	1.7%	2.1%	
Other	9	7	1	-	1	9	-	-	9	-	-	-	-	-	2	1	1	7	3	4	8	1
	2.8%	2.6%	2.9%		20.0%	3.0%			2.8%						1.8%	2.6%	1.4%	3.3%	3.1%	3.4%	2.8%	4.2%



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	FAVORABILITY OF MCSD				INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE				
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Don't know/Unsure	9	8	1	-	-	7	-	2	9	-	-	2	-	-	4	-	4	5	2	3	6	1
	2.8%	2.9%	2.9%			2.3%		22.2%	2.8%			6.2%			3.5%		5.4%	2.4%	2.1%	2.6%	2.1%	4.2%
N/A/Refused/No comment	8	5	2	1	-	6	1	1	8	-	-	-	1	-	2	1	1	6	-	6	7	-
	2.5%	1.8%	5.9%	7.7%		2.0%	5.9%	11.1%	2.5%			50.0%			1.8%	2.6%	1.4%	2.8%		5.2%	2.4%	



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	113	64	49	10	9	13	45	34	29	31	1	49	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
No back ups/Leaks/No issues	52	32	20	3	3	9	20	15	19	17	1	13	2	
	46.0%	50.0%	40.8%	30.0%	33.3%	69.2%	44.4%	44.1%	65.5%	54.8%	100.0%	26.5%	66.7%	
Great customer service/ Responsive/Helpful	11	6	5	1	2	1	4	3	4	2	-	5	-	
	9.7%	9.4%	10.2%	10.0%	22.2%	7.7%	8.9%	8.8%	13.8%	6.5%	-	10.2%	-	
Works well/Works for my household	7	3	4	2	1	-	2	2	1	2	-	4	-	
	6.2%	4.7%	8.2%	20.0%	11.1%	-	4.4%	5.9%	3.4%	6.5%	-	8.2%	-	
Job well done/Good work	7	4	3	1	1	-	1	4	1	3	-	3	-	
	6.2%	6.2%	6.1%	10.0%	11.1%	-	2.2%	11.8%	3.4%	9.7%	-	6.1%	-	
Good service	6	4	2	-	-	-	5	1	-	-	-	6	-	
	5.3%	6.2%	4.1%	-	-	-	11.1%	2.9%	-	-	-	12.2%	-	
Very few issues	5	3	2	-	-	1	2	2	2	2	-	1	-	
	4.4%	4.7%	4.1%	-	-	7.7%	4.4%	5.9%	6.9%	6.5%	-	2.0%	-	
Overall good/Great	4	3	1	1	-	-	1	2	-	-	-	4	-	
	3.5%	4.7%	2.0%	10.0%	-	-	2.2%	5.9%	-	-	-	8.2%	-	
Water supply	4	3	1	-	-	-	2	2	1	1	-	1	1	
	3.5%	4.7%	2.0%	-	-	-	4.4%	5.9%	3.4%	3.2%	-	2.0%	33.3%	
Cleanliness	3	2	1	-	-	-	3	-	-	2	-	1	-	
	2.7%	3.1%	2.0%	-	-	-	6.7%	-	-	6.5%	-	2.0%	-	
General neutral/Not bad/ Okay	3	-	3	1	1	-	1	-	1	-	-	2	-	
	2.7%	-	6.1%	10.0%	11.1%	-	2.2%	-	3.4%	-	-	4.1%	-	
Dependable/Reliable	2	-	2	-	-	1	1	-	-	1	-	1	-	
	1.8%	-	4.1%	-	-	7.7%	2.2%	-	-	3.2%	-	2.0%	-	
Safe	1	1	-	-	-	-	1	-	-	-	-	1	-	
	0.9%	1.6%	-	-	-	-	2.2%	-	-	-	-	2.0%	-	
Other	2	2	-	-	-	-	-	2	-	-	-	2	-	
	1.8%	3.1%	-	-	-	-	-	5.9%	-	-	-	4.1%	-	



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Don't know/Unsure	4 3.5%	-	4 8.2%	1 10.0%	-	1 7.7%	2 4.4%	-	-	-	-	4 8.2%	-
N/A/Refused/No comment	2 1.8%	1 1.6%	1 2.0%	-	1 11.1%	-	-	1 2.9%	-	1 3.2%	-	1 2.0%	-



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER				AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	39 100%	23 100.0%	16 100.0%	5 100%	4 100%	5 100%	12 100%	13 100%	6 100.0%	11 100.0%	-	22 100.0%	-	
No back ups/Leaks/No issues	16 41.0%	11 47.8%	5 31.2%	1 20.0%	1 25.0%	5 100%	3 25.0%	6 46.2%	3 50.0%	7 63.6%	-	6 27.3%	-	
Works well/Works for my household	6 15.4%	2 8.7%	4 25.0%	2 40.0%	1 25.0%	-	1 8.3%	2 15.4%	-	2 18.2%	-	4 18.2%	-	
Job well done/Good work	4 10.3%	1 4.3%	3 18.8%	1 20.0%	1 25.0%	-	1 8.3%	1 7.7%	1 16.7%	-	-	3 13.6%	-	
Great customer service/Responsive/Helpful	3 7.7%	2 8.7%	1 6.2%	-	1 25.0%	-	2 16.7%	-	-	-	-	3 13.6%	-	
General neutral/Not bad/Okay	2 5.1%	-	2 12.5%	1 20.0%	-	-	1 8.3%	-	1 16.7%	-	-	1 4.5%	-	
Water supply	2 5.1%	1 4.3%	1 6.2%	-	-	-	1 8.3%	1 7.7%	1 16.7%	-	-	1 4.5%	-	
Good service	1 2.6%	1 4.3%	-	-	-	-	1 8.3%	-	-	-	-	1 4.5%	-	
Cleanliness	1 2.6%	1 4.3%	-	-	-	-	1 8.3%	-	-	1 9.1%	-	-	-	
Very few issues	1 2.6%	1 4.3%	-	-	-	-	1 8.3%	-	-	1 9.1%	-	-	-	
Overall good/Great	1 2.6%	1 4.3%	-	-	-	-	-	1 7.7%	-	-	-	1 4.5%	-	
Other	1 2.6%	1 4.3%	-	-	-	-	-	1 7.7%	-	-	-	1 4.5%	-	
N/A/Refused/No comment	1 2.6%	1 4.3%	-	-	-	-	-	1 7.7%	-	-	-	1 4.5%	-	



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	74	41	33	5	5	8	33	21	23	20	1	27	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
No back ups/Leaks/No issues	36	21	15	2	2	4	17	9	16	10	1	7	2	
	48.6%	51.2%	45.5%	40.0%	40.0%	50.0%	51.5%	42.9%	69.6%	50.0%	100.0%	25.9%	66.7%	
Great customer service/ Responsive/Helpful	8	4	4	1	1	1	2	3	4	2	-	2	-	
	10.8%	9.8%	12.1%	20.0%	20.0%	12.5%	6.1%	14.3%	17.4%	10.0%	-	7.4%	-	
Good service	5	3	2	-	-	-	4	1	-	-	-	5	-	
	6.8%	7.3%	6.1%	-	-	-	12.1%	4.8%	-	-	-	18.5%	-	
Very few issues	4	2	2	-	-	1	1	2	2	1	-	1	-	
	5.4%	4.9%	6.1%	-	-	12.5%	3.0%	9.5%	8.7%	5.0%	-	3.7%	-	
Job well done/Good work	3	3	-	-	-	-	-	3	-	3	-	-	-	
	4.1%	7.3%	-	-	-	-	-	14.3%	-	15.0%	-	-	-	
Overall good/Great	3	2	1	1	-	-	1	1	-	-	-	3	-	
	4.1%	4.9%	3.0%	20.0%	-	-	3.0%	4.8%	-	-	-	11.1%	-	
Cleanliness	2	1	1	-	-	-	2	-	-	1	-	1	-	
	2.7%	2.4%	3.0%	-	-	-	6.1%	-	-	5.0%	-	3.7%	-	
Dependable/Reliable	2	-	2	-	-	1	1	-	-	1	-	1	-	
	2.7%	-	6.1%	-	-	12.5%	3.0%	-	-	5.0%	-	3.7%	-	
Water supply	2	2	-	-	-	-	1	1	-	1	-	-	1	
	2.7%	4.9%	-	-	-	-	3.0%	4.8%	-	5.0%	-	-	33.3%	
Works well/Works for my household	1	1	-	-	-	-	1	-	1	-	-	-	-	
	1.4%	2.4%	-	-	-	-	3.0%	-	4.3%	-	-	-	-	
Safe	1	1	-	-	-	-	1	-	-	-	-	1	-	
	1.4%	2.4%	-	-	-	-	3.0%	-	-	-	-	3.7%	-	
General neutral/Not bad/Okay	1	-	1	-	1	-	-	-	-	-	-	1	-	
	1.4%	-	3.0%	-	20.0%	-	-	-	-	-	-	3.7%	-	
Other	1	1	-	-	-	-	-	1	-	-	-	1	-	
	1.4%	2.4%	-	-	-	-	-	4.8%	-	-	-	3.7%	-	



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Don't know/Unsure	4 5.4%	-	4 12.1%	1 20.0%	-	1 12.5%	2 6.1%	-	-	-	-	4 14.8%	-
N/A/Refused/No comment	1 1.4%	-	1 3.0%	-	1 20.0%	-	-	-	-	1 5.0%	-	-	-



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER		AGE GROUP				ONLINE MODE [NET]			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	212	119	93	54	27	20	52	56	51	41	1	106	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
No back ups/Leaks/No issues	84	48	36	13	7	7	22	34	21	24	-	33	6	
	39.6%	40.3%	38.7%	24.1%	25.9%	35.0%	42.3%	60.7%	41.2%	58.5%		31.1%	46.2%	
Works well/Works for my household	21	12	9	9	2	2	5	2	5	4	-	10	2	
	9.9%	10.1%	9.7%	16.7%	7.4%	10.0%	9.6%	3.6%	9.8%	9.8%		9.4%	15.4%	
Job well done/Good work	18	12	6	6	4	-	6	2	4	2	-	11	1	
	8.5%	10.1%	6.5%	11.1%	14.8%		11.5%	3.6%	7.8%	4.9%		10.4%	7.7%	
Overall good/Great	17	9	8	6	5	-	5	1	6	-	1	10	-	
	8.0%	7.6%	8.6%	11.1%	18.5%		9.6%	1.8%	11.8%		100.0%	9.4%		
Great customer service/Responsive/Helpful	13	6	7	5	-	2	2	4	3	1	-	9	-	
	6.1%	5.0%	7.5%	9.3%		10.0%	3.8%	7.1%	5.9%	2.4%		8.5%		
Dependable/Reliable	10	2	8	4	-	2	3	1	1	1	-	7	1	
	4.7%	1.7%	8.6%	7.4%		10.0%	5.8%	1.8%	2.0%	2.4%		6.6%	7.7%	
Good service	9	7	2	-	3	2	2	2	3	-	-	5	1	
	4.2%	5.9%	2.2%		11.1%	10.0%	3.8%	3.6%	5.9%			4.7%	7.7%	
General neutral/Not bad/Okay	6	1	5	3	-	1	1	1	2	-	-	4	-	
	2.8%	0.8%	5.4%	5.6%		5.0%	1.9%	1.8%	3.9%			3.8%		
Safe	5	3	2	-	2	-	-	3	-	3	-	2	-	
	2.4%	2.5%	2.2%		7.4%			5.4%		7.3%		1.9%		
Cleanliness	4	2	2	-	-	2	2	-	1	1	-	2	-	
	1.9%	1.7%	2.2%			10.0%	3.8%		2.0%	2.4%		1.9%		
Water supply	4	2	2	1	1	1	1	-	1	1	-	2	-	
	1.9%	1.7%	2.2%	1.9%	3.7%	5.0%	1.9%		2.0%	2.4%		1.9%		
Very few issues	3	2	1	1	1	-	-	1	-	-	-	3	-	
	1.4%	1.7%	1.1%	1.9%	3.7%			1.8%				2.8%		
Other	7	3	4	3	1	-	1	2	1	1	-	3	2	
	3.3%	2.5%	4.3%	5.6%	3.7%		1.9%	3.6%	2.0%	2.4%		2.8%	15.4%	



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER		AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Don't know/Unsure	5 2.4%	4 3.4%	1 1.1%	2 3.7%	1 3.7%	-	1 1.9%	1 1.8%	1 2.0%	1 2.4%	-	3 2.8%	-
N/A/Refused/No comment	6 2.8%	6 5.0%	-	1 1.9%	-	1 5.0%	1 1.9%	2 3.6%	2 3.9%	2 4.9%	-	2 1.9%	-



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER		AGE GROUP				TEXT MODE			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	96	49	47	35	21	11	20	9	28	8	1	57	2	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
No back ups/Leaks/No issues	32	17	15	10	5	4	7	6	10	3	-	18	1	
	33.3%	34.7%	31.9%	28.6%	23.8%	36.4%	35.0%	66.7%	35.7%	37.5%		31.6%	50.0%	
Overall good/Great	15	7	8	5	5	-	4	1	6	-	1	8	-	
	15.6%	14.3%	17.0%	14.3%	23.8%		20.0%	11.1%	21.4%		100.0%	14.0%		
Works well/Works for my household	14	7	7	9	2	1	2	-	4	2	-	8	-	
	14.6%	14.3%	14.9%	25.7%	9.5%	9.1%	10.0%		14.3%	25.0%		14.0%		
Job well done/Good work	6	5	1	2	2	-	2	-	1	-	-	5	-	
	6.2%	10.2%	2.1%	5.7%	9.5%		10.0%		3.6%			8.8%		
Good service	5	4	1	-	3	1	1	-	1	-	-	4	-	
	5.2%	8.2%	2.1%		14.3%	9.1%	5.0%		3.6%			7.0%		
General neutral/Not bad/Okay	5	1	4	3	-	1	1	-	2	-	-	3	-	
	5.2%	2.0%	8.5%	8.6%		9.1%	5.0%		7.1%			5.3%		
Cleanliness	3	1	2	-	-	1	2	-	1	-	-	2	-	
	3.1%	2.0%	4.3%			9.1%	10.0%		3.6%			3.5%		
Safe	3	2	1	-	2	-	-	1	-	2	-	1	-	
	3.1%	4.1%	2.1%		9.5%			11.1%		25.0%		1.8%		
Great customer service/Responsive/Helpful	3	2	1	1	-	1	1	-	1	-	-	2	-	
	3.1%	4.1%	2.1%	2.9%		9.1%	5.0%		3.6%			3.5%		
Dependable/Reliable	2	1	1	-	-	2	-	-	1	-	-	1	-	
	2.1%	2.0%	2.1%			18.2%			3.6%			1.8%		
Water supply	2	-	2	1	1	-	-	-	1	-	-	1	-	
	2.1%		4.3%	2.9%	4.8%				3.6%			1.8%		
Very few issues	1	-	1	1	-	-	-	-	-	-	-	1	-	
	1.0%		2.1%	2.9%								1.8%		
Other	3	1	2	2	-	-	-	1	-	-	-	2	1	
	3.1%	2.0%	4.3%	5.7%				11.1%				3.5%	50.0%	



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Don't know/Unsure	2 2.1%	1 2.0%	1 2.1%	1 2.9%	1 4.8%	-	-	-	-	1 12.5%	-	1 1.8%	-



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	116	70	46	19	6	9	32	47	23	33	-	49	11		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%		
No back ups/Leaks/No issues	52	31	21	3	2	3	15	28	11	21	-	15	5		
	44.8%	44.3%	45.7%	15.8%	33.3%	33.3%	46.9%	59.6%	47.8%	63.6%		30.6%	45.5%		
Job well done/Good work	12	7	5	4	2	-	4	2	3	2	-	6	1		
	10.3%	10.0%	10.9%	21.1%	33.3%		12.5%	4.3%	13.0%	6.1%		12.2%	9.1%		
Great customer service/Responsive/Helpful	10	4	6	4	-	1	1	4	2	1	-	7	-		
	8.6%	5.7%	13.0%	21.1%		11.1%	3.1%	8.5%	8.7%	3.0%		14.3%			
Dependable/Reliable	8	1	7	4	-	-	3	1	-	1	-	6	1		
	6.9%	1.4%	15.2%	21.1%			9.4%	2.1%		3.0%		12.2%	9.1%		
Works well/Works for my household	7	5	2	-	-	1	3	2	1	2	-	2	2		
	6.0%	7.1%	4.3%			11.1%	9.4%	4.3%	4.3%	6.1%		4.1%	18.2%		
Good service	4	3	1	-	-	1	1	2	2	-	-	1	1		
	3.4%	4.3%	2.2%			11.1%	3.1%	4.3%	8.7%			2.0%	9.1%		
Safe	2	1	1	-	-	-	-	2	-	1	-	1	-		
	1.7%	1.4%	2.2%					4.3%		3.0%		2.0%			
Very few issues	2	2	-	-	1	-	-	1	-	-	-	2	-		
	1.7%	2.9%			16.7%			2.1%				4.1%			
Overall good/Great	2	2	-	1	-	-	1	-	-	-	-	2	-		
	1.7%	2.9%		5.3%			3.1%					4.1%			
Water supply	2	2	-	-	-	1	1	-	-	1	-	1	-		
	1.7%	2.9%				11.1%	3.1%			3.0%		2.0%			
Cleanliness	1	1	-	-	-	1	-	-	-	1	-	-	-		
	0.9%	1.4%				11.1%				3.0%					
General neutral/Not bad/Okay	1	-	1	-	-	-	-	1	-	-	-	1	-		
	0.9%		2.2%					2.1%				2.0%			
Other	4	2	2	1	1	-	1	1	1	1	-	1	1		
	3.4%	2.9%	4.3%	5.3%	16.7%		3.1%	2.1%	4.3%	3.0%		2.0%	9.1%		



Q11. Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q10

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Don't know/Unsure	3 2.6%	3 4.3%	-	1 5.3%	-	-	1 3.1%	1 2.1%	1 4.3%	-	-	2 4.1%	-	
N/A/Refused/No comment	6 5.2%	6 8.6%	-	1 5.3%	-	1 11.1%	1 3.1%	2 4.3%	2 8.7%	2 6.1%	-	2 4.1%	-	



Q12. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q10

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	12	4	6	2	2	2	4	1	3	1	2	6	-	10	2	10	2
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100%
Not doing a good job/ Could do better	4	2	2	-	1	1	2	-	-	-	1	3	-	3	1	3	1
	33.3%	50.0%	33.3%		50.0%	50.0%	50.0%				50.0%	50.0%		30.0%	50.0%	30.0%	50.0%
Satisfying Service/Okay service	2	1	1	1	1	-	-	-	1	-	-	1	-	2	-	2	-
	16.7%	25.0%	16.7%	50.0%	50.0%				33.3%			16.7%		20.0%		20.0%	
Bad Smelling Water	2	-	1	1	-	-	-	1	-	-	1	1	-	1	1	2	-
	16.7%		16.7%	50.0%				100%			50.0%	16.7%		10.0%	50.0%	20.0%	
Sewer/Flooding	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1	-
	8.3%									100.0%				10.0%		10.0%	
Gray Water Recycling	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	1	-
	8.3%	25.0%				50.0%						16.7%		10.0%		10.0%	
Other	2	-	2	-	-	-	2	-	2	-	-	-	-	2	-	1	1
	16.7%		33.3%				50.0%		66.7%					20.0%		10.0%	50.0%



Q12. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q10

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	12 100%	6 100%	4 100.0%	1 100.0%	1 100.0%	3 100%	2 100.0%	-	1 100.0%	-	1 100%	3 100%	-	3 100%	2 100%	3 100%	-	-	-	1 100%	
Not doing a good job/ Could do better	4 33.3%	3 50.0%	3 75.0%	-	-	1 33.3%	-	-	1 100.0%	-	-	1 33%	-	1 33%	1 50%	1 33%	-	-	-	-	
Satisfying Service/Okay service	2 16.7%	2 33.3%	-	1 100.0%	1 100.0%	-	-	-	-	-	-	-	-	-	-	2 67%	-	-	-	-	
Bad Smelling Water	2 16.7%	1 16.7%	1 25.0%	-	-	-	-	-	-	-	-	1 33%	-	-	1 50%	-	-	-	-	-	
Sewer/Flooding	1 8.3%	-	-	-	-	1 33.3%	1 50.0%	-	-	-	-	-	-	-	-	-	-	-	-	1 100%	
Gray Water Recycling	1 8.3%	-	-	-	-	-	-	-	-	-	-	1 100%	1 33%	-	-	-	-	-	-	-	
Other	2 16.7%	-	-	-	-	1 33.3%	1 50.0%	-	-	-	-	-	-	-	2 67%	-	-	-	-	-	



Q12. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q10

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	12	6	4	1	1	9	3	-	-	12	-	1	-	-	3	2	1	9	5	4	11	1
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%			100.0%		100%			100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Not doing a good job/ Could do better	4	-	3	-	1	2	2	-	-	4	-	-	-	-	-	-	-	4	3	1	4	-
	33.3%		75.0%		100.0%	22.2%	66.7%			33.3%								44.4%	60%	25.0%	36.4%	
Satisfying Service/Okay service	2	2	-	-	-	2	-	-	-	2	-	1	-	-	-	-	-	2	2	-	1	1
	16.7%	33%				22.2%				16.7%		100%						22.2%	40%		9.1%	100.0%
Bad Smelling Water	2	2	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	2	-	2	2	-
	16.7%	33%				22.2%				16.7%								22.2%		50.0%	18.2%	
Sewer/Flooding	1	-	-	1	-	-	1	-	-	1	-	-	-	1	1	-	-	-	-	-	1	-
	8.3%			100%			33.3%			8.3%				33.3%	50.0%						9.1%	
Gray Water Recycling	1	-	1	-	-	1	-	-	-	1	-	-	-	1	1	-	-	-	-	-	1	-
	8.3%		25.0%			11.1%				8.3%				33.3%	50.0%						9.1%	
Other	2	2	-	-	-	2	-	-	-	2	-	-	-	1	-	1	1	-	1	2	2	-
	16.7%	33%				22.2%				16.7%				33.3%		100.0%	11.1%		25.0%	18.2%		



Q12. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q10

	GENDER			AGE GROUP				PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	3 100%	1 100.0%	1 100.0%	-	-	1 100%	1 100%	-	1 100.0%	1 100.0%	-	1 100.0%	-
Sewer/Flooding	1 33.3%	-	-	-	-	-	-	-	-	1 100.0%	-	-	-
Gray Water Recycling	1 33.3%	1 100.0%	-	-	-	1 100%	-	-	-	-	-	1 100.0%	-
Other	1 33.3%	-	1 100.0%	-	-	-	1 100%	-	1 100.0%	-	-	-	-



Q12. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q10

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	2 100%	1 100.0%	-	-	-	1 100%	-	-	-	1 100.0%	-	1 100.0%	-
Sewer/Flooding	1 50.0%	-	-	-	-	-	-	-	-	1 100.0%	-	-	-
Gray Water Recycling	1 50.0%	1 100.0%	-	-	-	1 100%	-	-	-	-	-	1 100.0%	-



Q12. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q10

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	1 100%	-	1 100.0%	-	-	-	1 100%	-	1 100.0%	-	-	-	-
Other	1 100%	-	1 100.0%	-	-	-	1 100%	-	1 100.0%	-	-	-	-



Q12. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q10

	GENDER		AGE GROUP				ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	9	3	5	2	2	1	3	1	2	-	2	5	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%		100.0%	100.0%	
Not doing a good job/ Could do better	4	2	2	-	1	1	2	-	-	-	1	3	-
	44.4%	66.7%	40.0%		50.0%	100%	66.7%				50.0%	60.0%	
Satisfying Service/Okay service	2	1	1	1	1	-	-	-	1	-	-	1	-
	22.2%	33.3%	20.0%	50.0%	50.0%				50.0%			20.0%	
Bad Smelling Water	2	-	1	1	-	-	-	1	-	-	1	1	-
	22.2%		20.0%	50.0%				100%			50.0%	20.0%	
Other	1	-	1	-	-	-	1	-	1	-	-	-	-
	11.1%		20.0%				33.3%		50.0%				



Q12. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q10

	GENDER			AGE GROUP				65+	TEXT MODE	ETHNICITY				OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64		LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	5	3	2	1	2	1	1	-	1	-	-	4	-	
	100%	100.0%	100.0%	100%	100%	100%	100%		100.0%			100.0%		
Not doing a good job/ Could do better	3	2	1	-	1	1	1	-	-	-	-	3	-	
	60.0%	66.7%	50.0%		50.0%	100%	100%					75.0%		
Satisfying Service/Okay service	2	1	1	1	1	-	-	-	1	-	-	1	-	
	40.0%	33.3%	50.0%	100%	50.0%				100.0%			25.0%		



Q12. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q10

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	4 100%	-	3 100.0%	1 100%	-	-	2 100%	1 100%	1 100.0%	-	2 100.0%	1 100.0%	-	
Bad Smelling Water	2 50.0%	-	1 33.3%	1 100%	-	-	-	1 100%	-	-	1 50.0%	1 100.0%	-	
Not doing a good job/ Could do better	1 25.0%	-	1 33.3%	-	-	-	1 50.0%	-	-	-	1 50.0%	-	-	
Other	1 25.0%	-	1 33.3%	-	-	-	1 50.0%	-	1 100.0%	-	-	-	-	



Q13. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Satisfied [NET]	332	175	155	65	39	36	100	89	80	69	4	163	16	239	93	307	25
=====	83.0%	83.7%	82.9%	89.0%	78.0%	66.7%	87.0%	88.1%	83.3%	82.1%	100.0%	83.2%	80.0%	81.8%	86.1%	83.4%	78.1%
Very satisfied	166	108	58	11	11	15	64	63	43	43	1	71	8	118	48	150	16
	41.5%	51.7%	31.0%	15.1%	22.0%	27.8%	55.7%	62.4%	44.8%	51.2%	25.0%	36.2%	40.0%	40.4%	44.4%	40.8%	50.0%
Somewhat satisfied	166	67	97	54	28	21	36	26	37	26	3	92	8	121	45	157	9
	41.5%	32.1%	51.9%	74.0%	56.0%	38.9%	31.3%	25.7%	38.5%	31.0%	75.0%	46.9%	40.0%	41.4%	41.7%	42.7%	28.1%
Unsatisfied [NET]	23	15	7	1	2	5	7	6	6	10	-	6	1	15	8	21	2
=====	5.8%	7.2%	3.7%	1.4%	4.0%	9.3%	6.1%	5.9%	6.2%	11.9%		3.1%	5.0%	5.1%	7.4%	5.7%	6.2%
Somewhat unsatisfied	21	14	6	1	2	3	7	6	5	9	-	6	1	14	7	20	1
	5.2%	6.7%	3.2%	1.4%	4.0%	5.6%	6.1%	5.9%	5.2%	10.7%		3.1%	5.0%	4.8%	6.5%	5.4%	3.1%
Very unsatisfied	2	1	1	-	-	2	-	-	1	1	-	-	-	1	1	1	1
	0.5%	0.5%	0.5%			3.7%			1.0%	1.2%				0.3%	0.9%	0.3%	3.1%
Unsure	45	19	25	7	9	13	8	6	10	5	-	27	3	38	7	40	5
	11.2%	9.1%	13.4%	9.6%	18.0%	24.1%	7.0%	5.9%	10.4%	6.0%		13.8%	15.0%	13.0%	6.5%	10.9%	15.6%



Q13. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Satisfied [NET]	332	268	215	33	20	44	26	6	10	2	5	115	99	68	26	9	9	1	-	5
=====	83.0%	83.5%	81.7%	89.2%	95.2%	77.2%	72.2%	100.0%	76.9%	100.0%	100%	88%	91%	83%	63%	69%	75%	100%	-	45%
Very satisfied	166	134	127	5	2	21	12	3	5	1	1	78	43	25	13	2	4	-	-	1
	41.5%	41.7%	48.3%	13.5%	9.5%	36.8%	33.3%	50.0%	38.5%	50.0%	20.0%	60%	39%	30%	32%	15%	33%	-	-	9.1%
Somewhat satisfied	166	134	88	28	18	23	14	3	5	1	4	37	56	43	13	7	5	1	-	4
	41.5%	41.7%	33.5%	75.7%	85.7%	40.4%	38.9%	50.0%	38.5%	50.0%	80.0%	28%	51%	52%	32%	54%	42%	100%	-	36%
Unsatisfied [NET]	23	19	18	-	1	3	3	-	-	-	-	10	3	1	2	2	1	-	-	4
=====	5.8%	5.9%	6.8%	-	4.8%	5.3%	8.3%	-	-	-	-	7.6%	2.8%	1.2%	4.9%	15%	8.3%	-	-	36%
Somewhat unsatisfied	21	17	16	-	1	3	3	-	-	-	-	10	2	1	2	2	1	-	-	3
	5.2%	5.3%	6.1%	-	4.8%	5.3%	8.3%	-	-	-	-	7.6%	1.8%	1.2%	4.9%	15%	8.3%	-	-	27%
Very unsatisfied	2	2	2	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
	0.5%	0.6%	0.8%	-	-	-	-	-	-	-	-	-	0.9%	-	-	-	-	-	-	9.1%
Unsure	45	34	30	4	-	10	7	-	3	-	-	6	7	13	13	2	2	-	-	2
	11.2%	10.6%	11.4%	10.8%	-	17.5%	19.4%	-	23.1%	-	-	4.6%	6.4%	16%	32%	15%	17%	-	-	18%



Q13. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: Total Sample

	FAVORABILITY OF MCSD NO					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Satisfied [NET]	332	283	39	4	6	332	-	-	299	9	24	33	2	4	114	41	73	218	101	117	292	25
=====	83.0%	90%	65.0%	26.7%	60.0%	100.0%			92%	75.0%	38.1%	94%	100.0%	66.7%	85.1%	89.1%	83.0%	82.0%	76%	88.0%	83.0%	89.3%
Very satisfied	166	148	13	1	4	166	-	-	153	3	10	7	-	1	64	23	41	102	35	67	145	15
	41.5%	47%	21.7%	6.7%	40.0%	50.0%			47%	25.0%	15.9%	20%		16.7%	47.8%	50.0%	46.6%	38.3%	26%	50.4%	41.2%	53.6%
Somewhat satisfied	166	135	26	3	2	166	-	-	146	6	14	26	2	3	50	18	32	116	66	50	147	10
	41.5%	43%	43.3%	20.0%	20.0%	50.0%			45%	50.0%	22.2%	74%	100.0%	50.0%	37.3%	39.1%	36.4%	43.6%	50%	37.6%	41.8%	35.7%
Unsatisfied [NET]	23	8	3	11	1	-	23	-	17	3	3	-	-	-	10	2	8	13	4	9	23	-
=====	5.8%	2.5%	5.0%	73.3%	10.0%		100.0%		5.2%	25.0%	4.8%			7.5%	4.3%	9.1%	4.9%	3.0%	6.8%	6.5%		
Somewhat unsatisfied	21	8	3	9	1	-	21	-	15	3	3	-	-	-	8	2	6	13	4	9	21	-
	5.2%	2.5%	5.0%	60.0%	10.0%		91.3%		4.6%	25.0%	4.8%				6.0%	4.3%	6.8%	4.9%	3.0%	6.8%	6.0%	
Very unsatisfied	2	-	-	2	-	-	2	-	2	-	-	-	-	-	2	-	2	-	-	-	2	-
	0.5%			13.3%			8.7%		0.6%					1.5%		2.3%					0.6%	
Unsure	45	24	18	-	3	-	-	45	9	-	36	2	-	2	10	3	7	35	28	7	37	3
	11.2%	7.6%	30.0%		30.0%			100.0%	2.8%		57.1%	5.7%		33.3%	7.5%	6.5%	8.0%	13.2%	21%	5.3%	10.5%	10.7%



Q13. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134 100%	73 100.0%	59 100.0%	11 100%	12 100%	18 100%	51 100%	39 100%	32 100.0%	40 100.0%	1 100.0%	57 100.0%	4 100%	
Satisfied [NET] =====	114 85.1%	62 84.9%	51 86.4%	10 90.9%	10 83.3%	14 77.8%	46 90.2%	33 84.6%	27 84.4%	31 77.5%	1 100.0%	53 93.0%	2 50.0%	
Very satisfied	64 47.8%	42 57.5%	22 37.3%	1 9.1%	2 16.7%	6 33.3%	33 64.7%	21 53.8%	19 59.4%	22 55.0%	-	22 38.6%	1 25.0%	
Somewhat satisfied	50 37.3%	20 27.4%	29 49.2%	9 81.8%	8 66.7%	8 44.4%	13 25.5%	12 30.8%	8 25.0%	9 22.5%	1 100.0%	31 54.4%	1 25.0%	
Unsatisfied [NET] =====	10 7.5%	5 6.8%	4 6.8%	-	-	2 11.1%	2 3.9%	4 10.3%	3 9.4%	6 15.0%	-	-	1 25.0%	
Somewhat unsatisfied	8 6.0%	4 5.5%	3 5.1%	-	-	-	2 3.9%	4 10.3%	2 6.2%	5 12.5%	-	-	1 25.0%	
Very unsatisfied	2 1.5%	1 1.4%	1 1.7%	-	-	2 11.1%	-	-	1 3.1%	1 2.5%	-	-	-	
Unsure	10 7.5%	6 8.2%	4 6.8%	1 9.1%	2 16.7%	2 11.1%	3 5.9%	2 5.1%	2 6.2%	3 7.5%	-	4 7.0%	1 25.0%	



Q13. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46 100%	26 100.0%	19 100.0%	6 100%	6 100%	6 100%	14 100%	13 100%	7 100.0%	13 100.0%	-	26 100.0%	-
Satisfied [NET] =====	41 89.1%	23 88.5%	18 94.7%	5 83.3%	6 100%	6 100%	11 78.6%	13 100%	6 85.7%	10 76.9%	-	25 96.2%	-
Very satisfied	23 50.0%	15 57.7%	8 42.1%	-	2 33.3%	4 66.7%	9 64.3%	8 61.5%	4 57.1%	7 53.8%	-	12 46.2%	-
Somewhat satisfied	18 39.1%	8 30.8%	10 52.6%	5 83.3%	4 66.7%	2 33.3%	2 14.3%	5 38.5%	2 28.6%	3 23.1%	-	13 50.0%	-
Unsatisfied [NET] =====	2 4.3%	1 3.8%	-	-	-	-	1 7.1%	-	-	2 15.4%	-	-	-
Somewhat unsatisfied	2 4.3%	1 3.8%	-	-	-	-	1 7.1%	-	-	2 15.4%	-	-	-
Unsure	3 6.5%	2 7.7%	1 5.3%	1 16.7%	-	-	2 14.3%	-	1 14.3%	1 7.7%	-	1 3.8%	-



Q13. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Satisfied [NET]	73	39	33	5	4	8	35	20	21	21	1	28	2
=====	83.0%	83.0%	82.5%	100%	66.7%	66.7%	94.6%	76.9%	84.0%	77.8%	100.0%	90.3%	50.0%
Very satisfied	41	27	14	1	-	2	24	13	15	15	-	10	1
	46.6%	57.4%	35.0%	20.0%		16.7%	64.9%	50.0%	60.0%	55.6%		32.3%	25.0%
Somewhat satisfied	32	12	19	4	4	6	11	7	6	6	1	18	1
	36.4%	25.5%	47.5%	80.0%	66.7%	50.0%	29.7%	26.9%	24.0%	22.2%	100.0%	58.1%	25.0%
Unsatisfied [NET]	8	4	4	-	-	2	1	4	3	4	-	-	1
=====	9.1%	8.5%	10.0%			16.7%	2.7%	15.4%	12.0%	14.8%			25.0%
Somewhat unsatisfied	6	3	3	-	-	-	1	4	2	3	-	-	1
	6.8%	6.4%	7.5%				2.7%	15.4%	8.0%	11.1%			25.0%
Very unsatisfied	2	1	1	-	-	2	-	-	1	1	-	-	-
	2.3%	2.1%	2.5%			16.7%			4.0%	3.7%			
Unsure	7	4	3	-	2	2	1	2	1	2	-	3	1
	8.0%	8.5%	7.5%		33.3%	16.7%	2.7%	7.7%	4.0%	7.4%		9.7%	25.0%



Q13. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

BASE: Total Sample

	GENDER		AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	266	136	128	62	38	36	64	62	64	44	3	139	16
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Satisfied [NET]	218	113	104	55	29	22	54	56	53	38	3	110	14
=====	82.0%	83.1%	81.2%	88.7%	76.3%	61.1%	84.4%	90.3%	82.8%	86.4%	100.0%	79.1%	87.5%
Very satisfied	102	66	36	10	9	9	31	42	24	21	1	49	7
	38.3%	48.5%	28.1%	16.1%	23.7%	25.0%	48.4%	67.7%	37.5%	47.7%	33.3%	35.3%	43.8%
Somewhat satisfied	116	47	68	45	20	13	23	14	29	17	2	61	7
	43.6%	34.6%	53.1%	72.6%	52.6%	36.1%	35.9%	22.6%	45.3%	38.6%	66.7%	43.9%	43.8%
Unsatisfied [NET]	13	10	3	1	2	3	5	2	3	4	-	6	-
=====	4.9%	7.4%	2.3%	1.6%	5.3%	8.3%	7.8%	3.2%	4.7%	9.1%	-	4.3%	-
Somewhat unsatisfied	13	10	3	1	2	3	5	2	3	4	-	6	-
	4.9%	7.4%	2.3%	1.6%	5.3%	8.3%	7.8%	3.2%	4.7%	9.1%	-	4.3%	-
Unsure	35	13	21	6	7	11	5	4	8	2	-	23	2
	13.2%	9.6%	16.4%	9.7%	18.4%	30.6%	7.8%	6.5%	12.5%	4.5%	-	16.5%	12.5%



Q13. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	63	70	42	31	24	26	9	37	9	1	83	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Satisfied [NET]	101	51	50	35	22	13	22	9	31	9	1	58	2
=====	75.9%	81.0%	71.4%	83.3%	71.0%	54.2%	84.6%	100%	83.8%	100.0%	100.0%	69.9%	66.7%
Very satisfied	35	27	8	8	7	3	13	4	11	3	-	21	-
	26.3%	42.9%	11.4%	19.0%	22.6%	12.5%	50.0%	44.4%	29.7%	33.3%		25.3%	
Somewhat satisfied	66	24	42	27	15	10	9	5	20	6	1	37	2
	49.6%	38.1%	60.0%	64.3%	48.4%	41.7%	34.6%	55.6%	54.1%	66.7%	100.0%	44.6%	66.7%
Unsatisfied [NET]	4	1	3	1	2	1	-	-	-	-	-	4	-
=====	3.0%	1.6%	4.3%	2.4%	6.5%	4.2%						4.8%	
Somewhat unsatisfied	4	1	3	1	2	1	-	-	-	-	-	4	-
	3.0%	1.6%	4.3%	2.4%	6.5%	4.2%						4.8%	
Unsure	28	11	17	6	7	10	4	-	6	-	-	21	1
	21.1%	17.5%	24.3%	14.3%	22.6%	41.7%	15.4%		16.2%			25.3%	33.3%



Q13. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133 100%	73 100.0%	58 100.0%	20 100%	7 100%	12 100%	38 100%	53 100%	27 100.0%	35 100.0%	2 100.0%	56 100.0%	13 100%
Satisfied [NET] =====	117 88.0%	62 84.9%	54 93.1%	20 100%	7 100%	9 75.0%	32 84.2%	47 88.7%	22 81.5%	29 82.9%	2 100.0%	52 92.9%	12 92.3%
Very satisfied	67 50.4%	39 53.4%	28 48.3%	2 10.0%	2 28.6%	6 50.0%	18 47.4%	38 71.7%	13 48.1%	18 51.4%	1 50.0%	28 50.0%	7 53.8%
Somewhat satisfied	50 37.6%	23 31.5%	26 44.8%	18 90.0%	5 71.4%	3 25.0%	14 36.8%	9 17.0%	9 33.3%	11 31.4%	1 50.0%	24 42.9%	5 38.5%
Unsatisfied [NET] =====	9 6.8%	9 12.3%	-	-	-	2 16.7%	5 13.2%	2 3.8%	3 11.1%	4 11.4%	-	2 3.6%	-
Somewhat unsatisfied	9 6.8%	9 12.3%	-	-	-	2 16.7%	5 13.2%	2 3.8%	3 11.1%	4 11.4%	-	2 3.6%	-
Unsure	7 5.3%	2 2.7%	4 6.9%	-	-	1 8.3%	1 2.6%	4 7.5%	2 7.4%	2 5.7%	-	2 3.6%	1 7.7%



Q13A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	355	190	162	66	41	41	107	95	86	79	4	169	17	254	101	328	27
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Satisfied [NET]	332	175	155	65	39	36	100	89	80	69	4	163	16	239	93	307	25
=====	93.5%	92.1%	95.7%	98.5%	95.1%	87.8%	93.5%	93.7%	93.0%	87.3%	100.0%	96.4%	94.1%	94.1%	92.1%	93.6%	92.6%
Very satisfied	166	108	58	11	11	15	64	63	43	43	1	71	8	118	48	150	16
	50.0%	61.7%	37.4%	16.9%	28.2%	41.7%	64.0%	70.8%	53.8%	62.3%	25.0%	43.6%	50.0%	49.4%	51.6%	48.9%	64.0%
Somewhat satisfied	166	67	97	54	28	21	36	26	37	26	3	92	8	121	45	157	9
	50.0%	38.3%	62.6%	83.1%	71.8%	58.3%	36.0%	29.2%	46.2%	37.7%	75.0%	56.4%	50.0%	50.6%	48.4%	51.1%	36.0%
Unsatisfied [NET]	23	15	7	1	2	5	7	6	6	10	-	6	1	15	8	21	2
=====	6.5%	7.9%	4.3%	1.5%	4.9%	12.2%	6.5%	6.3%	7.0%	12.7%	-	3.6%	5.9%	5.9%	7.9%	6.4%	7.4%
Somewhat unsatisfied	21	14	6	1	2	3	7	6	5	9	-	6	1	14	7	20	1
	91.3%	93.3%	85.7%	100%	100%	60.0%	100%	100%	83.3%	90.0%	-	100.0%	100%	93.3%	87.5%	95.2%	50.0%
Very unsatisfied	2	1	1	-	-	2	-	-	1	1	-	-	-	1	1	1	1
	8.7%	6.7%	14.3%	-	-	40.0%	-	-	16.7%	10.0%	-	-	-	6.7%	12.5%	4.8%	50.0%



Q13A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE								
	TOTAL	OWN OWN	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	355	287	233	33	21	47	29	6	10	2	5	125	102	69	28	11	10	1	-	9
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%
Satisfied [NET]	332	268	215	33	20	44	26	6	10	2	5	115	99	68	26	9	9	1	-	5
=====	93.5%	93.4%	92.3%	100.0%	95.2%	93.6%	89.7%	100.0%	100.0%	100.0%	100%	92%	97%	99%	93%	82%	90%	100%	-	56%
Very satisfied	166	134	127	5	2	21	12	3	5	1	1	78	43	25	13	2	4	-	-	1
	50.0%	50.0%	59.1%	15.2%	10.0%	47.7%	46.2%	50.0%	50.0%	50.0%	20.0%	68%	43%	37%	50%	22%	44%	-	-	20%
Somewhat satisfied	166	134	88	28	18	23	14	3	5	1	4	37	56	43	13	7	5	1	-	4
	50.0%	50.0%	40.9%	84.8%	90.0%	52.3%	53.8%	50.0%	50.0%	50.0%	80.0%	32%	57%	63%	50%	78%	56%	100%	-	80%
Unsatisfied [NET]	23	19	18	-	1	3	3	-	-	-	-	10	3	1	2	2	1	-	-	4
=====	6.5%	6.6%	7.7%	-	4.8%	6.4%	10.3%	-	-	-	-	8.0%	2.9%	1.4%	7.1%	18%	10%	-	-	44%
Somewhat unsatisfied	21	17	16	-	1	3	3	-	-	-	-	10	2	1	2	2	1	-	-	3
	91.3%	89.5%	88.9%	-	100.0%	100%	100.0%	-	-	-	-	100%	67%	100%	100%	100%	100%	-	-	75%
Very unsatisfied	2	2	2	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
	8.7%	10.5%	11.1%	-	-	-	-	-	-	-	-	33%	-	-	-	-	-	-	-	25%



Q13A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: Total Sample

	FAVORABILITY OF MCSD NO					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	355	291	42	15	7	332	23	-	316	12	27	33	2	4	124	43	81	231	105	126	315	25
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%		100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100%	100.0%	100.0%	
Satisfied [NET]	332	283	39	4	6	332	-	-	299	9	24	33	2	4	114	41	73	218	101	117	292	25
=====	93.5%	97%	92.9%	26.7%	85.7%	100.0%			95%	75.0%	88.9%	100%	100.0%	100.0%	91.9%	95.3%	90.1%	94.4%	96%	92.9%	92.7%	100.0%
Very satisfied	166	148	13	1	4	166	-	-	153	3	10	7	-	1	64	23	41	102	35	67	145	15
	50.0%	52%	33.3%	25.0%	66.7%	50.0%			51%	33.3%	41.7%	21%		25.0%	56.1%	56.1%	56.2%	46.8%	35%	57.3%	49.7%	60.0%
Somewhat satisfied	166	135	26	3	2	166	-	-	146	6	14	26	2	3	50	18	32	116	66	50	147	10
	50.0%	48%	66.7%	75.0%	33.3%	50.0%			49%	66.7%	58.3%	79%	100.0%	75.0%	43.9%	43.9%	43.8%	53.2%	65%	42.7%	50.3%	40.0%
Unsatisfied [NET]	23	8	3	11	1	-	23	-	17	3	3	-	-	-	10	2	8	13	4	9	23	-
=====	6.5%	2.7%	7.1%	73.3%	14.3%		100.0%		5.4%	25.0%	11.1%			8.1%	4.7%	9.9%	5.6%	3.8%	7.1%	7.3%		
Somewhat unsatisfied	21	8	3	9	1	-	21	-	15	3	3	-	-	-	8	2	6	13	4	9	21	-
	91.3%	100%	100.0%	81.8%	100.0%		91.3%		88%	100.0%	100.0%			80.0%	100.0%	75.0%	100.0%	100%	100%	91.3%		
Very unsatisfied	2	-	-	2	-	-	2	-	2	-	-	-	-	-	2	-	2	-	-	-	2	-
	8.7%			18.2%			8.7%		12%					20.0%		25.0%				8.7%		



Q13A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	124 100%	67 100.0%	55 100.0%	10 100%	10 100%	16 100%	48 100%	37 100%	30 100.0%	37 100.0%	1 100.0%	53 100.0%	3 100%
Satisfied [NET] =====	114 91.9%	62 92.5%	51 92.7%	10 100%	10 100%	14 87.5%	46 95.8%	33 89.2%	27 90.0%	31 83.8%	1 100.0%	53 100.0%	2 66.7%
Very satisfied	64 56.1%	42 67.7%	22 43.1%	1 10.0%	2 20.0%	6 42.9%	33 71.7%	21 63.6%	19 70.4%	22 71.0%	-	22 41.5%	1 50.0%
Somewhat satisfied	50 43.9%	20 32.3%	29 56.9%	9 90.0%	8 80.0%	8 57.1%	13 28.3%	12 36.4%	8 29.6%	9 29.0%	1 100.0%	31 58.5%	1 50.0%
Unsatisfied [NET] =====	10 8.1%	5 7.5%	4 7.3%	-	-	2 12.5%	2 4.2%	4 10.8%	3 10.0%	6 16.2%	-	-	1 33.3%
Somewhat unsatisfied	8 80.0%	4 80.0%	3 75.0%	-	-	-	2 100%	4 100%	2 66.7%	5 83.3%	-	-	1 100%
Very unsatisfied	2 20.0%	1 20.0%	1 25.0%	-	-	2 100%	-	-	1 33.3%	1 16.7%	-	-	-



Q13A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	43	24	18	5	6	6	12	13	6	12	-	25	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Satisfied [NET]	41	23	18	5	6	6	11	13	6	10	-	25	-
=====	95.3%	95.8%	100.0%	100%	100%	100%	91.7%	100%	100.0%	83.3%		100.0%	
Very satisfied	23	15	8	-	2	4	9	8	4	7	-	12	-
	56.1%	65.2%	44.4%		33.3%	66.7%	81.8%	61.5%	66.7%	70.0%		48.0%	
Somewhat satisfied	18	8	10	5	4	2	2	5	2	3	-	13	-
	43.9%	34.8%	55.6%	100%	66.7%	33.3%	18.2%	38.5%	33.3%	30.0%		52.0%	
Unsatisfied [NET]	2	1	-	-	-	-	1	-	-	2	-	-	-
=====	4.7%	4.2%					8.3%			16.7%			
Somewhat unsatisfied	2	1	-	-	-	-	1	-	-	2	-	-	-
	100%	100.0%					100%			100.0%			



Q13A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	81 100%	43 100.0%	37 100.0%	5 100%	4 100%	10 100%	36 100%	24 100%	24 100.0%	25 100.0%	1 100.0%	28 100.0%	3 100%
Satisfied [NET] =====	73 90.1%	39 90.7%	33 89.2%	5 100%	4 100%	8 80.0%	35 97.2%	20 83.3%	21 87.5%	21 84.0%	1 100.0%	28 100.0%	2 66.7%
Very satisfied	41 56.2%	27 69.2%	14 42.4%	1 20.0%	-	2 25.0%	24 68.6%	13 65.0%	15 71.4%	15 71.4%	-	10 35.7%	1 50.0%
Somewhat satisfied	32 43.8%	12 30.8%	19 57.6%	4 80.0%	4 100%	6 75.0%	11 31.4%	7 35.0%	6 28.6%	6 28.6%	1 100.0%	18 64.3%	1 50.0%
Unsatisfied [NET] =====	8 9.9%	4 9.3%	4 10.8%	-	-	2 20.0%	1 2.8%	4 16.7%	3 12.5%	4 16.0%	-	-	1 33.3%
Somewhat unsatisfied	6 75.0%	3 75.0%	3 75.0%	-	-	-	1 100%	4 100%	2 66.7%	3 75.0%	-	-	1 100%
Very unsatisfied	2 25.0%	1 25.0%	1 25.0%	-	-	2 100%	-	-	1 33.3%	1 25.0%	-	-	-



Q13A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	231	123	107	56	31	25	59	58	56	42	3	116	14	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Satisfied [NET]	218	113	104	55	29	22	54	56	53	38	3	110	14	
=====	94.4%	91.9%	97.2%	98.2%	93.5%	88.0%	91.5%	96.6%	94.6%	90.5%	100.0%	94.8%	100%	
Very satisfied	102	66	36	10	9	9	31	42	24	21	1	49	7	
	46.8%	58.4%	34.6%	18.2%	31.0%	40.9%	57.4%	75.0%	45.3%	55.3%	33.3%	44.5%	50.0%	
Somewhat satisfied	116	47	68	45	20	13	23	14	29	17	2	61	7	
	53.2%	41.6%	65.4%	81.8%	69.0%	59.1%	42.6%	25.0%	54.7%	44.7%	66.7%	55.5%	50.0%	
Unsatisfied [NET]	13	10	3	1	2	3	5	2	3	4	-	6	-	
=====	5.6%	8.1%	2.8%	1.8%	6.5%	12.0%	8.5%	3.4%	5.4%	9.5%	-	5.2%	-	
Somewhat unsatisfied	13	10	3	1	2	3	5	2	3	4	-	6	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	-	100.0%	-	



Q13A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	105	52	53	36	24	14	22	9	31	9	1	62	2		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Satisfied [NET]	101	51	50	35	22	13	22	9	31	9	1	58	2		
=====	96.2%	98.1%	94.3%	97.2%	91.7%	92.9%	100%	100%	100.0%	100.0%	100.0%	93.5%	100%		
Very satisfied	35	27	8	8	7	3	13	4	11	3	-	21	-		
	34.7%	52.9%	16.0%	22.9%	31.8%	23.1%	59.1%	44.4%	35.5%	33.3%		36.2%			
Somewhat satisfied	66	24	42	27	15	10	9	5	20	6	1	37	2		
	65.3%	47.1%	84.0%	77.1%	68.2%	76.9%	40.9%	55.6%	64.5%	66.7%	100.0%	63.8%	100%		
Unsatisfied [NET]	4	1	3	1	2	1	-	-	-	-	-	4	-		
=====	3.8%	1.9%	5.7%	2.8%	8.3%	7.1%						6.5%			
Somewhat unsatisfied	4	1	3	1	2	1	-	-	-	-	-	4	-		
	100%	100.0%	100.0%	100%	100%	100%						100.0%			



Q13A. Are you satisfied or unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	126	71	54	20	7	11	37	49	25	33	2	54	12
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Satisfied [NET]	117	62	54	20	7	9	32	47	22	29	2	52	12
=====	92.9%	87.3%	100.0%	100%	100%	81.8%	86.5%	95.9%	88.0%	87.9%	100.0%	96.3%	100%
Very satisfied	67	39	28	2	2	6	18	38	13	18	1	28	7
	57.3%	62.9%	51.9%	10.0%	28.6%	66.7%	56.2%	80.9%	59.1%	62.1%	50.0%	53.8%	58.3%
Somewhat satisfied	50	23	26	18	5	3	14	9	9	11	1	24	5
	42.7%	37.1%	48.1%	90.0%	71.4%	33.3%	43.8%	19.1%	40.9%	37.9%	50.0%	46.2%	41.7%
Unsatisfied [NET]	9	9	-	-	-	2	5	2	3	4	-	2	-
=====	7.1%	12.7%				18.2%	13.5%	4.1%	12.0%	12.1%		3.7%	
Somewhat unsatisfied	9	9	-	-	-	2	5	2	3	4	-	2	-
	100%	100.0%				100%	100%	100%	100.0%	100.0%		100.0%	



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER			AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	317	168	147	63	36	34	96	85	77	66	4	155	15	227	90	294	23
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Quality of Service/Does a Good Job	63	36	27	17	8	5	22	10	14	11	1	35	2	54	9	58	5
	19.9%	21.4%	18.4%	27.0%	22.2%	14.7%	22.9%	11.8%	18.2%	16.7%	25.0%	22.6%	13.3%	23.8%	10.0%	19.7%	21.7%
Pick ups/On Schedule/On Time	42	19	23	2	2	7	15	16	14	10	1	15	2	26	16	39	3
	13.2%	11.3%	15.6%	3.2%	5.6%	20.6%	15.6%	18.8%	18.2%	15.2%	25.0%	9.7%	13.3%	11.5%	17.8%	13.3%	13.0%
No Issues/No Problems/No Complaints	37	27	10	6	5	4	9	13	8	9	-	17	3	28	9	32	5
	11.7%	16.1%	6.8%	9.5%	13.9%	11.8%	9.4%	15.3%	10.4%	13.6%	-	11.0%	20.0%	12.3%	10.0%	10.9%	21.7%
Consistent/Reliable/Helpful	27	11	15	5	-	2	10	10	4	3	1	19	-	17	10	26	1
	8.5%	6.5%	10.2%	7.9%	-	5.9%	10.4%	11.8%	5.2%	4.5%	25.0%	12.3%	-	7.5%	11.1%	8.8%	4.3%
Sorted Cans/Organized/3 Cans	24	13	11	1	3	-	9	10	6	10	-	7	1	16	8	22	2
	7.6%	7.7%	7.5%	1.6%	8.3%	-	9.4%	11.8%	7.8%	15.2%	-	4.5%	6.7%	7.0%	8.9%	7.5%	8.7%
Compost/Organic Program/Environment	24	12	12	7	6	2	7	2	6	4	-	14	-	19	5	24	-
	7.6%	7.1%	8.2%	11.1%	16.7%	5.9%	7.3%	2.4%	7.8%	6.1%	-	9.0%	-	8.4%	5.6%	8.2%	-
Cleanliness/Streets Clean/Public Safety	24	16	8	4	5	3	9	3	8	3	-	13	-	15	9	23	1
	7.6%	9.5%	5.4%	6.3%	13.9%	8.8%	9.4%	3.5%	10.4%	4.5%	-	8.4%	-	6.6%	10.0%	7.8%	4.3%
General Positive/Happy with the System/Mostly Okay	22	10	12	5	1	5	5	6	7	5	-	8	2	14	8	20	2
	6.9%	6.0%	8.2%	7.9%	2.8%	14.7%	5.2%	7.1%	9.1%	7.6%	-	5.2%	13.3%	6.2%	8.9%	6.8%	8.7%
Responsive/Prompt	11	4	7	5	1	-	-	4	-	1	-	8	2	5	6	11	-
	3.5%	2.4%	4.8%	7.9%	2.8%	-	-	4.7%	-	1.5%	-	5.2%	13.3%	2.2%	6.7%	3.7%	-
Effective/It works	10	2	8	6	-	2	-	2	1	1	-	8	-	9	1	10	-
	3.2%	1.2%	5.4%	9.5%	-	5.9%	-	2.4%	1.3%	1.5%	-	5.2%	-	4.0%	1.1%	3.4%	-
General Negative/Cracked Cans	7	5	2	-	2	2	3	-	2	3	-	2	-	4	3	7	-
	2.2%	3.0%	1.4%	-	5.6%	5.9%	3.1%	-	2.6%	4.5%	-	1.3%	-	1.8%	3.3%	2.4%	-
Recycling	6	1	5	1	-	1	3	1	2	1	-	3	-	4	2	5	1
	1.9%	0.6%	3.4%	1.6%	-	2.9%	3.1%	1.2%	2.6%	1.5%	-	1.9%	-	1.8%	2.2%	1.7%	4.3%
Its Easy/A Simple Process	6	4	2	-	1	-	2	3	3	2	-	-	1	4	2	5	1
	1.9%	2.4%	1.4%	-	2.8%	-	2.1%	3.5%	3.9%	3.0%	-	-	6.7%	1.8%	2.2%	1.7%	4.3%



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER		AGE GROUP					ETHNICITY					EDUCATION LEVEL		GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Others	14	8	5	4	2	1	2	5	2	3	1	6	2	12	2	12	2
	4.4%	4.8%	3.4%	6.3%	5.6%	2.9%	2.1%	5.9%	2.6%	4.5%	25.0%	3.9%	13.3%	5.3%	2.2%	4.1%	8.7%



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	317	259	208	32	19	40	25	5	9	1	5	111	96	64	25	7	8	1	-	5	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Quality of Service/Does a Good Job	63	51	34	10	7	9	6	1	2	-	-	19	19	14	7	1	3	-	-	-	
	19.9%	19.7%	16.3%	31.2%	36.8%	22.5%	24.0%	20.0%	22.2%	-	-	17%	20%	22%	28%	14%	38%	-	-	-	
Pick ups/On Schedule/On Time	42	32	29	3	-	6	3	-	2	1	1	18	9	11	3	-	-	-	-	1	
	13.2%	12.4%	13.9%	9.4%	-	15.0%	12.0%	-	22.2%	100.0%	20.0%	16%	9.4%	17%	12%	-	-	-	-	20%	
No Issues/No Problems/No Complaints	37	32	30	1	1	4	3	-	1	-	1	13	11	7	1	2	2	-	-	1	
	11.7%	12.4%	14.4%	3.1%	5.3%	10.0%	12.0%	-	11.1%	-	20.0%	12%	11%	11%	4.0%	29%	25%	-	-	20%	
Consistent/Reliable/Helpful	27	22	22	-	-	3	1	2	-	-	-	13	11	1	2	-	-	-	-	-	
	8.5%	8.5%	10.6%	-	-	7.5%	4.0%	40.0%	-	-	-	12%	11%	1.6%	8.0%	-	-	-	-	-	
Sorted Cans/Organized/3 Cans	24	19	16	2	1	4	3	-	1	-	-	10	5	4	1	2	-	1	-	1	
	7.6%	7.3%	7.7%	6.2%	5.3%	10.0%	12.0%	-	11.1%	-	-	9.0%	5.2%	6.2%	4.0%	29%	-	100%	-	20%	
Compost/Organic Program/Environment	24	19	11	5	3	5	2	1	2	-	-	6	10	5	1	1	1	-	-	-	
	7.6%	7.3%	5.3%	15.6%	15.8%	12.5%	8.0%	20.0%	22.2%	-	-	5.4%	10%	7.8%	4.0%	14%	12%	-	-	-	
Cleanliness/Streets Clean/Public Safety	24	19	18	1	-	3	2	-	1	-	1	10	8	4	2	-	-	-	-	-	
	7.6%	7.3%	8.7%	3.1%	-	7.5%	8.0%	-	11.1%	-	20.0%	9.0%	8.3%	6.2%	8.0%	-	-	-	-	-	
General Positive/Happy with the System/Mostly Okay	22	19	15	1	3	2	2	-	-	-	1	7	4	8	2	-	1	-	-	-	
	6.9%	7.3%	7.2%	3.1%	15.8%	5.0%	8.0%	-	-	-	20.0%	6.3%	4.2%	12%	8.0%	-	12%	-	-	-	
Responsive/Prompt	11	10	10	-	-	1	1	-	-	-	-	1	8	2	-	-	-	-	-	-	
	3.5%	3.9%	4.8%	-	-	2.5%	4.0%	-	-	-	-	0.9%	8.3%	3.1%	-	-	-	-	-	-	
Effective/It works	10	9	3	5	1	1	1	-	-	-	-	2	3	3	2	-	-	-	-	-	
	3.2%	3.5%	1.4%	15.6%	5.3%	2.5%	4.0%	-	-	-	-	1.8%	3.1%	4.7%	8.0%	-	-	-	-	-	
General Negative/Cracked Cans	7	5	4	-	1	1	-	1	-	-	1	2	1	1	2	1	-	-	-	-	
	2.2%	1.9%	1.9%	-	5.3%	2.5%	-	20.0%	-	-	20.0%	1.8%	1.0%	1.6%	8.0%	14%	-	-	-	-	
Recycling	6	5	4	1	-	-	-	-	-	-	-	1	2	2	1	-	-	-	-	-	
	1.9%	1.9%	1.9%	3.1%	-	-	-	-	-	-	-	0.9%	2.1%	3.1%	4.0%	-	-	-	-	-	



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Its Easy/A Simple Process	6 1.9%	3 1.2%	3 1.4%	-	-	1 2.5%	1 4.0%	-	-	-	-	4 3.6%	1 1.0%	-	-	-	-	-	-	1 20%	
Others	14 4.4%	14 5.4%	9 4.3%	3 9.4%	2 10.5%	-	-	-	-	-	-	5 4.5%	4 4.2%	2 3.1%	1 4.0%	-	1 12%	-	-	1 20%	



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	FAVORABILITY OF MCS D					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE				
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH	
Total	317	270	37	4	6	317	-	-	286	9	22	32	1	4	110	39	71	207	96	111	280	24	
	100%	100%	100.0%	100%	100.0%	100.0%			100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%	
Quality of Service/Does a Good Job	63	59	2	1	1	63	-	-	62	-	1	11	-	-	27	11	16	36	23	13	53	8	
	19.9%	22%	5.4%	25.0%	16.7%	19.9%			22%		4.5%	34%			24.5%	28.2%	22.5%	17.4%	24%	11.7%	18.9%	33.3%	
Pick ups/On Schedule/On Time	42	32	9	-	1	42	-	-	35	1	6	3	-	-	21	5	16	21	8	13	38	4	
	13.2%	12%	24.3%		16.7%	13.2%			12%	11.1%	27.3%	9.4%			19.1%	12.8%	22.5%	10.1%	8.3%	11.7%	13.6%	16.7%	
No Issues/No Problems/No Complaints	37	35	1	-	1	37	-	-	37	-	-	1	-	-	13	7	6	24	13	11	30	6	
	11.7%	13%	2.7%		16.7%	11.7%			13%			3.1%			11.8%	17.9%	8.5%	11.6%	14%	9.9%	10.7%	25.0%	
Consistent/Reliable/Helpful	27	24	1	1	1	27	-	-	24	3	-	1	-	1	6	2	4	21	6	15	24	2	
	8.5%	8.9%	2.7%	25.0%	16.7%	8.5%			8.4%	33.3%		3.1%			25.0%	5.5%	5.1%	5.6%	10.1%	6.2%	13.5%	8.6%	8.3%
Sorted Cans/Organized/3 Cans	24	18	5	-	1	24	-	-	20	2	2	1	-	1	8	2	6	16	6	10	23	1	
	7.6%	6.7%	13.5%		16.7%	7.6%			7.0%	22.2%	9.1%	3.1%			25.0%	7.3%	8.5%	7.7%	6.2%	9.0%	8.2%	4.2%	
Compost/Organic Program/Environment	24	20	3	1	-	24	-	-	21	1	2	5	-	1	7	4	3	17	8	9	19	2	
	7.6%	7.4%	8.1%	25.0%		7.6%			7.3%	11.1%	9.1%	16%			25.0%	6.4%	4.2%	8.2%	8.3%	8.1%	6.8%	8.3%	
Cleanliness/Streets Clean/Public Safety	24	21	3	-	-	24	-	-	21	1	2	1	-	-	7	3	4	17	10	7	22	-	
	7.6%	7.8%	8.1%			7.6%			7.3%	11.1%	9.1%	3.1%			6.4%	7.7%	5.6%	8.2%	10%	6.3%	7.9%		
General Positive/Happy with the System/Mostly Okay	22	17	4	1	-	22	-	-	19	-	3	1	-	-	6	1	5	16	7	9	20	-	
	6.9%	6.3%	10.8%	25.0%		6.9%			6.6%		13.6%	3.1%			5.5%	2.6%	7.0%	7.7%	7.3%	8.1%	7.1%		
Responsive/Prompt	11	11	-	-	-	11	-	-	11	-	-	-	-	-	1	-	1	10	1	9	10	-	
	3.5%	4.1%				3.5%			3.8%						0.9%		1.4%	4.8%	1.0%	8.1%	3.6%		
Effective/It works	10	8	2	-	-	10	-	-	9	-	1	4	1	-	2	2	-	8	6	2	10	-	
	3.2%	3.0%	5.4%			3.2%			3.1%		4.5%	12%	100.0%		1.8%	5.1%		3.9%	6.2%	1.8%	3.6%		
General Negative/Cracked Cans	7	4	3	-	-	7	-	-	6	-	1	-	-	1	3	-	3	4	2	2	7	-	
	2.2%	1.5%	8.1%			2.2%			2.1%		4.5%				25.0%	2.7%		4.2%	1.9%	2.1%	1.8%	2.5%	
Recycling	6	4	2	-	-	6	-	-	3	1	2	1	-	-	2	-	2	4	-	4	6	-	
	1.9%	1.5%	5.4%			1.9%			1.0%	11.1%	9.1%	3.1%			1.8%		2.8%	1.9%		3.6%	2.1%		
Its Easy/A Simple Process	6	5	1	-	-	6	-	-	5	-	1	-	-	-	2	-	2	4	2	2	6	-	
	1.9%	1.9%	2.7%			1.9%			1.7%		4.5%				1.8%		2.8%	1.9%	2.1%	1.8%	2.1%		



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	FAVORABILITY OF MCS D					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Others	14	12	1	-	1	14	-	-	13	-	1	3	-	-	5	2	3	9	4	5	12	1
	4.4%	4.4%	2.7%		16.7%	4.4%			4.5%		4.5%	9.4%			4.5%	5.1%	4.2%	4.3%	4.2%	4.5%	4.3%	4.2%



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	110 100%	62 100.0%	47 100.0%	10 100%	8 100%	14 100%	45 100%	32 100%	26 100.0%	30 100.0%	1 100.0%	51 100.0%	2 100%	
Quality of Service/Does a Good Job	27 24.5%	17 27.4%	10 21.3%	4 40.0%	3 37.5%	2 14.3%	13 28.9%	5 15.6%	4 15.4%	6 20.0%	1 100.0%	16 31.4%	-	
Pick ups/On Schedule/On Time	21 19.1%	8 12.9%	13 27.7%	-	2 25.0%	4 28.6%	8 17.8%	7 21.9%	6 23.1%	6 20.0%	-	8 15.7%	1 50.0%	
No Issues/No Problems/No Complaints	13 11.8%	10 16.1%	3 6.4%	1 10.0%	-	3 21.4%	6 13.3%	3 9.4%	3 11.5%	5 16.7%	-	5 9.8%	-	
Sorted Cans/Organized/3 Cans	8 7.3%	5 8.1%	3 6.4%	-	1 12.5%	-	2 4.4%	4 12.5%	3 11.5%	3 10.0%	-	2 3.9%	-	
Compost/Organic Program/Environment	7 6.4%	3 4.8%	4 8.5%	1 10.0%	2 25.0%	-	2 4.4%	2 6.2%	1 3.8%	1 3.3%	-	5 9.8%	-	
Cleanliness/Streets Clean/Public Safety	7 6.4%	6 9.7%	1 2.1%	-	-	1 7.1%	5 11.1%	1 3.1%	3 11.5%	1 3.3%	-	3 5.9%	-	
General Positive/Happy with the System/Mostly Okay	6 5.5%	3 4.8%	3 6.4%	-	-	1 7.1%	2 4.4%	3 9.4%	-	4 13.3%	-	2 3.9%	-	
Consistent/Reliable/Helpful	6 5.5%	4 6.5%	2 4.3%	1 10.0%	-	-	4 8.9%	1 3.1%	-	-	-	6 11.8%	-	
General Negative/Cracked Cans	3 2.7%	3 4.8%	-	-	-	2 14.3%	1 2.2%	-	2 7.7%	-	-	1 2.0%	-	
Recycling	2 1.8%	-	2 4.3%	-	-	-	2 4.4%	-	2 7.7%	-	-	-	-	
Effective/It works	2 1.8%	-	2 4.3%	2 20.0%	-	-	-	-	-	-	-	2 3.9%	-	
Its Easy/A Simple Process	2 1.8%	1 1.6%	1 2.1%	-	-	-	-	2 6.2%	1 3.8%	1 3.3%	-	-	-	



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Responsive/Prompt	1 0.9%	-	1 2.1%	-	-	-	-	1 3.1%	-	1 3.3%	-	-	-
Others	5 4.5%	2 3.2%	2 4.3%	1 10.0%	-	1 7.1%	-	3 9.4%	1 3.8%	2 6.7%	-	1 2.0%	1 50.0%



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER				AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	39 100%	23 100.0%	16 100.0%	5 100%	6 100%	6 100%	10 100%	12 100%	5 100.0%	10 100.0%	-	24 100.0%	-	
Quality of Service/Does a Good Job	11 28.2%	7 30.4%	4 25.0%	1 20.0%	2 33.3%	1 16.7%	5 50.0%	2 16.7%	-	3 30.0%	-	8 33.3%	-	
No Issues/No Problems/No Complaints	7 17.9%	4 17.4%	3 18.8%	-	-	3 50.0%	1 10.0%	3 25.0%	2 40.0%	2 20.0%	-	3 12.5%	-	
Pick ups/On Schedule/On Time	5 12.8%	3 13.0%	2 12.5%	-	2 33.3%	1 16.7%	1 10.0%	1 8.3%	1 20.0%	1 10.0%	-	3 12.5%	-	
Compost/Organic Program/Environment	4 10.3%	1 4.3%	3 18.8%	1 20.0%	2 33.3%	-	-	1 8.3%	-	-	-	4 16.7%	-	
Cleanliness/Streets Clean/Public Safety	3 7.7%	3 13.0%	-	-	-	1 16.7%	1 10.0%	1 8.3%	-	1 10.0%	-	2 8.3%	-	
Sorted Cans/Organized/3 Cans	2 5.1%	1 4.3%	1 6.2%	-	-	-	1 10.0%	1 8.3%	1 20.0%	1 10.0%	-	-	-	
Consistent/Reliable/Helpful	2 5.1%	2 8.7%	-	-	-	-	1 10.0%	1 8.3%	-	-	-	2 8.3%	-	
Effective/It works	2 5.1%	-	2 12.5%	2 40.0%	-	-	-	-	-	-	-	2 8.3%	-	
General Positive/Happy with the System/Mostly Okay	1 2.6%	1 4.3%	-	-	-	-	-	1 8.3%	-	1 10.0%	-	-	-	
Others	2 5.1%	1 4.3%	1 6.2%	1 20.0%	-	-	-	1 8.3%	1 20.0%	1 10.0%	-	-	-	



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER				AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	71	39	31	5	2	8	35	20	21	20	1	27	2		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Quality of Service/Does a Good Job	16	10	6	3	1	1	8	3	4	3	1	8	-		
	22.5%	25.6%	19.4%	60.0%	50.0%	12.5%	22.9%	15.0%	19.0%	15.0%	100.0%	29.6%	-		
Pick ups/On Schedule/On Time	16	5	11	-	-	3	7	6	5	5	-	5	1		
	22.5%	12.8%	35.5%	-	-	37.5%	20.0%	30.0%	23.8%	25.0%	-	18.5%	50.0%		
Sorted Cans/Organized/3 Cans	6	4	2	-	1	-	1	3	2	2	-	2	-		
	8.5%	10.3%	6.5%	-	50.0%	-	2.9%	15.0%	9.5%	10.0%	-	7.4%	-		
No Issues/No Problems/No Complaints	6	6	-	1	-	-	5	-	1	3	-	2	-		
	8.5%	15.4%	-	20.0%	-	-	14.3%	-	4.8%	15.0%	-	7.4%	-		
General Positive/Happy with the System/Mostly Okay	5	2	3	-	-	1	2	2	-	3	-	2	-		
	7.0%	5.1%	9.7%	-	-	12.5%	5.7%	10.0%	-	15.0%	-	7.4%	-		
Cleanliness/Streets Clean/Public Safety	4	3	1	-	-	-	4	-	3	-	-	1	-		
	5.6%	7.7%	3.2%	-	-	-	11.4%	-	14.3%	-	-	3.7%	-		
Consistent/Reliable/Helpful	4	2	2	1	-	-	3	-	-	-	-	4	-		
	5.6%	5.1%	6.5%	20.0%	-	-	8.6%	-	-	-	-	14.8%	-		
Compost/Organic Program/Environment	3	2	1	-	-	-	2	1	1	1	-	1	-		
	4.2%	5.1%	3.2%	-	-	-	5.7%	5.0%	4.8%	5.0%	-	3.7%	-		
General Negative/Cracked Cans	3	3	-	-	-	2	1	-	2	-	-	1	-		
	4.2%	7.7%	-	-	-	25.0%	2.9%	-	9.5%	-	-	3.7%	-		
Recycling	2	-	2	-	-	-	2	-	2	-	-	-	-		
	2.8%	-	6.5%	-	-	-	5.7%	-	9.5%	-	-	-	-		
Its Easy/A Simple Process	2	1	1	-	-	-	-	2	1	1	-	-	-		
	2.8%	2.6%	3.2%	-	-	-	-	10.0%	4.8%	5.0%	-	-	-		
Responsive/Prompt	1	-	1	-	-	-	-	1	-	1	-	-	-		
	1.4%	-	3.2%	-	-	-	-	5.0%	-	5.0%	-	-	-		



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Others	3 4.2%	1 2.6%	1 3.2%	-	-	1 12.5%	-	2 10.0%	-	1 5.0%	-	1 3.7%	1 50.0%	



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER		AGE GROUP				ONLINE MODE [NET]			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	207	106	100	53	28	20	51	53	51	36	3	104	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Quality of Service/Does a Good Job	36	19	17	13	5	3	9	5	10	5	-	19	2	
	17.4%	17.9%	17.0%	24.5%	17.9%	15.0%	17.6%	9.4%	19.6%	13.9%		18.3%	15.4%	
No Issues/No Problems/No Complaints	24	17	7	5	5	1	3	10	5	4	-	12	3	
	11.6%	16.0%	7.0%	9.4%	17.9%	5.0%	5.9%	18.9%	9.8%	11.1%		11.5%	23.1%	
Pick ups/On Schedule/On Time	21	11	10	2	-	3	7	9	8	4	1	7	1	
	10.1%	10.4%	10.0%	3.8%		15.0%	13.7%	17.0%	15.7%	11.1%	33.3%	6.7%	7.7%	
Consistent/Reliable/Helpful	21	7	13	4	-	2	6	9	4	3	1	13	-	
	10.1%	6.6%	13.0%	7.5%		10.0%	11.8%	17.0%	7.8%	8.3%	33.3%	12.5%		
Compost/Organic Program/Environment	17	9	8	6	4	2	5	-	5	3	-	9	-	
	8.2%	8.5%	8.0%	11.3%	14.3%	10.0%	9.8%		9.8%	8.3%		8.7%		
Cleanliness/Streets Clean/Public Safety	17	10	7	4	5	2	4	2	5	2	-	10	-	
	8.2%	9.4%	7.0%	7.5%	17.9%	10.0%	7.8%	3.8%	9.8%	5.6%		9.6%		
Sorted Cans/Organized/3 Cans	16	8	8	1	2	-	7	6	3	7	-	5	1	
	7.7%	7.5%	8.0%	1.9%	7.1%		13.7%	11.3%	5.9%	19.4%		4.8%	7.7%	
General Positive/Happy with the System/Mostly Okay	16	7	9	5	1	4	3	3	7	1	-	6	2	
	7.7%	6.6%	9.0%	9.4%	3.6%	20.0%	5.9%	5.7%	13.7%	2.8%		5.8%	15.4%	
Responsive/Prompt	10	4	6	5	1	-	-	3	-	-	-	8	2	
	4.8%	3.8%	6.0%	9.4%	3.6%			5.7%				7.7%	15.4%	
Effective/It works	8	2	6	4	-	2	-	2	1	1	-	6	-	
	3.9%	1.9%	6.0%	7.5%		10.0%		3.8%	2.0%	2.8%		5.8%		
Recycling	4	1	3	1	-	1	1	1	-	1	-	3	-	
	1.9%	0.9%	3.0%	1.9%		5.0%	2.0%	1.9%		2.8%		2.9%		
Its Easy/A Simple Process	4	3	1	-	1	-	2	1	2	1	-	-	1	
	1.9%	2.8%	1.0%		3.6%		3.9%	1.9%	3.9%	2.8%			7.7%	



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
General Negative/Cracked Cans	4 1.9%	2 1.9%	2 2.0%	-	2 7.1%	-	2 3.9%	-	-	3 8.3%	-	1 1.0%	-	
Others	9 4.3%	6 5.7%	3 3.0%	3 5.7%	2 7.1%	-	2 3.9%	2 3.8%	1 2.0%	1 2.8%	1 33.3%	5 4.8%	1 7.7%	



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER									AGE GROUP				TEXT MODE		ETHNICITY										
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER													
Total	96	49	47	34	21	12	20	9	30	9	1	54	2	100%	100.0%	100.0%	100.0%	100%								
Quality of Service/Does a Good Job	23	10	13	12	3	1	6	1	8	1	-	13	1	24.0%	20.4%	27.7%	35.3%	14.3%	8.3%	30.0%	11.1%	26.7%	11.1%	-	24.1%	50.0%
No Issues/No Problems/No Complaints	13	10	3	3	4	1	2	3	5	2	-	6	-	13.5%	20.4%	6.4%	8.8%	19.0%	8.3%	10.0%	33.3%	16.7%	22.2%	-	11.1%	-
Cleanliness/Streets Clean/Public Safety	10	7	3	2	4	2	1	1	3	1	-	6	-	10.4%	14.3%	6.4%	5.9%	19.0%	16.7%	5.0%	11.1%	10.0%	11.1%	-	11.1%	-
Pick ups/On Schedule/On Time	8	4	4	2	-	2	2	2	2	1	-	5	-	8.3%	8.2%	8.5%	5.9%	-	16.7%	10.0%	22.2%	6.7%	11.1%	-	9.3%	-
Compost/Organic Program/Environment	8	5	3	4	2	-	2	-	1	2	-	5	-	8.3%	10.2%	6.4%	11.8%	9.5%	-	10.0%	-	3.3%	22.2%	-	9.3%	-
General Positive/Happy with the System/Mostly Okay	7	2	5	3	1	2	1	-	4	-	-	2	1	7.3%	4.1%	10.6%	8.8%	4.8%	16.7%	5.0%	-	13.3%	-	-	3.7%	50.0%
Sorted Cans/Organized/3 Cans	6	2	4	1	2	-	2	1	2	-	-	4	-	6.2%	4.1%	8.5%	2.9%	9.5%	-	10.0%	11.1%	6.7%	-	-	7.4%	-
Consistent/Reliable/Helpful	6	3	3	1	-	2	2	1	2	-	-	4	-	6.2%	6.1%	6.4%	2.9%	-	16.7%	10.0%	11.1%	6.7%	-	-	7.4%	-
Effective/It works	6	1	5	4	-	2	-	-	1	-	-	5	-	6.2%	2.0%	10.6%	11.8%	-	16.7%	-	-	3.3%	-	-	9.3%	-
Its Easy/A Simple Process	2	1	1	-	1	-	1	-	1	1	-	-	-	2.1%	2.0%	2.1%	-	4.8%	-	5.0%	-	3.3%	11.1%	-	-	-
General Negative/Cracked Cans	2	1	1	-	1	-	1	-	-	1	-	1	-	2.1%	2.0%	2.1%	-	4.8%	-	5.0%	-	-	11.1%	-	1.9%	-
Responsive/Prompt	1	1	-	-	1	-	-	-	-	-	-	1	-	1.0%	2.0%	-	-	4.8%	-	-	-	-	-	-	1.9%	-



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER			AGE GROUP					TEXT MODE	ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Others	4 4.2%	2 4.1%	2 4.3%	2 5.9%	2 9.5%	-	-	-	1 3.3%	-	1 100.0%	2 3.7%	-



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER				AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	111 100%	57 100.0%	53 100.0%	19 100%	7 100%	8 100%	31 100%	44 100%	21 100.0%	27 100.0%	2 100.0%	50 100.0%	11 100%		
Consistent/Reliable/ Helpful	15 13.5%	4 7.0%	10 18.9%	3 15.8%	-	-	4 12.9%	8 18.2%	2 9.5%	3 11.1%	1 50.0%	9 18.0%	-		
Quality of Service/Does a Good Job	13 11.7%	9 15.8%	4 7.5%	1 5.3%	2 28.6%	2 25.0%	3 9.7%	4 9.1%	2 9.5%	4 14.8%	-	6 12.0%	1 9.1%		
Pick ups/On Schedule/On Time	13 11.7%	7 12.3%	6 11.3%	-	-	1 12.5%	5 16.1%	7 15.9%	6 28.6%	3 11.1%	1 50.0%	2 4.0%	1 9.1%		
No Issues/No Problems/No Complaints	11 9.9%	7 12.3%	4 7.5%	2 10.5%	1 14.3%	-	1 3.2%	7 15.9%	-	2 7.4%	-	6 12.0%	3 27.3%		
Sorted Cans/Organized/3 Cans	10 9.0%	6 10.5%	4 7.5%	-	-	-	5 16.1%	5 11.4%	1 4.8%	7 25.9%	-	1 2.0%	1 9.1%		
Compost/Organic Program/ Environment	9 8.1%	4 7.0%	5 9.4%	2 10.5%	2 28.6%	2 25.0%	3 9.7%	-	4 19.0%	1 3.7%	-	4 8.0%	-		
Responsive/Prompt	9 8.1%	3 5.3%	6 11.3%	5 26.3%	-	-	-	3 6.8%	-	-	-	7 14.0%	2 18.2%		
General Positive/Happy with the System/Mostly Okay	9 8.1%	5 8.8%	4 7.5%	2 10.5%	-	2 25.0%	2 6.5%	3 6.8%	3 14.3%	1 3.7%	-	4 8.0%	1 9.1%		
Cleanliness/Streets Clean/Public Safety	7 6.3%	3 5.3%	4 7.5%	2 10.5%	1 14.3%	-	3 9.7%	1 2.3%	2 9.5%	1 3.7%	-	4 8.0%	-		
Recycling	4 3.6%	1 1.8%	3 5.7%	1 5.3%	-	1 12.5%	1 3.2%	1 2.3%	-	1 3.7%	-	3 6.0%	-		
Effective/It works	2 1.8%	1 1.8%	1 1.9%	-	-	-	-	2 4.5%	-	1 3.7%	-	1 2.0%	-		
Its Easy/A Simple Process	2 1.8%	2 3.5%	-	-	-	-	1 3.2%	1 2.3%	1 4.8%	-	-	-	1 9.1%		



Q14. Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'SATISFIED' TO Q13

	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
General Negative/Cracked Cans	2 1.8%	1 1.8%	1 1.9%	-	1 14.3%	-	1 3.2%	-	-	2 7.4%	-	-	-	
Others	5 4.5%	4 7.0%	1 1.9%	1 5.3%	-	-	2 6.5%	2 4.5%	-	1 3.7%	-	3 6.0%	1 9.1%	



Q15. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q13

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	23	15	7	1	2	5	7	6	6	10	-	6	1	15	8	21	2
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%	100.0%	100.0%	100.0%	100%
Missed Pickups/ Inconsistent Pickup Schedule	5	3	1	1	-	1	-	2	1	3	-	1	-	2	3	5	-
	21.7%	20.0%	14.3%	100%		20.0%		33.3%	16.7%	30.0%		16.7%		13.3%	37.5%	23.8%	
Charge For Extra Trash Bins	5	4	1	-	-	2	3	-	-	4	-	1	-	3	2	5	-
	21.7%	26.7%	14.3%			40.0%	42.9%			40.0%		16.7%		20.0%	25.0%	23.8%	
Small Trash Bins/Not Enough Capacity	3	3	-	-	-	-	2	1	2	-	-	1	-	2	1	3	-
	13.0%	20.0%					28.6%	16.7%	33.3%			16.7%		13.3%	12.5%	14.3%	
Recycling Not Being Recycled	2	2	-	-	-	-	1	-	-	1	-	-	1	2	-	2	-
	8.7%	13.3%					14.3%			10.0%			100%	13.3%		9.5%	
Cans Placed Far From Home/Original Location	2	-	2	-	-	-	-	2	1	1	-	-	-	1	1	2	-
	8.7%		28.6%					33.3%	16.7%	10.0%				6.7%	12.5%	9.5%	
Poor Customer Service/ Drivers Could Do Better	2	1	1	-	-	1	1	-	2	-	-	-	-	2	-	1	1
	8.7%	6.7%	14.3%			20.0%	14.3%		33.3%					13.3%		4.8%	50.0%
General Negative	2	1	1	-	1	1	-	-	-	-	-	2	-	2	-	1	1
	8.7%	6.7%	14.3%		50.0%	20.0%						33.3%		13.3%		4.8%	50.0%
Other	1	1	-	-	-	-	-	1	-	1	-	-	-	1	-	1	-
	4.3%	6.7%						16.7%		10.0%				6.7%		4.8%	
Don't Know/Unsure	1	-	1	-	1	-	-	-	-	-	-	1	-	-	1	1	-
	4.3%		14.3%		50.0%							16.7%			12.5%	4.8%	



Q15. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q13

	HOME TYPE											HOUSEHOLD SIZE								
	TOTAL	OWN OWN	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	23 100%	19 100%	18 100.0%	-	1 100.0%	3 100%	3 100.0%	-	-	-	-	10 100%	3 100%	1 100%	2 100%	2 100%	1 100%	-	-	4 100%
Missed Pickups/ Inconsistent Pickup Schedule	5 21.7%	3 15.8%	3 16.7%	-	-	2 66.7%	2 66.7%	-	-	-	-	3 30%	1 33%	-	-	-	-	-	-	1 25%
Charge For Extra Trash Bins	5 21.7%	5 26.3%	5 27.8%	-	-	-	-	-	-	-	-	-	1 33%	-	1 50%	1 50%	1 100%	-	-	1 25%
Small Trash Bins/Not Enough Capacity	3 13.0%	3 15.8%	3 16.7%	-	-	-	-	-	-	-	-	2 20%	-	1 100%	-	-	-	-	-	-
Recycling Not Being Recycled	2 8.7%	1 5.3%	1 5.6%	-	-	-	-	-	-	-	-	1 10%	-	-	-	-	-	-	-	1 25%
Cans Placed Far From Home/Original Location	2 8.7%	2 10.5%	2 11.1%	-	-	-	-	-	-	-	-	2 20%	-	-	-	-	-	-	-	-
Poor Customer Service/ Drivers Could Do Better	2 8.7%	1 5.3%	1 5.6%	-	-	1 33.3%	1 33.3%	-	-	-	-	1 10%	-	-	-	-	-	-	-	1 25%
General Negative	2 8.7%	2 10.5%	1 5.6%	-	1 100.0%	-	-	-	-	-	-	-	1 33%	-	-	1 50%	-	-	-	-
Other	1 4.3%	1 5.3%	1 5.6%	-	-	-	-	-	-	-	-	1 10%	-	-	-	-	-	-	-	-
Don't Know/Unsure	1 4.3%	1 5.3%	1 5.6%	-	-	-	-	-	-	-	-	-	-	-	1 50%	-	-	-	-	-



Q15. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q13

	FAVORABILITY OF MCS D					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	NO OPINION		UNFAV UNSURE		STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
		FAV																				
Total	23	8	3	11	1	-	23	-	17	3	3	-	-	-	10	2	8	13	4	9	23	-
	100%	100%	100.0%	100%	100.0%		100.0%		100%	100.0%	100.0%				100%	100.0%	100.0%	100.0%	100%	100%	100.0%	
Missed Pickups/ Inconsistent Pickup Schedule	5	1	1	3	-	-	5	-	4	1	-	-	-	-	3	1	2	2	1	1	5	-
	21.7%	12%	33.3%	27.3%			21.7%		24%	33.3%					30.0%	50.0%	25.0%	15.4%	25%	11.1%	21.7%	
Charge For Extra Trash Bins	5	2	-	3	-	-	5	-	4	-	1	-	-	-	2	1	1	3	-	3	5	-
	21.7%	25%		27.3%			21.7%		24%		33.3%				20.0%	50.0%	12.5%	23.1%		33.3%	21.7%	
Small Trash Bins/Not Enough Capacity	3	1	1	1	-	-	3	-	1	-	2	-	-	-	-	-	-	3	-	3	3	-
	13.0%	12%	33.3%	9.1%			13.0%		5.9%		66.7%							23.1%		33.3%	13.0%	
Recycling Not Being Recycled	2	1	-	1	-	-	2	-	2	-	-	-	-	-	1	-	1	-	-	1	2	-
	8.7%	12%		9.1%			8.7%		12%						10.0%		12.5%			11.1%	8.7%	
Cans Placed Far From Home/Original Location	2	1	-	1	-	-	2	-	2	-	-	-	-	-	2	-	2	-	-	-	2	-
	8.7%	12%		9.1%			8.7%		12%						20.0%		25.0%				8.7%	
Poor Customer Service/ Drivers Could Do Better	2	-	-	2	-	-	2	-	2	-	-	-	-	-	1	-	1	1	-	1	2	-
	8.7%			18.2%			8.7%		12%						10.0%		12.5%	7.7%		11.1%	8.7%	
General Negative	2	1	1	-	-	-	2	-	1	1	-	-	-	-	-	-	-	2	2	-	2	-
	8.7%	12%	33.3%				8.7%		5.9%	33.3%								15.4%	50%		8.7%	
Other	1	1	-	-	-	-	1	-	1	-	-	-	-	-	1	-	1	-	-	-	1	-
	4.3%	12%					4.3%		5.9%						10.0%		12.5%				4.3%	
Don't Know/Unsure	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	1	1	-	1	-
	4.3%				100.0%		4.3%			33.3%								7.7%	25%		4.3%	



Q15. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q13

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	10 100%	5 100.0%	4 100.0%	-	-	2 100%	2 100%	4 100%	3 100.0%	6 100.0%	-	-	1 100%	
Missed Pickups/ Inconsistent Pickup Schedule	3 30.0%	2 40.0%	-	-	-	1 50.0%	-	1 25.0%	1 33.3%	2 33.3%	-	-	-	
Charge For Extra Trash Bins	2 20.0%	1 20.0%	1 25.0%	-	-	-	2 100%	-	-	2 33.3%	-	-	-	
Cans Placed Far From Home/Original Location	2 20.0%	-	2 50.0%	-	-	-	-	2 50.0%	1 33.3%	1 16.7%	-	-	-	
Recycling Not Being Recycled	1 10.0%	1 20.0%	-	-	-	-	-	-	-	-	-	-	1 100%	
Poor Customer Service/ Drivers Could Do Better	1 10.0%	-	1 25.0%	-	-	1 50.0%	-	-	1 33.3%	-	-	-	-	
Other	1 10.0%	1 20.0%	-	-	-	-	-	1 25.0%	-	1 16.7%	-	-	-	



Q15. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q13

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	2 100%	1 100.0%	-	-	-	-	1 100%	-	-	2 100.0%	-	-	-	
Missed Pickups/ Inconsistent Pickup Schedule	1 50.0%	-	-	-	-	-	-	-	-	1 50.0%	-	-	-	
Charge For Extra Trash Bins	1 50.0%	1 100.0%	-	-	-	-	1 100%	-	-	1 50.0%	-	-	-	



Q15. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q13

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	8	4	4	-	-	2	1	4	3	4	-	-	1	
	100%	100.0%	100.0%			100%	100%	100%	100.0%	100.0%			100%	
Missed Pickups/ Inconsistent Pickup Schedule	2	2	-	-	-	1	-	1	1	1	-	-	-	
	25.0%	50.0%				50.0%		25.0%	33.3%	25.0%				
Cans Placed Far From Home/Original Location	2	-	2	-	-	-	-	2	1	1	-	-	-	
	25.0%		50.0%					50.0%	33.3%	25.0%				
Recycling Not Being Recycled	1	1	-	-	-	-	-	-	-	-	-	-	1	
	12.5%	25.0%											100%	
Charge For Extra Trash Bins	1	-	1	-	-	-	1	-	-	1	-	-	-	
	12.5%		25.0%				100%			25.0%				
Poor Customer Service/ Drivers Could Do Better	1	-	1	-	-	1	-	-	1	-	-	-	-	
	12.5%		25.0%			50.0%			33.3%					
Other	1	1	-	-	-	-	-	1	-	1	-	-	-	
	12.5%	25.0%						25.0%		25.0%				



Q15. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q13

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	13 100%	10 100.0%	3 100.0%	1 100%	2 100%	3 100%	5 100%	2 100%	3 100.0%	4 100.0%	-	6 100.0%	-	
Small Trash Bins/Not Enough Capacity	3 23.1%	3 30.0%	-	-	-	-	2 40.0%	1 50.0%	2 66.7%	-	-	1 16.7%	-	
Charge For Extra Trash Bins	3 23.1%	3 30.0%	-	-	-	2 66.7%	1 20.0%	-	-	2 50.0%	-	1 16.7%	-	
Missed Pickups/ Inconsistent Pickup Schedule	2 15.4%	1 10.0%	1 33.3%	1 100%	-	-	-	1 50.0%	-	1 25.0%	-	1 16.7%	-	
General Negative	2 15.4%	1 10.0%	1 33.3%	-	1 50.0%	1 33.3%	-	-	-	-	-	2 33.3%	-	
Recycling Not Being Recycled	1 7.7%	1 10.0%	-	-	-	-	1 20.0%	-	-	1 25.0%	-	-	-	
Poor Customer Service/ Drivers Could Do Better	1 7.7%	1 10.0%	-	-	-	-	1 20.0%	-	1 33.3%	-	-	-	-	
Don't Know/Unsure	1 7.7%	-	1 33.3%	-	1 50.0%	-	-	-	-	-	-	1 16.7%	-	



Q15. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q13

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	4 100%	1 100.0%	3 100.0%	1 100%	2 100%	1 100%	-	-	-	-	-	4 100.0%	-	
General Negative	2 50.0%	1 100.0%	1 33.3%	-	1 50.0%	1 100%	-	-	-	-	-	2 50.0%	-	
Missed Pickups/ Inconsistent Pickup Schedule	1 25.0%	-	1 33.3%	1 100%	-	-	-	-	-	-	-	1 25.0%	-	
Don't Know/Unsure	1 25.0%	-	1 33.3%	-	1 50.0%	-	-	-	-	-	-	1 25.0%	-	



Q15. Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?
 BASE: IF ANSWERED 'UNSATISFIED' TO Q13

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	9	9	-	-	-	2	5	2	3	4	-	2	-
	100%	100.0%				100%	100%	100%	100.0%	100.0%		100.0%	
Small Trash Bins/Not Enough Capacity	3	3	-	-	-	-	2	1	2	-	-	1	-
	33.3%	33.3%					40.0%	50.0%	66.7%			50.0%	
Charge For Extra Trash Bins	3	3	-	-	-	2	1	-	-	2	-	1	-
	33.3%	33.3%				100%	20.0%			50.0%		50.0%	
Recycling Not Being Recycled	1	1	-	-	-	-	1	-	-	1	-	-	-
	11.1%	11.1%					20.0%			25.0%			
Missed Pickups/ Inconsistent Pickup Schedule	1	1	-	-	-	-	-	1	-	1	-	-	-
	11.1%	11.1%						50.0%		25.0%			
Poor Customer Service/ Drivers Could Do Better	1	1	-	-	-	-	1	-	1	-	-	-	-
	11.1%	11.1%					20.0%		33.3%				



Q16. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	43	19	24	17	5	6	7	8	11	4	1	27	-	35	8	40	3
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100%
Satisfied [NET]	35	16	19	15	4	4	6	6	11	2	1	21	-	30	5	33	2
=====	81.4%	84.2%	79.2%	88.2%	80.0%	66.7%	85.7%	75.0%	100.0%	50.0%	100.0%	77.8%	-	85.7%	62.5%	82.5%	66.7%
Very satisfied	9	6	3	2	1	1	2	3	2	1	-	6	-	7	2	9	-
	20.9%	31.6%	12.5%	11.8%	20.0%	16.7%	28.6%	37.5%	18.2%	25.0%	-	22.2%	-	20.0%	25.0%	22.5%	-
Somewhat satisfied	26	10	16	13	3	3	4	3	9	1	1	15	-	23	3	24	2
	60.5%	52.6%	66.7%	76.5%	60.0%	50.0%	57.1%	37.5%	81.8%	25.0%	100.0%	55.6%	-	65.7%	37.5%	60.0%	66.7%
Unsatisfied [NET]	2	-	2	-	1	1	-	-	-	1	-	1	-	1	1	2	-
=====	4.7%	-	8.3%	-	20.0%	16.7%	-	-	-	25.0%	-	3.7%	-	2.9%	12.5%	5.0%	-
Somewhat unsatisfied	2	-	2	-	1	1	-	-	-	1	-	1	-	1	1	2	-
	4.7%	-	8.3%	-	20.0%	16.7%	-	-	-	25.0%	-	3.7%	-	2.9%	12.5%	5.0%	-
Unsure	6	3	3	2	-	1	1	2	-	1	-	5	-	4	2	5	1
	14.0%	15.8%	12.5%	11.8%	-	16.7%	14.3%	25.0%	-	25.0%	-	18.5%	-	11.4%	25.0%	12.5%	33.3%



Q16. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN OWN	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	43	37	-	37	-	6	-	6	-	-	-	7	13	16	4	2	1	-	-	-
	100%	100%		100.0%		100%		100.0%				100%	100%	100%	100%	100%	100%			
Satisfied [NET]	35	32	-	32	-	3	-	3	-	-	-	4	12	13	3	2	1	-	-	-
=====	81.4%	86.5%		86.5%		50.0%		50.0%				57%	92%	81%	75%	100%	100%			
Very satisfied	9	8	-	8	-	1	-	1	-	-	-	1	2	4	2	-	-	-	-	-
	20.9%	21.6%		21.6%		16.7%		16.7%				14%	15%	25%	50%					
Somewhat satisfied	26	24	-	24	-	2	-	2	-	-	-	3	10	9	1	2	1	-	-	-
	60.5%	64.9%		64.9%		33.3%		33.3%				43%	77%	56%	25%	100%	100%			
Unsatisfied [NET]	2	1	-	1	-	1	-	1	-	-	-	-	-	2	-	-	-	-	-	-
=====	4.7%	2.7%		2.7%		16.7%		16.7%						12%						
Somewhat unsatisfied	2	1	-	1	-	1	-	1	-	-	-	-	-	2	-	-	-	-	-	-
	4.7%	2.7%		2.7%		16.7%		16.7%						12%						
Unsure	6	4	-	4	-	2	-	2	-	-	-	3	1	1	1	-	-	-	-	-
	14.0%	10.8%		10.8%		33.3%		33.3%				43%	7.7%	6.2%	25%					



Q16. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	FAVORABILITY OF MCS D				INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE				
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	43	35	6	-	2	39	-	4	38	1	4	35	2	6	13	4	9	30	25	5	36	4
	100%	100%	100.0%		100.0%	100.0%		100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Satisfied [NET]	35	31	3	-	1	33	-	2	32	1	2	35	-	-	10	4	6	25	21	4	29	4
=====	81.4%	89%	50.0%		50.0%	84.6%		50.0%	84%	100.0%	50.0%	100%			76.9%	100.0%	66.7%	83.3%	84%	80.0%	80.6%	100.0%
Very satisfied	9	8	-	-	1	9	-	-	8	-	1	9	-	-	4	1	3	5	3	2	9	-
	20.9%	23%			50.0%	23.1%			21%		25.0%	26%			30.8%	25.0%	33.3%	16.7%	12%	40.0%	25.0%	
Somewhat satisfied	26	23	3	-	-	24	-	2	24	1	1	26	-	-	6	3	3	20	18	2	20	4
	60.5%	66%	50.0%			61.5%		50.0%	63%	100.0%	25.0%	74%			46.2%	75.0%	33.3%	66.7%	72%	40.0%	55.6%	100.0%
Unsatisfied [NET]	2	1	1	-	-	2	-	-	2	-	-	2	-	-	1	-	1	1	1	-	2	-
=====	4.7%	2.9%	16.7%			5.1%			5.3%			100.0%			7.7%		11.1%	3.3%	4.0%		5.6%	
Somewhat unsatisfied	2	1	1	-	-	2	-	-	2	-	-	2	-	-	1	-	1	1	1	-	2	-
	4.7%	2.9%	16.7%			5.1%			5.3%			100.0%			7.7%		11.1%	3.3%	4.0%		5.6%	
Unsure	6	3	2	-	1	4	-	2	4	-	2	-	-	6	2	-	2	4	3	1	5	-
	14.0%	8.6%	33.3%		50.0%	10.3%		50.0%	11%		50.0%			100.0%	15.4%		22.2%	13.3%	12%	20.0%	13.9%	



Q16. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	13	6	7	1	2	2	4	4	1	1	-	11	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Satisfied [NET]	10	4	6	1	1	2	3	3	1	-	-	9	-	
=====	76.9%	66.7%	85.7%	100%	50.0%	100%	75.0%	75.0%	100.0%			81.8%		
Very satisfied	4	2	2	-	1	1	1	1	-	-	-	4	-	
	30.8%	33.3%	28.6%		50.0%	50.0%	25.0%	25.0%				36.4%		
Somewhat satisfied	6	2	4	1	-	1	2	2	1	-	-	5	-	
	46.2%	33.3%	57.1%	100%		50.0%	50.0%	50.0%	100.0%			45.5%		
Unsatisfied [NET]	1	-	1	-	1	-	-	-	-	1	-	-	-	
=====	7.7%		14.3%		50.0%					100.0%				
Somewhat unsatisfied	1	-	1	-	1	-	-	-	-	1	-	-	-	
	7.7%		14.3%		50.0%					100.0%				
Unsure	2	2	-	-	-	-	1	1	-	-	-	2	-	
	15.4%	33.3%					25.0%	25.0%				18.2%		



Q16. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	4	2	2	1	1	-	-	2	-	-	-	4	-
	100%	100.0%	100.0%	100%	100%			100%				100.0%	
Satisfied [NET]	4	2	2	1	1	-	-	2	-	-	-	4	-
=====	100%	100.0%	100.0%	100%	100%			100%				100.0%	
Very satisfied	1	-	1	-	1	-	-	-	-	-	-	1	-
	25.0%		50.0%		100%							25.0%	
Somewhat satisfied	3	2	1	1	-	-	-	2	-	-	-	3	-
	75.0%	100.0%	50.0%	100%				100%				75.0%	



Q16. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	9	4	5	-	1	2	4	2	1	1	-	7	-	
	100%	100%	100%		100%	100%	100%	100%	100.0%	100.0%		100.0%		
Satisfied [NET]	6	2	4	-	-	2	3	1	1	-	-	5	-	
=====	66.7%	50.0%	80.0%			100%	75.0%	50.0%	100.0%			71.4%		
Very satisfied	3	2	1	-	-	1	1	1	-	-	-	3	-	
	33.3%	50.0%	20.0%			50.0%	25.0%	50.0%				42.9%		
Somewhat satisfied	3	-	3	-	-	1	2	-	1	-	-	2	-	
	33.3%		60.0%			50.0%	50.0%		100.0%			28.6%		
Unsatisfied [NET]	1	-	1	-	1	-	-	-	-	1	-	-	-	
=====	11.1%		20.0%		100%					100.0%				
Somewhat unsatisfied	1	-	1	-	1	-	-	-	-	1	-	-	-	
	11.1%		20.0%		100%					100.0%				
Unsure	2	2	-	-	-	-	1	1	-	-	-	2	-	
	22.2%	50.0%					25.0%	50.0%				28.6%		



Q16. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER		AGE GROUP				ONLINE MODE [NET]				ETHNICITY				OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER			
Total	30	13	17	16	3	4	3	4	10	3	1	16	-		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%			
Satisfied [NET]	25	12	13	14	3	2	3	3	10	2	1	12	-		
=====	83.3%	92.3%	76.5%	87.5%	100%	50.0%	100%	75.0%	100.0%	66.7%	100.0%	75.0%			
Very satisfied	5	4	1	2	-	-	1	2	2	1	-	2	-		
	16.7%	30.8%	5.9%	12.5%			33.3%	50.0%	20.0%	33.3%		12.5%			
Somewhat satisfied	20	8	12	12	3	2	2	1	8	1	1	10	-		
	66.7%	61.5%	70.6%	75.0%	100%	50.0%	66.7%	25.0%	80.0%	33.3%	100.0%	62.5%			
Unsatisfied [NET]	1	-	1	-	-	1	-	-	-	-	-	1	-		
=====	3.3%		5.9%			25.0%						6.2%			
Somewhat unsatisfied	1	-	1	-	-	1	-	-	-	-	-	1	-		
	3.3%		5.9%			25.0%						6.2%			
Unsure	4	1	3	2	-	1	-	1	-	1	-	3	-		
	13.3%	7.7%	17.6%	12.5%		25.0%		25.0%		33.3%		18.8%			



Q16. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER			AGE GROUP				65+	TEXT MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64		LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	25	12	13	16	3	3	3	-	8	1	1	15	-	
	100%	100.0%	100.0%	100%	100%	100%	100%		100.0%	100.0%	100.0%	100.0%		
Satisfied [NET]	21	11	10	14	3	1	3	-	8	1	1	11	-	
=====	84.0%	91.7%	76.9%	87.5%	100%	33.3%	100%		100.0%	100.0%	100.0%	73.3%		
Very satisfied	3	3	-	2	-	-	1	-	2	-	-	1	-	
	12.0%	25.0%		12.5%			33.3%		25.0%			6.7%		
Somewhat satisfied	18	8	10	12	3	1	2	-	6	1	1	10	-	
	72.0%	66.7%	76.9%	75.0%	100%	33.3%	66.7%		75.0%	100.0%	100.0%	66.7%		
Unsatisfied [NET]	1	-	1	-	-	1	-	-	-	-	-	1	-	
=====	4.0%		7.7%			33.3%						6.7%		
Somewhat unsatisfied	1	-	1	-	-	1	-	-	-	-	-	1	-	
	4.0%		7.7%			33.3%						6.7%		
Unsure	3	1	2	2	-	1	-	-	-	-	-	3	-	
	12.0%	8.3%	15.4%	12.5%		33.3%						20.0%		



Q16. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	5	1	4	-	-	1	-	4	2	2	-	1	-
	100%	100.0%	100.0%			100%		100%	100.0%	100.0%		100.0%	
Satisfied [NET]	4	1	3	-	-	1	-	3	2	1	-	1	-
=====	80.0%	100.0%	75.0%			100%		75.0%	100.0%	50.0%		100.0%	
Very satisfied	2	1	1	-	-	-	-	2	-	1	-	1	-
	40.0%	100.0%	25.0%					50.0%		50.0%		100.0%	
Somewhat satisfied	2	-	2	-	-	1	-	1	2	-	-	-	-
	40.0%		50.0%			100%		25.0%	100.0%				
Unsure	1	-	1	-	-	-	-	1	-	1	-	-	-
	20.0%		25.0%					25.0%		50.0%			



Q16A. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	37	16	21	15	5	5	6	6	11	3	1	22	-	31	6	35	2
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100%
Satisfied [NET]	35	16	19	15	4	4	6	6	11	2	1	21	-	30	5	33	2
=====	94.6%	100%	90.5%	100%	80.0%	80.0%	100%	100%	100.0%	66.7%	100.0%	95.5%	-	96.8%	83.3%	94.3%	100%
Very satisfied	9	6	3	2	1	1	2	3	2	1	-	6	-	7	2	9	-
	25.7%	37.5%	15.8%	13.3%	25.0%	25.0%	33.3%	50.0%	18.2%	50.0%	-	28.6%	-	23.3%	40.0%	27.3%	-
Somewhat satisfied	26	10	16	13	3	3	4	3	9	1	1	15	-	23	3	24	2
	74.3%	62.5%	84.2%	86.7%	75.0%	75.0%	66.7%	50.0%	81.8%	50.0%	100.0%	71.4%	-	76.7%	60.0%	72.7%	100%
Unsatisfied [NET]	2	-	2	-	1	1	-	-	-	1	-	1	-	1	1	2	-
=====	5.4%	-	9.5%	-	20.0%	20.0%	-	-	-	33.3%	-	4.5%	-	3.2%	16.7%	5.7%	-
Somewhat unsatisfied	2	-	2	-	1	1	-	-	-	1	-	1	-	1	1	2	-
	100%	-	100.0%	-	100%	100%	-	-	-	100.0%	-	100.0%	-	100.0%	100.0%	100.0%	-



Q16A. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN OWN	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	37	33	-	33	-	4	-	4	-	-	-	4	12	15	3	2	1	-	-	-
	100%	100%		100.0%		100%		100.0%				100%	100%	100%	100%	100%	100%			
Satisfied [NET]	35	32	-	32	-	3	-	3	-	-	-	4	12	13	3	2	1	-	-	-
=====	94.6%	97.0%		97.0%		75.0%		75.0%				100%	100%	87%	100%	100%	100%			
Very satisfied	9	8	-	8	-	1	-	1	-	-	-	1	2	4	2	-	-	-	-	-
	25.7%	25.0%		25.0%		33.3%		33.3%				25%	17%	31%	67%					
Somewhat satisfied	26	24	-	24	-	2	-	2	-	-	-	3	10	9	1	2	1	-	-	-
	74.3%	75.0%		75.0%		66.7%		66.7%				75%	83%	69%	33%	100%	100%			
Unsatisfied [NET]	2	1	-	1	-	1	-	1	-	-	-	-	-	2	-	-	-	-	-	-
=====	5.4%	3.0%		3.0%		25.0%		25.0%						13%						
Somewhat unsatisfied	2	1	-	1	-	1	-	1	-	-	-	-	-	2	-	-	-	-	-	-
	100%	100%		100.0%		100%		100.0%						100%						



Q16A. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	FAVORABILITY OF MCSD				INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE				
	TOTAL	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH	
Total	37	32	4	-	1	35	-	2	34	1	2	35	2	-	11	4	7	26	22	4	31	4
	100%	100%	100.0%		100.0%	100.0%		100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Satisfied [NET]	35	31	3	-	1	33	-	2	32	1	2	35	-	-	10	4	6	25	21	4	29	4
=====	94.6%	97%	75.0%		100.0%	94.3%		100.0%	94%	100.0%	100.0%	100%			90.9%	100.0%	85.7%	96.2%	95%	100%	93.5%	100.0%
Very satisfied	9	8	-	-	1	9	-	-	8	-	1	9	-	-	4	1	3	5	3	2	9	-
	25.7%	26%			100.0%	27.3%			25%		50.0%	26%			40.0%	25.0%	50.0%	20.0%	14%	50.0%	31.0%	
Somewhat satisfied	26	23	3	-	-	24	-	2	24	1	1	26	-	-	6	3	3	20	18	2	20	4
	74.3%	74%	100.0%			72.7%		100.0%	75%	100.0%	50.0%	74%			60.0%	75.0%	50.0%	80.0%	86%	50.0%	69.0%	100.0%
Unsatisfied [NET]	2	1	1	-	-	2	-	-	2	-	-	2	-	-	1	-	1	1	1	-	2	-
=====	5.4%	3.1%	25.0%			5.7%			5.9%			100.0%			9.1%		14.3%	3.8%	4.5%		6.5%	
Somewhat unsatisfied	2	1	1	-	-	2	-	-	2	-	-	2	-	-	1	-	1	1	1	-	2	-
	100%	100%	100.0%			100.0%			100%			100.0%			100%		100.0%	100.0%	100%		100.0%	



Q16A. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	11	4	7	1	2	2	3	3	1	1	-	9	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Satisfied [NET]	10	4	6	1	1	2	3	3	1	-	-	9	-	
=====	90.9%	100.0%	85.7%	100%	50.0%	100%	100%	100%	100.0%			100.0%		
Very satisfied	4	2	2	-	1	1	1	1	-	-	-	4	-	
	40.0%	50.0%	33.3%		100%	50.0%	33.3%	33.3%				44.4%		
Somewhat satisfied	6	2	4	1	-	1	2	2	1	-	-	5	-	
	60.0%	50.0%	66.7%	100%		50.0%	66.7%	66.7%	100.0%			55.6%		
Unsatisfied [NET]	1	-	1	-	1	-	-	-	-	1	-	-	-	
=====	9.1%		14.3%		50.0%					100.0%				
Somewhat unsatisfied	1	-	1	-	1	-	-	-	-	1	-	-	-	
	100%		100.0%		100%					100.0%				



Q16A. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER		AGE GROUP				LANDLINE MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	4	2	2	1	1	-	-	2	-	-	-	4	-
	100%	100.0%	100.0%	100%	100%			100%				100.0%	
Satisfied [NET]	4	2	2	1	1	-	-	2	-	-	-	4	-
=====	100%	100.0%	100.0%	100%	100%			100%				100.0%	
Very satisfied	1	-	1	-	1	-	-	-	-	-	-	1	-
	25.0%		50.0%		100%							25.0%	
Somewhat satisfied	3	2	1	1	-	-	-	2	-	-	-	3	-
	75.0%	100.0%	50.0%	100%				100%				75.0%	



Q16A. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	7	2	5	-	1	2	3	1	1	1	-	5	-	
	100%	100.0%	100.0%		100%	100%	100%	100%	100.0%	100.0%		100.0%		
Satisfied [NET]	6	2	4	-	-	2	3	1	1	-	-	5	-	
=====	85.7%	100.0%	80.0%			100%	100%	100%	100.0%			100.0%		
Very satisfied	3	2	1	-	-	1	1	1	-	-	-	3	-	
	50.0%	100.0%	25.0%			50.0%	33.3%	100%				60.0%		
Somewhat satisfied	3	-	3	-	-	1	2	-	1	-	-	2	-	
	50.0%		75.0%			50.0%	66.7%		100.0%			40.0%		
Unsatisfied [NET]	1	-	1	-	1	-	-	-	-	1	-	-	-	
=====	14.3%		20.0%		100%					100.0%				
Somewhat unsatisfied	1	-	1	-	1	-	-	-	-	1	-	-	-	
	100%		100.0%		100%					100.0%				



Q16A. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER		AGE GROUP				ONLINE MODE [NET]				ETHNICITY				OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER			
Total	26	12	14	14	3	3	3	3	10	2	1	13	-		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%			
Satisfied [NET]	25	12	13	14	3	2	3	3	10	2	1	12	-		
=====	96.2%	100.0%	92.9%	100%	100%	66.7%	100%	100%	100.0%	100.0%	100.0%	92.3%			
Very satisfied	5	4	1	2	-	-	1	2	2	1	-	2	-		
	20.0%	33.3%	7.7%	14.3%			33.3%	66.7%	20.0%	50.0%		16.7%			
Somewhat satisfied	20	8	12	12	3	2	2	1	8	1	1	10	-		
	80.0%	66.7%	92.3%	85.7%	100%	100%	66.7%	33.3%	80.0%	50.0%	100.0%	83.3%			
Unsatisfied [NET]	1	-	1	-	-	1	-	-	-	-	-	1	-		
=====	3.8%		7.1%			33.3%						7.7%			
Somewhat unsatisfied	1	-	1	-	-	1	-	-	-	-	-	1	-		
	100%		100.0%			100%						100.0%			



Q16A. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER		AGE GROUP				TEXT MODE	ETHNICITY					
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	22	11	11	14	3	2	3	-	8	1	1	12	-
	100%	100.0%	100.0%	100%	100%	100%	100%		100.0%	100.0%	100.0%	100.0%	
Satisfied [NET]	21	11	10	14	3	1	3	-	8	1	1	11	-
=====	95.5%	100.0%	90.9%	100%	100%	50.0%	100%		100.0%	100.0%	100.0%	91.7%	
Very satisfied	3	3	-	2	-	-	1	-	2	-	-	1	-
	14.3%	27.3%		14.3%			33.3%		25.0%			9.1%	
Somewhat satisfied	18	8	10	12	3	1	2	-	6	1	1	10	-
	85.7%	72.7%	100.0%	85.7%	100%	100%	66.7%		75.0%	100.0%	100.0%	90.9%	
Unsatisfied [NET]	1	-	1	-	-	1	-	-	-	-	-	1	-
=====	4.5%		9.1%			50.0%						8.3%	
Somewhat unsatisfied	1	-	1	-	-	1	-	-	-	-	-	1	-
	100%		100.0%			100%						100.0%	



Q16A. Overall, are you satisfied or unsatisfied with the job CR&R is doing to provide trash, recycling, and green waste collection services?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	4	1	3	-	-	1	-	3	2	1	-	1	-	
	100%	100.0%	100.0%			100%		100%	100.0%	100.0%		100.0%		
Satisfied [NET]	4	1	3	-	-	1	-	3	2	1	-	1	-	
=====	100%	100.0%	100.0%			100%		100%	100.0%	100.0%		100.0%		
Very satisfied	2	1	1	-	-	-	-	2	-	1	-	1	-	
	50.0%	100.0%	33.3%					66.7%		100.0%		100.0%		
Somewhat satisfied	2	-	2	-	-	1	-	1	2	-	-	-	-	
	50.0%		66.7%			100%		33.3%	100.0%					



Q17. During the past 12 months, have you contacted the Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Yes	139	73	64	19	15	21	35	45	30	43	1	53	12	88	51	125	14
	34.8%	34.9%	34.2%	26.0%	30.0%	38.9%	30.4%	44.6%	31.2%	51.2%	25.0%	27.0%	60.0%	30.1%	47.2%	34.0%	43.8%
No	255	133	120	52	35	32	79	54	63	40	3	141	8	200	55	237	18
	63.8%	63.6%	64.2%	71.2%	70.0%	59.3%	68.7%	53.5%	65.6%	47.6%	75.0%	71.9%	40.0%	68.5%	50.9%	64.4%	56.2%
Unsure	6	3	3	2	-	1	1	2	3	1	-	2	-	4	2	6	-
	1.5%	1.4%	1.6%	2.7%		1.9%	0.9%	2.0%	3.1%	1.2%		1.0%		1.4%	1.9%	1.6%	



Q17. During the past 12 months, have you contacted the Midway City Sanitary District?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Yes	139 34.8%	115 35.8%	109 41.4%	6 16.2%	-	13 22.8%	12 33.3%	-	1 7.7%	-	1 20.0%	50 38%	43 39%	21 26%	15 37%	2 15%	2 17%	-	-	6 55%	
No	255 63.8%	202 62.9%	150 57.0%	31 83.8%	21 100.0%	42 73.7%	23 63.9%	6 100.0%	11 84.6%	2 100.0%	4 80.0%	80 61%	64 59%	59 72%	25 61%	11 85%	10 83%	1 100%	-	5 45%	
Unsure	6 1.5%	4 1.2%	4 1.5%	-	-	2 3.5%	1 2.8%	-	1 7.7%	-	-	1 0.8%	2 1.8%	2 2.4%	1 2.4%	-	-	-	-	-	



Q17. During the past 12 months, have you contacted the Midway City Sanitary District?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Yes	139	116	12	9	2	121	12	6	116	3	20	5	-	1	48	16	32	91	23	68	129	6
	34.8%	37%	20.0%	60.0%	20.0%	36.4%	52.2%	13.3%	36%	25.0%	31.7%	14%		16.7%	35.8%	34.8%	36.4%	34.2%	17%	51.1%	36.6%	21.4%
No	255	196	47	6	6	208	11	36	207	9	39	30	2	5	84	30	54	171	108	63	219	20
	63.8%	62%	78.3%	40.0%	60.0%	62.7%	47.8%	80.0%	64%	75.0%	61.9%	86%	100.0%	83.3%	62.7%	65.2%	61.4%	64.3%	81%	47.4%	62.2%	71.4%
Unsure	6	3	1	-	2	3	-	3	2	-	4	-	-	-	2	-	2	4	2	2	4	2
	1.5%	1.0%	1.7%		20.0%	0.9%		6.7%	0.6%		6.3%				1.5%		2.3%	1.5%	1.5%	1.5%	1.1%	7.1%



Q17. During the past 12 months, have you contacted the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	48	26	21	1	6	10	14	15	11	24	-	12	1	
	35.8%	35.6%	35.6%	9.1%	50.0%	55.6%	27.5%	38.5%	34.4%	60.0%		21.1%	25.0%	
No	84	46	37	10	6	8	36	23	21	15	1	44	3	
	62.7%	63.0%	62.7%	90.9%	50.0%	44.4%	70.6%	59.0%	65.6%	37.5%	100.0%	77.2%	75.0%	
Unsure	2	1	1	-	-	-	1	1	-	1	-	1	-	
	1.5%	1.4%	1.7%				2.0%	2.6%		2.5%		1.8%		



Q17. During the past 12 months, have you contacted the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Yes	16	8	7	-	4	1	5	5	1	8	-	7	-	
	34.8%	30.8%	36.8%		66.7%	16.7%	35.7%	38.5%	14.3%	61.5%		26.9%		
No	30	18	12	6	2	5	9	8	6	5	-	19	-	
	65.2%	69.2%	63.2%	100%	33.3%	83.3%	64.3%	61.5%	85.7%	38.5%		73.1%		



Q17. During the past 12 months, have you contacted the Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Yes	32	18	14	1	2	9	9	10	10	16	-	5	1
	36.4%	38.3%	35.0%	20.0%	33.3%	75.0%	24.3%	38.5%	40.0%	59.3%		16.1%	25.0%
No	54	28	25	4	4	3	27	15	15	10	1	25	3
	61.4%	59.6%	62.5%	80.0%	66.7%	25.0%	73.0%	57.7%	60.0%	37.0%	100.0%	80.6%	75.0%
Unsure	2	1	1	-	-	-	1	1	-	1	-	1	-
	2.3%	2.1%	2.5%				2.7%	3.8%		3.7%		3.2%	



Q17. During the past 12 months, have you contacted the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	91	47	43	18	9	11	21	30	19	19	1	41	11	
	34.2%	34.6%	33.6%	29.0%	23.7%	30.6%	32.8%	48.4%	29.7%	43.2%	33.3%	29.5%	68.8%	
No	171	87	83	42	29	24	43	31	42	25	2	97	5	
	64.3%	64.0%	64.8%	67.7%	76.3%	66.7%	67.2%	50.0%	65.6%	56.8%	66.7%	69.8%	31.2%	
Unsure	4	2	2	2	-	1	-	1	3	-	-	1	-	
	1.5%	1.5%	1.6%	3.2%	-	2.8%	-	1.6%	4.7%	-	-	0.7%	-	



Q17. During the past 12 months, have you contacted the Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	23	13	10	3	9	4	4	3	6	2	-	15	-	
	17.3%	20.6%	14.3%	7.1%	29.0%	16.7%	15.4%	33.3%	16.2%	22.2%		18.1%		
No	108	50	58	37	22	20	22	6	29	7	1	68	3	
	81.2%	79.4%	82.9%	88.1%	71.0%	83.3%	84.6%	66.7%	78.4%	77.8%	100.0%	81.9%	100%	
Unsure	2	-	2	2	-	-	-	-	2	-	-	-	-	
	1.5%		2.9%	4.8%					5.4%					



Q17. During the past 12 months, have you contacted the Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	73	58	20	7	12	38	53	27	35	2	56	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Yes	68	34	33	15	-	7	17	27	13	17	1	26	11
	51.1%	46.6%	56.9%	75.0%		58.3%	44.7%	50.9%	48.1%	48.6%	50.0%	46.4%	84.6%
No	63	37	25	5	7	4	21	25	13	18	1	29	2
	47.4%	50.7%	43.1%	25.0%	100%	33.3%	55.3%	47.2%	48.1%	51.4%	50.0%	51.8%	15.4%
Unsure	2	2	-	-	-	1	-	1	1	-	-	1	-
	1.5%	2.7%				8.3%		1.9%	3.7%			1.8%	



Q18. During your most recent contact with Midway City Sanitary District, how did you contact them?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	139	73	64	19	15	21	35	45	30	43	1	53	12	88	51	125	14
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Telephone	120	66	53	17	11	17	32	39	24	41	1	42	12	74	46	110	10
	86.3%	90.4%	82.8%	89.5%	73.3%	81.0%	91.4%	86.7%	80.0%	95.3%	100.0%	79.2%	100%	84.1%	90.2%	88.0%	71.4%
Web site	10	2	8	1	2	2	3	2	4	-	-	6	-	8	2	6	4
	7.2%	2.7%	12.5%	5.3%	13.3%	9.5%	8.6%	4.4%	13.3%			11.3%		9.1%	3.9%	4.8%	28.6%
Email	7	5	1	1	1	1	-	4	2	2	-	3	-	6	1	7	-
	5.0%	6.8%	1.6%	5.3%	6.7%	4.8%		8.9%	6.7%	4.7%		5.7%		6.8%	2.0%	5.6%	
In-person	2	-	2	-	1	1	-	-	-	-	-	2	-	-	2	2	-
	1.4%		3.1%		6.7%	4.8%						3.8%			3.9%	1.6%	



Q18. During your most recent contact with Midway City Sanitary District, how did you contact them?
 BASE: IF ANSWERED 'YES' TO Q17

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	139 100%	115 100%	109 100.0%	6 100.0%	- 100%	13 100.0%	12 100.0%	- 100.0%	1 100.0%	- 100%	1 100%	50 100%	43 100%	21 100%	15 100%	2 100%	2 100%	- -	- -	6 100%	
Telephone	120 86.3%	100 87.0%	95 87.2%	5 83.3%	- 76.9%	10 83.3%	10 83.3%	- -	- -	- -	1 100%	46 92%	35 81%	20 95%	11 73%	- 100%	2 -	- -	- -	6 100%	
Web site	10 7.2%	8 7.0%	8 7.3%	- -	- 15.4%	2 8.3%	1 8.3%	- 100.0%	1 100.0%	- -	- 6.0%	3 12%	5 12%	1 4.8%	1 6.7%	- -	- -	- -	- -	- -	
Email	7 5.0%	5 4.3%	5 4.6%	- -	- 7.7%	1 8.3%	1 8.3%	- -	- -	- -	- 2.0%	1 7.0%	3 7.0%	- 6.7%	1 100%	2 -	- -	- -	- -	- -	
In-person	2 1.4%	2 1.7%	1 0.9%	1 16.7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 13%	- -	- -	- -	- -	- -	



Q18. During your most recent contact with Midway City Sanitary District, how did you contact them?
 BASE: IF ANSWERED 'YES' TO Q17

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	NO OPINION		UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
		FAV	UNFAV																			
Total	139 100%	116 100%	12 100.0%	9 100%	2 100.0%	121 100.0%	12 100.0%	6 100.0%	116 100%	3 100.0%	20 100.0%	5 100%	- 100.0%	1 100%	48 100%	16 100.0%	32 100.0%	91 100.0%	23 100%	68 100%	129 100.0%	6 100.0%
Telephone	120 86.3%	100 86%	10 83.3%	9 100%	1 50.0%	105 86.8%	12 100.0%	3 50.0%	104 90%	2 66.7%	14 70.0%	5 100%	- 100%	- 100%	42 87.5%	11 68.8%	31 96.9%	78 85.7%	15 65%	63 92.6%	115 89.1%	3 50.0%
Web site	10 7.2%	7 6.0%	2 16.7%	- -	1 50.0%	9 7.4%	- -	1 16.7%	7 6.0%	- -	3 15.0%	- -	- -	- -	3 6.2%	3 18.8%	- -	7 7.7%	4 17%	3 4.4%	7 5.4%	2 33.3%
Email	7 5.0%	7 6.0%	- -	- -	- -	6 5.0%	- -	1 16.7%	5 4.3%	1 33.3%	1 5.0%	- -	- -	- -	2 4.2%	1 6.2%	1 3.1%	5 5.5%	3 13%	2 2.9%	6 4.7%	1 16.7%
In-person	2 1.4%	2 1.7%	- -	- -	- -	1 0.8%	- -	1 16.7%	- -	- -	2 10.0%	- -	- -	1 100.0%	1 2.1%	1 6.2%	- -	1 1.1%	1 4.3%	- -	1 0.8%	- -



Q18. During your most recent contact with Midway City Sanitary District, how did you contact them?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	48	26	21	1	6	10	14	15	11	24	-	12	1	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%	
Telephone	42	23	18	1	5	9	12	13	9	23	-	9	1	
	87.5%	88.5%	85.7%	100%	83.3%	90.0%	85.7%	86.7%	81.8%	95.8%		75.0%	100%	
Web site	3	1	2	-	-	-	2	1	1	-	-	2	-	
	6.2%	3.8%	9.5%				14.3%	6.7%	9.1%			16.7%		
Email	2	2	-	-	-	1	-	1	1	1	-	-	-	
	4.2%	7.7%				10.0%		6.7%	9.1%	4.2%				
In-person	1	-	1	-	1	-	-	-	-	-	-	1	-	
	2.1%		4.8%		16.7%							8.3%		



Q18. During your most recent contact with Midway City Sanitary District, how did you contact them?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	16 100%	8 100.0%	7 100.0%	-	4 100%	1 100%	5 100%	5 100%	1 100.0%	8 100.0%	-	7 100.0%	-	
Telephone	11 68.8%	6 75.0%	4 57.1%	-	3 75.0%	-	3 60.0%	4 80.0%	-	7 87.5%	-	4 57.1%	-	
Web site	3 18.8%	1 12.5%	2 28.6%	-	-	-	2 40.0%	1 20.0%	1 100.0%	-	-	2 28.6%	-	
Email	1 6.2%	1 12.5%	-	-	-	1 100%	-	-	-	1 12.5%	-	-	-	
In-person	1 6.2%	-	1 14.3%	-	1 25.0%	-	-	-	-	-	-	1 14.3%	-	



Q18. During your most recent contact with Midway City Sanitary District, how did you contact them?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	32	18	14	1	2	9	9	10	10	16	-	5	1	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%	
Telephone	31	17	14	1	2	9	9	9	9	16	-	5	1	
	96.9%	94.4%	100.0%	100%	100%	100%	100%	90.0%	90.0%	100.0%		100.0%	100%	
Email	1	1	-	-	-	-	-	1	1	-	-	-	-	
	3.1%	5.6%						10.0%	10.0%					



Q18. During your most recent contact with Midway City Sanitary District, how did you contact them?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	91	47	43	18	9	11	21	30	19	19	1	41	11	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Telephone	78	43	35	16	6	8	20	26	15	18	1	33	11	
	85.7%	91.5%	81.4%	88.9%	66.7%	72.7%	95.2%	86.7%	78.9%	94.7%	100.0%	80.5%	100%	
Web site	7	1	6	1	2	2	1	1	3	-	-	4	-	
	7.7%	2.1%	14.0%	5.6%	22.2%	18.2%	4.8%	3.3%	15.8%			9.8%		
Email	5	3	1	1	1	-	-	3	1	1	-	3	-	
	5.5%	6.4%	2.3%	5.6%	11.1%			10.0%	5.3%	5.3%		7.3%		
In-person	1	-	1	-	-	1	-	-	-	-	-	1	-	
	1.1%		2.3%			9.1%						2.4%		



Q18. During your most recent contact with Midway City Sanitary District, how did you contact them?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	23	13	10	3	9	4	4	3	6	2	-	15	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Telephone	15	10	5	3	6	1	4	1	2	2	-	11	-	
	65.2%	76.9%	50.0%	100%	66.7%	25.0%	100%	33.3%	33.3%	100.0%		73.3%		
Web site	4	-	4	-	2	2	-	-	3	-	-	1	-	
	17.4%		40.0%		22.2%	50.0%			50.0%			6.7%		
Email	3	3	-	-	1	-	-	2	1	-	-	2	-	
	13.0%	23.1%			11.1%			66.7%	16.7%			13.3%		
In-person	1	-	1	-	-	1	-	-	-	-	-	1	-	
	4.3%		10.0%			25.0%						6.7%		



Q18. During your most recent contact with Midway City Sanitary District, how did you contact them?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER				AGE GROUP				EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	68	34	33	15	-	7	17	27	13	17	1	26	11	
	100%	100.0%	100.0%	100%		100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Telephone	63	33	30	13	-	7	16	25	13	16	1	22	11	
	92.6%	97.1%	90.9%	86.7%		100%	94.1%	92.6%	100.0%	94.1%	100.0%	84.6%	100%	
Web site	3	1	2	1	-	-	1	1	-	-	-	3	-	
	4.4%	2.9%	6.1%	6.7%			5.9%	3.7%				11.5%		
Email	2	-	1	1	-	-	-	1	-	1	-	1	-	
	2.9%		3.0%	6.7%				3.7%		5.9%		3.8%		



Q19. During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	139	73	64	19	15	21	35	45	30	43	1	53	12	88	51	125	14
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Very helpful	112	60	51	17	10	16	29	37	23	34	1	45	9	65	47	101	11
	80.6%	82.2%	79.7%	89.5%	66.7%	76.2%	82.9%	82.2%	76.7%	79.1%	100.0%	84.9%	75.0%	73.9%	92.2%	80.8%	78.6%
Somewhat helpful	25	12	12	2	5	4	6	7	6	9	-	7	3	21	4	24	1
	18.0%	16.4%	18.8%	10.5%	33.3%	19.0%	17.1%	15.6%	20.0%	20.9%	-	13.2%	25.0%	23.9%	7.8%	19.2%	7.1%
Not at all helpful	2	1	1	-	-	1	-	1	1	-	-	1	-	2	-	-	2
	1.4%	1.4%	1.6%	-	-	4.8%	-	2.2%	3.3%	-	-	1.9%	-	2.3%	-	-	14.3%



Q19. During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
 BASE: IF ANSWERED 'YES' TO Q17

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									PNTA
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+		
Total	139 100%	115 100%	109 100.0%	6 100.0%	-	13 100%	12 100.0%	-	1 100.0%	-	1 100%	50 100%	43 100%	21 100%	15 100%	2 100%	2 100%	-	-	6	
Very helpful	112 80.6%	95 82.6%	90 82.6%	5 83.3%	-	8 61.5%	7 58.3%	-	1 100.0%	-	1 100%	44 88%	36 84%	16 76%	13 87%	1 50%	1 50%	-	-	1 17%	
Somewhat helpful	25 18.0%	18 15.7%	17 15.6%	1 16.7%	-	5 38.5%	5 41.7%	-	-	-	-	6 12%	7 16%	4 19%	2 13%	1 50%	1 50%	-	-	4 67%	
Not at all helpful	2 1.4%	2 1.7%	2 1.8%	-	-	-	-	-	-	-	-	-	-	1 4.8%	-	-	-	-	-	1 17%	



Q19. During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
 BASE: IF ANSWERED 'YES' TO Q17

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	139	116	12	9	2	121	12	6	116	3	20	5	-	1	48	16	32	91	23	68	129	6
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%		100.0%	100%	100.0%	100.0%	100%	100%	100.0%	100.0%	
Very helpful	112	100	9	2	1	105	4	3	97	2	13	4	-	1	41	15	26	71	15	56	103	5
	80.6%	86%	75.0%	22.2%	50.0%	86.8%	33.3%	50.0%	84%	66.7%	65.0%	80%		100.0%	85.4%	93.8%	81.2%	78.0%	65%	82.4%	79.8%	83.3%
Somewhat helpful	25	16	3	6	-	15	7	3	17	1	7	1	-	-	6	1	5	19	7	12	24	1
	18.0%	14%	25.0%	66.7%		12.4%	58.3%	50.0%	15%	33.3%	35.0%	20%			12.5%	6.2%	15.6%	20.9%	30%	17.6%	18.6%	16.7%
Not at all helpful	2	-	-	1	1	1	1	-	2	-	-	-	-	-	1	-	1	1	1	-	2	-
	1.4%			11.1%	50.0%	0.8%	8.3%		1.7%						2.1%		3.1%	1.1%	4.3%		1.6%	



Q19. During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	48	26	21	1	6	10	14	15	11	24	-	12	1	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%	
Very helpful	41	23	18	1	5	8	12	14	8	20	-	12	1	
	85.4%	88.5%	85.7%	100%	83.3%	80.0%	85.7%	93.3%	72.7%	83.3%		100.0%	100%	
Somewhat helpful	6	3	2	-	1	1	2	1	2	4	-	-	-	
	12.5%	11.5%	9.5%		16.7%	10.0%	14.3%	6.7%	18.2%	16.7%				
Not at all helpful	1	-	1	-	-	1	-	-	1	-	-	-	-	
	2.1%		4.8%			10.0%			9.1%					



Q19. During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	16	8	7	-	4	1	5	5	1	8	-	7	-	
	100%	100.0%	100.0%		100%	100%	100%	100%	100.0%	100.0%		100.0%		
Very helpful	15	8	7	-	4	1	5	5	1	7	-	7	-	
	93.8%	100.0%	100.0%		100%	100%	100%	100%	100.0%	87.5%		100.0%		
Somewhat helpful	1	-	-	-	-	-	-	-	-	1	-	-	-	
	6.2%									12.5%				



Q19. During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	32	18	14	1	2	9	9	10	10	16	-	5	1
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Very helpful	26	15	11	1	1	7	7	9	7	13	-	5	1
	81.2%	83.3%	78.6%	100%	50.0%	77.8%	77.8%	90.0%	70.0%	81.2%		100.0%	100%
Somewhat helpful	5	3	2	-	1	1	2	1	2	3	-	-	-
	15.6%	16.7%	14.3%		50.0%	11.1%	22.2%	10.0%	20.0%	18.8%			
Not at all helpful	1	-	1	-	-	1	-	-	1	-	-	-	-
	3.1%		7.1%			11.1%			10.0%				



Q19. During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	91	47	43	18	9	11	21	30	19	19	1	41	11	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Very helpful	71	37	33	16	5	8	17	23	15	14	1	33	8	
	78.0%	78.7%	76.7%	88.9%	55.6%	72.7%	81.0%	76.7%	78.9%	73.7%	100.0%	80.5%	72.7%	
Somewhat helpful	19	9	10	2	4	3	4	6	4	5	-	7	3	
	20.9%	19.1%	23.3%	11.1%	44.4%	27.3%	19.0%	20.0%	21.1%	26.3%	-	17.1%	27.3%	
Not at all helpful	1	1	-	-	-	-	-	1	-	-	-	1	-	
	1.1%	2.1%	-	-	-	-	-	3.3%	-	-	-	2.4%	-	



Q19. During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	23	13	10	3	9	4	4	3	6	2	-	15	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Very helpful	15	9	6	2	5	3	4	1	4	2	-	9	-
	65.2%	69.2%	60.0%	66.7%	55.6%	75.0%	100%	33.3%	66.7%	100.0%		60.0%	
Somewhat helpful	7	3	4	1	4	1	-	1	2	-	-	5	-
	30.4%	23.1%	40.0%	33.3%	44.4%	25.0%		33.3%	33.3%			33.3%	
Not at all helpful	1	1	-	-	-	-	-	1	-	-	-	1	-
	4.3%	7.7%						33.3%				6.7%	



Q19. During your most recent contact with Midway City Sanitary District, how would you rate the helpfulness of the staff?
 BASE: IF ANSWERED 'YES' TO Q17

	GENDER				AGE GROUP				EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	68	34	33	15	-	7	17	27	13	17	1	26	11	
	100%	100.0%	100.0%	100%		100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Very helpful	56	28	27	14	-	5	13	22	11	12	1	24	8	
	82.4%	82.4%	81.8%	93.3%		71.4%	76.5%	81.5%	84.6%	70.6%	100.0%	92.3%	72.7%	
Somewhat helpful	12	6	6	1	-	2	4	5	2	5	-	2	3	
	17.6%	17.6%	18.2%	6.7%		28.6%	23.5%	18.5%	15.4%	29.4%		7.7%	27.3%	



Q20. Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Yes	66	42	24	6	12	11	19	18	22	11	1	25	7	44	22	61	5
	16.5%	20.1%	12.8%	8.2%	24.0%	20.4%	16.5%	17.8%	22.9%	13.1%	25.0%	12.8%	35.0%	15.1%	20.4%	16.6%	15.6%
No	323	161	158	65	38	42	93	78	72	71	3	166	11	240	83	296	27
	80.8%	77.0%	84.5%	89.0%	76.0%	77.8%	80.9%	77.2%	75.0%	84.5%	75.0%	84.7%	55.0%	82.2%	76.9%	80.4%	84.4%
Unsure	11	6	5	2	-	1	3	5	2	2	-	5	2	8	3	11	-
	2.8%	2.9%	2.7%	2.7%		1.9%	2.6%	5.0%	2.1%	2.4%		2.6%	10.0%	2.7%	2.8%	3.0%	



Q20. Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	- 100%	11	
Yes	66 16.5%	53 16.5%	44 16.7%	5 13.5%	4 19.0%	10 17.5%	8 22.2%	-	2 15.4%	-	1 20.0%	20 15%	19 17%	16 20%	9 22%	-	1 8.3%	-	-	1	
No	323 80.8%	258 80.4%	213 81.0%	29 78.4%	16 76.2%	46 80.7%	28 77.8%	6 100.0%	10 76.9%	2 100.0%	4 80.0%	108 82%	88 81%	60 73%	32 78%	13 100%	11 92%	1 100%	-	10	
Unsure	11 2.8%	10 3.1%	6 2.3%	3 8.1%	1 4.8%	1 1.8%	-	-	1 7.7%	-	-	3 2.3%	2 1.8%	6 7.3%	-	-	-	-	-	-	



Q20. Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?
 BASE: Total Sample

	FAVORABILITY OF MCSD NO OPINION					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	UNFAV	UNSURE		STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Yes	66	58	4	2	2	63	2	1	57	2	7	5	-	-	25	7	18	41	18	23	62	4
	16.5%	18%	6.7%	13.3%	20.0%	19.0%	8.7%	2.2%	18%	16.7%	11.1%	14%			18.7%	15.2%	20.5%	15.4%	14%	17.3%	17.6%	14.3%
No	323	251	54	12	6	262	20	41	261	10	52	28	1	6	105	38	67	218	111	107	281	22
	80.8%	80%	90.0%	80.0%	60.0%	78.9%	87.0%	91.1%	80%	83.3%	82.5%	80%	50.0%	100.0%	78.4%	82.6%	76.1%	82.0%	83%	80.5%	79.8%	78.6%
Unsure	11	6	2	1	2	7	1	3	7	-	4	2	1	-	4	1	3	7	4	3	9	2
	2.8%	1.9%	3.3%	6.7%	20.0%	2.1%	4.3%	6.7%	2.2%		6.3%	5.7%	50.0%		3.0%	2.2%	3.4%	2.6%	3.0%	2.3%	2.6%	7.1%



Q20. Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	25	14	11	1	4	5	8	7	5	8	-	11	1	
	18.7%	19.2%	18.6%	9.1%	33.3%	27.8%	15.7%	17.9%	15.6%	20.0%		19.3%	25.0%	
No	105	55	48	10	8	13	42	29	27	32	1	42	3	
	78.4%	75.3%	81.4%	90.9%	66.7%	72.2%	82.4%	74.4%	84.4%	80.0%	100.0%	73.7%	75.0%	
Unsure	4	4	-	-	-	-	1	3	-	-	-	4	-	
	3.0%	5.5%					2.0%	7.7%				7.0%		



Q20. Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Yes	7	3	4	-	3	-	4	-	1	1	-	5	-
	15.2%	11.5%	21.1%		50.0%		28.6%		14.3%	7.7%		19.2%	
No	38	22	15	6	3	6	10	12	6	12	-	20	-
	82.6%	84.6%	78.9%	100%	50.0%	100%	71.4%	92.3%	85.7%	92.3%		76.9%	
Unsure	1	1	-	-	-	-	-	1	-	-	-	1	-
	2.2%	3.8%						7.7%				3.8%	



Q20. Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?
 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Yes	18	11	7	1	1	5	4	7	4	7	-	6	1
	20.5%	23.4%	17.5%	20.0%	16.7%	41.7%	10.8%	26.9%	16.0%	25.9%		19.4%	25.0%
No	67	33	33	4	5	7	32	17	21	20	1	22	3
	76.1%	70.2%	82.5%	80.0%	83.3%	58.3%	86.5%	65.4%	84.0%	74.1%	100.0%	71.0%	75.0%
Unsure	3	3	-	-	-	-	1	2	-	-	-	3	-
	3.4%	6.4%					2.7%	7.7%				9.7%	



Q20. Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	41	28	13	5	8	6	11	11	17	3	1	14	6	
	15.4%	20.6%	10.2%	8.1%	21.1%	16.7%	17.2%	17.7%	26.6%	6.8%	33.3%	10.1%	37.5%	
No	218	106	110	55	30	29	51	49	45	39	2	124	8	
	82.0%	77.9%	85.9%	88.7%	78.9%	80.6%	79.7%	79.0%	70.3%	88.6%	66.7%	89.2%	50.0%	
Unsure	7	2	5	2	-	1	2	2	2	2	-	1	2	
	2.6%	1.5%	3.9%	3.2%		2.8%	3.1%	3.2%	3.1%	4.5%		0.7%	12.5%	



Q20. Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	63	70	42	31	24	26	9	37	9	1	83	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Yes	18	13	5	3	7	1	5	2	7	1	-	9	1
	13.5%	20.6%	7.1%	7.1%	22.6%	4.2%	19.2%	22.2%	18.9%	11.1%		10.8%	33.3%
No	111	50	61	37	24	22	20	7	28	8	1	73	1
	83.5%	79.4%	87.1%	88.1%	77.4%	91.7%	76.9%	77.8%	75.7%	88.9%	100.0%	88.0%	33.3%
Unsure	4	-	4	2	-	1	1	-	2	-	-	1	1
	3.0%		5.7%	4.8%		4.2%	3.8%		5.4%			1.2%	33.3%



Q20. Have you interacted with MCSD field personnel, solid waste driver or a sewer maintenance worker in the last twelve months?
 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	23	15	8	2	1	5	6	9	10	2	1	5	5	
	17.3%	20.5%	13.8%	10.0%	14.3%	41.7%	15.8%	17.0%	37.0%	5.7%	50.0%	8.9%	38.5%	
No	107	56	49	18	6	7	31	42	17	31	1	51	7	
	80.5%	76.7%	84.5%	90.0%	85.7%	58.3%	81.6%	79.2%	63.0%	88.6%	50.0%	91.1%	53.8%	
Unsure	3	2	1	-	-	-	1	2	-	2	-	-	1	
	2.3%	2.7%	1.7%				2.6%	3.8%		5.7%			7.7%	



Q21. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER		AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	66	42	24	6	12	11	19	18	22	11	1	25	7	44	22	61	5
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Excellent/Good [NET]	64	40	24	6	12	9	19	18	22	10	1	24	7	44	20	60	4
=====	97.0%	95.2%	100.0%	100%	100%	81.8%	100%	100%	100.0%	90.9%	100.0%	96.0%	100%	100.0%	90.9%	98.4%	80.0%
Excellent	43	28	15	2	7	6	15	13	17	7	1	14	4	28	15	41	2
	65.2%	66.7%	62.5%	33.3%	58.3%	54.5%	78.9%	72.2%	77.3%	63.6%	100.0%	56.0%	57.1%	63.6%	68.2%	67.2%	40.0%
Good	21	12	9	4	5	3	4	5	5	3	-	10	3	16	5	19	2
	31.8%	28.6%	37.5%	66.7%	41.7%	27.3%	21.1%	27.8%	22.7%	27.3%	-	40.0%	42.9%	36.4%	22.7%	31.1%	40.0%
Poor/Very Poor [NET]	2	2	-	-	-	2	-	-	-	1	-	1	-	-	2	1	1
=====	3.0%	4.8%				18.2%				9.1%		4.0%			9.1%	1.6%	20.0%
Poor	2	2	-	-	-	2	-	-	-	1	-	1	-	-	2	1	1
	3.0%	4.8%				18.2%				9.1%		4.0%			9.1%	1.6%	20.0%



Q21. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN OWN	OWN A SINGLE- FAMILY	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	66	53	44	5	4	10	8	-	2	-	1	20	19	16	9	-	1	-	-	1
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%		100.0%		100%	100%	100%	100%	100%		100%			100%
Excellent/Good [NET]	64	51	42	5	4	10	8	-	2	-	1	20	18	16	8	-	1	-	-	1
=====	97.0%	96.2%	95.5%	100.0%	100.0%	100%	100.0%		100.0%		100%	100%	95%	100%	89%		100%			100%
Excellent	43	34	30	2	2	7	6	-	1	-	-	16	15	6	6	-	-	-	-	-
	65.2%	64.2%	68.2%	40.0%	50.0%	70.0%	75.0%		50.0%			80%	79%	38%	67%					
Good	21	17	12	3	2	3	2	-	1	-	1	4	3	10	2	-	1	-	-	1
	31.8%	32.1%	27.3%	60.0%	50.0%	30.0%	25.0%		50.0%		100%	20%	16%	62%	22%		100%			100%
Poor/Very Poor [NET]	2	2	2	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-
=====	3.0%	3.8%	4.5%										5.3%		11%					
Poor	2	2	2	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-
	3.0%	3.8%	4.5%										5.3%		11%					



Q21. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE					
	TOTAL	FAV	NO OPINION		UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	ONLINE [NET]		TEXT	EMAIL	ENGLISH	SPANISH
			UNFAV	UNSURE															TEXT	EMAIL				
Total	66	58	4	2	2	63	2	1	57	2	7	5	-	-	25	7	18	41	18	23	62	4		
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%		
Excellent/Good [NET]	64	57	4	1	2	62	1	1	55	2	7	5	-	-	24	7	17	40	18	22	60	4		
=====	97.0%	98%	100.0%	50.0%	100.0%	98.4%	50.0%	100.0%	96%	100.0%	100.0%	100%	100%	100%	96.0%	100.0%	94.4%	97.6%	100%	95.7%	96.8%	100.0%		
Excellent	43	42	1	-	-	41	1	1	36	2	5	2	-	-	17	5	12	26	11	15	40	3		
	65.2%	72%	25.0%			65.1%	50.0%	100.0%	63%	100.0%	71.4%	40%			68.0%	71.4%	66.7%	63.4%	61%	65.2%	64.5%	75.0%		
Good	21	15	3	1	2	21	-	-	19	-	2	3	-	-	7	2	5	14	7	7	20	1		
	31.8%	26%	75.0%	50.0%	100.0%	33.3%			33%		28.6%	60%			28.0%	28.6%	27.8%	34.1%	39%	30.4%	32.3%	25.0%		
Poor/Very Poor [NET]	2	1	-	1	-	1	1	-	2	-	-	-	-	-	1	-	1	1	-	1	2	-		
=====	3.0%	1.7%		50.0%		1.6%	50.0%		3.5%						4.0%		5.6%	2.4%		4.3%	3.2%			
Poor	2	1	-	1	-	1	1	-	2	-	-	-	-	-	1	-	1	1	-	1	2	-		
	3.0%	1.7%		50.0%		1.6%	50.0%		3.5%						4.0%		5.6%	2.4%		4.3%	3.2%			



Q21. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	25	14	11	1	4	5	8	7	5	8	-	11	1	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%	
Excellent/Good [NET]	24	13	11	1	4	4	8	7	5	7	-	11	1	
=====	96.0%	92.9%	100.0%	100%	100%	80.0%	100%	100%	100.0%	87.5%		100.0%	100%	
Excellent	17	10	7	-	3	2	6	6	4	6	-	6	1	
	68.0%	71.4%	63.6%		75.0%	40.0%	75.0%	85.7%	80.0%	75.0%		54.5%	100%	
Good	7	3	4	1	1	2	2	1	1	1	-	5	-	
	28.0%	21.4%	36.4%	100%	25.0%	40.0%	25.0%	14.3%	20.0%	12.5%		45.5%		
Poor/Very Poor [NET]	1	1	-	-	-	1	-	-	-	1	-	-	-	
=====	4.0%	7.1%				20.0%				12.5%				
Poor	1	1	-	-	-	1	-	-	-	1	-	-	-	
	4.0%	7.1%				20.0%				12.5%				



Q21. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER			AGE GROUP				65+	LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64		LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	7	3	4	-	3	-	4	-	1	1	-	5	-	
	100%	100.0%	100.0%		100%		100%		100.0%	100.0%		100.0%		
Excellent/Good [NET]	7	3	4	-	3	-	4	-	1	1	-	5	-	
=====	100%	100.0%	100.0%		100%		100%		100.0%	100.0%		100.0%		
Excellent	5	2	3	-	3	-	2	-	-	1	-	4	-	
	71.4%	66.7%	75.0%		100%		50.0%			100.0%		80.0%		
Good	2	1	1	-	-	-	2	-	1	-	-	1	-	
	28.6%	33.3%	25.0%				50.0%		100.0%			20.0%		



Q21. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	18	11	7	1	1	5	4	7	4	7	-	6	1	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%	
Excellent/Good [NET]	17	10	7	1	1	4	4	7	4	6	-	6	1	
=====	94.4%	90.9%	100.0%	100%	100%	80.0%	100%	100%	100.0%	85.7%		100.0%	100%	
Excellent	12	8	4	-	-	2	4	6	4	5	-	2	1	
	66.7%	72.7%	57.1%			40.0%	100%	85.7%	100.0%	71.4%		33.3%	100%	
Good	5	2	3	1	1	2	-	1	-	1	-	4	-	
	27.8%	18.2%	42.9%	100%	100%	40.0%		14.3%		14.3%		66.7%		
Poor/Very Poor [NET]	1	1	-	-	-	1	-	-	-	1	-	-	-	
=====	5.6%	9.1%				20.0%				14.3%				
Poor	1	1	-	-	-	1	-	-	-	1	-	-	-	
	5.6%	9.1%				20.0%				14.3%				



Q21. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	41	28	13	5	8	6	11	11	17	3	1	14	6	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Excellent/Good [NET]	40	27	13	5	8	5	11	11	17	3	1	13	6	
=====	97.6%	96.4%	100.0%	100%	100%	83.3%	100%	100%	100.0%	100.0%	100.0%	92.9%	100%	
Excellent	26	18	8	2	4	4	9	7	13	1	1	8	3	
	63.4%	64.3%	61.5%	40.0%	50.0%	66.7%	81.8%	63.6%	76.5%	33.3%	100.0%	57.1%	50.0%	
Good	14	9	5	3	4	1	2	4	4	2	-	5	3	
	34.1%	32.1%	38.5%	60.0%	50.0%	16.7%	18.2%	36.4%	23.5%	66.7%	-	35.7%	50.0%	
Poor/Very Poor [NET]	1	1	-	-	-	1	-	-	-	-	-	1	-	
=====	2.4%	3.6%	-	-	-	16.7%	-	-	-	-	-	7.1%	-	
Poor	1	1	-	-	-	1	-	-	-	-	-	1	-	
	2.4%	3.6%	-	-	-	16.7%	-	-	-	-	-	7.1%	-	



Q21. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	18	13	5	3	7	1	5	2	7	1	-	9	1
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Excellent/Good [NET]	18	13	5	3	7	1	5	2	7	1	-	9	1
=====	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Excellent	11	9	2	1	4	1	4	1	6	-	-	5	-
	61.1%	69.2%	40.0%	33.3%	57.1%	100%	80.0%	50.0%	85.7%			55.6%	
Good	7	4	3	2	3	-	1	1	1	1	-	4	1
	38.9%	30.8%	60.0%	66.7%	42.9%		20.0%	50.0%	14.3%	100.0%		44.4%	100%



Q21. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	23	15	8	2	1	5	6	9	10	2	1	5	5
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Excellent/Good [NET]	22	14	8	2	1	4	6	9	10	2	1	4	5
=====	95.7%	93.3%	100.0%	100%	100%	80.0%	100%	100%	100.0%	100.0%	100.0%	80.0%	100%
Excellent	15	9	6	1	-	3	5	6	7	1	1	3	3
	65.2%	60.0%	75.0%	50.0%		60.0%	83.3%	66.7%	70.0%	50.0%	100.0%	60.0%	60.0%
Good	7	5	2	1	1	1	1	3	3	1	-	1	2
	30.4%	33.3%	25.0%	50.0%	100%	20.0%	16.7%	33.3%	30.0%	50.0%		20.0%	40.0%
Poor/Very Poor [NET]	1	1	-	-	-	1	-	-	-	-	-	1	-
=====	4.3%	6.7%				20.0%						20.0%	
Poor	1	1	-	-	-	1	-	-	-	-	-	1	-
	4.3%	6.7%				20.0%						20.0%	



Q21A. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	66	42	24	6	12	11	19	18	22	11	1	25	7	44	22	61	5
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Excellent/Good [NET]	64	40	24	6	12	9	19	18	22	10	1	24	7	44	20	60	4
=====	97.0%	95.2%	100.0%	100%	100%	81.8%	100%	100%	100.0%	90.9%	100.0%	96.0%	100%	100.0%	90.9%	98.4%	80.0%
Excellent	43	28	15	2	7	6	15	13	17	7	1	14	4	28	15	41	2
	67.2%	70.0%	62.5%	33.3%	58.3%	66.7%	78.9%	72.2%	77.3%	70.0%	100.0%	58.3%	57.1%	63.6%	75.0%	68.3%	50.0%
Good	21	12	9	4	5	3	4	5	5	3	-	10	3	16	5	19	2
	32.8%	30.0%	37.5%	66.7%	41.7%	33.3%	21.1%	27.8%	22.7%	30.0%	-	41.7%	42.9%	36.4%	25.0%	31.7%	50.0%
Poor/Very Poor [NET]	2	2	-	-	-	2	-	-	-	1	-	1	-	-	2	1	1
=====	3.0%	4.8%				18.2%				9.1%		4.0%			9.1%	1.6%	20.0%
Poor	2	2	-	-	-	2	-	-	-	1	-	1	-	-	2	1	1
	100%	100%				100%				100.0%		100.0%			100.0%	100.0%	100%



Q21A. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	HOME TYPE											HOUSEHOLD SIZE										
	TOTAL	OWN A			RENT A			RENT A				OTHER	HOUSEHOLD SIZE									
		OWN	SINGLE-FAMILY	CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	1-2	3		4	5	6	7	8	9+	PNTA			
Total	66	53	44	5	4	10	8	-	2	-	1	20	19	16	9	-	1	-	-	1		
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%		100.0%		100%	100%	100%	100%	100%		100%			100%		
Excellent/Good [NET]	64	51	42	5	4	10	8	-	2	-	1	20	18	16	8	-	1	-	-	1		
=====	97.0%	96.2%	95.5%	100.0%	100.0%	100%	100.0%		100.0%		100%	100%	95%	100%	89%		100%			100%		
Excellent	43	34	30	2	2	7	6	-	1	-	-	16	15	6	6	-	-	-	-	-		
	67.2%	66.7%	71.4%	40.0%	50.0%	70.0%	75.0%		50.0%			80%	83%	38%	75%							
Good	21	17	12	3	2	3	2	-	1	-	1	4	3	10	2	-	1	-	-	1		
	32.8%	33.3%	28.6%	60.0%	50.0%	30.0%	25.0%		50.0%		100%	20%	17%	62%	25%		100%			100%		
Poor/Very Poor [NET]	2	2	2	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-		
=====	3.0%	3.8%	4.5%										5.3%		11%							
Poor	2	2	2	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-		
	100%	100%	100.0%										100%		100%							



Q21A. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	NO OPINION		UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
		FAV																				
Total	66	58	4	2	2	63	2	1	57	2	7	5	-	-	25	7	18	41	18	23	62	4
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%			100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Excellent/Good [NET]	64	57	4	1	2	62	1	1	55	2	7	5	-	-	24	7	17	40	18	22	60	4
=====	97.0%	98%	100.0%	50.0%	100.0%	98.4%	50.0%	100.0%	96%	100.0%	100.0%	100%			96.0%	100.0%	94.4%	97.6%	100%	95.7%	96.8%	100.0%
Excellent	43	42	1	-	-	41	1	1	36	2	5	2	-	-	17	5	12	26	11	15	40	3
	67.2%	74%	25.0%			66.1%	100.0%	100.0%	65%	100.0%	71.4%	40%			70.8%	71.4%	70.6%	65.0%	61%	68.2%	66.7%	75.0%
Good	21	15	3	1	2	21	-	-	19	-	2	3	-	-	7	2	5	14	7	7	20	1
	32.8%	26%	75.0%	100%	100.0%	33.9%			35%		28.6%	60%			29.2%	28.6%	29.4%	35.0%	39%	31.8%	33.3%	25.0%
Poor/Very Poor [NET]	2	1	-	1	-	1	1	-	2	-	-	-	-	-	1	-	1	1	-	1	2	-
=====	3.0%	1.7%		50.0%		1.6%	50.0%		3.5%						4.0%		5.6%	2.4%		4.3%	3.2%	
Poor	2	1	-	1	-	1	1	-	2	-	-	-	-	-	1	-	1	1	-	1	2	-
	100%	100%		100%		100.0%	100.0%		100%						100%		100.0%	100.0%		100%	100.0%	



Q21A. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	25	14	11	1	4	5	8	7	5	8	-	11	1	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%	
Excellent/Good [NET]	24	13	11	1	4	4	8	7	5	7	-	11	1	
=====	96.0%	92.9%	100.0%	100%	100%	80.0%	100%	100%	100.0%	87.5%		100.0%	100%	
Excellent	17	10	7	-	3	2	6	6	4	6	-	6	1	
	70.8%	76.9%	63.6%		75.0%	50.0%	75.0%	85.7%	80.0%	85.7%		54.5%	100%	
Good	7	3	4	1	1	2	2	1	1	1	-	5	-	
	29.2%	23.1%	36.4%	100%	25.0%	50.0%	25.0%	14.3%	20.0%	14.3%		45.5%		
Poor/Very Poor [NET]	1	1	-	-	-	1	-	-	-	1	-	-	-	
=====	4.0%	7.1%				20.0%				12.5%				
Poor	1	1	-	-	-	1	-	-	-	1	-	-	-	
	100%	100.0%				100%				100.0%				



Q21A. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER			AGE GROUP				65+	LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64		LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	7	3	4	-	3	-	4	-	1	1	-	5	-	
	100%	100.0%	100.0%		100%		100%		100.0%	100.0%		100.0%		
Excellent/Good [NET]	7	3	4	-	3	-	4	-	1	1	-	5	-	
=====	100%	100.0%	100.0%		100%		100%		100.0%	100.0%		100.0%		
Excellent	5	2	3	-	3	-	2	-	-	1	-	4	-	
	71.4%	66.7%	75.0%		100%		50.0%			100.0%		80.0%		
Good	2	1	1	-	-	-	2	-	1	-	-	1	-	
	28.6%	33.3%	25.0%				50.0%		100.0%			20.0%		



Q21A. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	18	11	7	1	1	5	4	7	4	7	-	6	1
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Excellent/Good [NET]	17	10	7	1	1	4	4	7	4	6	-	6	1
=====	94.4%	90.9%	100.0%	100%	100%	80.0%	100%	100%	100.0%	85.7%		100.0%	100%
Excellent	12	8	4	-	-	2	4	6	4	5	-	2	1
	70.6%	80.0%	57.1%			50.0%	100%	85.7%	100.0%	83.3%		33.3%	100%
Good	5	2	3	1	1	2	-	1	-	1	-	4	-
	29.4%	20.0%	42.9%	100%	100%	50.0%		14.3%		16.7%		66.7%	
Poor/Very Poor [NET]	1	1	-	-	-	1	-	-	-	1	-	-	-
=====	5.6%	9.1%				20.0%				14.3%			
Poor	1	1	-	-	-	1	-	-	-	1	-	-	-
	100%	100.0%				100%				100.0%			



Q21A. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	41	28	13	5	8	6	11	11	17	3	1	14	6	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Excellent/Good [NET]	40	27	13	5	8	5	11	11	17	3	1	13	6	
=====	97.6%	96.4%	100.0%	100%	100%	83.3%	100%	100%	100.0%	100.0%	100.0%	92.9%	100%	
Excellent	26	18	8	2	4	4	9	7	13	1	1	8	3	
	65.0%	66.7%	61.5%	40.0%	50.0%	80.0%	81.8%	63.6%	76.5%	33.3%	100.0%	61.5%	50.0%	
Good	14	9	5	3	4	1	2	4	4	2	-	5	3	
	35.0%	33.3%	38.5%	60.0%	50.0%	20.0%	18.2%	36.4%	23.5%	66.7%	-	38.5%	50.0%	
Poor/Very Poor [NET]	1	1	-	-	-	1	-	-	-	-	-	1	-	
=====	2.4%	3.6%	-	-	-	16.7%	-	-	-	-	-	7.1%	-	
Poor	1	1	-	-	-	1	-	-	-	-	-	1	-	
	100%	100.0%	-	-	-	100%	-	-	-	-	-	100.0%	-	



Q21A. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	18	13	5	3	7	1	5	2	7	1	-	9	1
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Excellent/Good [NET]	18	13	5	3	7	1	5	2	7	1	-	9	1
=====	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Excellent	11	9	2	1	4	1	4	1	6	-	-	5	-
	61.1%	69.2%	40.0%	33.3%	57.1%	100%	80.0%	50.0%	85.7%			55.6%	
Good	7	4	3	2	3	-	1	1	1	1	-	4	1
	38.9%	30.8%	60.0%	66.7%	42.9%		20.0%	50.0%	14.3%	100.0%		44.4%	100%



Q21A. How would you rate your interaction with MCSD field personnel?
 BASE: IF ANSWERED 'YES' TO Q20

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	23	15	8	2	1	5	6	9	10	2	1	5	5
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Excellent/Good [NET]	22	14	8	2	1	4	6	9	10	2	1	4	5
=====	95.7%	93.3%	100.0%	100%	100%	80.0%	100%	100%	100.0%	100.0%	100.0%	80.0%	100%
Excellent	15	9	6	1	-	3	5	6	7	1	1	3	3
	68.2%	64.3%	75.0%	50.0%		75.0%	83.3%	66.7%	70.0%	50.0%	100.0%	75.0%	60.0%
Good	7	5	2	1	1	1	1	3	3	1	-	1	2
	31.8%	35.7%	25.0%	50.0%	100%	25.0%	16.7%	33.3%	30.0%	50.0%		25.0%	40.0%
Poor/Very Poor [NET]	1	1	-	-	-	1	-	-	-	-	-	1	-
=====	4.3%	6.7%				20.0%						20.0%	
Poor	1	1	-	-	-	1	-	-	-	-	-	1	-
	100%	100.0%				100%						100.0%	



Q22. Why was your interaction with MCSD field personnel [poor/very poor]?
 BASE: IF ANSWERED 'POOR OR VERY POOR' TO Q21

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	2	2	-	-	-	2	-	-	-	1	-	1	-	-	2	1	1
	100%	100%				100%				100.0%		100.0%			100.0%	100.0%	100%
Rude/Rude Driver	2	2	-	-	-	2	-	-	-	1	-	1	-	-	2	1	1
	100%	100%				100%				100.0%		100.0%			100.0%	100.0%	100%



Q22. Why was your interaction with MCS D field personnel [poor/very poor]?
 BASE: IF ANSWERED 'POOR OR VERY POOR' TO Q21

	HOME TYPE											HOUSEHOLD SIZE								
	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER		1-2	3	4	5	6	7	8	9+	PNTA
Total	2 100%	2 100%	2 100.0%	-	-	-	-	-	-	-	-	-	1 100%	-	1 100%	-	-	-	-	-
Rude/Rude Driver	2 100%	2 100%	2 100.0%	-	-	-	-	-	-	-	-	-	1 100%	-	1 100%	-	-	-	-	-



Q22. Why was your interaction with MCSD field personnel [poor/very poor]?
 BASE: IF ANSWERED 'POOR OR VERY POOR' TO Q21

	FAVORABILITY OF MCSD				INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH
Total	2	1	-	1	-	1	1	-	2	-	-	-	-	1	-	1	1	-	1	2	-
	100%	100%		100%		100.0%	100.0%		100%					100%		100.0%	100.0%		100%	100.0%	
Rude/Rude Driver	2	1	-	1	-	1	1	-	2	-	-	-	-	1	-	1	1	-	1	2	-
	100%	100%		100%		100.0%	100.0%		100%					100%		100.0%	100.0%		100%	100.0%	



Q22. Why was your interaction with MCSD field personnel [poor/very poor]?
 BASE: IF ANSWERED 'POOR OR VERY POOR' TO Q21

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	1	1	-	-	-	1	-	-	-	1	-	-	-
	100%	100.0%				100%				100.0%			
Rude/Rude Driver	1	1	-	-	-	1	-	-	-	1	-	-	-
	100%	100.0%				100%				100.0%			



Q22. Why was your interaction with MCSD field personnel [poor/very poor]?
 BASE: IF ANSWERED 'POOR OR VERY POOR' TO Q21

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	1 100%	1 100.0%	-	-	-	1 100%	-	-	-	1 100.0%	-	-	-
Rude/Rude Driver	1 100%	1 100.0%	-	-	-	1 100%	-	-	-	1 100.0%	-	-	-



Q22. Why was your interaction with MCSD field personnel [poor/very poor]?
 BASE: IF ANSWERED 'POOR OR VERY POOR' TO Q21

	GENDER		AGE GROUP					ONLINE MODE [NET]	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	1 100%	1 100.0%	-	-	-	1 100%	-	-	-	-	-	1 100.0%	-
Rude/Rude Driver	1 100%	1 100.0%	-	-	-	1 100%	-	-	-	-	-	1 100.0%	-



Q22. Why was your interaction with MCSD field personnel [poor/very poor]?
 BASE: IF ANSWERED 'POOR OR VERY POOR' TO Q21

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	1	1	-	-	-	1	-	-	-	-	-	1	-
	100%	100.0%				100%						100.0%	
Rude/Rude Driver	1	1	-	-	-	1	-	-	-	-	-	1	-
	100%	100.0%				100%						100.0%	



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	295	156	138	59	33	29	92	78	73	62	2	145	13	213	82	272	23
=====	73.8%	74.6%	73.8%	80.8%	66.0%	53.7%	80.0%	77.2%	76.0%	73.8%	50.0%	74.0%	65.0%	72.9%	75.9%	73.9%	71.9%
Satisfied [NET]	265	145	119	42	27	27	88	77	62	59	1	130	13	186	79	244	21
=====	66.2%	69.4%	63.6%	57.5%	54.0%	50.0%	76.5%	76.2%	64.6%	70.2%	25.0%	66.3%	65.0%	63.7%	73.1%	66.3%	65.6%
Very satisfied	159	95	64	12	18	11	57	58	43	45	1	62	8	107	52	141	18
	39.8%	45.5%	34.2%	16.4%	36.0%	20.4%	49.6%	57.4%	44.8%	53.6%	25.0%	31.6%	40.0%	36.6%	48.1%	38.3%	56.2%
Somewhat satisfied	106	50	55	30	9	16	31	19	19	14	-	68	5	79	27	103	3
	26.5%	23.9%	29.4%	41.1%	18.0%	29.6%	27.0%	18.8%	19.8%	16.7%	-	34.7%	25.0%	27.1%	25.0%	28.0%	9.4%
Unsatisfied [NET]	30	11	19	17	6	2	4	1	11	3	1	15	-	27	3	28	2
=====	7.5%	5.3%	10.2%	23.3%	12.0%	3.7%	3.5%	1.0%	11.5%	3.6%	25.0%	7.7%	-	9.2%	2.8%	7.6%	6.2%
Very unsatisfied	18	6	12	12	5	-	1	-	7	1	1	9	-	18	-	17	1
	4.5%	2.9%	6.4%	16.4%	10.0%	-	0.9%	-	7.3%	1.2%	25.0%	4.6%	-	6.2%	-	4.6%	3.1%
Somewhat unsatisfied	12	5	7	5	1	2	3	1	4	2	-	6	-	9	3	11	1
	3.0%	2.4%	3.7%	6.8%	2.0%	3.7%	2.6%	1.0%	4.2%	2.4%	-	3.1%	-	3.1%	2.8%	3.0%	3.1%
Have Not Used Program [NET]	71	36	35	9	13	15	16	17	14	16	-	36	5	50	21	65	6
=====	17.8%	17.2%	18.7%	12.3%	26.0%	27.8%	13.9%	16.8%	14.6%	19.0%	-	18.4%	25.0%	17.1%	19.4%	17.7%	18.8%
Have not used but Interested	54	33	21	6	8	10	15	14	10	14	-	25	5	37	17	49	5
	13.5%	15.8%	11.2%	8.2%	16.0%	18.5%	13.0%	13.9%	10.4%	16.7%	-	12.8%	25.0%	12.7%	15.7%	13.3%	15.6%
Have not used and Not interested	17	3	14	3	5	5	1	3	4	2	-	11	-	13	4	16	1
	4.2%	1.4%	7.5%	4.1%	10.0%	9.3%	0.9%	3.0%	4.2%	2.4%	-	5.6%	-	4.5%	3.7%	4.3%	3.1%
Never Heard Of [NET]	24	10	13	5	4	9	2	3	8	4	2	9	1	20	4	22	2
=====	6.0%	4.8%	7.0%	6.8%	8.0%	16.7%	1.7%	3.0%	8.3%	4.8%	50.0%	4.6%	5.0%	6.8%	3.7%	6.0%	6.2%
Never heard of but Interested	16	7	8	3	3	6	1	2	6	4	1	4	1	12	4	14	2
	4.0%	3.3%	4.3%	4.1%	6.0%	11.1%	0.9%	2.0%	6.2%	4.8%	25.0%	2.0%	5.0%	4.1%	3.7%	3.8%	6.2%



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Never heard of and Not Interested	8	3	5	2	1	3	1	1	2	-	1	5	-	8	-	8	-
	2.0%	1.4%	2.7%	2.7%	2.0%	5.6%	0.9%	1.0%	2.1%		25.0%	2.6%		2.7%		2.2%	
Unsure	9	6	1	-	-	1	5	2	1	2	-	5	1	8	1	8	1
	2.2%	2.9%	0.5%			1.9%	4.3%	2.0%	1.0%	2.4%		2.6%	5.0%	2.7%	0.9%	2.2%	3.1%
Prefer not to answer	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
	0.2%	0.5%						1.0%				0.5%		0.3%		0.3%	



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE								
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Have Used Program [NET]	295	244	195	32	17	34	23	3	6	2	2	101	94	56	25	8	7	1	-	3
=====	73.8%	76.0%	74.1%	86.5%	81.0%	59.6%	63.9%	50.0%	46.2%	100.0%	40.0%	77%	86%	68%	61%	62%	58%	100%	-	27%
Satisfied [NET]	265	216	190	17	9	33	22	3	6	2	2	99	86	43	23	4	6	1	-	3
=====	66.2%	67.3%	72.2%	45.9%	42.9%	57.9%	61.1%	50.0%	46.2%	100.0%	40.0%	76%	79%	52%	56%	31%	50%	100%	-	27%
Very satisfied	159	128	121	4	3	21	15	1	3	2	-	83	35	23	12	2	3	-	-	1
	39.8%	39.9%	46.0%	10.8%	14.3%	36.8%	41.7%	16.7%	23.1%	100.0%	-	63%	32%	28%	29%	15%	25%	-	-	9.1%
Somewhat satisfied	106	88	69	13	6	12	7	2	3	-	2	16	51	20	11	2	3	1	-	2
	26.5%	27.4%	26.2%	35.1%	28.6%	21.1%	19.4%	33.3%	23.1%	-	40.0%	12%	47%	24%	27%	15%	25%	100%	-	18%
Unsatisfied [NET]	30	28	5	15	8	1	1	-	-	-	-	2	8	13	2	4	1	-	-	-
=====	7.5%	8.7%	1.9%	40.5%	38.1%	1.8%	2.8%	-	-	-	-	1.5%	7.3%	16%	4.9%	31%	8.3%	-	-	-
Very unsatisfied	18	17	2	9	6	1	1	-	-	-	-	1	6	6	1	3	1	-	-	-
	4.5%	5.3%	0.8%	24.3%	28.6%	1.8%	2.8%	-	-	-	-	0.8%	5.5%	7.3%	2.4%	23%	8.3%	-	-	-
Somewhat unsatisfied	12	11	3	6	2	-	-	-	-	-	-	1	2	7	1	1	-	-	-	-
	3.0%	3.4%	1.1%	16.2%	9.5%	-	-	-	-	-	-	0.8%	1.8%	8.5%	2.4%	7.7%	-	-	-	-
Have Not Used Program [NET]	71	54	49	2	3	14	8	2	4	-	3	20	11	20	10	4	4	-	-	2
=====	17.8%	16.8%	18.6%	5.4%	14.3%	24.6%	22.2%	33.3%	30.8%	-	60.0%	15%	10%	24%	24%	31%	33%	-	-	18%
Have not used but Interested	54	41	39	1	1	10	6	1	3	-	3	15	10	16	6	2	3	-	-	2
	13.5%	12.8%	14.8%	2.7%	4.8%	17.5%	16.7%	16.7%	23.1%	-	60.0%	11%	9.2%	20%	15%	15%	25%	-	-	18%
Have not used and Not interested	17	13	10	1	2	4	2	1	1	-	-	5	1	4	4	2	1	-	-	-
	4.2%	4.0%	3.8%	2.7%	9.5%	7.0%	5.6%	16.7%	7.7%	-	-	3.8%	0.9%	4.9%	9.8%	15%	8.3%	-	-	-
Never Heard Of [NET]	24	15	12	2	1	7	4	1	2	-	-	6	3	6	3	-	1	-	-	5
=====	6.0%	4.7%	4.6%	5.4%	4.8%	12.3%	11.1%	16.7%	15.4%	-	-	4.6%	2.8%	7.3%	7.3%	-	8.3%	-	-	45%
Never heard of but Interested	16	12	10	1	1	3	1	1	1	-	-	4	2	3	1	-	1	-	-	5
	4.0%	3.7%	3.8%	2.7%	4.8%	5.3%	2.8%	16.7%	7.7%	-	-	3.1%	1.8%	3.7%	2.4%	-	8.3%	-	-	45%



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE								
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Never heard of and Not Interested	8 2.0%	3 0.9%	2 0.8%	1 2.7%	-	4 7.0%	3 8.3%	-	1 7.7%	-	-	2 1.5%	1 0.9%	3 3.7%	2 4.9%	-	-	-	-	
Unsure	9 2.2%	8 2.5%	7 2.7%	1 2.7%	-	1 1.8%	-	-	1 7.7%	-	-	3 2.3%	1 0.9%	-	3 7.3%	1 7.7%	-	-	-	1 9.1%
Prefer not to answer	1 0.2%	-	-	-	-	1 1.8%	1 2.8%	-	-	-	-	1 0.8%	-	-	-	-	-	-	-	



Q23. Now we have a list of programs operated by MCS D. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	FAVORABILITY OF MCS D NO					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%	
Have Used Program [NET]	295	244	39	8	4	261	15	19	255	8	32	29	1	5	93	31	62	202	96	106	260	22
=====	73.8%	77%	65.0%	53.3%	40.0%	78.6%	65.2%	42.2%	78%	66.7%	50.8%	83%	50.0%	83.3%	69.4%	67.4%	70.5%	75.9%	72%	79.7%	73.9%	78.6%
Satisfied [NET]	265	218	35	8	4	233	13	19	230	5	30	15	-	5	89	30	59	176	72	104	235	19
=====	66.2%	69%	58.3%	53.3%	40.0%	70.2%	56.5%	42.2%	71%	41.7%	47.6%	43%	-	83.3%	66.4%	65.2%	67.0%	66.2%	54%	78.2%	66.8%	67.9%
Very satisfied	159	136	18	3	2	147	7	5	143	2	14	3	-	2	57	19	38	102	38	64	142	13
	39.8%	43%	30.0%	20.0%	20.0%	44.3%	30.4%	11.1%	44%	16.7%	22.2%	8.6%	-	33.3%	42.5%	41.3%	43.2%	38.3%	29%	48.1%	40.3%	46.4%
Somewhat satisfied	106	82	17	5	2	86	6	14	87	3	16	12	-	3	32	11	21	74	34	40	93	6
	26.5%	26%	28.3%	33.3%	20.0%	25.9%	26.1%	31.1%	27%	25.0%	25.4%	34%	-	50.9%	23.9%	23.9%	23.9%	27.8%	26%	30.1%	26.4%	21.4%
Unsatisfied [NET]	30	26	4	-	-	28	2	-	25	3	2	14	1	-	4	1	3	26	24	2	25	3
=====	7.5%	8.3%	6.7%	-	-	8.4%	8.7%	-	7.7%	25.0%	3.2%	40%	50.0%	-	3.0%	2.2%	3.4%	9.8%	18%	1.5%	7.1%	10.7%
Very unsatisfied	18	16	2	-	-	16	2	-	17	1	-	9	-	-	1	1	-	17	17	-	14	2
	4.5%	5.1%	3.3%	-	-	4.8%	8.7%	-	5.2%	8.3%	-	26%	-	-	0.7%	2.2%	-	6.4%	13%	-	4.0%	7.1%
Somewhat unsatisfied	12	10	2	-	-	12	-	-	8	2	2	5	1	-	3	-	3	9	7	2	11	1
	3.0%	3.2%	3.3%	-	-	3.6%	-	-	2.5%	16.7%	3.2%	14%	50.0%	-	2.2%	-	3.4%	3.4%	5.3%	1.5%	3.1%	3.6%
Have Not Used Program [NET]	71	53	13	3	2	51	4	16	48	1	22	3	-	1	26	10	16	45	25	20	63	3
=====	17.8%	17%	21.7%	20.0%	20.0%	15.4%	17.4%	35.6%	15%	8.3%	34.9%	8.6%	-	16.7%	19.4%	21.7%	18.2%	16.9%	19%	15.0%	17.9%	10.7%
Have not used but Interested	54	40	9	3	2	43	3	8	41	1	12	1	-	1	21	8	13	33	15	18	49	3
	13.5%	13%	15.0%	20.0%	20.0%	13.0%	13.0%	17.8%	13%	8.3%	19.0%	2.9%	-	16.7%	15.7%	17.4%	14.8%	12.4%	11%	13.5%	13.9%	10.7%
Have not used and Not interested	17	13	4	-	-	8	1	8	7	-	10	2	-	-	5	2	3	12	10	2	14	-
	4.2%	4.1%	6.7%	-	-	2.4%	4.3%	17.8%	2.2%	-	15.9%	5.7%	-	-	3.7%	4.3%	3.4%	4.5%	7.5%	1.5%	4.0%	-
Never Heard Of [NET]	24	12	5	4	3	14	3	7	16	2	6	2	1	-	11	4	7	13	10	3	19	3
=====	6.0%	3.8%	8.3%	26.7%	30.0%	4.2%	13.0%	15.6%	4.9%	16.7%	9.5%	5.7%	50.0%	-	8.2%	8.7%	8.0%	4.9%	7.5%	2.3%	5.4%	10.7%
Never heard of but Interested	16	8	3	3	2	10	3	3	11	2	3	1	1	-	9	3	6	7	4	3	13	2
	4.0%	2.5%	5.0%	20.0%	20.0%	3.0%	13.0%	6.7%	3.4%	16.7%	4.8%	2.9%	50.0%	-	6.7%	6.5%	6.8%	2.6%	3.0%	2.3%	3.7%	7.1%



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Never heard of and Not Interested	8	4	2	1	1	4	-	4	5	-	3	1	-	-	2	1	1	6	6	-	6	1
	2.0%	1.3%	3.3%	6.7%	10.0%	1.2%		8.9%	1.5%		4.8%	2.9%			1.5%	2.2%	1.1%	2.3%	4.5%		1.7%	3.6%
Unsure	9	5	3	-	1	5	1	3	5	1	3	1	-	-	3	-	3	6	2	4	9	-
	2.2%	1.6%	5.0%		10.0%	1.5%	4.3%	6.7%	1.5%	8.3%	4.8%	2.9%			2.2%		3.4%	2.3%	1.5%	3.0%	2.6%	
Prefer not to answer	1	1	-	-	-	1	-	-	1	-	-	-	-	-	1	1	-	-	-	-	1	-
	0.2%	0.3%				0.3%			0.3%						0.7%	2.2%					0.3%	



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 BASE: Total Sample

	GENDER		AGE GROUP				PHONE MODE [NET]				ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	93	51	42	6	6	10	42	27	21	29	-	41	2	
=====	69.4%	69.9%	71.2%	54.5%	50.0%	55.6%	82.4%	69.2%	65.6%	72.5%		71.9%	50.0%	
Satisfied [NET]	89	50	39	5	6	9	40	27	19	28	-	40	2	
=====	66.4%	68.5%	66.1%	45.5%	50.0%	50.0%	78.4%	69.2%	59.4%	70.0%		70.2%	50.0%	
Very satisfied	57	34	23	2	4	4	25	20	16	22	-	17	2	
	42.5%	46.6%	39.0%	18.2%	33.3%	22.2%	49.0%	51.3%	50.0%	55.0%		29.8%	50.0%	
Somewhat satisfied	32	16	16	3	2	5	15	7	3	6	-	23	-	
	23.9%	21.9%	27.1%	27.3%	16.7%	27.8%	29.4%	17.9%	9.4%	15.0%		40.4%		
Unsatisfied [NET]	4	1	3	1	-	1	2	-	2	1	-	1	-	
=====	3.0%	1.4%	5.1%	9.1%		5.6%	3.9%		6.2%	2.5%		1.8%		
Very unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-	
	0.7%		1.7%	9.1%								1.8%		
Somewhat unsatisfied	3	1	2	-	-	1	2	-	2	1	-	-	-	
	2.2%	1.4%	3.4%			5.6%	3.9%		6.2%	2.5%				
Have Not Used Program [NET]	26	16	10	3	5	4	7	7	7	7	-	12	-	
=====	19.4%	21.9%	16.9%	27.3%	41.7%	22.2%	13.7%	17.9%	21.9%	17.5%		21.1%		
Have not used but Interested	21	14	7	2	3	4	6	6	6	7	-	8	-	
	15.7%	19.2%	11.9%	18.2%	25.0%	22.2%	11.8%	15.4%	18.8%	17.5%		14.0%		
Have not used and Not interested	5	2	3	1	2	-	1	1	1	-	-	4	-	
	3.7%	2.7%	5.1%	9.1%	16.7%		2.0%	2.6%	3.1%			7.0%		
Never Heard Of [NET]	11	3	7	2	1	4	-	3	4	3	1	2	1	
=====	8.2%	4.1%	11.9%	18.2%	8.3%	22.2%		7.7%	12.5%	7.5%	100.0%	3.5%	25.0%	
Never heard of but Interested	9	2	6	1	1	4	-	2	3	3	-	2	1	
	6.7%	2.7%	10.2%	9.1%	8.3%	22.2%		5.1%	9.4%	7.5%		3.5%	25.0%	



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 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	2 1.5%	1 1.4%	1 1.7%	1 9.1%	-	-	-	1 2.6%	1 3.1%	-	1 100.0%	-	-
Unsure	3 2.2%	2 2.7%	-	-	-	-	2 3.9%	1 2.6%	-	1 2.5%	-	1 1.8%	1 25.0%
Prefer not to answer	1 0.7%	1 1.4%	-	-	-	-	-	1 2.6%	-	-	-	1 1.8%	-



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER		AGE GROUP						LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Have Used Program [NET]	31	19	12	2	4	2	13	10	3	11	-	17	-
=====	67.4%	73.1%	63.2%	33.3%	66.7%	33.3%	92.9%	76.9%	42.9%	84.6%		65.4%	
Satisfied [NET]	30	19	11	1	4	2	13	10	3	11	-	16	-
=====	65.2%	73.1%	57.9%	16.7%	66.7%	33.3%	92.9%	76.9%	42.9%	84.6%		61.5%	
Very satisfied	19	12	7	-	3	1	8	7	2	10	-	7	-
	41.3%	46.2%	36.8%		50.0%	16.7%	57.1%	53.8%	28.6%	76.9%		26.9%	
Somewhat satisfied	11	7	4	1	1	1	5	3	1	1	-	9	-
	23.9%	26.9%	21.1%	16.7%	16.7%	16.7%	35.7%	23.1%	14.3%	7.7%		34.6%	
Unsatisfied [NET]	1	-	1	1	-	-	-	-	-	-	-	1	-
=====	2.2%		5.3%	16.7%								3.8%	
Very unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-
	2.2%		5.3%	16.7%								3.8%	
Have Not Used Program [NET]	10	6	4	3	2	3	1	1	2	1	-	7	-
=====	21.7%	23.1%	21.1%	50.0%	33.3%	50.0%	7.1%	7.7%	28.6%	7.7%		26.9%	
Have not used but Interested	8	5	3	2	1	3	1	1	2	1	-	5	-
	17.4%	19.2%	15.8%	33.3%	16.7%	50.0%	7.1%	7.7%	28.6%	7.7%		19.2%	
Have not used and Not interested	2	1	1	1	1	-	-	-	-	-	-	2	-
	4.3%	3.8%	5.3%	16.7%	16.7%							7.7%	
Never Heard Of [NET]	4	-	3	1	-	1	-	1	2	1	-	1	-
=====	8.7%		15.8%	16.7%		16.7%		7.7%	28.6%	7.7%		3.8%	
Never heard of but Interested	3	-	2	1	-	1	-	-	1	1	-	1	-
	6.5%		10.5%	16.7%		16.7%			14.3%	7.7%		3.8%	
Never heard of and Not Interested	1	-	1	-	-	-	-	1	1	-	-	-	-
	2.2%		5.3%					7.7%	14.3%				



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER		AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Prefer not to answer	1 2.2%	1 3.8%	-	-	-	-	-	1 7.7%	-	-	-	1 3.8%	-



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER		AGE GROUP						MOBILE MODE		ETHNICITY		ASIAN/PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	62	32	30	4	2	8	29	17	18	18	-	24	2	
=====	70.5%	68.1%	75.0%	80.0%	33.3%	66.7%	78.4%	65.4%	72.0%	66.7%	-	77.4%	50.0%	
Satisfied [NET]	59	31	28	4	2	7	27	17	16	17	-	24	2	
=====	67.0%	66.0%	70.0%	80.0%	33.3%	58.3%	73.0%	65.4%	64.0%	63.0%	-	77.4%	50.0%	
Very satisfied	38	22	16	2	1	3	17	13	14	12	-	10	2	
	43.2%	46.8%	40.0%	40.0%	16.7%	25.0%	45.9%	50.0%	56.0%	44.4%	-	32.3%	50.0%	
Somewhat satisfied	21	9	12	2	1	4	10	4	2	5	-	14	-	
	23.9%	19.1%	30.0%	40.0%	16.7%	33.3%	27.0%	15.4%	8.0%	18.5%	-	45.2%	-	
Unsatisfied [NET]	3	1	2	-	-	1	2	-	2	1	-	-	-	
=====	3.4%	2.1%	5.0%	-	-	8.3%	5.4%	-	8.0%	3.7%	-	-	-	
Somewhat unsatisfied	3	1	2	-	-	1	2	-	2	1	-	-	-	
	3.4%	2.1%	5.0%	-	-	8.3%	5.4%	-	8.0%	3.7%	-	-	-	
Have Not Used Program [NET]	16	10	6	-	3	1	6	6	5	6	-	5	-	
=====	18.2%	21.3%	15.0%	-	50.0%	8.3%	16.2%	23.1%	20.0%	22.2%	-	16.1%	-	
Have not used but Interested	13	9	4	-	2	1	5	5	4	6	-	3	-	
	14.8%	19.1%	10.0%	-	33.3%	8.3%	13.5%	19.2%	16.0%	22.2%	-	9.7%	-	
Have not used and Not interested	3	1	2	-	1	-	1	1	1	-	-	2	-	
	3.4%	2.1%	5.0%	-	16.7%	-	2.7%	3.8%	4.0%	-	-	6.5%	-	
Never Heard Of [NET]	7	3	4	1	1	3	-	2	2	2	1	1	1	
=====	8.0%	6.4%	10.0%	20.0%	16.7%	25.0%	-	7.7%	8.0%	7.4%	100.0%	3.2%	25.0%	
Never heard of but Interested	6	2	4	-	1	3	-	2	2	2	-	1	1	
	6.8%	4.3%	10.0%	-	16.7%	25.0%	-	7.7%	8.0%	7.4%	-	3.2%	25.0%	
Never heard of and Not Interested	1	1	-	1	-	-	-	-	-	-	1	-	-	
	1.1%	2.1%	-	20.0%	-	-	-	-	-	-	100.0%	-	-	



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Unsure	3	2	-	-	-	-	2	1	-	1	-	1	1
	3.4%	4.3%					5.4%	3.8%		3.7%		3.2%	25.0%



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 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	202	105	96	53	27	19	50	51	52	33	2	104	11	
=====	75.9%	77.2%	75.0%	85.5%	71.1%	52.8%	78.1%	82.3%	81.2%	75.0%	66.7%	74.8%	68.8%	
Satisfied [NET]	176	95	80	37	21	18	48	50	43	31	1	90	11	
=====	66.2%	69.9%	62.5%	59.7%	55.3%	50.0%	75.0%	80.6%	67.2%	70.5%	33.3%	64.7%	68.8%	
Very satisfied	102	61	41	10	14	7	32	38	27	23	1	45	6	
	38.3%	44.9%	32.0%	16.1%	36.8%	19.4%	50.0%	61.3%	42.2%	52.3%	33.3%	32.4%	37.5%	
Somewhat satisfied	74	34	39	27	7	11	16	12	16	8	-	45	5	
	27.8%	25.0%	30.5%	43.5%	18.4%	30.6%	25.0%	19.4%	25.0%	18.2%	-	32.4%	31.2%	
Unsatisfied [NET]	26	10	16	16	6	1	2	1	9	2	1	14	-	
=====	9.8%	7.4%	12.5%	25.8%	15.8%	2.8%	3.1%	1.6%	14.1%	4.5%	33.3%	10.1%	-	
Very unsatisfied	17	6	11	11	5	-	1	-	7	1	1	8	-	
	6.4%	4.4%	8.6%	17.7%	13.2%	-	1.6%	-	10.9%	2.3%	33.3%	5.8%	-	
Somewhat unsatisfied	9	4	5	5	1	1	1	1	2	1	-	6	-	
	3.4%	2.9%	3.9%	8.1%	2.6%	2.8%	1.6%	1.6%	3.1%	2.3%	-	4.3%	-	
Have Not Used Program [NET]	45	20	25	6	8	11	9	10	7	9	-	24	5	
=====	16.9%	14.7%	19.5%	9.7%	21.1%	30.6%	14.1%	16.1%	10.9%	20.5%	-	17.3%	31.2%	
Have not used but Interested	33	19	14	4	5	6	9	8	4	7	-	17	5	
	12.4%	14.0%	10.9%	6.5%	13.2%	16.7%	14.1%	12.9%	6.2%	15.9%	-	12.2%	31.2%	
Have not used and Not interested	12	1	11	2	3	5	-	2	3	2	-	7	-	
	4.5%	0.7%	8.6%	3.2%	7.9%	13.9%	-	3.2%	4.7%	4.5%	-	5.0%	-	
Never Heard Of [NET]	13	7	6	3	3	5	2	-	4	1	1	7	-	
=====	4.9%	5.1%	4.7%	4.8%	7.9%	13.9%	3.1%	-	6.2%	2.3%	33.3%	5.0%	-	
Never heard of but Interested	7	5	2	2	2	2	1	-	3	1	1	2	-	
	2.6%	3.7%	1.6%	3.2%	5.3%	5.6%	1.6%	-	4.7%	2.3%	33.3%	1.4%	-	



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]	ETHNICITY				OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Never heard of and Not Interested	6 2.3%	2 1.5%	4 3.1%	1 1.6%	1 2.6%	3 8.3%	1 1.6%	-	1 1.6%	-	-	5 3.6%	-	
Unsure	6 2.3%	4 2.9%	1 0.8%	-	-	1 2.8%	3 4.7%	1 1.6%	1 1.6%	1 2.3%	-	4 2.9%	-	



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE					ETHNICITY												
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER													
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	100%	100%	100%	100%	100%								
Have Used Program [NET]	96	49	47	37	21	11	22	5	30	6	1	58	1	72.2%	77.8%	67.1%	88.1%	67.7%	45.8%	84.6%	55.6%	81.1%	66.7%	100.0%	69.9%	33.3%
Satisfied [NET]	72	40	32	21	16	10	20	5	22	5	-	44	1	54.1%	63.5%	45.7%	50.0%	51.6%	41.7%	76.9%	55.6%	59.5%	55.6%	-	53.0%	33.3%
Very satisfied	38	21	17	9	11	3	12	3	11	4	-	23	-	28.6%	33.3%	24.3%	21.4%	35.5%	12.5%	46.2%	33.3%	29.7%	44.4%	-	27.7%	-
Somewhat satisfied	34	19	15	12	5	7	8	2	11	1	-	21	1	25.6%	30.2%	21.4%	28.6%	16.1%	29.2%	30.8%	22.2%	29.7%	11.1%	-	25.3%	33.3%
Unsatisfied [NET]	24	9	15	16	5	1	2	-	8	1	1	14	-	18.0%	14.3%	21.4%	38.1%	16.1%	4.2%	7.7%	-	21.6%	11.1%	100.0%	16.9%	-
Very unsatisfied	17	6	11	11	5	-	1	-	7	1	1	8	-	12.8%	9.5%	15.7%	26.2%	16.1%	-	3.8%	-	18.9%	11.1%	100.0%	9.6%	-
Somewhat unsatisfied	7	3	4	5	-	1	1	-	1	-	-	6	-	5.3%	4.8%	5.7%	11.9%	-	4.2%	3.8%	-	2.7%	-	-	7.2%	-
Have Not Used Program [NET]	25	8	17	3	7	8	2	4	3	3	-	17	2	18.8%	12.7%	24.3%	7.1%	22.6%	33.3%	7.7%	44.4%	8.1%	33.3%	-	20.5%	66.7%
Have not used but Interested	15	7	8	1	4	4	2	3	1	2	-	10	2	11.3%	11.1%	11.4%	2.4%	12.9%	16.7%	7.7%	33.3%	2.7%	22.2%	-	12.0%	66.7%
Have not used and Not interested	10	1	9	2	3	4	-	1	2	1	-	7	-	7.5%	1.6%	12.9%	4.8%	9.7%	16.7%	-	11.1%	5.4%	11.1%	-	8.4%	-
Never Heard Of [NET]	10	5	5	2	3	4	1	-	4	-	-	6	-	7.5%	7.9%	7.1%	4.8%	9.7%	16.7%	3.8%	-	10.8%	-	-	7.2%	-
Never heard of but Interested	4	3	1	1	2	1	-	-	3	-	-	1	-	3.0%	4.8%	1.4%	2.4%	6.5%	4.2%	-	-	8.1%	-	-	1.2%	-



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER			AGE GROUP				TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	6 4.5%	2 3.2%	4 5.7%	1 2.4%	1 3.2%	3 12.5%	1 3.8%	-	1 2.7%	-	-	5 6.0%	-
Unsure	2 1.5%	1 1.6%	1 1.4%	-	-	1 4.2%	1 3.8%	-	-	-	-	2 2.4%	-



Q23. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY		ASIAN/ PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	106	56	49	16	6	8	28	46	22	27	1	46	10	
=====	79.7%	76.7%	84.5%	80.0%	85.7%	66.7%	73.7%	86.8%	81.5%	77.1%	50.0%	82.1%	76.9%	
Satisfied [NET]	104	55	48	16	5	8	28	45	21	26	1	46	10	
=====	78.2%	75.3%	82.8%	80.0%	71.4%	66.7%	73.7%	84.9%	77.8%	74.3%	50.0%	82.1%	76.9%	
Very satisfied	64	40	24	1	3	4	20	35	16	19	1	22	6	
	48.1%	54.8%	41.4%	5.0%	42.9%	33.3%	52.6%	66.0%	59.3%	54.3%	50.0%	39.3%	46.2%	
Somewhat satisfied	40	15	24	15	2	4	8	10	5	7	-	24	4	
	30.1%	20.5%	41.4%	75.0%	28.6%	33.3%	21.1%	18.9%	18.5%	20.0%	-	42.9%	30.8%	
Unsatisfied [NET]	2	1	1	-	1	-	-	1	1	1	-	-	-	
=====	1.5%	1.4%	1.7%	-	14.3%	-	-	1.9%	3.7%	2.9%	-	-	-	
Somewhat unsatisfied	2	1	1	-	1	-	-	1	1	1	-	-	-	
	1.5%	1.4%	1.7%	-	14.3%	-	-	1.9%	3.7%	2.9%	-	-	-	
Have Not Used Program [NET]	20	12	8	3	1	3	7	6	4	6	-	7	3	
=====	15.0%	16.4%	13.8%	15.0%	14.3%	25.0%	18.4%	11.3%	14.8%	17.1%	-	12.5%	23.1%	
Have not used but Interested	18	12	6	3	1	2	7	5	3	5	-	7	3	
	13.5%	16.4%	10.3%	15.0%	14.3%	16.7%	18.4%	9.4%	11.1%	14.3%	-	12.5%	23.1%	
Have not used and Not interested	2	-	2	-	-	1	-	1	1	1	-	-	-	
	1.5%	-	3.4%	-	-	8.3%	-	1.9%	3.7%	2.9%	-	-	-	
Never Heard Of [NET]	3	2	1	1	-	1	1	-	-	1	1	1	-	
=====	2.3%	2.7%	1.7%	5.0%	-	8.3%	2.6%	-	-	2.9%	50.0%	1.8%	-	
Never heard of but Interested	3	2	1	1	-	1	1	-	-	1	1	1	-	
	2.3%	2.7%	1.7%	5.0%	-	8.3%	2.6%	-	-	2.9%	50.0%	1.8%	-	
Unsure	4	3	-	-	-	-	2	1	1	1	-	2	-	
	3.0%	4.1%	-	-	-	-	5.3%	1.9%	3.7%	2.9%	-	3.6%	-	



Q23A. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY					EDUCATION LEVEL		GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	390	202	186	73	50	53	110	98	95	82	4	190	19	283	107	359	31
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	295	156	138	59	33	29	92	78	73	62	2	145	13	213	82	272	23
=====	75.6%	77.2%	74.2%	80.8%	66.0%	54.7%	83.6%	79.6%	76.8%	75.6%	50.0%	76.3%	68.4%	75.3%	76.6%	75.8%	74.2%
Satisfied [NET]	265	145	119	42	27	27	88	77	62	59	1	130	13	186	79	244	21
=====	89.8%	92.9%	86.2%	71.2%	81.8%	93.1%	95.7%	98.7%	84.9%	95.2%	50.0%	89.7%	100%	87.3%	96.3%	89.7%	91.3%
Very satisfied	159	95	64	12	18	11	57	58	43	45	1	62	8	107	52	141	18
	60.0%	65.5%	53.8%	28.6%	66.7%	40.7%	64.8%	75.3%	69.4%	76.3%	100.0%	47.7%	61.5%	57.5%	65.8%	57.8%	85.7%
Somewhat satisfied	106	50	55	30	9	16	31	19	19	14	-	68	5	79	27	103	3
	40.0%	34.5%	46.2%	71.4%	33.3%	59.3%	35.2%	24.7%	30.6%	23.7%	-	52.3%	38.5%	42.5%	34.2%	42.2%	14.3%
Unsatisfied [NET]	30	11	19	17	6	2	4	1	11	3	1	15	-	27	3	28	2
=====	10.2%	7.1%	13.8%	28.8%	18.2%	6.9%	4.3%	1.3%	15.1%	4.8%	50.0%	10.3%	-	12.7%	3.7%	10.3%	8.7%
Very unsatisfied	18	6	12	12	5	-	1	-	7	1	1	9	-	18	-	17	1
	60.0%	54.5%	63.2%	70.6%	83.3%	-	25.0%	-	63.6%	33.3%	100.0%	60.0%	-	66.7%	-	60.7%	50.0%
Somewhat unsatisfied	12	5	7	5	1	2	3	1	4	2	-	6	-	9	3	11	1
	40.0%	45.5%	36.8%	29.4%	16.7%	100%	75.0%	100%	36.4%	66.7%	-	40.0%	-	33.3%	100.0%	39.3%	50.0%
Have Not Used Program [NET]	71	36	35	9	13	15	16	17	14	16	-	36	5	50	21	65	6
=====	18.2%	17.8%	18.8%	12.3%	26.0%	28.3%	14.5%	17.3%	14.7%	19.5%	-	18.9%	26.3%	17.7%	19.6%	18.1%	19.4%
Have not used but Interested	54	33	21	6	8	10	15	14	10	14	-	25	5	37	17	49	5
	76.1%	91.7%	60.0%	66.7%	61.5%	66.7%	93.8%	82.4%	71.4%	87.5%	-	69.4%	100%	74.0%	81.0%	75.4%	83.3%
Have not used and Not interested	17	3	14	3	5	5	1	3	4	2	-	11	-	13	4	16	1
	23.9%	8.3%	40.0%	33.3%	38.5%	33.3%	6.2%	17.6%	28.6%	12.5%	-	30.6%	-	26.0%	19.0%	24.6%	16.7%
Never Heard Of [NET]	24	10	13	5	4	9	2	3	8	4	2	9	1	20	4	22	2
=====	6.2%	5.0%	7.0%	6.8%	8.0%	17.0%	1.8%	3.1%	8.4%	4.9%	50.0%	4.7%	5.3%	7.1%	3.7%	6.1%	6.5%
Never heard of but Interested	16	7	8	3	3	6	1	2	6	4	1	4	1	12	4	14	2
	66.7%	70.0%	61.5%	60.0%	75.0%	66.7%	50.0%	66.7%	75.0%	100.0%	50.0%	44.4%	100%	60.0%	100.0%	63.6%	100%



Q23A. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC	
Never heard of and Not Interested	8	3	5	2	1	3	1	1	2	-	1	5	-	8	-	8	-
	33.3%	30.0%	38.5%	40.0%	25.0%	33.3%	50.0%	33.3%	25.0%		50.0%	55.6%		40.0%		36.4%	



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 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE								
	TOTAL	OWN FAMILI HOME	OWN A SINGLE- CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILI HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	390	313	256	36	21	55	35	6	12	2	5	127	108	82	38	12	12	1	-	10
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Have Used Program [NET]	295	244	195	32	17	34	23	3	6	2	2	101	94	56	25	8	7	1	-	3
=====	75.6%	78.0%	76.2%	88.9%	81.0%	61.8%	65.7%	50.0%	50.0%	100.0%	40.0%	80%	87%	68%	66%	67%	58%	100%	-	30%
Satisfied [NET]	265	216	190	17	9	33	22	3	6	2	2	99	86	43	23	4	6	1	-	3
=====	89.8%	88.5%	97.4%	53.1%	52.9%	97.1%	95.7%	100.0%	100.0%	100.0%	100%	98%	91%	77%	92%	50%	86%	100%	-	100%
Very satisfied	159	128	121	4	3	21	15	1	3	2	-	83	35	23	12	2	3	-	-	1
	60.0%	59.3%	63.7%	23.5%	33.3%	63.6%	68.2%	33.3%	50.0%	100.0%	-	84%	41%	53%	52%	50%	50%	-	-	33%
Somewhat satisfied	106	88	69	13	6	12	7	2	3	-	2	16	51	20	11	2	3	1	-	2
	40.0%	40.7%	36.3%	76.5%	66.7%	36.4%	31.8%	66.7%	50.0%	-	100%	16%	59%	47%	48%	50%	50%	100%	-	67%
Unsatisfied [NET]	30	28	5	15	8	1	1	-	-	-	-	2	8	13	2	4	1	-	-	-
=====	10.2%	11.5%	2.6%	46.9%	47.1%	2.9%	4.3%	-	-	-	-	2.0%	8.5%	23%	8.0%	50%	14%	-	-	-
Very unsatisfied	18	17	2	9	6	1	1	-	-	-	-	1	6	6	1	3	1	-	-	-
	60.0%	60.7%	40.0%	60.0%	75.0%	100%	100.0%	-	-	-	-	50%	75%	46%	50%	75%	100%	-	-	-
Somewhat unsatisfied	12	11	3	6	2	-	-	-	-	-	-	1	2	7	1	1	-	-	-	-
	40.0%	39.3%	60.0%	40.0%	25.0%	-	-	-	-	-	-	50%	25%	54%	50%	25%	-	-	-	-
Have Not Used Program [NET]	71	54	49	2	3	14	8	2	4	-	3	20	11	20	10	4	4	-	-	2
=====	18.2%	17.3%	19.1%	5.6%	14.3%	25.5%	22.9%	33.3%	33.3%	60.0%	16%	10%	24%	26%	33%	33%	-	-	-	20%
Have not used but Interested	54	41	39	1	1	10	6	1	3	-	3	15	10	16	6	2	3	-	-	2
	76.1%	75.9%	79.6%	50.0%	33.3%	71.4%	75.0%	50.0%	75.0%	100%	75%	91%	80%	60%	50%	75%	-	-	-	100%
Have not used and Not interested	17	13	10	1	2	4	2	1	1	-	-	5	1	4	4	2	1	-	-	-
	23.9%	24.1%	20.4%	50.0%	66.7%	28.6%	25.0%	50.0%	25.0%	-	-	25%	9.1%	20%	40%	50%	25%	-	-	-
Never Heard Of [NET]	24	15	12	2	1	7	4	1	2	-	-	6	3	6	3	-	1	-	-	5
=====	6.2%	4.8%	4.7%	5.6%	4.8%	12.7%	11.4%	16.7%	16.7%	-	-	4.7%	2.8%	7.3%	7.9%	-	8.3%	-	-	50%
Never heard of but Interested	16	12	10	1	1	3	1	1	1	-	-	4	2	3	1	-	1	-	-	5
	66.7%	80.0%	83.3%	50.0%	100.0%	42.9%	25.0%	100.0%	50.0%	-	-	67%	67%	50%	33%	-	100%	-	-	100%



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 BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Never heard of and Not Interested	8	3	2	1	-	4	3	-	1	-	-	2	1	3	2	-	-	-	-	-
	33.3%	20.0%	16.7%	50.0%		57.1%	75.0%		50.0%			33%	33%	50%	67%					



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 BASE: Total Sample

	FAVORABILITY OF MCSD NO					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	390	309	57	15	9	326	22	42	319	11	60	34	2	6	130	45	85	260	131	129	342	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100%	
Have Used Program [NET]	295	244	39	8	4	261	15	19	255	8	32	29	1	5	93	31	62	202	96	106	260	22
=====	75.6%	79%	68.4%	53.3%	44.4%	80.1%	68.2%	45.2%	80%	72.7%	53.3%	85%	50.0%	83.3%	71.5%	68.9%	72.9%	77.7%	73%	82.2%	76.0%	78.6%
Satisfied [NET]	265	218	35	8	4	233	13	19	230	5	30	15	-	5	89	30	59	176	72	104	235	19
=====	89.8%	89%	89.7%	100%	100.0%	89.3%	86.7%	100.0%	90%	62.5%	93.8%	52%	100.0%	95.7%	96.8%	95.2%	87.1%	75%	98.1%	90.4%	86.4%	
Very satisfied	159	136	18	3	2	147	7	5	143	2	14	3	-	2	57	19	38	102	38	64	142	13
	60.0%	62%	51.4%	37.5%	50.0%	63.1%	53.8%	26.3%	62%	40.0%	46.7%	20%	40.0%	64.0%	63.3%	64.4%	58.0%	53%	61.5%	60.4%	68.4%	
Somewhat satisfied	106	82	17	5	2	86	6	14	87	3	16	12	-	3	32	11	21	74	34	40	93	6
	40.0%	38%	48.6%	62.5%	50.0%	36.9%	46.2%	73.7%	38%	60.0%	53.3%	80%	60.0%	36.0%	36.7%	35.6%	42.0%	47%	38.5%	39.6%	31.6%	
Unsatisfied [NET]	30	26	4	-	-	28	2	-	25	3	2	14	1	-	4	1	3	26	24	2	25	3
=====	10.2%	11%	10.3%			10.7%	13.3%		9.8%	37.5%	6.2%	48%	100.0%	4.3%	3.2%	4.8%	12.9%	25%	1.9%	9.6%	13.6%	
Very unsatisfied	18	16	2	-	-	16	2	-	17	1	-	9	-	1	1	1	-	17	17	-	14	2
	60.0%	62%	50.0%			57.1%	100.0%		68%	33.3%		64%		25.0%	100.0%		65.4%	71%		56.0%	66.7%	
Somewhat unsatisfied	12	10	2	-	-	12	-	-	8	2	2	5	1	-	3	-	3	9	7	2	11	1
	40.0%	38%	50.0%			42.9%			32%	66.7%	100.0%	36%	100.0%	75.0%		100.0%	34.6%	29%	100%	44.0%	33.3%	
Have Not Used Program [NET]	71	53	13	3	2	51	4	16	48	1	22	3	-	1	26	10	16	45	25	20	63	3
=====	18.2%	17%	22.8%	20.0%	22.2%	15.6%	18.2%	38.1%	15%	9.1%	36.7%	8.8%	16.7%	20.0%	22.2%	18.8%	17.3%	19%	15.5%	18.4%	10.7%	
Have not used but Interested	54	40	9	3	2	43	3	8	41	1	12	1	-	1	21	8	13	33	15	18	49	3
	76.1%	75%	69.2%	100%	100.0%	84.3%	75.0%	50.0%	85%	100.0%	54.5%	33%	100.0%	80.8%	80.0%	81.2%	73.3%	60%	90.0%	77.8%	100.0%	
Have not used and Not interested	17	13	4	-	-	8	1	8	7	-	10	2	-	-	5	2	3	12	10	2	14	-
	23.9%	25%	30.8%			15.7%	25.0%	50.0%	15%		45.5%	67%		19.2%	20.0%	18.8%	26.7%	40%	10.0%	22.2%		
Never Heard Of [NET]	24	12	5	4	3	14	3	7	16	2	6	2	1	-	11	4	7	13	10	3	19	3
=====	6.2%	3.9%	8.8%	26.7%	33.3%	4.3%	13.6%	16.7%	5.0%	18.2%	10.0%	5.9%	50.0%	8.5%	8.9%	8.2%	5.0%	7.6%	2.3%	5.6%	10.7%	
Never heard of but Interested	16	8	3	3	2	10	3	3	11	2	3	1	1	-	9	3	6	7	4	3	13	2
	66.7%	67%	60.0%	75.0%	66.7%	71.4%	100.0%	42.9%	69%	100.0%	50.0%	50%	100.0%	81.8%	75.0%	85.7%	53.8%	40%	100%	68.4%	66.7%	



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BASE: Total Sample

	FAVORABILITY OF MCSD				INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE			
	TOTAL FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH		
Never heard of and Not Interested	8	4	2	1	1	4	-	4	5	-	3	1	-	-	2	1	1	6	6	-	6	1
	33.3%	33%	40.0%	25.0%	33.3%	28.6%		57.1%	31%		50.0%	50%		18.2%	25.0%	14.3%	46.2%	60%		31.6%	33.3%	



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 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	130	70	59	11	12	18	49	37	32	39	1	55	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	93	51	42	6	6	10	42	27	21	29	-	41	2
=====	71.5%	72.9%	71.2%	54.5%	50.0%	55.6%	85.7%	73.0%	65.6%	74.4%	-	74.5%	66.7%
Satisfied [NET]	89	50	39	5	6	9	40	27	19	28	-	40	2
=====	95.7%	98.0%	92.9%	83.3%	100%	90.0%	95.2%	100%	90.5%	96.6%	-	97.6%	100%
Very satisfied	57	34	23	2	4	4	25	20	16	22	-	17	2
	64.0%	68.0%	59.0%	40.0%	66.7%	44.4%	62.5%	74.1%	84.2%	78.6%	-	42.5%	100%
Somewhat satisfied	32	16	16	3	2	5	15	7	3	6	-	23	-
	36.0%	32.0%	41.0%	60.0%	33.3%	55.6%	37.5%	25.9%	15.8%	21.4%	-	57.5%	-
Unsatisfied [NET]	4	1	3	1	-	1	2	-	2	1	-	1	-
=====	4.3%	2.0%	7.1%	16.7%	-	10.0%	4.8%	-	9.5%	3.4%	-	2.4%	-
Very unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-
	25.0%	-	33.3%	100%	-	-	-	-	-	-	-	100.0%	-
Somewhat unsatisfied	3	1	2	-	-	1	2	-	2	1	-	-	-
	75.0%	100.0%	66.7%	-	-	100%	100%	-	100.0%	100.0%	-	-	-
Have Not Used Program [NET]	26	16	10	3	5	4	7	7	7	7	-	12	-
=====	20.0%	22.9%	16.9%	27.3%	41.7%	22.2%	14.3%	18.9%	21.9%	17.9%	-	21.8%	-
Have not used but Interested	21	14	7	2	3	4	6	6	6	7	-	8	-
	80.8%	87.5%	70.0%	66.7%	60.0%	100%	85.7%	85.7%	85.7%	100.0%	-	66.7%	-
Have not used and Not interested	5	2	3	1	2	-	1	1	1	-	-	4	-
	19.2%	12.5%	30.0%	33.3%	40.0%	-	14.3%	14.3%	14.3%	-	-	33.3%	-
Never Heard Of [NET]	11	3	7	2	1	4	-	3	4	3	1	2	1
=====	8.5%	4.3%	11.9%	18.2%	8.3%	22.2%	-	8.1%	12.5%	7.7%	100.0%	3.6%	33.3%
Never heard of but Interested	9	2	6	1	1	4	-	2	3	3	-	2	1
	81.8%	66.7%	85.7%	50.0%	100%	100%	-	66.7%	75.0%	100.0%	-	100.0%	100%



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BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	2 18.2%	1 33.3%	1 14.3%	1 50.0%	-	-	-	1 33.3%	1 25.0%	-	1 100.0%	-	-



Q23A. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Large item/bulk trash collection.
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	45	25	19	6	6	6	14	12	7	13	-	25	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Have Used Program [NET]	31	19	12	2	4	2	13	10	3	11	-	17	-
=====	68.9%	76.0%	63.2%	33.3%	66.7%	33.3%	92.9%	83.3%	42.9%	84.6%		68.0%	
Satisfied [NET]	30	19	11	1	4	2	13	10	3	11	-	16	-
=====	96.8%	100.0%	91.7%	50.0%	100%	100%	100%	100%	100.0%	100.0%		94.1%	
Very satisfied	19	12	7	-	3	1	8	7	2	10	-	7	-
	63.3%	63.2%	63.6%		75.0%	50.0%	61.5%	70.0%	66.7%	90.9%		43.8%	
Somewhat satisfied	11	7	4	1	1	1	5	3	1	1	-	9	-
	36.7%	36.8%	36.4%	100%	25.0%	50.0%	38.5%	30.0%	33.3%	9.1%		56.2%	
Unsatisfied [NET]	1	-	1	1	-	-	-	-	-	-	-	1	-
=====	3.2%		8.3%	50.0%								5.9%	
Very unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-
	100%		100.0%	100%								100.0%	
Have Not Used Program [NET]	10	6	4	3	2	3	1	1	2	1	-	7	-
=====	22.2%	24.0%	21.1%	50.0%	33.3%	50.0%	7.1%	8.3%	28.6%	7.7%		28.0%	
Have not used but Interested	8	5	3	2	1	3	1	1	2	1	-	5	-
	80.0%	83.3%	75.0%	66.7%	50.0%	100%	100%	100%	100.0%	100.0%		71.4%	
Have not used and Not interested	2	1	1	1	1	-	-	-	-	-	-	2	-
	20.0%	16.7%	25.0%	33.3%	50.0%							28.6%	
Never Heard Of [NET]	4	-	3	1	-	1	-	1	2	1	-	1	-
=====	8.9%		15.8%	16.7%		16.7%		8.3%	28.6%	7.7%		4.0%	
Never heard of but Interested	3	-	2	1	-	1	-	-	1	1	-	1	-
	75.0%		66.7%	100%		100%			50.0%	100.0%		100.0%	
Never heard of and Not Interested	1	-	1	-	-	-	-	1	1	-	-	-	-
	25.0%		33.3%					100%	50.0%				



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 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY		ASIAN/PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER
Total	85	45	40	5	6	12	35	25	25	26	1	30	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	62	32	30	4	2	8	29	17	18	18	-	24	2
=====	72.9%	71.1%	75.0%	80.0%	33.3%	66.7%	82.9%	68.0%	72.0%	69.2%		80.0%	66.7%
Satisfied [NET]	59	31	28	4	2	7	27	17	16	17	-	24	2
=====	95.2%	96.9%	93.3%	100%	100%	87.5%	93.1%	100%	88.9%	94.4%		100.0%	100%
Very satisfied	38	22	16	2	1	3	17	13	14	12	-	10	2
	64.4%	71.0%	57.1%	50.0%	50.0%	42.9%	63.0%	76.5%	87.5%	70.6%		41.7%	100%
Somewhat satisfied	21	9	12	2	1	4	10	4	2	5	-	14	-
	35.6%	29.0%	42.9%	50.0%	50.0%	57.1%	37.0%	23.5%	12.5%	29.4%		58.3%	
Unsatisfied [NET]	3	1	2	-	-	1	2	-	2	1	-	-	-
=====	4.8%	3.1%	6.7%			12.5%	6.9%		11.1%	5.6%			
Somewhat unsatisfied	3	1	2	-	-	1	2	-	2	1	-	-	-
	100%	100.0%	100.0%			100%	100%		100.0%	100.0%			
Have Not Used Program [NET]	16	10	6	-	3	1	6	6	5	6	-	5	-
=====	18.8%	22.2%	15.0%		50.0%	8.3%	17.1%	24.0%	20.0%	23.1%		16.7%	
Have not used but Interested	13	9	4	-	2	1	5	5	4	6	-	3	-
	81.2%	90.0%	66.7%		66.7%	100%	83.3%	83.3%	80.0%	100.0%		60.0%	
Have not used and Not interested	3	1	2	-	1	-	1	1	1	-	-	2	-
	18.8%	10.0%	33.3%		33.3%		16.7%	16.7%	20.0%			40.0%	
Never Heard Of [NET]	7	3	4	1	1	3	-	2	2	2	1	1	1
=====	8.2%	6.7%	10.0%	20.0%	16.7%	25.0%		8.0%	8.0%	7.7%	100.0%	3.3%	33.3%
Never heard of but Interested	6	2	4	-	1	3	-	2	2	2	-	1	1
	85.7%	66.7%	100.0%		100%	100%		100%	100.0%	100.0%		100.0%	100%
Never heard of and Not Interested	1	1	-	1	-	-	-	-	-	-	1	-	-
	14.3%	33.3%		100%							100.0%		



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 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	260	132	127	62	38	35	61	61	63	43	3	135	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	202	105	96	53	27	19	50	51	52	33	2	104	11	
=====	77.7%	79.5%	75.6%	85.5%	71.1%	54.3%	82.0%	83.6%	82.5%	76.7%	66.7%	77.0%	68.8%	
Satisfied [NET]	176	95	80	37	21	18	48	50	43	31	1	90	11	
=====	87.1%	90.5%	83.3%	69.8%	77.8%	94.7%	96.0%	98.0%	82.7%	93.9%	50.0%	86.5%	100%	
Very satisfied	102	61	41	10	14	7	32	38	27	23	1	45	6	
	58.0%	64.2%	51.2%	27.0%	66.7%	38.9%	66.7%	76.0%	62.8%	74.2%	100.0%	50.0%	54.5%	
Somewhat satisfied	74	34	39	27	7	11	16	12	16	8	-	45	5	
	42.0%	35.8%	48.8%	73.0%	33.3%	61.1%	33.3%	24.0%	37.2%	25.8%	-	50.0%	45.5%	
Unsatisfied [NET]	26	10	16	16	6	1	2	1	9	2	1	14	-	
=====	12.9%	9.5%	16.7%	30.2%	22.2%	5.3%	4.0%	2.0%	17.3%	6.1%	50.0%	13.5%	-	
Very unsatisfied	17	6	11	11	5	-	1	-	7	1	1	8	-	
	65.4%	60.0%	68.8%	68.8%	83.3%	-	50.0%	-	77.8%	50.0%	100.0%	57.1%	-	
Somewhat unsatisfied	9	4	5	5	1	1	1	1	2	1	-	6	-	
	34.6%	40.0%	31.2%	31.2%	16.7%	100%	50.0%	100%	22.2%	50.0%	-	42.9%	-	
Have Not Used Program [NET]	45	20	25	6	8	11	9	10	7	9	-	24	5	
=====	17.3%	15.2%	19.7%	9.7%	21.1%	31.4%	14.8%	16.4%	11.1%	20.9%	-	17.8%	31.2%	
Have not used but Interested	33	19	14	4	5	6	9	8	4	7	-	17	5	
	73.3%	95.0%	56.0%	66.7%	62.5%	54.5%	100%	80.0%	57.1%	77.8%	-	70.8%	100%	
Have not used and Not interested	12	1	11	2	3	5	-	2	3	2	-	7	-	
	26.7%	5.0%	44.0%	33.3%	37.5%	45.5%	-	20.0%	42.9%	22.2%	-	29.2%	-	
Never Heard Of [NET]	13	7	6	3	3	5	2	-	4	1	1	7	-	
=====	5.0%	5.3%	4.7%	4.8%	7.9%	14.3%	3.3%	-	6.3%	2.3%	33.3%	5.2%	-	
Never heard of but Interested	7	5	2	2	2	2	1	-	3	1	1	2	-	
	53.8%	71.4%	33.3%	66.7%	66.7%	40.0%	50.0%	-	75.0%	100.0%	100.0%	28.6%	-	



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 BASE: Total Sample

	GENDER		AGE GROUP				ONLINE MODE [NET]	ETHNICITY					
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	6 46.2%	2 28.6%	4 66.7%	1 33.3%	1 33.3%	3 60.0%	1 50.0%	-	1 25.0%	-	-	5 71.4%	-



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 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	131	62	69	42	31	23	25	9	37	9	1	81	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	96	49	47	37	21	11	22	5	30	6	1	58	1	
=====	73.3%	79.0%	68.1%	88.1%	67.7%	47.8%	88.0%	55.6%	81.1%	66.7%	100.0%	71.6%	33.3%	
Satisfied [NET]	72	40	32	21	16	10	20	5	22	5	-	44	1	
=====	75.0%	81.6%	68.1%	56.8%	76.2%	90.9%	90.9%	100%	73.3%	83.3%	-	75.9%	100%	
Very satisfied	38	21	17	9	11	3	12	3	11	4	-	23	-	
	52.8%	52.5%	53.1%	42.9%	68.8%	30.0%	60.0%	60.0%	50.0%	80.0%	-	52.3%	-	
Somewhat satisfied	34	19	15	12	5	7	8	2	11	1	-	21	1	
	47.2%	47.5%	46.9%	57.1%	31.2%	70.0%	40.0%	40.0%	50.0%	20.0%	-	47.7%	100%	
Unsatisfied [NET]	24	9	15	16	5	1	2	-	8	1	1	14	-	
=====	25.0%	18.4%	31.9%	43.2%	23.8%	9.1%	9.1%	-	26.7%	16.7%	100.0%	24.1%	-	
Very unsatisfied	17	6	11	11	5	-	1	-	7	1	1	8	-	
	70.8%	66.7%	73.3%	68.8%	100%	-	50.0%	-	87.5%	100.0%	100.0%	57.1%	-	
Somewhat unsatisfied	7	3	4	5	-	1	1	-	1	-	-	6	-	
	29.2%	33.3%	26.7%	31.2%	-	100%	50.0%	-	12.5%	-	-	42.9%	-	
Have Not Used Program [NET]	25	8	17	3	7	8	2	4	3	3	-	17	2	
=====	19.1%	12.9%	24.6%	7.1%	22.6%	34.8%	8.0%	44.4%	8.1%	33.3%	-	21.0%	66.7%	
Have not used but Interested	15	7	8	1	4	4	2	3	1	2	-	10	2	
	60.0%	87.5%	47.1%	33.3%	57.1%	50.0%	100%	75.0%	33.3%	66.7%	-	58.8%	100%	
Have not used and Not interested	10	1	9	2	3	4	-	1	2	1	-	7	-	
	40.0%	12.5%	52.9%	66.7%	42.9%	50.0%	-	25.0%	66.7%	33.3%	-	41.2%	-	
Never Heard Of [NET]	10	5	5	2	3	4	1	-	4	-	-	6	-	
=====	7.6%	8.1%	7.2%	4.8%	9.7%	17.4%	4.0%	-	10.8%	-	-	7.4%	-	
Never heard of but Interested	4	3	1	1	2	1	-	-	3	-	-	1	-	
	40.0%	60.0%	20.0%	50.0%	66.7%	25.0%	-	-	75.0%	-	-	16.7%	-	



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 BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	6 60.0%	2 40.0%	4 80.0%	1 50.0%	1 33.3%	3 75.0%	1 100%	-	1 25.0%	-	-	5 83.3%	-	



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 BASE: Total Sample

	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY		ASIAN/ PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	129	70	58	20	7	12	36	52	26	34	2	54	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	106	56	49	16	6	8	28	46	22	27	1	46	10	
=====	82.2%	80.0%	84.5%	80.0%	85.7%	66.7%	77.8%	88.5%	84.6%	79.4%	50.0%	85.2%	76.9%	
Satisfied [NET]	104	55	48	16	5	8	28	45	21	26	1	46	10	
=====	98.1%	98.2%	98.0%	100%	83.3%	100%	100%	97.8%	95.5%	96.3%	100.0%	100.0%	100%	
Very satisfied	64	40	24	1	3	4	20	35	16	19	1	22	6	
	61.5%	72.7%	50.0%	6.2%	60.0%	50.0%	71.4%	77.8%	76.2%	73.1%	100.0%	47.8%	60.0%	
Somewhat satisfied	40	15	24	15	2	4	8	10	5	7	-	24	4	
	38.5%	27.3%	50.0%	93.8%	40.0%	50.0%	28.6%	22.2%	23.8%	26.9%	-	52.2%	40.0%	
Unsatisfied [NET]	2	1	1	-	1	-	-	1	1	1	-	-	-	
=====	1.9%	1.8%	2.0%	-	16.7%	-	-	2.2%	4.5%	3.7%	-	-	-	
Somewhat unsatisfied	2	1	1	-	1	-	-	1	1	1	-	-	-	
	100%	100.0%	100.0%	-	100%	-	-	100%	100.0%	100.0%	-	-	-	
Have Not Used Program [NET]	20	12	8	3	1	3	7	6	4	6	-	7	3	
=====	15.5%	17.1%	13.8%	15.0%	14.3%	25.0%	19.4%	11.5%	15.4%	17.6%	-	13.0%	23.1%	
Have not used but Interested	18	12	6	3	1	2	7	5	3	5	-	7	3	
	90.0%	100.0%	75.0%	100%	100%	66.7%	100%	83.3%	75.0%	83.3%	-	100.0%	100%	
Have not used and Not interested	2	-	2	-	-	1	-	1	1	1	-	-	-	
	10.0%	-	25.0%	-	-	33.3%	-	16.7%	25.0%	16.7%	-	-	-	
Never Heard Of [NET]	3	2	1	1	-	1	1	-	-	1	1	1	-	
=====	2.3%	2.9%	1.7%	5.0%	-	8.3%	2.8%	-	-	2.9%	50.0%	1.9%	-	
Never heard of but Interested	3	2	1	1	-	1	1	-	-	1	1	1	-	
	100%	100.0%	100.0%	100%	-	100%	100%	-	-	100.0%	100.0%	100.0%	-	



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	187	99	88	46	23	19	49	47	40	40	1	96	10	142	45	174	13
=====	46.8%	47.4%	47.1%	63.0%	46.0%	35.2%	42.6%	46.5%	41.7%	47.6%	25.0%	49.0%	50.0%	48.6%	41.7%	47.3%	40.6%
Satisfied [NET]	143	84	59	24	20	18	37	41	31	30	1	72	9	108	35	131	12
=====	35.8%	40.2%	31.6%	32.9%	40.0%	33.3%	32.2%	40.6%	32.3%	35.7%	25.0%	36.7%	45.0%	37.0%	32.4%	35.6%	37.5%
Very satisfied	83	49	34	11	12	6	23	29	18	19	-	41	5	61	22	75	8
	20.8%	23.4%	18.2%	15.1%	24.0%	11.1%	20.0%	28.7%	18.8%	22.6%		20.9%	25.0%	20.9%	20.4%	20.4%	25.0%
Somewhat satisfied	60	35	25	13	8	12	14	12	13	11	1	31	4	47	13	56	4
	15.0%	16.7%	13.4%	17.8%	16.0%	22.2%	12.2%	11.9%	13.5%	13.1%	25.0%	15.8%	20.0%	16.1%	12.0%	15.2%	12.5%
Unsatisfied [NET]	44	15	29	22	3	1	12	6	9	10	-	24	1	34	10	43	1
=====	11.0%	7.2%	15.5%	30.1%	6.0%	1.9%	10.4%	5.9%	9.4%	11.9%		12.2%	5.0%	11.6%	9.3%	11.7%	3.1%
Very unsatisfied	32	8	24	17	1	-	10	4	7	4	-	21	-	25	7	32	-
	8.0%	3.8%	12.8%	23.3%	2.0%		8.7%	4.0%	7.3%	4.8%		10.7%		8.6%	6.5%	8.7%	
Somewhat unsatisfied	12	7	5	5	2	1	2	2	2	6	-	3	1	9	3	11	1
	3.0%	3.3%	2.7%	6.8%	4.0%	1.9%	1.7%	2.0%	2.1%	7.1%		1.5%	5.0%	3.1%	2.8%	3.0%	3.1%
Have Not Used Program [NET]	150	76	74	19	20	24	50	36	44	24	1	76	5	107	43	136	14
=====	37.5%	36.4%	39.6%	26.0%	40.0%	44.4%	43.5%	35.6%	45.8%	28.6%	25.0%	38.8%	25.0%	36.6%	39.8%	37.0%	43.8%
Have not used but Interested	122	66	56	16	14	13	46	32	39	20	1	57	5	84	38	111	11
	30.5%	31.6%	29.9%	21.9%	28.0%	24.1%	40.0%	31.7%	40.6%	23.8%	25.0%	29.1%	25.0%	28.8%	35.2%	30.2%	34.4%
Have not used and Not interested	28	10	18	3	6	11	4	4	5	4	-	19	-	23	5	25	3
	7.0%	4.8%	9.6%	4.1%	12.0%	20.4%	3.5%	4.0%	5.2%	4.8%		9.7%		7.9%	4.6%	6.8%	9.4%
Never Heard Of [NET]	46	23	20	8	5	8	9	14	11	15	2	14	4	31	15	43	3
=====	11.5%	11.0%	10.7%	11.0%	10.0%	14.8%	7.8%	13.9%	11.5%	17.9%	50.0%	7.1%	20.0%	10.6%	13.9%	11.7%	9.4%
Never heard of but Interested	28	14	12	4	3	5	5	10	5	13	1	9	-	17	11	25	3
	7.0%	6.7%	6.4%	5.5%	6.0%	9.3%	4.3%	9.9%	5.2%	15.5%	25.0%	4.6%		5.8%	10.2%	6.8%	9.4%



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Never heard of and Not Interested	18	9	8	4	2	3	4	4	6	2	1	5	4	14	4	18	-
	4.5%	4.3%	4.3%	5.5%	4.0%	5.6%	3.5%	4.0%	6.2%	2.4%	25.0%	2.6%	20.0%	4.8%	3.7%	4.9%	
Unsure	15	9	5	-	2	2	6	4	1	5	-	8	1	11	4	13	2
	3.8%	4.3%	2.7%		4.0%	3.7%	5.2%	4.0%	1.0%	6.0%		4.1%	5.0%	3.8%	3.7%	3.5%	6.2%
Prefer not to answer	2	2	-	-	-	1	1	-	-	-	-	2	-	1	1	2	-
	0.5%	1.0%				1.9%	0.9%					1.0%		0.3%	0.9%	0.5%	



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	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA		
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	- 100%	11 100%	
Have Used Program [NET]	187 46.8%	149 46.4%	112 42.6%	20 54.1%	17 81.0%	26 45.6%	18 50.0%	3 50.0%	4 30.8%	1 50.0%	2 40.0%	43 33%	61 56%	41 50%	23 56%	6 46%	7 58%	1 100%	- 100%	5 45%	
Satisfied [NET]	143 35.8%	110 34.3%	88 33.5%	13 35.1%	9 42.9%	23 40.4%	15 41.7%	3 50.0%	4 30.8%	1 50.0%	1 20.0%	40 31%	42 39%	28 34%	18 44%	2 15%	7 58%	1 100%	- 100%	5 45%	
Very satisfied	83 20.8%	64 19.9%	56 21.3%	3 8.1%	5 23.8%	12 21.1%	7 19.4%	2 33.3%	2 15.4%	1 50.0%	- 21%	28 26%	28 16%	13 22%	9 7.7%	1 8.3%	1 8.3%	- 27%	- 27%	3 27%	
Somewhat satisfied	60 15.0%	46 14.3%	32 12.2%	10 27.0%	4 19.0%	11 19.3%	8 22.2%	1 16.7%	2 15.4%	- 20.0%	1 9.2%	12 13%	14 18%	15 22%	9 7.7%	1 50%	6 100%	1 100%	- 18%	2 18%	
Unsatisfied [NET]	44 11.0%	39 12.1%	24 9.1%	7 18.9%	8 38.1%	3 5.3%	3 8.3%	- 8.3%	- 20.0%	- 2.3%	1 17%	3 16%	19 12%	13 31%	5 12%	4 31%	- 31%	- 31%	- 31%	- 31%	
Very unsatisfied	32 8.0%	28 8.7%	19 7.2%	6 16.2%	3 14.3%	3 5.3%	3 8.3%	- 8.3%	- 20.0%	- 1.5%	1 15%	2 8.5%	16 9.8%	7 8.5%	4 9.8%	3 23%	- 23%	- 23%	- 23%	- 23%	
Somewhat unsatisfied	12 3.0%	11 3.4%	5 1.9%	1 2.7%	5 23.8%	- 23.8%	- 23.8%	- 23.8%	- 23.8%	- 23.8%	- 23.8%	1 0.8%	3 2.8%	6 7.3%	1 2.4%	1 7.7%	- 7.7%	- 7.7%	- 7.7%	- 7.7%	
Have Not Used Program [NET]	150 37.5%	126 39.3%	112 42.6%	10 27.0%	4 19.0%	19 33.3%	11 30.6%	2 33.3%	5 38.5%	1 50.0%	1 20.0%	64 49%	40 37%	28 34%	10 24%	3 23%	4 33%	- 33%	- 33%	1 9.1%	
Have not used but Interested	122 30.5%	101 31.5%	89 33.8%	9 24.3%	3 14.3%	16 28.1%	10 27.8%	1 16.7%	4 30.8%	1 50.0%	1 20.0%	56 43%	36 33%	19 23%	7 17%	1 7.7%	2 17%	- 17%	- 17%	1 9.1%	
Have not used and Not interested	28 7.0%	25 7.8%	23 8.7%	1 2.7%	1 4.8%	3 5.3%	1 2.8%	1 16.7%	1 7.7%	- 7.7%	- 6.1%	8 3.7%	4 11%	9 7.3%	3 15%	2 17%	2 17%	- 17%	- 17%	- 17%	
Never Heard Of [NET]	46 11.5%	32 10.0%	28 10.6%	4 10.8%	- 17.5%	10 19.4%	7 19.4%	1 16.7%	2 15.4%	- 40.0%	2 13%	17 4.6%	5 12%	10 12%	5 31%	4 8.3%	1 8.3%	- 8.3%	- 8.3%	4 36%	
Never heard of but Interested	28 7.0%	19 5.9%	17 6.5%	2 5.4%	- 10.5%	6 11.1%	4 11.1%	1 16.7%	1 7.7%	- 40.0%	2 8.4%	11 3.7%	4 4.9%	4 7.3%	3 23%	3 23%	- 23%	- 23%	- 23%	3 27%	



Q24. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Mattress collection.
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE								
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Never heard of and Not Interested	18 4.5%	13 4.0%	11 4.2%	2 5.4%	-	4 7.0%	3 8.3%	-	1 7.7%	-	-	6 4.6%	1 0.9%	6 7.3%	2 4.9%	1 7.7%	1 8.3%	-	-	1 9.1%
Unsure	15 3.8%	12 3.7%	9 3.4%	3 8.1%	-	2 3.5%	-	-	2 15.4%	-	-	6 4.6%	2 1.8%	3 3.7%	3 7.3%	-	-	-	-	1 9.1%
Prefer not to answer	2 0.5%	2 0.6%	2 0.8%	-	-	-	-	-	-	-	-	1 0.8%	1 0.9%	-	-	-	-	-	-	-



Q24. Now we have a list of programs operated by MCS D. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Mattress collection.
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	FAVORABILITY OF MCS D NO					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Have Used Program [NET]	187	151	28	4	4	169	6	12	165	6	16	20	1	2	52	18	34	135	72	63	168	12
=====	46.8%	48%	46.7%	26.7%	40.0%	50.9%	26.1%	26.7%	51%	50.0%	25.4%	57%	50.0%	33.3%	38.8%	39.1%	38.6%	50.8%	54%	47.4%	47.7%	42.9%
Satisfied [NET]	143	113	25	2	3	129	3	11	129	1	13	13	1	2	45	15	30	98	55	43	132	7
=====	35.8%	36%	41.7%	13.3%	30.0%	38.9%	13.0%	24.4%	40%	8.3%	20.6%	37%	50.0%	33.3%	33.6%	32.6%	34.1%	36.8%	41%	32.3%	37.5%	25.0%
Very satisfied	83	70	9	1	3	77	1	5	79	-	4	4	-	1	33	12	21	50	25	25	77	3
	20.8%	22%	15.0%	6.7%	30.0%	23.2%	4.3%	11.1%	24%		6.3%	11%		16.7%	24.6%	26.1%	23.9%	18.8%	19%	18.8%	21.9%	10.7%
Somewhat satisfied	60	43	16	1	-	52	2	6	50	1	9	9	1	1	12	3	9	48	30	18	55	4
	15.0%	14%	26.7%	6.7%		15.7%	8.7%	13.3%	15%	8.3%	14.3%	26%	50.0%	16.7%	9.0%	6.5%	10.2%	18.0%	23%	13.5%	15.6%	14.3%
Unsatisfied [NET]	44	38	3	2	1	40	3	1	36	5	3	7	-	-	7	3	4	37	17	20	36	5
=====	11.0%	12%	5.0%	13.3%	10.0%	12.0%	13.0%	2.2%	11%	41.7%	4.8%	20%			5.2%	6.5%	4.5%	13.9%	13%	15.0%	10.2%	17.9%
Very unsatisfied	32	29	2	1	-	30	1	1	27	3	2	6	-	-	4	2	2	28	11	17	25	4
	8.0%	9.2%	3.3%	6.7%		9.0%	4.3%	2.2%	8.3%	25.0%	3.2%	17%			3.0%	4.3%	2.3%	10.5%	8.3%	12.8%	7.1%	14.3%
Somewhat unsatisfied	12	9	1	1	1	10	2	-	9	2	1	1	-	-	3	1	2	9	6	3	11	1
	3.0%	2.9%	1.7%	6.7%	10.0%	3.0%	8.7%		2.8%	16.7%	1.6%	2.9%			2.2%	2.2%	2.3%	3.4%	4.5%	2.3%	3.1%	3.6%
Have Not Used Program [NET]	150	123	19	6	2	123	9	18	118	2	30	9	-	3	57	19	38	93	44	49	127	13
=====	37.5%	39%	31.7%	40.0%	20.0%	37.0%	39.1%	40.0%	36%	16.7%	47.6%	26%		50.0%	42.5%	41.3%	43.2%	35.0%	33%	36.8%	36.1%	46.4%
Have not used but Interested	122	106	9	5	2	109	6	7	107	1	14	7	-	3	51	17	34	71	31	40	104	13
	30.5%	34%	15.0%	33.3%	20.0%	32.8%	26.1%	15.6%	33%	8.3%	22.2%	20%		50.0%	38.1%	37.0%	38.6%	26.7%	23%	30.1%	29.5%	46.4%
Have not used and Not interested	28	17	10	1	-	14	3	11	11	1	16	2	-	-	6	2	4	22	13	9	23	-
	7.0%	5.4%	16.7%	6.7%		4.2%	13.0%	24.4%	3.4%	8.3%	25.4%	5.7%			4.5%	4.3%	4.5%	8.3%	9.8%	6.8%	6.5%	
Never Heard Of [NET]	46	29	9	5	3	29	7	10	31	4	11	3	1	1	17	6	11	29	15	14	42	3
=====	11.5%	9.2%	15.0%	33.3%	30.0%	8.7%	30.4%	22.2%	9.5%	33.3%	17.5%	8.6%	50.0%	16.7%	12.7%	13.0%	12.5%	10.9%	11%	10.5%	11.9%	10.7%
Never heard of but Interested	28	18	6	3	1	19	6	3	19	4	5	2	1	-	11	4	7	17	5	12	26	2
	7.0%	5.7%	10.0%	20.0%	10.0%	5.7%	26.1%	6.7%	5.8%	33.3%	7.9%	5.7%	50.0%		8.2%	8.7%	8.0%	6.4%	3.8%	9.0%	7.4%	7.1%



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 BASE: Total Sample

	FAVORABILITY OF MCS D NO					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]			LANGUAGE	
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Never heard of and Not Interested	18	11	3	2	2	10	1	7	12	-	6	1	-	1	6	2	4	12	10	2	16	1
	4.5%	3.5%	5.0%	13.3%	20.0%	3.0%	4.3%	15.6%	3.7%		9.5%	2.9%		16.7%	4.5%	4.3%	4.5%	4.5%	7.5%	1.5%	4.5%	3.6%
Unsure	15	10	4	-	1	9	1	5	9	-	6	3	-	-	8	3	5	7	2	5	15	-
	3.8%	3.2%	6.7%		10.0%	2.7%	4.3%	11.1%	2.8%		9.5%	8.6%		6.0%	6.5%	5.7%	2.6%	1.5%	3.8%	4.3%		
Prefer not to answer	2	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	2	-	2	-	-
	0.5%	0.6%				0.6%			0.6%									0.8%		1.5%		



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	GENDER		AGE GROUP				PHONE MODE [NET]				ETHNICITY		ASIAN/PACIFIC ISLANDER	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/HISPANIC	WHITE/CAUCASIAN	BLACK/AFRICAN AMERICAN	ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	52	29	23	5	4	8	18	15	11	17	-	23	1	
=====	38.8%	39.7%	39.0%	45.5%	33.3%	44.4%	35.3%	38.5%	34.4%	42.5%		40.4%	25.0%	
Satisfied [NET]	45	25	20	4	4	7	14	14	10	13	-	21	1	
=====	33.6%	34.2%	33.9%	36.4%	33.3%	38.9%	27.5%	35.9%	31.2%	32.5%		36.8%	25.0%	
Very satisfied	33	20	13	1	4	3	13	10	7	10	-	15	1	
	24.6%	27.4%	22.0%	9.1%	33.3%	16.7%	25.5%	25.6%	21.9%	25.0%		26.3%	25.0%	
Somewhat satisfied	12	5	7	3	-	4	1	4	3	3	-	6	-	
	9.0%	6.8%	11.9%	27.3%		22.2%	2.0%	10.3%	9.4%	7.5%		10.5%		
Unsatisfied [NET]	7	4	3	1	-	1	4	1	1	4	-	2	-	
=====	5.2%	5.5%	5.1%	9.1%		5.6%	7.8%	2.6%	3.1%	10.0%		3.5%		
Very unsatisfied	4	3	1	-	-	-	3	1	-	3	-	1	-	
	3.0%	4.1%	1.7%				5.9%	2.6%		7.5%		1.8%		
Somewhat unsatisfied	3	1	2	1	-	1	1	-	1	1	-	1	-	
	2.2%	1.4%	3.4%	9.1%		5.6%	2.0%		3.1%	2.5%		1.8%		
Have Not Used Program [NET]	57	32	25	5	5	6	27	14	17	11	-	28	1	
=====	42.5%	43.8%	42.4%	45.5%	41.7%	33.3%	52.9%	35.9%	53.1%	27.5%		49.1%	25.0%	
Have not used but Interested	51	30	21	4	2	6	26	13	16	11	-	23	1	
	38.1%	41.1%	35.6%	36.4%	16.7%	33.3%	51.0%	33.3%	50.0%	27.5%		40.4%	25.0%	
Have not used and Not interested	6	2	4	1	3	-	1	1	1	-	-	5	-	
	4.5%	2.7%	6.8%	9.1%	25.0%		2.0%	2.6%	3.1%			8.8%		
Never Heard Of [NET]	17	8	7	1	1	3	3	8	4	8	1	2	2	
=====	12.7%	11.0%	11.9%	9.1%	8.3%	16.7%	5.9%	20.5%	12.5%	20.0%	100.0%	3.5%	50.0%	
Never heard of but Interested	11	5	5	-	1	3	1	5	3	6	-	2	-	
	8.2%	6.8%	8.5%		8.3%	16.7%	2.0%	12.8%	9.4%	15.0%		3.5%		



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 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	6 4.5%	3 4.1%	2 3.4%	1 9.1%	-	-	2 3.9%	3 7.7%	1 3.1%	2 5.0%	1 100.0%	-	2 50.0%
Unsure	8 6.0%	4 5.5%	4 6.8%	-	2 16.7%	1 5.6%	3 5.9%	2 5.1%	-	4 10.0%	-	4 7.0%	-



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 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Have Used Program [NET]	18	10	8	4	3	-	6	5	1	6	-	11	-	
=====	39.1%	38.5%	42.1%	66.7%	50.0%		42.9%	38.5%	14.3%	46.2%		42.3%		
Satisfied [NET]	15	8	7	3	3	-	5	4	1	5	-	9	-	
=====	32.6%	30.8%	36.8%	50.0%	50.0%		35.7%	30.8%	14.3%	38.5%		34.6%		
Very satisfied	12	7	5	1	3	-	5	3	1	4	-	7	-	
	26.1%	26.9%	26.3%	16.7%	50.0%		35.7%	23.1%	14.3%	30.8%		26.9%		
Somewhat satisfied	3	1	2	2	-	-	-	1	-	1	-	2	-	
	6.5%	3.8%	10.5%	33.3%				7.7%		7.7%		7.7%		
Unsatisfied [NET]	3	2	1	1	-	-	1	1	-	1	-	2	-	
=====	6.5%	7.7%	5.3%	16.7%			7.1%	7.7%		7.7%		7.7%		
Very unsatisfied	2	2	-	-	-	-	1	1	-	1	-	1	-	
	4.3%	7.7%					7.1%	7.7%		7.7%		3.8%		
Somewhat unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-	
	2.2%		5.3%	16.7%								3.8%		
Have Not Used Program [NET]	19	10	9	2	2	5	6	4	5	3	-	11	-	
=====	41.3%	38.5%	47.4%	33.3%	33.3%	83.3%	42.9%	30.8%	71.4%	23.1%		42.3%		
Have not used but Interested	17	9	8	1	1	5	6	4	5	3	-	9	-	
	37.0%	34.6%	42.1%	16.7%	16.7%	83.3%	42.9%	30.8%	71.4%	23.1%		34.6%		
Have not used and Not interested	2	1	1	1	1	-	-	-	-	-	-	2	-	
	4.3%	3.8%	5.3%	16.7%	16.7%							7.7%		
Never Heard Of [NET]	6	4	1	-	-	1	1	3	1	3	-	2	-	
=====	13.0%	15.4%	5.3%			16.7%	7.1%	23.1%	14.3%	23.1%		7.7%		
Never heard of but Interested	4	3	-	-	-	1	-	2	-	2	-	2	-	
	8.7%	11.5%				16.7%		15.4%		15.4%		7.7%		



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 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	2 4.3%	1 3.8%	1 5.3%	-	-	-	1 7.1%	1 7.7%	1 14.3%	1 7.7%	-	-	-
Unsure	3 6.5%	2 7.7%	1 5.3%	-	1 16.7%	-	1 7.1%	1 7.7%	-	1 7.7%	-	2 7.7%	-



Q24. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Mattress collection.
 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	34	19	15	1	1	8	12	10	10	11	-	12	1
=====	38.6%	40.4%	37.5%	20.0%	16.7%	66.7%	32.4%	38.5%	40.0%	40.7%	-	38.7%	25.0%
Satisfied [NET]	30	17	13	1	1	7	9	10	9	8	-	12	1
=====	34.1%	36.2%	32.5%	20.0%	16.7%	58.3%	24.3%	38.5%	36.0%	29.6%	-	38.7%	25.0%
Very satisfied	21	13	8	-	1	3	8	7	6	6	-	8	1
	23.9%	27.7%	20.0%	-	16.7%	25.0%	21.6%	26.9%	24.0%	22.2%	-	25.8%	25.0%
Somewhat satisfied	9	4	5	1	-	4	1	3	3	2	-	4	-
	10.2%	8.5%	12.5%	20.0%	-	33.3%	2.7%	11.5%	12.0%	7.4%	-	12.9%	-
Unsatisfied [NET]	4	2	2	-	-	1	3	-	1	3	-	-	-
=====	4.5%	4.3%	5.0%	-	-	8.3%	8.1%	-	4.0%	11.1%	-	-	-
Very unsatisfied	2	1	1	-	-	-	2	-	-	2	-	-	-
	2.3%	2.1%	2.5%	-	-	-	5.4%	-	-	7.4%	-	-	-
Somewhat unsatisfied	2	1	1	-	-	1	1	-	1	1	-	-	-
	2.3%	2.1%	2.5%	-	-	8.3%	2.7%	-	4.0%	3.7%	-	-	-
Have Not Used Program [NET]	38	22	16	3	3	1	21	10	12	8	-	17	1
=====	43.2%	46.8%	40.0%	60.0%	50.0%	8.3%	56.8%	38.5%	48.0%	29.6%	-	54.8%	25.0%
Have not used but Interested	34	21	13	3	1	1	20	9	11	8	-	14	1
	38.6%	44.7%	32.5%	60.0%	16.7%	8.3%	54.1%	34.6%	44.0%	29.6%	-	45.2%	25.0%
Have not used and Not interested	4	1	3	-	2	-	1	1	1	-	-	3	-
	4.5%	2.1%	7.5%	-	33.3%	-	2.7%	3.8%	4.0%	-	-	9.7%	-
Never Heard Of [NET]	11	4	6	1	1	2	2	5	3	5	1	-	2
=====	12.5%	8.5%	15.0%	20.0%	16.7%	16.7%	5.4%	19.2%	12.0%	18.5%	100.0%	-	50.0%
Never heard of but Interested	7	2	5	-	1	2	1	3	3	4	-	-	-
	8.0%	4.3%	12.5%	-	16.7%	16.7%	2.7%	11.5%	12.0%	14.8%	-	-	-



Q24. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Mattress collection.
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	4 4.5%	2 4.3%	1 2.5%	1 20.0%	-	-	1 2.7%	2 7.7%	-	1 3.7%	1 100.0%	-	2 50.0%
Unsure	5 5.7%	2 4.3%	3 7.5%	-	1 16.7%	1 8.3%	2 5.4%	1 3.8%	-	3 11.1%	-	2 6.5%	-



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 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]					ETHNICITY												
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER													
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	100%	100%	100%	100%	100%								
Have Used Program [NET]	135	70	65	41	19	11	31	32	29	23	1	73	9	50.8%	51.5%	50.8%	66.1%	50.0%	30.6%	48.4%	51.6%	45.3%	52.3%	33.3%	52.5%	56.2%
Satisfied [NET]	98	59	39	20	16	11	23	27	21	17	1	51	8	36.8%	43.4%	30.5%	32.3%	42.1%	30.6%	35.9%	43.5%	32.8%	38.6%	33.3%	36.7%	50.0%
Very satisfied	50	29	21	10	8	3	10	19	11	9	-	26	4	18.8%	21.3%	16.4%	16.1%	21.1%	8.3%	15.6%	30.6%	17.2%	20.5%	-	18.7%	25.0%
Somewhat satisfied	48	30	18	10	8	8	13	8	10	8	1	25	4	18.0%	22.1%	14.1%	16.1%	21.1%	22.2%	20.3%	12.9%	15.6%	18.2%	33.3%	18.0%	25.0%
Unsatisfied [NET]	37	11	26	21	3	-	8	5	8	6	-	22	1	13.9%	8.1%	20.3%	33.9%	7.9%	-	12.5%	8.1%	12.5%	13.6%	-	15.8%	6.2%
Very unsatisfied	28	5	23	17	1	-	7	3	7	1	-	20	-	10.5%	3.7%	18.0%	27.4%	2.6%	-	10.9%	4.8%	10.9%	2.3%	-	14.4%	-
Somewhat unsatisfied	9	6	3	4	2	-	1	2	1	5	-	2	1	3.4%	4.4%	2.3%	6.5%	5.3%	-	1.6%	3.2%	1.6%	11.4%	-	1.4%	6.2%
Have Not Used Program [NET]	93	44	49	14	15	18	23	22	27	13	1	48	4	35.0%	32.4%	38.3%	22.6%	39.5%	50.0%	35.9%	35.5%	42.2%	29.5%	33.3%	34.5%	25.0%
Have not used but Interested	71	36	35	12	12	7	20	19	23	9	1	34	4	26.7%	26.5%	27.3%	19.4%	31.6%	19.4%	31.2%	30.6%	35.9%	20.5%	33.3%	24.5%	25.0%
Have not used and Not interested	22	8	14	2	3	11	3	3	4	4	-	14	-	8.3%	5.9%	10.9%	3.2%	7.9%	30.6%	4.7%	4.8%	6.2%	9.1%	-	10.1%	-
Never Heard Of [NET]	29	15	13	7	4	5	6	6	7	7	1	12	2	10.9%	11.0%	10.2%	11.3%	10.5%	13.9%	9.4%	9.7%	10.9%	15.9%	33.3%	8.6%	12.5%
Never heard of but Interested	17	9	7	4	2	2	4	5	2	7	1	7	-	6.4%	6.6%	5.5%	6.5%	5.3%	5.6%	6.2%	8.1%	3.1%	15.9%	33.3%	5.0%	-



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 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	12 4.5%	6 4.4%	6 4.7%	3 4.8%	2 5.3%	3 8.3%	2 3.1%	1 1.6%	5 7.8%	-	-	5 3.6%	2 12.5%	
Unsure	7 2.6%	5 3.7%	1 0.8%	-	-	1 2.8%	3 4.7%	2 3.2%	1 1.6%	1 2.3%	-	4 2.9%	1 6.2%	
Prefer not to answer	2 0.8%	2 1.5%	-	-	-	1 2.8%	1 1.6%	-	-	-	-	2 1.4%	-	



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 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	133	63	70	42	31	24	26	9	37	9	1	83	3		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Have Used Program [NET]	72	39	33	25	18	7	18	4	20	6	1	44	1		
=====	54.1%	61.9%	47.1%	59.5%	58.1%	29.2%	69.2%	44.4%	54.1%	66.7%	100.0%	53.0%	33.3%		
Satisfied [NET]	55	33	22	16	15	7	13	4	13	4	1	37	-		
=====	41.4%	52.4%	31.4%	38.1%	48.4%	29.2%	50.0%	44.4%	35.1%	44.4%	100.0%	44.6%			
Very satisfied	25	17	8	8	7	2	6	2	6	3	-	16	-		
	18.8%	27.0%	11.4%	19.0%	22.6%	8.3%	23.1%	22.2%	16.2%	33.3%		19.3%			
Somewhat satisfied	30	16	14	8	8	5	7	2	7	1	1	21	-		
	22.6%	25.4%	20.0%	19.0%	25.8%	20.8%	26.9%	22.2%	18.9%	11.1%	100.0%	25.3%			
Unsatisfied [NET]	17	6	11	9	3	-	5	-	7	2	-	7	1		
=====	12.8%	9.5%	15.7%	21.4%	9.7%		19.2%		18.9%	22.2%		8.4%	33.3%		
Very unsatisfied	11	3	8	5	1	-	5	-	6	-	-	5	-		
	8.3%	4.8%	11.4%	11.9%	3.2%		19.2%		16.2%			6.0%			
Somewhat unsatisfied	6	3	3	4	2	-	-	-	1	2	-	2	1		
	4.5%	4.8%	4.3%	9.5%	6.5%				2.7%	22.2%		2.4%	33.3%		
Have Not Used Program [NET]	44	16	28	11	10	14	5	4	12	3	-	29	-		
=====	33.1%	25.4%	40.0%	26.2%	32.3%	58.3%	19.2%	44.4%	32.4%	33.3%		34.9%			
Have not used but Interested	31	13	18	10	7	6	4	4	10	2	-	19	-		
	23.3%	20.6%	25.7%	23.8%	22.6%	25.0%	15.4%	44.4%	27.0%	22.2%		22.9%			
Have not used and Not interested	13	3	10	1	3	8	1	-	2	1	-	10	-		
	9.8%	4.8%	14.3%	2.4%	9.7%	33.3%	3.8%		5.4%	11.1%		12.0%			
Never Heard Of [NET]	15	7	8	6	3	3	2	-	5	-	-	9	1		
=====	11.3%	11.1%	11.4%	14.3%	9.7%	12.5%	7.7%		13.5%			10.8%	33.3%		
Never heard of but Interested	5	2	3	3	1	-	1	-	1	-	-	4	-		
	3.8%	3.2%	4.3%	7.1%	3.2%		3.8%		2.7%			4.8%			



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 BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	10 7.5%	5 7.9%	5 7.1%	3 7.1%	2 6.5%	3 12.5%	1 3.8%	-	4 10.8%	-	-	5 6.0%	1 33.3%	
Unsure	2 1.5%	1 1.6%	1 1.4%	-	-	-	1 3.8%	1 11.1%	-	-	-	1 1.2%	1 33.3%	



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 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	73	58	20	7	12	38	53	27	35	2	56	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	63	31	32	16	1	4	13	28	9	17	-	29	8
=====	47.4%	42.5%	55.2%	80.0%	14.3%	33.3%	34.2%	52.8%	33.3%	48.6%		51.8%	61.5%
Satisfied [NET]	43	26	17	4	1	4	10	23	8	13	-	14	8
=====	32.3%	35.6%	29.3%	20.0%	14.3%	33.3%	26.3%	43.4%	29.6%	37.1%		25.0%	61.5%
Very satisfied	25	12	13	2	1	1	4	17	5	6	-	10	4
	18.8%	16.4%	22.4%	10.0%	14.3%	8.3%	10.5%	32.1%	18.5%	17.1%		17.9%	30.8%
Somewhat satisfied	18	14	4	2	-	3	6	6	3	7	-	4	4
	13.5%	19.2%	6.9%	10.0%		25.0%	15.8%	11.3%	11.1%	20.0%		7.1%	30.8%
Unsatisfied [NET]	20	5	15	12	-	-	3	5	1	4	-	15	-
=====	15.0%	6.8%	25.9%	60.0%			7.9%	9.4%	3.7%	11.4%		26.8%	
Very unsatisfied	17	2	15	12	-	-	2	3	1	1	-	15	-
	12.8%	2.7%	25.9%	60.0%			5.3%	5.7%	3.7%	2.9%		26.8%	
Somewhat unsatisfied	3	3	-	-	-	-	1	2	-	3	-	-	-
	2.3%	4.1%					2.6%	3.8%		8.6%			
Have Not Used Program [NET]	49	28	21	3	5	4	18	18	15	10	1	19	4
=====	36.8%	38.4%	36.2%	15.0%	71.4%	33.3%	47.4%	34.0%	55.6%	28.6%	50.0%	33.9%	30.8%
Have not used but Interested	40	23	17	2	5	1	16	15	13	7	1	15	4
	30.1%	31.5%	29.3%	10.0%	71.4%	8.3%	42.1%	28.3%	48.1%	20.0%	50.0%	26.8%	30.8%
Have not used and Not interested	9	5	4	1	-	3	2	3	2	3	-	4	-
	6.8%	6.8%	6.9%	5.0%		25.0%	5.3%	5.7%	7.4%	8.6%		7.1%	
Never Heard Of [NET]	14	8	5	1	1	2	4	6	2	7	1	3	1
=====	10.5%	11.0%	8.6%	5.0%	14.3%	16.7%	10.5%	11.3%	7.4%	20.0%	50.0%	5.4%	7.7%
Never heard of but Interested	12	7	4	1	1	2	3	5	1	7	1	3	-
	9.0%	9.6%	6.9%	5.0%	14.3%	16.7%	7.9%	9.4%	3.7%	20.0%	50.0%	5.4%	



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 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	2 1.5%	1 1.4%	1 1.7%	-	-	-	1 2.6%	1 1.9%	1 3.7%	-	-	-	1 7.7%	
Unsure	5 3.8%	4 5.5%	-	-	-	1 8.3%	2 5.3%	1 1.9%	1 3.7%	1 2.9%	-	3 5.4%	-	
Prefer not to answer	2 1.5%	2 2.7%	-	-	-	1 8.3%	1 2.6%	-	-	-	-	2 3.6%	-	



Q24A. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Mattress collection.
 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY				EDUCATION LEVEL		GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	383	198	182	73	48	51	108	97	95	79	4	186	19	280	103	353	30
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	187	99	88	46	23	19	49	47	40	40	1	96	10	142	45	174	13
=====	48.8%	50.0%	48.4%	63.0%	47.9%	37.3%	45.4%	48.5%	42.1%	50.6%	25.0%	51.6%	52.6%	50.7%	43.7%	49.3%	43.3%
Satisfied [NET]	143	84	59	24	20	18	37	41	31	30	1	72	9	108	35	131	12
=====	76.5%	84.8%	67.0%	52.2%	87.0%	94.7%	75.5%	87.2%	77.5%	75.0%	100.0%	75.0%	90.0%	76.1%	77.8%	75.3%	92.3%
Very satisfied	83	49	34	11	12	6	23	29	18	19	-	41	5	61	22	75	8
	58.0%	58.3%	57.6%	45.8%	60.0%	33.3%	62.2%	70.7%	58.1%	63.3%	-	56.9%	55.6%	56.5%	62.9%	57.3%	66.7%
Somewhat satisfied	60	35	25	13	8	12	14	12	13	11	1	31	4	47	13	56	4
	42.0%	41.7%	42.4%	54.2%	40.0%	66.7%	37.8%	29.3%	41.9%	36.7%	100.0%	43.1%	44.4%	43.5%	37.1%	42.7%	33.3%
Unsatisfied [NET]	44	15	29	22	3	1	12	6	9	10	-	24	1	34	10	43	1
=====	23.5%	15.2%	33.0%	47.8%	13.0%	5.3%	24.5%	12.8%	22.5%	25.0%	-	25.0%	10.0%	23.9%	22.2%	24.7%	7.7%
Very unsatisfied	32	8	24	17	1	-	10	4	7	4	-	21	-	25	7	32	-
	72.7%	53.3%	82.8%	77.3%	33.3%	-	83.3%	66.7%	77.8%	40.0%	-	87.5%	-	73.5%	70.0%	74.4%	-
Somewhat unsatisfied	12	7	5	5	2	1	2	2	2	6	-	3	1	9	3	11	1
	27.3%	46.7%	17.2%	22.7%	66.7%	100%	16.7%	33.3%	22.2%	60.0%	-	12.5%	100%	26.5%	30.0%	25.6%	100%
Have Not Used Program [NET]	150	76	74	19	20	24	50	36	44	24	1	76	5	107	43	136	14
=====	39.2%	38.4%	40.7%	26.0%	41.7%	47.1%	46.3%	37.1%	46.3%	30.4%	25.0%	40.9%	26.3%	38.2%	41.7%	38.5%	46.7%
Have not used but Interested	122	66	56	16	14	13	46	32	39	20	1	57	5	84	38	111	11
	81.3%	86.8%	75.7%	84.2%	70.0%	54.2%	92.0%	88.9%	88.6%	83.3%	100.0%	75.0%	100%	78.5%	88.4%	81.6%	78.6%
Have not used and Not interested	28	10	18	3	6	11	4	4	5	4	-	19	-	23	5	25	3
	18.7%	13.2%	24.3%	15.8%	30.0%	45.8%	8.0%	11.1%	11.4%	16.7%	-	25.0%	-	21.5%	11.6%	18.4%	21.4%
Never Heard Of [NET]	46	23	20	8	5	8	9	14	11	15	2	14	4	31	15	43	3
=====	12.0%	11.6%	11.0%	11.0%	10.4%	15.7%	8.3%	14.4%	11.6%	19.0%	50.0%	7.5%	21.1%	11.1%	14.6%	12.2%	10.0%
Never heard of but Interested	28	14	12	4	3	5	5	10	5	13	1	9	-	17	11	25	3
	60.9%	60.9%	60.0%	50.0%	60.0%	62.5%	55.6%	71.4%	45.5%	86.7%	50.0%	64.3%	-	54.8%	73.3%	58.1%	100%



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC	
Never heard of and Not Interested	18	9	8	4	2	3	4	4	6	2	1	5	4	14	4	18	-
	39.1%	39.1%	40.0%	50.0%	40.0%	37.5%	44.4%	28.6%	54.5%	13.3%	50.0%	35.7%	100%	45.2%	26.7%	41.9%	



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 BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	383	307	252	34	21	55	36	6	11	2	5	124	106	79	38	13	12	1	-	10
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Have Used Program [NET]	187	149	112	20	17	26	18	3	4	1	2	43	61	41	23	6	7	1	-	5
=====	48.8%	48.5%	44.4%	58.8%	81.0%	47.3%	50.0%	50.0%	36.4%	50.0%	40.0%	35%	58%	52%	61%	46%	58%	100%	-	50%
Satisfied [NET]	143	110	88	13	9	23	15	3	4	1	1	40	42	28	18	2	7	1	-	5
=====	76.5%	73.8%	78.6%	65.0%	52.9%	88.5%	83.3%	100.0%	100.0%	100.0%	50.0%	93%	69%	68%	78%	33%	100%	100%	-	100%
Very satisfied	83	64	56	3	5	12	7	2	2	1	-	28	28	13	9	1	1	-	-	3
	58.0%	58.2%	63.6%	23.1%	55.6%	52.2%	46.7%	66.7%	50.0%	100.0%	-	70%	67%	46%	50%	50%	14%	-	-	60%
Somewhat satisfied	60	46	32	10	4	11	8	1	2	-	1	12	14	15	9	1	6	1	-	2
	42.0%	41.8%	36.4%	76.9%	44.4%	47.8%	53.3%	33.3%	50.0%	-	100%	30%	33%	54%	50%	50%	86%	100%	-	40%
Unsatisfied [NET]	44	39	24	7	8	3	3	-	-	-	1	3	19	13	5	4	-	-	-	-
=====	23.5%	26.2%	21.4%	35.0%	47.1%	11.5%	16.7%	-	-	-	50.0%	7.0%	31%	32%	22%	67%	-	-	-	-
Very unsatisfied	32	28	19	6	3	3	3	-	-	-	1	2	16	7	4	3	-	-	-	-
	72.7%	71.8%	79.2%	85.7%	37.5%	100%	100.0%	-	-	-	100%	67%	84%	54%	80%	75%	-	-	-	-
Somewhat unsatisfied	12	11	5	1	5	-	-	-	-	-	-	1	3	6	1	1	-	-	-	-
	27.3%	28.2%	20.8%	14.3%	62.5%	-	-	-	-	-	-	33%	16%	46%	20%	25%	-	-	-	-
Have Not Used Program [NET]	150	126	112	10	4	19	11	2	5	1	1	64	40	28	10	3	4	-	-	1
=====	39.2%	41.0%	44.4%	29.4%	19.0%	34.5%	30.6%	33.3%	45.5%	50.0%	20.0%	52%	38%	35%	26%	23%	33%	-	-	10%
Have not used but Interested	122	101	89	9	3	16	10	1	4	1	1	56	36	19	7	1	2	-	-	1
	81.3%	80.2%	79.5%	90.0%	75.0%	84.2%	90.9%	50.0%	80.0%	100.0%	100%	88%	90%	68%	70%	33%	50%	-	-	100%
Have not used and Not interested	28	25	23	1	1	3	1	1	1	-	-	8	4	9	3	2	2	-	-	-
	18.7%	19.8%	20.5%	10.0%	25.0%	15.8%	9.1%	50.0%	20.0%	-	-	12%	10%	32%	30%	67%	50%	-	-	-
Never Heard Of [NET]	46	32	28	4	-	10	7	1	2	-	2	17	5	10	5	4	1	-	-	4
=====	12.0%	10.4%	11.1%	11.8%	-	18.2%	19.4%	16.7%	18.2%	-	40.0%	14%	4.7%	13%	13%	31%	8.3%	-	-	40%
Never heard of but Interested	28	19	17	2	-	6	4	1	1	-	2	11	4	4	3	3	-	-	-	3
	60.9%	59.4%	60.7%	50.0%	-	60.0%	57.1%	100.0%	50.0%	-	100%	65%	80%	40%	60%	75%	-	-	-	75%



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 BASE: Total Sample

	TOTAL	HOME TYPE							HOUSEHOLD SIZE											
		OWN SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Never heard of and Not Interested	18 39.1%	13 40.6%	11 39.3%	2 50.0%	-	4 40.0%	3 42.9%	-	1 50.0%	-	-	6 35%	1 20%	6 60%	2 40%	1 25%	1 100%	-	-	1 25%



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 BASE: Total Sample

	FAVORABILITY OF MCSD NO					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	383	303	56	15	9	321	22	40	314	12	57	32	2	6	126	43	83	257	131	126	337	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100%	100.0%	100%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%
Have Used Program [NET]	187	151	28	4	4	169	6	12	165	6	16	20	1	2	52	18	34	135	72	63	168	12
=====	48.8%	50%	50.0%	26.7%	44.4%	52.6%	27.3%	30.0%	53%	50.0%	28.1%	62%	50.0%	33.3%	41.3%	41.9%	41.0%	52.5%	55%	50.0%	49.9%	42.9%
Satisfied [NET]	143	113	25	2	3	129	3	11	129	1	13	13	1	2	45	15	30	98	55	43	132	7
=====	76.5%	75%	89.3%	50.0%	75.0%	76.3%	50.0%	91.7%	78%	16.7%	81.2%	65%	100.0%	100.0%	86.5%	83.3%	88.2%	72.6%	76%	68.3%	78.6%	58.3%
Very satisfied	83	70	9	1	3	77	1	5	79	-	4	4	-	1	33	12	21	50	25	25	77	3
	58.0%	62%	36.0%	50.0%	100.0%	59.7%	33.3%	45.5%	61%		30.8%	31%		50.0%	73.3%	80.0%	70.0%	51.0%	45%	58.1%	58.3%	42.9%
Somewhat satisfied	60	43	16	1	-	52	2	6	50	1	9	9	1	1	12	3	9	48	30	18	55	4
	42.0%	38%	64.0%	50.0%		40.3%	66.7%	54.5%	39%	100.0%	69.2%	69%	100.0%	50.0%	26.7%	20.0%	30.0%	49.0%	55%	41.9%	41.7%	57.1%
Unsatisfied [NET]	44	38	3	2	1	40	3	1	36	5	3	7	-	-	7	3	4	37	17	20	36	5
=====	23.5%	25%	10.7%	50.0%	25.0%	23.7%	50.0%	8.3%	22%	83.3%	18.8%	35%			13.5%	16.7%	11.8%	27.4%	24%	31.7%	21.4%	41.7%
Very unsatisfied	32	29	2	1	-	30	1	1	27	3	2	6	-	-	4	2	2	28	11	17	25	4
	72.7%	76%	66.7%	50.0%		75.0%	33.3%	100.0%	75%	60.0%	66.7%	86%			57.1%	66.7%	50.0%	75.7%	65%	85.0%	69.4%	80.0%
Somewhat unsatisfied	12	9	1	1	1	10	2	-	9	2	1	1	-	-	3	1	2	9	6	3	11	1
	27.3%	24%	33.3%	50.0%	100.0%	25.0%	66.7%		25%	40.0%	33.3%	14%			42.9%	33.3%	50.0%	24.3%	35%	15.0%	30.6%	20.0%
Have Not Used Program [NET]	150	123	19	6	2	123	9	18	118	2	30	9	-	3	57	19	38	93	44	49	127	13
=====	39.2%	41%	33.9%	40.0%	22.2%	38.3%	40.9%	45.0%	38%	16.7%	52.6%	28%		50.0%	45.2%	44.2%	45.8%	36.2%	34%	38.9%	37.7%	46.4%
Have not used but Interested	122	106	9	5	2	109	6	7	107	1	14	7	-	3	51	17	34	71	31	40	104	13
	81.3%	86%	47.4%	83.3%	100.0%	88.6%	66.7%	38.9%	91%	50.0%	46.7%	78%		100.0%	89.5%	89.5%	89.5%	76.3%	70%	81.6%	81.9%	100.0%
Have not used and Not interested	28	17	10	1	-	14	3	11	11	1	16	2	-	-	6	2	4	22	13	9	23	-
	18.7%	14%	52.6%	16.7%		11.4%	33.3%	61.1%	9.3%	50.0%	53.3%	22%			10.5%	10.5%	10.5%	23.7%	30%	18.4%	18.1%	
Never Heard Of [NET]	46	29	9	5	3	29	7	10	31	4	11	3	1	1	17	6	11	29	15	14	42	3
=====	12.0%	9.6%	16.1%	33.3%	33.3%	9.0%	31.8%	25.0%	9.9%	33.3%	19.3%	9.4%	50.0%	16.7%	13.5%	14.0%	13.3%	11.3%	11%	11.1%	12.5%	10.7%
Never heard of but Interested	28	18	6	3	1	19	6	3	19	4	5	2	1	-	11	4	7	17	5	12	26	2
	60.9%	62%	66.7%	60.0%	33.3%	65.5%	85.7%	30.0%	61%	100.0%	45.5%	67%	100.0%		64.7%	66.7%	63.6%	58.6%	33%	85.7%	61.9%	66.7%



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BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE		
	TOTAL FAV	OPINION	UNFAV	UNSURE		STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Never heard of and Not Interested	18	11	3	2	2	10	1	7	12	-	6	1	-	1	6	2	4	12	10	2	16	1
	39.1%	38%	33.3%	40.0%	66.7%	34.5%	14.3%	70.0%	39%		54.5%	33%	100.0%	35.3%	33.3%	36.4%	41.4%	67%	14.3%	38.1%	33.3%	



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 BASE: Total Sample

	GENDER				AGE GROUP				PHONE MODE [NET]		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	126	69	55	11	10	17	48	37	32	36	1	53	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	52	29	23	5	4	8	18	15	11	17	-	23	1
=====	41.3%	42.0%	41.8%	45.5%	40.0%	47.1%	37.5%	40.5%	34.4%	47.2%	-	43.4%	25.0%
Satisfied [NET]	45	25	20	4	4	7	14	14	10	13	-	21	1
=====	86.5%	86.2%	87.0%	80.0%	100%	87.5%	77.8%	93.3%	90.9%	76.5%	-	91.3%	100%
Very satisfied	33	20	13	1	4	3	13	10	7	10	-	15	1
	73.3%	80.0%	65.0%	25.0%	100%	42.9%	92.9%	71.4%	70.0%	76.9%	-	71.4%	100%
Somewhat satisfied	12	5	7	3	-	4	1	4	3	3	-	6	-
	26.7%	20.0%	35.0%	75.0%	-	57.1%	7.1%	28.6%	30.0%	23.1%	-	28.6%	-
Unsatisfied [NET]	7	4	3	1	-	1	4	1	1	4	-	2	-
=====	13.5%	13.8%	13.0%	20.0%	-	12.5%	22.2%	6.7%	9.1%	23.5%	-	8.7%	-
Very unsatisfied	4	3	1	-	-	-	3	1	-	3	-	1	-
	57.1%	75.0%	33.3%	-	-	-	75.0%	100%	-	75.0%	-	50.0%	-
Somewhat unsatisfied	3	1	2	1	-	1	1	-	1	1	-	1	-
	42.9%	25.0%	66.7%	100%	-	100%	25.0%	-	100.0%	25.0%	-	50.0%	-
Have Not Used Program [NET]	57	32	25	5	5	6	27	14	17	11	-	28	1
=====	45.2%	46.4%	45.5%	45.5%	50.0%	35.3%	56.2%	37.8%	53.1%	30.6%	-	52.8%	25.0%
Have not used but Interested	51	30	21	4	2	6	26	13	16	11	-	23	1
	89.5%	93.8%	84.0%	80.0%	40.0%	100%	96.3%	92.9%	94.1%	100.0%	-	82.1%	100%
Have not used and Not interested	6	2	4	1	3	-	1	1	1	-	-	5	-
	10.5%	6.2%	16.0%	20.0%	60.0%	-	3.7%	7.1%	5.9%	-	-	17.9%	-
Never Heard Of [NET]	17	8	7	1	1	3	3	8	4	8	1	2	2
=====	13.5%	11.6%	12.7%	9.1%	10.0%	17.6%	6.2%	21.6%	12.5%	22.2%	100.0%	3.8%	50.0%
Never heard of but Interested	11	5	5	-	1	3	1	5	3	6	-	2	-
	64.7%	62.5%	71.4%	-	100%	100%	33.3%	62.5%	75.0%	75.0%	-	100.0%	-



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 BASE: Total Sample

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	6 35.3%	3 37.5%	2 28.6%	1 100%	-	-	2 66.7%	3 37.5%	1 25.0%	2 25.0%	1 100.0%	-	2 100%



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	GENDER		AGE GROUP						LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	43	24	18	6	5	6	13	12	7	12	-	24	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Have Used Program [NET]	18	10	8	4	3	-	6	5	1	6	-	11	-	
=====	41.9%	41.7%	44.4%	66.7%	60.0%		46.2%	41.7%	14.3%	50.0%		45.8%		
Satisfied [NET]	15	8	7	3	3	-	5	4	1	5	-	9	-	
=====	83.3%	80.0%	87.5%	75.0%	100%		83.3%	80.0%	100.0%	83.3%		81.8%		
Very satisfied	12	7	5	1	3	-	5	3	1	4	-	7	-	
	80.0%	87.5%	71.4%	33.3%	100%		100%	75.0%	100.0%	80.0%		77.8%		
Somewhat satisfied	3	1	2	2	-	-	-	1	-	1	-	2	-	
	20.0%	12.5%	28.6%	66.7%				25.0%		20.0%		22.2%		
Unsatisfied [NET]	3	2	1	1	-	-	1	1	-	1	-	2	-	
=====	16.7%	20.0%	12.5%	25.0%			16.7%	20.0%		16.7%		18.2%		
Very unsatisfied	2	2	-	-	-	-	1	1	-	1	-	1	-	
	66.7%	100.0%					100%	100%		100.0%		50.0%		
Somewhat unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-	
	33.3%		100.0%	100%								50.0%		
Have Not Used Program [NET]	19	10	9	2	2	5	6	4	5	3	-	11	-	
=====	44.2%	41.7%	50.0%	33.3%	40.0%	83.3%	46.2%	33.3%	71.4%	25.0%		45.8%		
Have not used but Interested	17	9	8	1	1	5	6	4	5	3	-	9	-	
	89.5%	90.0%	88.9%	50.0%	50.0%	100%	100%	100%	100.0%	100.0%		81.8%		
Have not used and Not interested	2	1	1	1	1	-	-	-	-	-	-	2	-	
	10.5%	10.0%	11.1%	50.0%	50.0%							18.2%		
Never Heard Of [NET]	6	4	1	-	-	1	1	3	1	3	-	2	-	
=====	14.0%	16.7%	5.6%			16.7%	7.7%	25.0%	14.3%	25.0%		8.3%		
Never heard of but Interested	4	3	-	-	-	1	-	2	-	2	-	2	-	
	66.7%	75.0%				100%		66.7%		66.7%		100.0%		



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 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	2 33.3%	1 25.0%	1 100.0%	-	-	-	1 100%	1 33.3%	1 100.0%	1 33.3%	-	-	-



Q24A. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Mattress collection.
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	83	45	37	5	5	11	35	25	25	24	1	29	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	34	19	15	1	1	8	12	10	10	11	-	12	1
=====	41.0%	42.2%	40.5%	20.0%	20.0%	72.7%	34.3%	40.0%	40.0%	45.8%	-	41.4%	25.0%
Satisfied [NET]	30	17	13	1	1	7	9	10	9	8	-	12	1
=====	88.2%	89.5%	86.7%	100%	100%	87.5%	75.0%	100%	90.0%	72.7%	-	100.0%	100%
Very satisfied	21	13	8	-	1	3	8	7	6	6	-	8	1
	70.0%	76.5%	61.5%	-	100%	42.9%	88.9%	70.0%	66.7%	75.0%	-	66.7%	100%
Somewhat satisfied	9	4	5	1	-	4	1	3	3	2	-	4	-
	30.0%	23.5%	38.5%	100%	-	57.1%	11.1%	30.0%	33.3%	25.0%	-	33.3%	-
Unsatisfied [NET]	4	2	2	-	-	1	3	-	1	3	-	-	-
=====	11.8%	10.5%	13.3%	-	-	12.5%	25.0%	-	10.0%	27.3%	-	-	-
Very unsatisfied	2	1	1	-	-	-	2	-	-	2	-	-	-
	50.0%	50.0%	50.0%	-	-	-	66.7%	-	-	66.7%	-	-	-
Somewhat unsatisfied	2	1	1	-	-	1	1	-	1	1	-	-	-
	50.0%	50.0%	50.0%	-	-	100%	33.3%	-	100.0%	33.3%	-	-	-
Have Not Used Program [NET]	38	22	16	3	3	1	21	10	12	8	-	17	1
=====	45.8%	48.9%	43.2%	60.0%	60.0%	9.1%	60.0%	40.0%	48.0%	33.3%	-	58.6%	25.0%
Have not used but Interested	34	21	13	3	1	1	20	9	11	8	-	14	1
	89.5%	95.5%	81.2%	100%	33.3%	100%	95.2%	90.0%	91.7%	100.0%	-	82.4%	100%
Have not used and Not interested	4	1	3	-	2	-	1	1	1	-	-	3	-
	10.5%	4.5%	18.8%	-	66.7%	-	4.8%	10.0%	8.3%	-	-	17.6%	-
Never Heard Of [NET]	11	4	6	1	1	2	2	5	3	5	1	-	2
=====	13.3%	8.9%	16.2%	20.0%	20.0%	18.2%	5.7%	20.0%	12.0%	20.8%	100.0%	-	50.0%
Never heard of but Interested	7	2	5	-	1	2	1	3	3	4	-	-	-
	63.6%	50.0%	83.3%	-	100%	100%	50.0%	60.0%	100.0%	80.0%	-	-	-



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 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	4 36.4%	2 50.0%	1 16.7%	1 100%	-	-	1 50.0%	2 40.0%	-	1 20.0%	1 100.0%	-	2 100%



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	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	257	129	127	62	38	34	60	60	63	43	3	133	15	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	135	70	65	41	19	11	31	32	29	23	1	73	9	
=====	52.5%	54.3%	51.2%	66.1%	50.0%	32.4%	51.7%	53.3%	46.0%	53.5%	33.3%	54.9%	60.0%	
Satisfied [NET]	98	59	39	20	16	11	23	27	21	17	1	51	8	
=====	72.6%	84.3%	60.0%	48.8%	84.2%	100%	74.2%	84.4%	72.4%	73.9%	100.0%	69.9%	88.9%	
Very satisfied	50	29	21	10	8	3	10	19	11	9	-	26	4	
	51.0%	49.2%	53.8%	50.0%	50.0%	27.3%	43.5%	70.4%	52.4%	52.9%		51.0%	50.0%	
Somewhat satisfied	48	30	18	10	8	8	13	8	10	8	1	25	4	
	49.0%	50.8%	46.2%	50.0%	50.0%	72.7%	56.5%	29.6%	47.6%	47.1%	100.0%	49.0%	50.0%	
Unsatisfied [NET]	37	11	26	21	3	-	8	5	8	6	-	22	1	
=====	27.4%	15.7%	40.0%	51.2%	15.8%		25.8%	15.6%	27.6%	26.1%		30.1%	11.1%	
Very unsatisfied	28	5	23	17	1	-	7	3	7	1	-	20	-	
	75.7%	45.5%	88.5%	81.0%	33.3%		87.5%	60.0%	87.5%	16.7%		90.9%		
Somewhat unsatisfied	9	6	3	4	2	-	1	2	1	5	-	2	1	
	24.3%	54.5%	11.5%	19.0%	66.7%		12.5%	40.0%	12.5%	83.3%		9.1%	100%	
Have Not Used Program [NET]	93	44	49	14	15	18	23	22	27	13	1	48	4	
=====	36.2%	34.1%	38.6%	22.6%	39.5%	52.9%	38.3%	36.7%	42.9%	30.2%	33.3%	36.1%	26.7%	
Have not used but Interested	71	36	35	12	12	7	20	19	23	9	1	34	4	
	76.3%	81.8%	71.4%	85.7%	80.0%	38.9%	87.0%	86.4%	85.2%	69.2%	100.0%	70.8%	100%	
Have not used and Not interested	22	8	14	2	3	11	3	3	4	4	-	14	-	
	23.7%	18.2%	28.6%	14.3%	20.0%	61.1%	13.0%	13.6%	14.8%	30.8%		29.2%		
Never Heard Of [NET]	29	15	13	7	4	5	6	6	7	7	1	12	2	
=====	11.3%	11.6%	10.2%	11.3%	10.5%	14.7%	10.0%	10.0%	11.1%	16.3%	33.3%	9.0%	13.3%	
Never heard of but Interested	17	9	7	4	2	2	4	5	2	7	1	7	-	
	58.6%	60.0%	53.8%	57.1%	50.0%	40.0%	66.7%	83.3%	28.6%	100.0%	100.0%	58.3%		



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 BASE: Total Sample

	GENDER		AGE GROUP					ONLINE MODE [NET]	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	12 41.4%	6 40.0%	6 46.2%	3 42.9%	2 50.0%	3 60.0%	2 33.3%	1 16.7%	5 71.4%	-	-	5 41.7%	2 100%



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	GENDER		AGE GROUP						TEXT MODE					ETHNICITY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	131	62	69	42	31	24	25	8	37	9	1	82	2		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Have Used Program [NET]	72	39	33	25	18	7	18	4	20	6	1	44	1		
=====	55.0%	62.9%	47.8%	59.5%	58.1%	29.2%	72.0%	50.0%	54.1%	66.7%	100.0%	53.7%	50.0%		
Satisfied [NET]	55	33	22	16	15	7	13	4	13	4	1	37	-		
=====	76.4%	84.6%	66.7%	64.0%	83.3%	100%	72.2%	100%	65.0%	66.7%	100.0%	84.1%			
Very satisfied	25	17	8	8	7	2	6	2	6	3	-	16	-		
	45.5%	51.5%	36.4%	50.0%	46.7%	28.6%	46.2%	50.0%	46.2%	75.0%		43.2%			
Somewhat satisfied	30	16	14	8	8	5	7	2	7	1	1	21	-		
	54.5%	48.5%	63.6%	50.0%	53.3%	71.4%	53.8%	50.0%	53.8%	25.0%	100.0%	56.8%			
Unsatisfied [NET]	17	6	11	9	3	-	5	-	7	2	-	7	1		
=====	23.6%	15.4%	33.3%	36.0%	16.7%		27.8%		35.0%	33.3%		15.9%	100%		
Very unsatisfied	11	3	8	5	1	-	5	-	6	-	-	5	-		
	64.7%	50.0%	72.7%	55.6%	33.3%		100%		85.7%			71.4%			
Somewhat unsatisfied	6	3	3	4	2	-	-	-	1	2	-	2	1		
	35.3%	50.0%	27.3%	44.4%	66.7%				14.3%	100.0%		28.6%	100%		
Have Not Used Program [NET]	44	16	28	11	10	14	5	4	12	3	-	29	-		
=====	33.6%	25.8%	40.6%	26.2%	32.3%	58.3%	20.0%	50.0%	32.4%	33.3%		35.4%			
Have not used but Interested	31	13	18	10	7	6	4	4	10	2	-	19	-		
	70.5%	81.2%	64.3%	90.9%	70.0%	42.9%	80.0%	100%	83.3%	66.7%		65.5%			
Have not used and Not interested	13	3	10	1	3	8	1	-	2	1	-	10	-		
	29.5%	18.8%	35.7%	9.1%	30.0%	57.1%	20.0%		16.7%	33.3%		34.5%			
Never Heard Of [NET]	15	7	8	6	3	3	2	-	5	-	-	9	1		
=====	11.5%	11.3%	11.6%	14.3%	9.7%	12.5%	8.0%		13.5%			11.0%	50.0%		
Never heard of but Interested	5	2	3	3	1	-	1	-	1	-	-	4	-		
	33.3%	28.6%	37.5%	50.0%	33.3%		50.0%		20.0%			44.4%			



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	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	10 66.7%	5 71.4%	5 62.5%	3 50.0%	2 66.7%	3 100%	1 50.0%	-	4 80.0%	-	-	5 55.6%	1 100%



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	GENDER				AGE GROUP				EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	126	67	58	20	7	10	35	52	26	34	2	51	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	63	31	32	16	1	4	13	28	9	17	-	29	8
=====	50.0%	46.3%	55.2%	80.0%	14.3%	40.0%	37.1%	53.8%	34.6%	50.0%		56.9%	61.5%
Satisfied [NET]	43	26	17	4	1	4	10	23	8	13	-	14	8
=====	68.3%	83.9%	53.1%	25.0%	100%	100%	76.9%	82.1%	88.9%	76.5%		48.3%	100%
Very satisfied	25	12	13	2	1	1	4	17	5	6	-	10	4
	58.1%	46.2%	76.5%	50.0%	100%	25.0%	40.0%	73.9%	62.5%	46.2%		71.4%	50.0%
Somewhat satisfied	18	14	4	2	-	3	6	6	3	7	-	4	4
	41.9%	53.8%	23.5%	50.0%		75.0%	60.0%	26.1%	37.5%	53.8%		28.6%	50.0%
Unsatisfied [NET]	20	5	15	12	-	-	3	5	1	4	-	15	-
=====	31.7%	16.1%	46.9%	75.0%			23.1%	17.9%	11.1%	23.5%		51.7%	
Very unsatisfied	17	2	15	12	-	-	2	3	1	1	-	15	-
	85.0%	40.0%	100.0%	100%			66.7%	60.0%	100.0%	25.0%		100.0%	
Somewhat unsatisfied	3	3	-	-	-	-	1	2	-	3	-	-	-
	15.0%	60.0%					33.3%	40.0%		75.0%			
Have Not Used Program [NET]	49	28	21	3	5	4	18	18	15	10	1	19	4
=====	38.9%	41.8%	36.2%	15.0%	71.4%	40.0%	51.4%	34.6%	57.7%	29.4%	50.0%	37.3%	30.8%
Have not used but Interested	40	23	17	2	5	1	16	15	13	7	1	15	4
	81.6%	82.1%	81.0%	66.7%	100%	25.0%	88.9%	83.3%	86.7%	70.0%	100.0%	78.9%	100%
Have not used and Not interested	9	5	4	1	-	3	2	3	2	3	-	4	-
	18.4%	17.9%	19.0%	33.3%		75.0%	11.1%	16.7%	13.3%	30.0%		21.1%	
Never Heard Of [NET]	14	8	5	1	1	2	4	6	2	7	1	3	1
=====	11.1%	11.9%	8.6%	5.0%	14.3%	20.0%	11.4%	11.5%	7.7%	20.6%	50.0%	5.9%	7.7%
Never heard of but Interested	12	7	4	1	1	2	3	5	1	7	1	3	-
	85.7%	87.5%	80.0%	100%	100%	100%	75.0%	83.3%	50.0%	100.0%	100.0%	100.0%	



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	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	2 14.3%	1 12.5%	1 20.0%	-	-	-	1 25.0%	1 16.7%	1 50.0%	-	-	-	1 100%	



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	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	115	54	61	28	21	11	25	27	26	21	2	59	7	93	22	108	7
=====	28.8%	25.8%	32.6%	38.4%	42.0%	20.4%	21.7%	26.7%	27.1%	25.0%	50.0%	30.1%	35.0%	31.8%	20.4%	29.3%	21.9%
Satisfied [NET]	96	47	49	16	18	10	22	27	21	19	2	48	6	74	22	89	7
=====	24.0%	22.5%	26.2%	21.9%	36.0%	18.5%	19.1%	26.7%	21.9%	22.6%	50.0%	24.5%	30.0%	25.3%	20.4%	24.2%	21.9%
Very satisfied	45	22	23	1	5	4	12	20	10	16	1	13	5	32	13	44	1
	11.2%	10.5%	12.3%	1.4%	10.0%	7.4%	10.4%	19.8%	10.4%	19.0%	25.0%	6.6%	25.0%	11.0%	12.0%	12.0%	3.1%
Somewhat satisfied	51	25	26	15	13	6	10	7	11	3	1	35	1	42	9	45	6
	12.8%	12.0%	13.9%	20.5%	26.0%	11.1%	8.7%	6.9%	11.5%	3.6%	25.0%	17.9%	5.0%	14.4%	8.3%	12.2%	18.8%
Unsatisfied [NET]	19	7	12	12	3	1	3	-	5	2	-	11	1	19	-	19	-
=====	4.8%	3.3%	6.4%	16.4%	6.0%	1.9%	2.6%	-	5.2%	2.4%	-	5.6%	5.0%	6.5%	-	5.2%	-
Very unsatisfied	8	3	5	6	1	-	1	-	2	-	-	5	1	8	-	8	-
	2.0%	1.4%	2.7%	8.2%	2.0%	-	0.9%	-	2.1%	-	-	2.6%	5.0%	2.7%	-	2.2%	-
Somewhat unsatisfied	11	4	7	6	2	1	2	-	3	2	-	6	-	11	-	11	-
	2.8%	1.9%	3.7%	8.2%	4.0%	1.9%	1.7%	-	3.1%	2.4%	-	3.1%	-	3.8%	-	3.0%	-
Have Not Used Program [NET]	187	102	85	35	17	26	62	47	50	32	-	101	4	129	58	171	16
=====	46.8%	48.8%	45.5%	47.9%	34.0%	48.1%	53.9%	46.5%	52.1%	38.1%	-	51.5%	20.0%	44.2%	53.7%	46.5%	50.0%
Have not used but Interested	125	71	54	28	13	14	40	30	36	15	-	72	2	86	39	113	12
	31.2%	34.0%	28.9%	38.4%	26.0%	25.9%	34.8%	29.7%	37.5%	17.9%	-	36.7%	10.0%	29.5%	36.1%	30.7%	37.5%
Have not used and Not interested	62	31	31	7	4	12	22	17	14	17	-	29	2	43	19	58	4
	15.5%	14.8%	16.6%	9.6%	8.0%	22.2%	19.1%	16.8%	14.6%	20.2%	-	14.8%	10.0%	14.7%	17.6%	15.8%	12.5%
Never Heard Of [NET]	69	37	31	7	10	14	20	16	17	23	2	23	4	48	21	64	5
=====	17.2%	17.7%	16.6%	9.6%	20.0%	25.9%	17.4%	15.8%	17.7%	27.4%	50.0%	11.7%	20.0%	16.4%	19.4%	17.4%	15.6%
Never heard of but Interested	37	21	16	2	6	5	13	11	5	15	1	14	2	25	12	32	5
	9.2%	10.0%	8.6%	2.7%	12.0%	9.3%	11.3%	10.9%	5.2%	17.9%	25.0%	7.1%	10.0%	8.6%	11.1%	8.7%	15.6%



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Never heard of and Not Interested	32	16	15	5	4	9	7	5	12	8	1	9	2	23	9	32	-
	8.0%	7.7%	8.0%	6.8%	8.0%	16.7%	6.1%	5.0%	12.5%	9.5%	25.0%	4.6%	10.0%	7.9%	8.3%	8.7%	
Unsure	25	12	10	3	2	2	8	9	3	6	-	12	4	20	5	21	4
	6.2%	5.7%	5.3%	4.1%	4.0%	3.7%	7.0%	8.9%	3.1%	7.1%		6.1%	20.0%	6.8%	4.6%	5.7%	12.5%
Prefer not to answer	4	4	-	-	-	1	-	2	-	2	-	1	1	2	2	4	-
	1.0%	1.9%				1.9%		2.0%		2.4%		0.5%	5.0%	0.7%	1.9%	1.1%	



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	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA		
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Have Used Program [NET]	115	88	51	19	18	18	11	-	5	2	2	27	28	29	14	8	4	1	-	4	
=====	28.8%	27.4%	19.4%	51.4%	85.7%	31.6%	30.6%		38.5%	100.0%	40.0%	21%	26%	35%	34%	62%	33%	100%		36%	
Satisfied [NET]	96	72	49	12	11	17	11	-	5	1	-	25	23	23	10	7	4	1	-	3	
=====	24.0%	22.4%	18.6%	32.4%	52.4%	29.8%	30.6%		38.5%	50.0%		19%	21%	28%	24%	54%	33%	100%		27%	
Very satisfied	45	31	27	1	3	8	6	-	1	1	-	19	12	8	3	1	-	-	-	2	
	11.2%	9.7%	10.3%	2.7%	14.3%	14.0%	16.7%		7.7%	50.0%		15%	11%	9.8%	7.3%	7.7%				18%	
Somewhat satisfied	51	41	22	11	8	9	5	-	4	-	-	6	11	15	7	6	4	1	-	1	
	12.8%	12.8%	8.4%	29.7%	38.1%	15.8%	13.9%		30.8%			4.6%	10%	18%	17%	46%	33%	100%		9.1%	
Unsatisfied [NET]	19	16	2	7	7	1	-	-	-	1	2	2	5	6	4	1	-	-	-	1	
=====	4.8%	5.0%	0.8%	18.9%	33.3%	1.8%				50.0%	40.0%	1.5%	4.6%	7.3%	9.8%	7.7%				9.1%	
Very unsatisfied	8	8	2	3	3	-	-	-	-	-	-	-	2	3	2	1	-	-	-	-	
	2.0%	2.5%	0.8%	8.1%	14.3%								1.8%	3.7%	4.9%	7.7%					
Somewhat unsatisfied	11	8	-	4	4	1	-	-	-	1	2	2	3	3	2	-	-	-	-	1	
	2.8%	2.5%		10.8%	19.0%	1.8%				50.0%	40.0%	1.5%	2.8%	3.7%	4.9%					9.1%	
Have Not Used Program [NET]	187	161	145	13	3	21	13	4	4	-	2	71	58	35	14	4	5	-	-	-	
=====	46.8%	50.2%	55.1%	35.1%	14.3%	36.8%	36.1%	66.7%	30.8%		40.0%	54%	53%	43%	34%	31%	42%				
Have not used but Interested	125	109	100	8	1	12	9	-	3	-	2	51	37	24	8	2	3	-	-	-	
	31.2%	34.0%	38.0%	21.6%	4.8%	21.1%	25.0%		23.1%		40.0%	39%	34%	29%	20%	15%	25%				
Have not used and Not interested	62	52	45	5	2	9	4	4	1	-	-	20	21	11	6	2	2	-	-	-	
	15.5%	16.2%	17.1%	13.5%	9.5%	15.8%	11.1%	66.7%	7.7%			15%	19%	13%	15%	15%	17%				
Never Heard Of [NET]	69	49	45	4	-	16	12	2	2	-	1	24	14	14	8	1	3	-	-	5	
=====	17.2%	15.3%	17.1%	10.8%		28.1%	33.3%	33.3%	15.4%		20.0%	18%	13%	17%	20%	7.7%	25%			45%	
Never heard of but Interested	37	27	25	2	-	8	6	1	1	-	1	14	9	5	3	1	2	-	-	3	
	9.2%	8.4%	9.5%	5.4%		14.0%	16.7%	16.7%	7.7%		20.0%	11%	8.3%	6.1%	7.3%	7.7%	17%			27%	



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 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE								
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Never heard of and Not Interested	32 8.0%	22 6.9%	20 7.6%	2 5.4%	-	8 14.0%	6 16.7%	1 16.7%	1 7.7%	-	-	10 7.6%	5 4.6%	9 11%	5 12%	-	1 8.3%	-	-	2 18%
Unsure	25 6.2%	20 6.2%	19 7.2%	1 2.7%	-	2 3.5%	-	-	2 15.4%	-	-	7 5.3%	8 7.3%	3 3.7%	5 12%	-	-	-	-	2 18%
Prefer not to answer	4 1.0%	3 0.9%	3 1.1%	-	-	-	-	-	-	-	-	2 1.5%	1 0.9%	1 1.2%	-	-	-	-	-	-



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 BASE: Total Sample

	FAVORABILITY OF MCSD NO					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100.0%	100.0%
Have Used Program [NET]	115	97	15	1	2	99	6	10	94	6	15	16	1	2	32	14	18	83	57	26	104	8
=====	28.8%	31%	25.0%	6.7%	20.0%	29.8%	26.1%	22.2%	29%	50.0%	23.8%	46%	50.0%	33.3%	23.9%	30.4%	20.5%	31.2%	43%	19.5%	29.5%	28.6%
Satisfied [NET]	96	81	12	1	2	82	5	9	77	5	14	9	1	2	29	11	18	67	42	25	87	6
=====	24.0%	26%	20.0%	6.7%	20.0%	24.7%	21.7%	20.0%	24%	41.7%	22.2%	26%	50.0%	33.3%	21.6%	23.9%	20.5%	25.2%	32%	18.8%	24.7%	21.4%
Very satisfied	45	40	5	-	-	41	2	2	40	1	4	1	-	-	18	5	13	27	7	20	41	4
	11.2%	13%	8.3%			12.3%	8.7%	4.4%	12%	8.3%	6.3%	2.9%			13.4%	10.9%	14.8%	10.2%	5.3%	15.0%	11.6%	14.3%
Somewhat satisfied	51	41	7	1	2	41	3	7	37	4	10	8	1	2	11	6	5	40	35	5	46	2
	12.8%	13%	11.7%	6.7%	20.0%	12.3%	13.0%	15.6%	11%	33.3%	15.9%	23%	50.0%	33.3%	8.2%	13.0%	5.7%	15.0%	26%	3.8%	13.1%	7.1%
Unsatisfied [NET]	19	16	3	-	-	17	1	1	17	1	1	7	-	-	3	3	-	16	15	1	17	2
=====	4.8%	5.1%	5.0%			5.1%	4.3%	2.2%	5.2%	8.3%	1.6%	20%			2.2%	6.5%		6.0%	11%	0.8%	4.8%	7.1%
Very unsatisfied	8	6	2	-	-	7	-	1	7	-	1	3	-	-	1	1	-	7	7	-	8	-
	2.0%	1.9%	3.3%			2.1%		2.2%	2.2%		1.6%	8.6%			0.7%	2.2%		2.6%	5.3%		2.3%	
Somewhat unsatisfied	11	10	1	-	-	10	1	-	10	1	-	4	-	-	2	2	-	9	8	1	9	2
	2.8%	3.2%	1.7%			3.0%	4.3%		3.1%	8.3%		11%			1.5%	4.3%		3.4%	6.0%	0.8%	2.6%	7.1%
Have Not Used Program [NET]	187	155	24	7	1	163	9	15	157	3	27	16	-	1	72	22	50	115	51	64	160	15
=====	46.8%	49%	40.0%	46.7%	10.0%	49.1%	39.1%	33.3%	48%	25.0%	42.9%	46%		16.7%	53.7%	47.8%	56.8%	43.2%	38%	48.1%	45.5%	53.6%
Have not used but Interested	125	110	10	5	-	114	4	7	112	1	12	8	-	-	41	13	28	84	35	49	105	12
	31.2%	35%	16.7%	33.3%		34.3%	17.4%	15.6%	34%	8.3%	19.0%	23%			30.6%	28.3%	31.8%	31.6%	26%	36.8%	29.8%	42.9%
Have not used and Not interested	62	45	14	2	1	49	5	8	45	2	15	8	-	1	31	9	22	31	16	15	55	3
	15.5%	14%	23.3%	13.3%	10.0%	14.8%	21.7%	17.8%	14%	16.7%	23.8%	23%		16.7%	23.1%	19.6%	25.0%	11.7%	12%	11.3%	15.6%	10.7%
Never Heard Of [NET]	69	43	15	6	5	48	6	15	53	2	14	2	1	3	19	10	9	50	22	28	62	4
=====	17.2%	14%	25.0%	40.0%	50.0%	14.5%	26.1%	33.3%	16%	16.7%	22.2%	5.7%	50.0%	50.0%	14.2%	21.7%	10.2%	18.8%	17%	21.1%	17.6%	14.3%
Never heard of but Interested	37	28	4	2	3	31	2	4	31	1	5	1	-	2	9	5	4	28	9	19	34	1
	9.2%	8.9%	6.7%	13.3%	30.0%	9.3%	8.7%	8.9%	9.5%	8.3%	7.9%	2.9%		33.3%	6.7%	10.9%	4.5%	10.5%	6.8%	14.3%	9.7%	3.6%



Q25. Now we have a list of programs operated by MCS D. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Motor Oil Dropoff Site.
 BASE: Total Sample

	FAVORABILITY OF MCS D NO					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH
Never heard of and Not Interested	32	15	11	4	2	17	4	11	22	1	9	1	1	1	10	5	5	22	13	9	28	3
	8.0%	4.8%	18.3%	26.7%	20.0%	5.1%	17.4%	24.4%	6.8%	8.3%	14.3%	2.9%	50.0%	16.7%	7.5%	10.9%	5.7%	8.3%	9.8%	6.8%	8.0%	10.7%
Unsure	25	16	6	1	2	18	2	5	17	1	7	1	-	-	11	-	11	14	3	11	23	1
	6.2%	5.1%	10.0%	6.7%	20.0%	5.4%	8.7%	11.1%	5.2%	8.3%	11.1%	2.9%	-	-	8.2%	-	12.5%	5.3%	2.3%	8.3%	6.5%	3.6%
Prefer not to answer	4	4	-	-	-	4	-	-	4	-	-	-	-	-	-	-	-	4	-	4	3	-
	1.0%	1.3%	-	-	-	1.2%	-	-	1.2%	-	-	-	-	-	-	-	-	1.5%	-	3.0%	0.9%	-



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 BASE: Total Sample

	GENDER		AGE GROUP				PHONE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	134	73	59	11	12	18	51	39	32	40	1	57	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	32	13	19	5	3	4	7	11	6	10	-	14	2
=====	23.9%	17.8%	32.2%	45.5%	25.0%	22.2%	13.7%	28.2%	18.8%	25.0%	-	24.6%	50.0%
Satisfied [NET]	29	12	17	3	3	3	7	11	5	10	-	12	2
=====	21.6%	16.4%	28.8%	27.3%	25.0%	16.7%	13.7%	28.2%	15.6%	25.0%	-	21.1%	50.0%
Very satisfied	18	8	10	-	1	3	6	6	3	10	-	3	2
	13.4%	11.0%	16.9%	-	8.3%	16.7%	11.8%	15.4%	9.4%	25.0%	-	5.3%	50.0%
Somewhat satisfied	11	4	7	3	2	-	1	5	2	-	-	9	-
	8.2%	5.5%	11.9%	27.3%	16.7%	-	2.0%	12.8%	6.2%	-	-	15.8%	-
Unsatisfied [NET]	3	1	2	2	-	1	-	-	1	-	-	2	-
=====	2.2%	1.4%	3.4%	18.2%	-	5.6%	-	-	3.1%	-	-	3.5%	-
Very unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-
	0.7%	-	1.7%	9.1%	-	-	-	-	-	-	-	1.8%	-
Somewhat unsatisfied	2	1	1	1	-	1	-	-	1	-	-	1	-
	1.5%	1.4%	1.7%	9.1%	-	5.6%	-	-	3.1%	-	-	1.8%	-
Have Not Used Program [NET]	72	45	27	5	4	8	35	20	19	17	-	35	1
=====	53.7%	61.6%	45.8%	45.5%	33.3%	44.4%	68.6%	51.3%	59.4%	42.5%	-	61.4%	25.0%
Have not used but Interested	41	25	16	4	2	3	22	10	13	7	-	21	-
	30.6%	34.2%	27.1%	36.4%	16.7%	16.7%	43.1%	25.6%	40.6%	17.5%	-	36.8%	-
Have not used and Not interested	31	20	11	1	2	5	13	10	6	10	-	14	1
	23.1%	27.4%	18.6%	9.1%	16.7%	27.8%	25.5%	25.6%	18.8%	25.0%	-	24.6%	25.0%
Never Heard Of [NET]	19	11	7	1	3	5	5	4	5	8	1	5	-
=====	14.2%	15.1%	11.9%	9.1%	25.0%	27.8%	9.8%	10.3%	15.6%	20.0%	100.0%	8.8%	-
Never heard of but Interested	9	5	4	-	1	3	3	2	2	3	-	4	-
	6.7%	6.8%	6.8%	-	8.3%	16.7%	5.9%	5.1%	6.2%	7.5%	-	7.0%	-



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 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Never heard of and Not Interested	10 7.5%	6 8.2%	3 5.1%	1 9.1%	2 16.7%	2 11.1%	2 3.9%	2 5.1%	3 9.4%	5 12.5%	1 100.0%	1 1.8%	-	
Unsure	11 8.2%	4 5.5%	6 10.2%	-	2 16.7%	1 5.6%	4 7.8%	4 10.3%	2 6.2%	5 12.5%	-	3 5.3%	1 25.0%	



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	GENDER		AGE GROUP				LANDLINE MODE			ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Have Used Program [NET]	14	5	9	4	2	1	2	5	1	4	-	9	-
=====	30.4%	19.2%	47.4%	66.7%	33.3%	16.7%	14.3%	38.5%	14.3%	30.8%		34.6%	
Satisfied [NET]	11	4	7	2	2	-	2	5	-	4	-	7	-
=====	23.9%	15.4%	36.8%	33.3%	33.3%		14.3%	38.5%		30.8%		26.9%	
Very satisfied	5	2	3	-	-	-	2	3	-	4	-	1	-
	10.9%	7.7%	15.8%				14.3%	23.1%		30.8%		3.8%	
Somewhat satisfied	6	2	4	2	2	-	-	2	-	-	-	6	-
	13.0%	7.7%	21.1%	33.3%	33.3%			15.4%				23.1%	
Unsatisfied [NET]	3	1	2	2	-	1	-	-	1	-	-	2	-
=====	6.5%	3.8%	10.5%	33.3%		16.7%			14.3%			7.7%	
Very unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-
	2.2%		5.3%	16.7%								3.8%	
Somewhat unsatisfied	2	1	1	1	-	1	-	-	1	-	-	1	-
	4.3%	3.8%	5.3%	16.7%		16.7%			14.3%			3.8%	
Have Not Used Program [NET]	22	15	7	2	2	4	9	5	5	3	-	14	-
=====	47.8%	57.7%	36.8%	33.3%	33.3%	66.7%	64.3%	38.5%	71.4%	23.1%		53.8%	
Have not used but Interested	13	9	4	1	1	3	5	3	3	1	-	9	-
	28.3%	34.6%	21.1%	16.7%	16.7%	50.0%	35.7%	23.1%	42.9%	7.7%		34.6%	
Have not used and Not interested	9	6	3	1	1	1	4	2	2	2	-	5	-
	19.6%	23.1%	15.8%	16.7%	16.7%	16.7%	28.6%	15.4%	28.6%	15.4%		19.2%	
Never Heard Of [NET]	10	6	3	-	2	1	3	3	1	6	-	3	-
=====	21.7%	23.1%	15.8%		33.3%	16.7%	21.4%	23.1%	14.3%	46.2%		11.5%	
Never heard of but Interested	5	3	2	-	1	1	2	1	-	3	-	2	-
	10.9%	11.5%	10.5%		16.7%	16.7%	14.3%	7.7%		23.1%		7.7%	



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 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	5 10.9%	3 11.5%	1 5.3%	-	1 16.7%	-	1 7.1%	2 15.4%	1 14.3%	3 23.1%	-	1 3.8%	-



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	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	18	8	10	1	1	3	5	6	5	6	-	5	2
=====	20.5%	17.0%	25.0%	20.0%	16.7%	25.0%	13.5%	23.1%	20.0%	22.2%	-	16.1%	50.0%
Satisfied [NET]	18	8	10	1	1	3	5	6	5	6	-	5	2
=====	20.5%	17.0%	25.0%	20.0%	16.7%	25.0%	13.5%	23.1%	20.0%	22.2%	-	16.1%	50.0%
Very satisfied	13	6	7	-	1	3	4	3	3	6	-	2	2
	14.8%	12.8%	17.5%	-	16.7%	25.0%	10.8%	11.5%	12.0%	22.2%	-	6.5%	50.0%
Somewhat satisfied	5	2	3	1	-	-	1	3	2	-	-	3	-
	5.7%	4.3%	7.5%	20.0%	-	-	2.7%	11.5%	8.0%	-	-	9.7%	-
Have Not Used Program [NET]	50	30	20	3	2	4	26	15	14	14	-	21	1
=====	56.8%	63.8%	50.0%	60.0%	33.3%	33.3%	70.3%	57.7%	56.0%	51.9%	-	67.7%	25.0%
Have not used but Interested	28	16	12	3	1	-	17	7	10	6	-	12	-
	31.8%	34.0%	30.0%	60.0%	16.7%	-	45.9%	26.9%	40.0%	22.2%	-	38.7%	-
Have not used and Not interested	22	14	8	-	1	4	9	8	4	8	-	9	1
	25.0%	29.8%	20.0%	-	16.7%	33.3%	24.3%	30.8%	16.0%	29.6%	-	29.0%	25.0%
Never Heard Of [NET]	9	5	4	1	1	4	2	1	4	2	1	2	-
=====	10.2%	10.6%	10.0%	20.0%	16.7%	33.3%	5.4%	3.8%	16.0%	7.4%	100.0%	6.5%	-
Never heard of but Interested	4	2	2	-	-	2	1	1	2	-	-	2	-
	4.5%	4.3%	5.0%	-	-	16.7%	2.7%	3.8%	8.0%	-	-	6.5%	-
Never heard of and Not Interested	5	3	2	1	1	2	1	-	2	2	1	-	-
	5.7%	6.4%	5.0%	20.0%	16.7%	16.7%	2.7%	-	8.0%	7.4%	100.0%	-	-
Unsure	11	4	6	-	2	1	4	4	2	5	-	3	1
	12.5%	8.5%	15.0%	-	33.3%	8.3%	10.8%	15.4%	8.0%	18.5%	-	9.7%	25.0%



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	GENDER		AGE GROUP					ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	83	41	42	23	18	7	18	16	20	11	2	45	5	
=====	31.2%	30.1%	32.8%	37.1%	47.4%	19.4%	28.1%	25.8%	31.2%	25.0%	66.7%	32.4%	31.2%	
Satisfied [NET]	67	35	32	13	15	7	15	16	16	9	2	36	4	
=====	25.2%	25.7%	25.0%	21.0%	39.5%	19.4%	23.4%	25.8%	25.0%	20.5%	66.7%	25.9%	25.0%	
Very satisfied	27	14	13	1	4	1	6	14	7	6	1	10	3	
	10.2%	10.3%	10.2%	1.6%	10.5%	2.8%	9.4%	22.6%	10.9%	13.6%	33.3%	7.2%	18.8%	
Somewhat satisfied	40	21	19	12	11	6	9	2	9	3	1	26	1	
	15.0%	15.4%	14.8%	19.4%	28.9%	16.7%	14.1%	3.2%	14.1%	6.8%	33.3%	18.7%	6.2%	
Unsatisfied [NET]	16	6	10	10	3	-	3	-	4	2	-	9	1	
=====	6.0%	4.4%	7.8%	16.1%	7.9%	-	4.7%	-	6.2%	4.5%	-	6.5%	6.2%	
Very unsatisfied	7	3	4	5	1	-	1	-	2	-	-	4	1	
	2.6%	2.2%	3.1%	8.1%	2.6%	-	1.6%	-	3.1%	-	-	2.9%	6.2%	
Somewhat unsatisfied	9	3	6	5	2	-	2	-	2	2	-	5	-	
	3.4%	2.2%	4.7%	8.1%	5.3%	-	3.1%	-	3.1%	4.5%	-	3.6%	-	
Have Not Used Program [NET]	115	57	58	30	13	18	27	27	31	15	-	66	3	
=====	43.2%	41.9%	45.3%	48.4%	34.2%	50.0%	42.2%	43.5%	48.4%	34.1%	-	47.5%	18.8%	
Have not used but Interested	84	46	38	24	11	11	18	20	23	8	-	51	2	
	31.6%	33.8%	29.7%	38.7%	28.9%	30.6%	28.1%	32.3%	35.9%	18.2%	-	36.7%	12.5%	
Have not used and Not interested	31	11	20	6	2	7	9	7	8	7	-	15	1	
	11.7%	8.1%	15.6%	9.7%	5.3%	19.4%	14.1%	11.3%	12.5%	15.9%	-	10.8%	6.2%	
Never Heard Of [NET]	50	26	24	6	7	9	15	12	12	15	1	18	4	
=====	18.8%	19.1%	18.8%	9.7%	18.4%	25.0%	23.4%	19.4%	18.8%	34.1%	33.3%	12.9%	25.0%	
Never heard of but Interested	28	16	12	2	5	2	10	9	3	12	1	10	2	
	10.5%	11.8%	9.4%	3.2%	13.2%	5.6%	15.6%	14.5%	4.7%	27.3%	33.3%	7.2%	12.5%	



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	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	22 8.3%	10 7.4%	12 9.4%	4 6.5%	2 5.3%	7 19.4%	5 7.8%	3 4.8%	9 14.1%	3 6.8%	-	8 5.8%	2 12.5%	
Unsure	14 5.3%	8 5.9%	4 3.1%	3 4.8%	-	1 2.8%	4 6.2%	5 8.1%	1 1.6%	1 2.3%	-	9 6.5%	3 18.8%	
Prefer not to answer	4 1.5%	4 2.9%	-	-	-	1 2.8%	-	2 3.2%	-	2 4.5%	-	1 0.7%	1 6.2%	



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	GENDER		AGE GROUP						TEXT MODE					ETHNICITY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	100%	100%
Have Used Program [NET]	57	28	29	22	17	5	11	2	15	4	1	36	1	42.9%	44.4%
Satisfied [NET]	42	22	20	12	14	5	9	2	11	3	1	27	-	31.6%	34.9%
Very satisfied	7	5	2	1	3	-	2	1	3	1	-	3	-	5.3%	7.9%
Somewhat satisfied	35	17	18	11	11	5	7	1	8	2	1	24	-	26.3%	27.0%
Unsatisfied [NET]	15	6	9	10	3	-	2	-	4	1	-	9	1	11.3%	9.5%
Very unsatisfied	7	3	4	5	1	-	1	-	2	-	-	4	1	5.3%	4.8%
Somewhat unsatisfied	8	3	5	5	2	-	1	-	2	1	-	5	-	6.0%	4.8%
Have Not Used Program [NET]	51	24	27	14	9	12	11	5	16	5	-	30	-	38.3%	38.1%
Have not used but Interested	35	20	15	10	7	7	7	4	12	2	-	21	-	26.3%	31.7%
Have not used and Not interested	16	4	12	4	2	5	4	1	4	3	-	9	-	12.0%	6.3%
Never Heard Of [NET]	22	10	12	5	5	7	3	1	6	-	-	15	1	16.5%	15.9%
Never heard of but Interested	9	5	4	2	3	1	2	1	2	-	-	7	-	6.8%	7.9%



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	GENDER			AGE GROUP					TEXT MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	13 9.8%	5 7.9%	8 11.4%	3 7.1%	2 6.5%	6 25.0%	1 3.8%	-	4 10.8%	-	-	8 9.6%	1 33.3%
Unsure	3 2.3%	1 1.6%	2 2.9%	1 2.4%	-	-	1 3.8%	1 11.1%	-	-	-	2 2.4%	1 33.3%



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	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY		ASIAN/ PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	26	13	13	1	1	2	7	14	5	7	1	9	4	
=====	19.5%	17.8%	22.4%	5.0%	14.3%	16.7%	18.4%	26.4%	18.5%	20.0%	50.0%	16.1%	30.8%	
Satisfied [NET]	25	13	12	1	1	2	6	14	5	6	1	9	4	
=====	18.8%	17.8%	20.7%	5.0%	14.3%	16.7%	15.8%	26.4%	18.5%	17.1%	50.0%	16.1%	30.8%	
Very satisfied	20	9	11	-	1	1	4	13	4	5	1	7	3	
	15.0%	12.3%	19.0%		14.3%	8.3%	10.5%	24.5%	14.8%	14.3%	50.0%	12.5%	23.1%	
Somewhat satisfied	5	4	1	1	-	1	2	1	1	1	-	2	1	
	3.8%	5.5%	1.7%	5.0%		8.3%	5.3%	1.9%	3.7%	2.9%		3.6%	7.7%	
Unsatisfied [NET]	1	-	1	-	-	-	1	-	-	1	-	-	-	
=====	0.8%		1.7%				2.6%			2.9%				
Somewhat unsatisfied	1	-	1	-	-	-	1	-	-	1	-	-	-	
	0.8%		1.7%				2.6%			2.9%				
Have Not Used Program [NET]	64	33	31	16	4	6	16	22	15	10	-	36	3	
=====	48.1%	45.2%	53.4%	80.0%	57.1%	50.0%	42.1%	41.5%	55.6%	28.6%		64.3%	23.1%	
Have not used but Interested	49	26	23	14	4	4	11	16	11	6	-	30	2	
	36.8%	35.6%	39.7%	70.0%	57.1%	33.3%	28.9%	30.2%	40.7%	17.1%		53.6%	15.4%	
Have not used and Not interested	15	7	8	2	-	2	5	6	4	4	-	6	1	
	11.3%	9.6%	13.8%	10.0%		16.7%	13.2%	11.3%	14.8%	11.4%		10.7%	7.7%	
Never Heard Of [NET]	28	16	12	1	2	2	12	11	6	15	1	3	3	
=====	21.1%	21.9%	20.7%	5.0%	28.6%	16.7%	31.6%	20.8%	22.2%	42.9%	50.0%	5.4%	23.1%	
Never heard of but Interested	19	11	8	-	2	1	8	8	1	12	1	3	2	
	14.3%	15.1%	13.8%		28.6%	8.3%	21.1%	15.1%	3.7%	34.3%	50.0%	5.4%	15.4%	
Never heard of and Not Interested	9	5	4	1	-	1	4	3	5	3	-	-	1	
	6.8%	6.8%	6.9%	5.0%		8.3%	10.5%	5.7%	18.5%	8.6%			7.7%	



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 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Unsure	11 8.3%	7 9.6%	2 3.4%	2 10.0%	-	1 8.3%	3 7.9%	4 7.5%	1 3.7%	1 2.9%	-	7 12.5%	2 15.4%	
Prefer not to answer	4 3.0%	4 5.5%	-	-	-	1 8.3%	-	2 3.8%	-	2 5.7%	-	1 1.8%	1 7.7%	



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	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	371	193	177	70	48	51	107	90	93	76	4	183	15	270	101	343	28
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	115	54	61	28	21	11	25	27	26	21	2	59	7	93	22	108	7
=====	31.0%	28.0%	34.5%	40.0%	43.8%	21.6%	23.4%	30.0%	28.0%	27.6%	50.0%	32.2%	46.7%	34.4%	21.8%	31.5%	25.0%
Satisfied [NET]	96	47	49	16	18	10	22	27	21	19	2	48	6	74	22	89	7
=====	83.5%	87.0%	80.3%	57.1%	85.7%	90.9%	88.0%	100%	80.8%	90.5%	100.0%	81.4%	85.7%	79.6%	100.0%	82.4%	100%
Very satisfied	45	22	23	1	5	4	12	20	10	16	1	13	5	32	13	44	1
	46.9%	46.8%	46.9%	6.2%	27.8%	40.0%	54.5%	74.1%	47.6%	84.2%	50.0%	27.1%	83.3%	43.2%	59.1%	49.4%	14.3%
Somewhat satisfied	51	25	26	15	13	6	10	7	11	3	1	35	1	42	9	45	6
	53.1%	53.2%	53.1%	93.8%	72.2%	60.0%	45.5%	25.9%	52.4%	15.8%	50.0%	72.9%	16.7%	56.8%	40.9%	50.6%	85.7%
Unsatisfied [NET]	19	7	12	12	3	1	3	-	5	2	-	11	1	19	-	19	-
=====	16.5%	13.0%	19.7%	42.9%	14.3%	9.1%	12.0%	-	19.2%	9.5%	-	18.6%	14.3%	20.4%	-	17.6%	-
Very unsatisfied	8	3	5	6	1	-	1	-	2	-	-	5	1	8	-	8	-
	42.1%	42.9%	41.7%	50.0%	33.3%	-	33.3%	-	40.0%	-	-	45.5%	100%	42.1%	-	42.1%	-
Somewhat unsatisfied	11	4	7	6	2	1	2	-	3	2	-	6	-	11	-	11	-
	57.9%	57.1%	58.3%	50.0%	66.7%	100%	66.7%	-	60.0%	100.0%	-	54.5%	-	57.9%	-	57.9%	-
Have Not Used Program [NET]	187	102	85	35	17	26	62	47	50	32	-	101	4	129	58	171	16
=====	50.4%	52.8%	48.0%	50.0%	35.4%	51.0%	57.9%	52.2%	53.8%	42.1%	-	55.2%	26.7%	47.8%	57.4%	49.9%	57.1%
Have not used but Interested	125	71	54	28	13	14	40	30	36	15	-	72	2	86	39	113	12
	66.8%	69.6%	63.5%	80.0%	76.5%	53.8%	64.5%	63.8%	72.0%	46.9%	-	71.3%	50.0%	66.7%	67.2%	66.1%	75.0%
Have not used and Not interested	62	31	31	7	4	12	22	17	14	17	-	29	2	43	19	58	4
	33.2%	30.4%	36.5%	20.0%	23.5%	46.2%	35.5%	36.2%	28.0%	53.1%	-	28.7%	50.0%	33.3%	32.8%	33.9%	25.0%
Never Heard Of [NET]	69	37	31	7	10	14	20	16	17	23	2	23	4	48	21	64	5
=====	18.6%	19.2%	17.5%	10.0%	20.8%	27.5%	18.7%	17.8%	18.3%	30.3%	50.0%	12.6%	26.7%	17.8%	20.8%	18.7%	17.9%
Never heard of but Interested	37	21	16	2	6	5	13	11	5	15	1	14	2	25	12	32	5
	53.6%	56.8%	51.6%	28.6%	60.0%	35.7%	65.0%	68.8%	29.4%	65.2%	50.0%	60.9%	50.0%	52.1%	57.1%	50.0%	100%



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC	
Never heard of and Not Interested	32	16	15	5	4	9	7	5	12	8	1	9	2	23	9	32	-
	46.4%	43.2%	48.4%	71.4%	40.0%	64.3%	35.0%	31.2%	70.6%	34.8%	50.0%	39.1%	50.0%	47.9%	42.9%	50.0%	



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	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	371	298	241	36	21	55	36	6	11	2	5	122	100	78	36	13	12	1	-	9	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Have Used Program [NET]	115	88	51	19	18	18	11	-	5	2	2	27	28	29	14	8	4	1	-	4	
=====	31.0%	29.5%	21.2%	52.8%	85.7%	32.7%	30.6%		45.5%	100.0%	40.0%	22%	28%	37%	39%	62%	33%	100%		44%	
Satisfied [NET]	96	72	49	12	11	17	11	-	5	1	-	25	23	23	10	7	4	1	-	3	
=====	83.5%	81.8%	96.1%	63.2%	61.1%	94.4%	100.0%		100.0%	50.0%		93%	82%	79%	71%	88%	100%	100%		75%	
Very satisfied	45	31	27	1	3	8	6	-	1	1	-	19	12	8	3	1	-	-	-	2	
	46.9%	43.1%	55.1%	8.3%	27.3%	47.1%	54.5%		20.0%	100.0%		76%	52%	35%	30%	14%				67%	
Somewhat satisfied	51	41	22	11	8	9	5	-	4	-	-	6	11	15	7	6	4	1	-	1	
	53.1%	56.9%	44.9%	91.7%	72.7%	52.9%	45.5%		80.0%			24%	48%	65%	70%	86%	100%	100%		33%	
Unsatisfied [NET]	19	16	2	7	7	1	-	-	-	1	2	2	5	6	4	1	-	-	-	1	
=====	16.5%	18.2%	3.9%	36.8%	38.9%	5.6%				50.0%	100%	7.4%	18%	21%	29%	12%				25%	
Very unsatisfied	8	8	2	3	3	-	-	-	-	-	-	-	2	3	2	1	-	-	-	-	
	42.1%	50.0%	100.0%	42.9%	42.9%								40%	50%	50%	100%					
Somewhat unsatisfied	11	8	-	4	4	1	-	-	-	1	2	2	3	3	2	-	-	-	-	1	
	57.9%	50.0%		57.1%	57.1%	100%				100.0%	100%	100%	60%	50%	50%					100%	
Have Not Used Program [NET]	187	161	145	13	3	21	13	4	4	-	2	71	58	35	14	4	5	-	-	-	
=====	50.4%	54.0%	60.2%	36.1%	14.3%	38.2%	36.1%	66.7%	36.4%		40.0%	58%	58%	45%	39%	31%	42%				
Have not used but Interested	125	109	100	8	1	12	9	-	3	-	2	51	37	24	8	2	3	-	-	-	
	66.8%	67.7%	69.0%	61.5%	33.3%	57.1%	69.2%		75.0%		100%	72%	64%	69%	57%	50%	60%				
Have not used and Not interested	62	52	45	5	2	9	4	4	1	-	-	20	21	11	6	2	2	-	-	-	
	33.2%	32.3%	31.0%	38.5%	66.7%	42.9%	30.8%	100.0%	25.0%			28%	36%	31%	43%	50%	40%				
Never Heard Of [NET]	69	49	45	4	-	16	12	2	2	-	1	24	14	14	8	1	3	-	-	5	
=====	18.6%	16.4%	18.7%	11.1%		29.1%	33.3%	33.3%	18.2%		20.0%	20%	14%	18%	22%	7.7%	25%			56%	
Never heard of but Interested	37	27	25	2	-	8	6	1	1	-	1	14	9	5	3	1	2	-	-	3	
	53.6%	55.1%	55.6%	50.0%		50.0%	50.0%	50.0%	50.0%		100%	58%	64%	36%	38%	100%	67%			60%	



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	TOTAL	HOME TYPE										HOUSEHOLD SIZE								
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Never heard of and Not Interested	32 46.4%	22 44.9%	20 44.4%	2 50.0%	-	8 50.0%	6 50.0%	1 50.0%	1 50.0%	-	-	10 42%	5 36%	9 64%	5 62%	-	1 33%	-	-	2 40%



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	FAVORABILITY OF MCSD NO			INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE		LANGUAGE				
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD		UNSTFD	UNSURE	LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	371	295	54	14	8	310	21	40	304	11	56	34	2	6	123	46	77	248	130	118	326	27
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100%	100.0%
Have Used Program [NET]	115	97	15	1	2	99	6	10	94	6	15	16	1	2	32	14	18	83	57	26	104	8
=====	31.0%	33%	27.8%	7.1%	25.0%	31.9%	28.6%	25.0%	31%	54.5%	26.8%	47%	50.0%	33.3%	26.0%	30.4%	23.4%	33.5%	44%	22.0%	31.9%	29.6%
Satisfied [NET]	96	81	12	1	2	82	5	9	77	5	14	9	1	2	29	11	18	67	42	25	87	6
=====	83.5%	84%	80.0%	100%	100.0%	82.8%	83.3%	90.0%	82%	83.3%	93.3%	56%	100.0%	100.0%	90.6%	78.6%	100.0%	80.7%	74%	96.2%	83.7%	75.0%
Very satisfied	45	40	5	-	-	41	2	2	40	1	4	1	-	-	18	5	13	27	7	20	41	4
	46.9%	49%	41.7%			50.0%	40.0%	22.2%	52%	20.0%	28.6%	11%			62.1%	45.5%	72.2%	40.3%	17%	80.0%	47.1%	66.7%
Somewhat satisfied	51	41	7	1	2	41	3	7	37	4	10	8	1	2	11	6	5	40	35	5	46	2
	53.1%	51%	58.3%	100%	100.0%	50.0%	60.0%	77.8%	48%	80.0%	71.4%	89%	100.0%	100.0%	37.9%	54.5%	27.8%	59.7%	83%	20.0%	52.9%	33.3%
Unsatisfied [NET]	19	16	3	-	-	17	1	1	17	1	1	7	-	-	3	3	-	16	15	1	17	2
=====	16.5%	16%	20.0%			17.2%	16.7%	10.0%	18%	16.7%	6.7%	44%			9.4%	21.4%		19.3%	26%	3.8%	16.3%	25.0%
Very unsatisfied	8	6	2	-	-	7	-	1	7	-	1	3	-	-	1	1	-	7	7	-	8	-
	42.1%	38%	66.7%			41.2%		100.0%	41%		100.0%	43%			33.3%	33.3%		43.8%	47%		47.1%	
Somewhat unsatisfied	11	10	1	-	-	10	1	-	10	1	-	4	-	-	2	2	-	9	8	1	9	2
	57.9%	62%	33.3%			58.8%	100.0%		59%	100.0%		57%			66.7%	66.7%		56.2%	53%	100%	52.9%	100.0%
Have Not Used Program [NET]	187	155	24	7	1	163	9	15	157	3	27	16	-	1	72	22	50	115	51	64	160	15
=====	50.4%	53%	44.4%	50.0%	12.5%	52.6%	42.9%	37.5%	52%	27.3%	48.2%	47%		16.7%	58.5%	47.8%	64.9%	46.4%	39%	54.2%	49.1%	55.6%
Have not used but Interested	125	110	10	5	-	114	4	7	112	1	12	8	-	-	41	13	28	84	35	49	105	12
	66.8%	71%	41.7%	71.4%		69.9%	44.4%	46.7%	71%	33.3%	44.4%	50%			56.9%	59.1%	56.0%	73.0%	69%	76.6%	65.6%	80.0%
Have not used and Not interested	62	45	14	2	1	49	5	8	45	2	15	8	-	1	31	9	22	31	16	15	55	3
	33.2%	29%	58.3%	28.6%	100.0%	30.1%	55.6%	53.3%	29%	66.7%	55.6%	50%		100.0%	43.1%	40.9%	44.0%	27.0%	31%	23.4%	34.4%	20.0%
Never Heard Of [NET]	69	43	15	6	5	48	6	15	53	2	14	2	1	3	19	10	9	50	22	28	62	4
=====	18.6%	15%	27.8%	42.9%	62.5%	15.5%	28.6%	37.5%	17%	18.2%	25.0%	5.9%	50.0%	50.0%	15.4%	21.7%	11.7%	20.2%	17%	23.7%	19.0%	14.8%
Never heard of but Interested	37	28	4	2	3	31	2	4	31	1	5	1	-	2	9	5	4	28	9	19	34	1
	53.6%	65%	26.7%	33.3%	60.0%	64.6%	33.3%	26.7%	58%	50.0%	35.7%	50%		66.7%	47.4%	50.0%	44.4%	56.0%	41%	67.9%	54.8%	25.0%



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	FAVORABILITY OF MCSD				INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Never heard of and Not Interested	32	15	11	4	2	17	4	11	22	1	9	1	1	1	10	5	5	22	13	9	28	3
	46.4%	35%	73.3%	66.7%	40.0%	35.4%	66.7%	73.3%	42%	50.0%	64.3%	50%	100.0%	33.3%	52.6%	50.0%	55.6%	44.0%	59%	32.1%	45.2%	75.0%



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	GENDER		AGE GROUP				PHONE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	123	69	53	11	10	17	47	35	30	35	1	54	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	32	13	19	5	3	4	7	11	6	10	-	14	2
=====	26.0%	18.8%	35.8%	45.5%	30.0%	23.5%	14.9%	31.4%	20.0%	28.6%	-	25.9%	66.7%
Satisfied [NET]	29	12	17	3	3	3	7	11	5	10	-	12	2
=====	90.6%	92.3%	89.5%	60.0%	100%	75.0%	100%	100%	83.3%	100.0%	-	85.7%	100%
Very satisfied	18	8	10	-	1	3	6	6	3	10	-	3	2
	62.1%	66.7%	58.8%	-	33.3%	100%	85.7%	54.5%	60.0%	100.0%	-	25.0%	100%
Somewhat satisfied	11	4	7	3	2	-	1	5	2	-	-	9	-
	37.9%	33.3%	41.2%	100%	66.7%	-	14.3%	45.5%	40.0%	-	-	75.0%	-
Unsatisfied [NET]	3	1	2	2	-	1	-	-	1	-	-	2	-
=====	9.4%	7.7%	10.5%	40.0%	-	25.0%	-	-	16.7%	-	-	14.3%	-
Very unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-
	33.3%	-	50.0%	50.0%	-	-	-	-	-	-	-	50.0%	-
Somewhat unsatisfied	2	1	1	1	-	1	-	-	1	-	-	1	-
	66.7%	100.0%	50.0%	50.0%	-	100%	-	-	100.0%	-	-	50.0%	-
Have Not Used Program [NET]	72	45	27	5	4	8	35	20	19	17	-	35	1
=====	58.5%	65.2%	50.9%	45.5%	40.0%	47.1%	74.5%	57.1%	63.3%	48.6%	-	64.8%	33.3%
Have not used but Interested	41	25	16	4	2	3	22	10	13	7	-	21	-
	56.9%	55.6%	59.3%	80.0%	50.0%	37.5%	62.9%	50.0%	68.4%	41.2%	-	60.0%	-
Have not used and Not interested	31	20	11	1	2	5	13	10	6	10	-	14	1
	43.1%	44.4%	40.7%	20.0%	50.0%	62.5%	37.1%	50.0%	31.6%	58.8%	-	40.0%	100%
Never Heard Of [NET]	19	11	7	1	3	5	5	4	5	8	1	5	-
=====	15.4%	15.9%	13.2%	9.1%	30.0%	29.4%	10.6%	11.4%	16.7%	22.9%	100.0%	9.3%	-
Never heard of but Interested	9	5	4	-	1	3	3	2	2	3	-	4	-
	47.4%	45.5%	57.1%	-	33.3%	60.0%	60.0%	50.0%	40.0%	37.5%	-	80.0%	-



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 BASE: Total Sample

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	
Never heard of and Not Interested	10 52.6%	6 54.5%	3 42.9%	1 100%	2 66.7%	2 40.0%	2 40.0%	2 50.0%	3 60.0%	5 62.5%	1 100.0%	1 20.0%	-



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	GENDER		AGE GROUP				LANDLINE MODE			ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Have Used Program [NET]	14	5	9	4	2	1	2	5	1	4	-	9	-
=====	30.4%	19.2%	47.4%	66.7%	33.3%	16.7%	14.3%	38.5%	14.3%	30.8%		34.6%	
Satisfied [NET]	11	4	7	2	2	-	2	5	-	4	-	7	-
=====	78.6%	80.0%	77.8%	50.0%	100%		100%	100%		100.0%		77.8%	
Very satisfied	5	2	3	-	-	-	2	3	-	4	-	1	-
	45.5%	50.0%	42.9%				100%	60.0%		100.0%		14.3%	
Somewhat satisfied	6	2	4	2	2	-	-	2	-	-	-	6	-
	54.5%	50.0%	57.1%	100%	100%			40.0%				85.7%	
Unsatisfied [NET]	3	1	2	2	-	1	-	-	1	-	-	2	-
=====	21.4%	20.0%	22.2%	50.0%		100%			100.0%			22.2%	
Very unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-
	33.3%		50.0%	50.0%								50.0%	
Somewhat unsatisfied	2	1	1	1	-	1	-	-	1	-	-	1	-
	66.7%	100.0%	50.0%	50.0%		100%			100.0%			50.0%	
Have Not Used Program [NET]	22	15	7	2	2	4	9	5	5	3	-	14	-
=====	47.8%	57.7%	36.8%	33.3%	33.3%	66.7%	64.3%	38.5%	71.4%	23.1%		53.8%	
Have not used but Interested	13	9	4	1	1	3	5	3	3	1	-	9	-
	59.1%	60.0%	57.1%	50.0%	50.0%	75.0%	55.6%	60.0%	60.0%	33.3%		64.3%	
Have not used and Not interested	9	6	3	1	1	1	4	2	2	2	-	5	-
	40.9%	40.0%	42.9%	50.0%	50.0%	25.0%	44.4%	40.0%	40.0%	66.7%		35.7%	
Never Heard Of [NET]	10	6	3	-	2	1	3	3	1	6	-	3	-
=====	21.7%	23.1%	15.8%		33.3%	16.7%	21.4%	23.1%	14.3%	46.2%		11.5%	
Never heard of but Interested	5	3	2	-	1	1	2	1	-	3	-	2	-
	50.0%	50.0%	66.7%		50.0%	100%	66.7%	33.3%		50.0%		66.7%	



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 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	5 50.0%	3 50.0%	1 33.3%	-	1 50.0%	-	1 33.3%	2 66.7%	1 100.0%	3 50.0%	-	1 33.3%	-



Q25A. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Motor Oil Dropoff Site.
 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	77	43	34	5	4	11	33	22	23	22	1	28	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	18	8	10	1	1	3	5	6	5	6	-	5	2
=====	23.4%	18.6%	29.4%	20.0%	25.0%	27.3%	15.2%	27.3%	21.7%	27.3%		17.9%	66.7%
Satisfied [NET]	18	8	10	1	1	3	5	6	5	6	-	5	2
=====	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Very satisfied	13	6	7	-	1	3	4	3	3	6	-	2	2
	72.2%	75.0%	70.0%		100%	100%	80.0%	50.0%	60.0%	100.0%		40.0%	100%
Somewhat satisfied	5	2	3	1	-	-	1	3	2	-	-	3	-
	27.8%	25.0%	30.0%	100%			20.0%	50.0%	40.0%			60.0%	
Have Not Used Program [NET]	50	30	20	3	2	4	26	15	14	14	-	21	1
=====	64.9%	69.8%	58.8%	60.0%	50.0%	36.4%	78.8%	68.2%	60.9%	63.6%		75.0%	33.3%
Have not used but Interested	28	16	12	3	1	-	17	7	10	6	-	12	-
	56.0%	53.3%	60.0%	100%	50.0%		65.4%	46.7%	71.4%	42.9%		57.1%	
Have not used and Not interested	22	14	8	-	1	4	9	8	4	8	-	9	1
	44.0%	46.7%	40.0%		50.0%	100%	34.6%	53.3%	28.6%	57.1%		42.9%	100%
Never Heard Of [NET]	9	5	4	1	1	4	2	1	4	2	1	2	-
=====	11.7%	11.6%	11.8%	20.0%	25.0%	36.4%	6.1%	4.5%	17.4%	9.1%	100.0%	7.1%	
Never heard of but Interested	4	2	2	-	-	2	1	1	2	-	-	2	-
	44.4%	40.0%	50.0%			50.0%	50.0%	100%	50.0%			100.0%	
Never heard of and Not Interested	5	3	2	1	1	2	1	-	2	2	1	-	-
	55.6%	60.0%	50.0%	100%	100%	50.0%	50.0%		50.0%	100.0%	100.0%		



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	GENDER		AGE GROUP						ONLINE MODE [NET]					ETHNICITY												
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER													
Total	248	124	124	59	38	34	60	55	63	41	3	129	12	100%	100%	100%	100%	100%								
Have Used Program [NET]	83	41	42	23	18	7	18	16	20	11	2	45	5	33.5%	33.1%	33.9%	39.0%	47.4%	20.6%	30.0%	29.1%	31.7%	26.8%	66.7%	34.9%	41.7%
Satisfied [NET]	67	35	32	13	15	7	15	16	16	9	2	36	4	80.7%	85.4%	76.2%	56.5%	83.3%	100%	83.3%	100%	80.0%	81.8%	100.0%	80.0%	80.0%
Very satisfied	27	14	13	1	4	1	6	14	7	6	1	10	3	40.3%	40.0%	40.6%	7.7%	26.7%	14.3%	40.0%	87.5%	43.8%	66.7%	50.0%	27.8%	75.0%
Somewhat satisfied	40	21	19	12	11	6	9	2	9	3	1	26	1	59.7%	60.0%	59.4%	92.3%	73.3%	85.7%	60.0%	12.5%	56.2%	33.3%	50.0%	72.2%	25.0%
Unsatisfied [NET]	16	6	10	10	3	-	3	-	4	2	-	9	1	19.3%	14.6%	23.8%	43.5%	16.7%	-	16.7%	-	20.0%	18.2%	-	20.0%	20.0%
Very unsatisfied	7	3	4	5	1	-	1	-	2	-	-	4	1	43.8%	50.0%	40.0%	50.0%	33.3%	-	33.3%	-	50.0%	-	-	44.4%	100%
Somewhat unsatisfied	9	3	6	5	2	-	2	-	2	2	-	5	-	56.2%	50.0%	60.0%	50.0%	66.7%	-	66.7%	-	50.0%	100.0%	-	55.6%	-
Have Not Used Program [NET]	115	57	58	30	13	18	27	27	31	15	-	66	3	46.4%	46.0%	46.8%	50.8%	34.2%	52.9%	45.0%	49.1%	49.2%	36.6%	-	51.2%	25.0%
Have not used but Interested	84	46	38	24	11	11	18	20	23	8	-	51	2	73.0%	80.7%	65.5%	80.0%	84.6%	61.1%	66.7%	74.1%	74.2%	53.3%	-	77.3%	66.7%
Have not used and Not interested	31	11	20	6	2	7	9	7	8	7	-	15	1	27.0%	19.3%	34.5%	20.0%	15.4%	38.9%	33.3%	25.9%	25.8%	46.7%	-	22.7%	33.3%
Never Heard Of [NET]	50	26	24	6	7	9	15	12	12	15	1	18	4	20.2%	21.0%	19.4%	10.2%	18.4%	26.5%	25.0%	21.8%	19.0%	36.6%	33.3%	14.0%	33.3%
Never heard of but Interested	28	16	12	2	5	2	10	9	3	12	1	10	2	56.0%	61.5%	50.0%	33.3%	71.4%	22.2%	66.7%	75.0%	25.0%	80.0%	100.0%	55.6%	50.0%



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	GENDER		AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	22 44.0%	10 38.5%	12 50.0%	4 66.7%	2 28.6%	7 77.8%	5 33.3%	3 25.0%	9 75.0%	3 20.0%	-	8 44.4%	2 50.0%



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	GENDER		AGE GROUP						TEXT MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	130	62	68	41	31	24	25	8	37	9	1	81	2	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	57	28	29	22	17	5	11	2	15	4	1	36	1	
=====	43.8%	45.2%	42.6%	53.7%	54.8%	20.8%	44.0%	25.0%	40.5%	44.4%	100.0%	44.4%	50.0%	
Satisfied [NET]	42	22	20	12	14	5	9	2	11	3	1	27	-	
=====	73.7%	78.6%	69.0%	54.5%	82.4%	100%	81.8%	100%	73.3%	75.0%	100.0%	75.0%	-	
Very satisfied	7	5	2	1	3	-	2	1	3	1	-	3	-	
	16.7%	22.7%	10.0%	8.3%	21.4%		22.2%	50.0%	27.3%	33.3%		11.1%		
Somewhat satisfied	35	17	18	11	11	5	7	1	8	2	1	24	-	
	83.3%	77.3%	90.0%	91.7%	78.6%	100%	77.8%	50.0%	72.7%	66.7%	100.0%	88.9%		
Unsatisfied [NET]	15	6	9	10	3	-	2	-	4	1	-	9	1	
=====	26.3%	21.4%	31.0%	45.5%	17.6%		18.2%		26.7%	25.0%		25.0%	100%	
Very unsatisfied	7	3	4	5	1	-	1	-	2	-	-	4	1	
	46.7%	50.0%	44.4%	50.0%	33.3%		50.0%		50.0%			44.4%	100%	
Somewhat unsatisfied	8	3	5	5	2	-	1	-	2	1	-	5	-	
	53.3%	50.0%	55.6%	50.0%	66.7%		50.0%		50.0%	100.0%		55.6%		
Have Not Used Program [NET]	51	24	27	14	9	12	11	5	16	5	-	30	-	
=====	39.2%	38.7%	39.7%	34.1%	29.0%	50.0%	44.0%	62.5%	43.2%	55.6%		37.0%		
Have not used but Interested	35	20	15	10	7	7	7	4	12	2	-	21	-	
	68.6%	83.3%	55.6%	71.4%	77.8%	58.3%	63.6%	80.0%	75.0%	40.0%		70.0%		
Have not used and Not interested	16	4	12	4	2	5	4	1	4	3	-	9	-	
	31.4%	16.7%	44.4%	28.6%	22.2%	41.7%	36.4%	20.0%	25.0%	60.0%		30.0%		
Never Heard Of [NET]	22	10	12	5	5	7	3	1	6	-	-	15	1	
=====	16.9%	16.1%	17.6%	12.2%	16.1%	29.2%	12.0%	12.5%	16.2%			18.5%	50.0%	
Never heard of but Interested	9	5	4	2	3	1	2	1	2	-	-	7	-	
	40.9%	50.0%	33.3%	40.0%	60.0%	14.3%	66.7%	100%	33.3%			46.7%		



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	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	13 59.1%	5 50.0%	8 66.7%	3 60.0%	2 40.0%	6 85.7%	1 33.3%	-	4 66.7%	-	-	8 53.3%	1 100%	



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	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	118	62	56	18	7	10	35	47	26	32	2	48	10	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	26	13	13	1	1	2	7	14	5	7	1	9	4	
=====	22.0%	21.0%	23.2%	5.6%	14.3%	20.0%	20.0%	29.8%	19.2%	21.9%	50.0%	18.8%	40.0%	
Satisfied [NET]	25	13	12	1	1	2	6	14	5	6	1	9	4	
=====	96.2%	100.0%	92.3%	100%	100%	100%	85.7%	100%	100.0%	85.7%	100.0%	100.0%	100%	
Very satisfied	20	9	11	-	1	1	4	13	4	5	1	7	3	
	80.0%	69.2%	91.7%		100%	50.0%	66.7%	92.9%	80.0%	83.3%	100.0%	77.8%	75.0%	
Somewhat satisfied	5	4	1	1	-	1	2	1	1	1	-	2	1	
	20.0%	30.8%	8.3%	100%		50.0%	33.3%	7.1%	20.0%	16.7%		22.2%	25.0%	
Unsatisfied [NET]	1	-	1	-	-	-	1	-	-	1	-	-	-	
=====	3.8%		7.7%				14.3%			14.3%				
Somewhat unsatisfied	1	-	1	-	-	-	1	-	-	1	-	-	-	
	100%		100.0%				100%			100.0%				
Have Not Used Program [NET]	64	33	31	16	4	6	16	22	15	10	-	36	3	
=====	54.2%	53.2%	55.4%	88.9%	57.1%	60.0%	45.7%	46.8%	57.7%	31.2%		75.0%	30.0%	
Have not used but Interested	49	26	23	14	4	4	11	16	11	6	-	30	2	
	76.6%	78.8%	74.2%	87.5%	100%	66.7%	68.8%	72.7%	73.3%	60.0%		83.3%	66.7%	
Have not used and Not interested	15	7	8	2	-	2	5	6	4	4	-	6	1	
	23.4%	21.2%	25.8%	12.5%		33.3%	31.2%	27.3%	26.7%	40.0%		16.7%	33.3%	
Never Heard Of [NET]	28	16	12	1	2	2	12	11	6	15	1	3	3	
=====	23.7%	25.8%	21.4%	5.6%	28.6%	20.0%	34.3%	23.4%	23.1%	46.9%	50.0%	6.2%	30.0%	
Never heard of but Interested	19	11	8	-	2	1	8	8	1	12	1	3	2	
	67.9%	68.8%	66.7%		100%	50.0%	66.7%	72.7%	16.7%	80.0%	100.0%	100.0%	66.7%	
Never heard of and Not Interested	9	5	4	1	-	1	4	3	5	3	-	-	1	
	32.1%	31.2%	33.3%	100%		50.0%	33.3%	27.3%	83.3%	20.0%			33.3%	



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	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	110	48	62	40	15	6	20	28	24	19	1	62	4	86	24	103	7
=====	27.5%	23.0%	33.2%	54.8%	30.0%	11.1%	17.4%	27.7%	25.0%	22.6%	25.0%	31.6%	20.0%	29.5%	22.2%	28.0%	21.9%
Satisfied [NET]	79	40	39	18	12	5	17	26	14	19	1	41	4	61	18	74	5
=====	19.8%	19.1%	20.9%	24.7%	24.0%	9.3%	14.8%	25.7%	14.6%	22.6%	25.0%	20.9%	20.0%	20.9%	16.7%	20.1%	15.6%
Very satisfied	38	22	16	2	3	-	11	21	9	12	-	15	2	25	13	36	2
	9.5%	10.5%	8.6%	2.7%	6.0%		9.6%	20.8%	9.4%	14.3%		7.7%	10.0%	8.6%	12.0%	9.8%	6.2%
Somewhat satisfied	41	18	23	16	9	5	6	5	5	7	1	26	2	36	5	38	3
	10.2%	8.6%	12.3%	21.9%	18.0%	9.3%	5.2%	5.0%	5.2%	8.3%	25.0%	13.3%	10.0%	12.3%	4.6%	10.3%	9.4%
Unsatisfied [NET]	31	8	23	22	3	1	3	2	10	-	-	21	-	25	6	29	2
=====	7.8%	3.8%	12.3%	30.1%	6.0%	1.9%	2.6%	2.0%	10.4%			10.7%		8.6%	5.6%	7.9%	6.2%
Very unsatisfied	22	5	17	16	3	1	1	1	4	-	-	18	-	16	6	20	2
	5.5%	2.4%	9.1%	21.9%	6.0%	1.9%	0.9%	1.0%	4.2%			9.2%		5.5%	5.6%	5.4%	6.2%
Somewhat unsatisfied	9	3	6	6	-	-	2	1	6	-	-	3	-	9	-	9	-
	2.2%	1.4%	3.2%	8.2%			1.7%	1.0%	6.2%			1.5%		3.1%		2.4%	
Have Not Used Program [NET]	145	84	61	17	18	22	55	32	37	20	1	82	5	105	40	132	13
=====	36.2%	40.2%	32.6%	23.3%	36.0%	40.7%	47.8%	31.7%	38.5%	23.8%	25.0%	41.8%	25.0%	36.0%	37.0%	35.9%	40.6%
Have not used but Interested	97	61	36	10	12	12	37	26	29	12	1	52	3	64	33	85	12
	24.2%	29.2%	19.3%	13.7%	24.0%	22.2%	32.2%	25.7%	30.2%	14.3%	25.0%	26.5%	15.0%	21.9%	30.6%	23.1%	37.5%
Have not used and Not interested	48	23	25	7	6	10	18	6	8	8	-	30	2	41	7	47	1
	12.0%	11.0%	13.4%	9.6%	12.0%	18.5%	15.7%	5.9%	8.3%	9.5%		15.3%	10.0%	14.0%	6.5%	12.8%	3.1%
Never Heard Of [NET]	108	59	47	13	16	22	26	29	30	31	2	38	7	75	33	99	9
=====	27.0%	28.2%	25.1%	17.8%	32.0%	40.7%	22.6%	28.7%	31.2%	36.9%	50.0%	19.4%	35.0%	25.7%	30.6%	26.9%	28.1%
Never heard of but Interested	68	33	33	9	10	16	12	19	20	21	1	22	4	46	22	62	6
	17.0%	15.8%	17.6%	12.3%	20.0%	29.6%	10.4%	18.8%	20.8%	25.0%	25.0%	11.2%	20.0%	15.8%	20.4%	16.8%	18.8%



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Never heard of and Not Interested	40	26	14	4	6	6	14	10	10	10	1	16	3	29	11	37	3
	10.0%	12.4%	7.5%	5.5%	12.0%	11.1%	12.2%	9.9%	10.4%	11.9%	25.0%	8.2%	15.0%	9.9%	10.2%	10.1%	9.4%
Unsure	33	15	16	3	1	3	14	9	5	11	-	13	4	25	8	30	3
	8.2%	7.2%	8.6%	4.1%	2.0%	5.6%	12.2%	8.9%	5.2%	13.1%	-	6.6%	20.0%	8.6%	7.4%	8.2%	9.4%
Prefer not to answer	4	3	1	-	-	1	-	3	-	3	-	1	-	1	3	4	-
	1.0%	1.4%	0.5%	-	-	1.9%	-	3.0%	-	3.6%	-	0.5%	-	0.3%	2.8%	1.1%	-



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	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	HOME TYPE RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Have Used Program [NET]	110	91	57	19	15	14	7	2	3	2	2	26	36	28	10	3	5	1	-	1	
=====	27.5%	28.3%	21.7%	51.4%	71.4%	24.6%	19.4%	33.3%	23.1%	100.0%	40.0%	20%	33%	34%	24%	23%	42%	100%	-	9.1%	
Satisfied [NET]	79	61	41	11	9	13	6	2	3	2	2	26	19	21	8	1	4	-	-	-	
=====	19.8%	19.0%	15.6%	29.7%	42.9%	22.8%	16.7%	33.3%	23.1%	100.0%	40.0%	20%	17%	26%	20%	7.7%	33%	-	-	-	
Very satisfied	38	31	27	3	1	4	3	-	-	1	-	19	6	9	3	1	-	-	-	-	
	9.5%	9.7%	10.3%	8.1%	4.8%	7.0%	8.3%	-	-	50.0%	-	15%	5.5%	11%	7.3%	7.7%	-	-	-	-	
Somewhat satisfied	41	30	14	8	8	9	3	2	3	1	2	7	13	12	5	-	4	-	-	-	
	10.2%	9.3%	5.3%	21.6%	38.1%	15.8%	8.3%	33.3%	23.1%	50.0%	40.0%	5.3%	12%	15%	12%	-	33%	-	-	-	
Unsatisfied [NET]	31	30	16	8	6	1	1	-	-	-	-	17	7	2	2	1	1	-	-	1	
=====	7.8%	9.3%	6.1%	21.6%	28.6%	1.8%	2.8%	-	-	-	-	16%	8.5%	4.9%	15%	8.3%	100%	-	-	9.1%	
Very unsatisfied	22	21	15	3	3	1	1	-	-	-	-	13	3	2	2	1	1	-	-	-	
	5.5%	6.5%	5.7%	8.1%	14.3%	1.8%	2.8%	-	-	-	-	12%	3.7%	4.9%	15%	8.3%	100%	-	-	-	
Somewhat unsatisfied	9	9	1	5	3	-	-	-	-	-	-	4	4	-	-	-	-	-	-	1	
	2.2%	2.8%	0.4%	13.5%	14.3%	-	-	-	-	-	-	3.7%	4.9%	-	-	-	-	-	-	9.1%	
Have Not Used Program [NET]	145	119	105	10	4	19	15	-	4	-	2	47	38	30	14	9	5	-	-	2	
=====	36.2%	37.1%	39.9%	27.0%	19.0%	33.3%	41.7%	-	30.8%	-	40.0%	36%	35%	37%	34%	69%	42%	-	-	18%	
Have not used but Interested	97	82	75	7	-	12	9	-	3	-	2	39	28	18	8	4	-	-	-	-	
	24.2%	25.5%	28.5%	18.9%	-	21.1%	25.0%	-	23.1%	-	40.0%	30%	26%	22%	20%	31%	-	-	-	-	
Have not used and Not interested	48	37	30	3	4	7	6	-	1	-	-	8	10	12	6	5	5	-	-	2	
	12.0%	11.5%	11.4%	8.1%	19.0%	12.3%	16.7%	-	7.7%	-	-	6.1%	9.2%	15%	15%	38%	42%	-	-	18%	
Never Heard Of [NET]	108	80	73	6	1	22	13	4	5	-	1	44	26	19	11	1	2	-	-	5	
=====	27.0%	24.9%	27.8%	16.2%	4.8%	38.6%	36.1%	66.7%	38.5%	-	20.0%	34%	24%	23%	27%	7.7%	17%	-	-	45%	
Never heard of but Interested	68	51	48	2	1	12	8	2	2	-	1	26	17	12	8	1	1	-	-	3	
	17.0%	15.9%	18.3%	5.4%	4.8%	21.1%	22.2%	33.3%	15.4%	-	20.0%	20%	16%	15%	20%	7.7%	8.3%	-	-	27%	



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 BASE: Total Sample

	TOTAL	HOME TYPE					HOUSEHOLD SIZE										PNTA			
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6		7	8	9+
Never heard of and Not Interested	40 10.0%	29 9.0%	25 9.5%	4 10.8%	-	10 17.5%	5 13.9%	2 33.3%	3 23.1%	-	-	18 14%	9 8.3%	7 8.5%	3 7.3%	-	1 8.3%	-	-	2 18%
Unsure	33 8.2%	27 8.4%	24 9.1%	2 5.4%	1 4.8%	2 3.5%	1 2.8%	-	1 7.7%	-	-	11 8.4%	9 8.3%	4 4.9%	6 15%	-	-	-	-	3 27%
Prefer not to answer	4 1.0%	4 1.2%	4 1.5%	-	-	-	-	-	-	-	-	3 2.3%	-	1 1.2%	-	-	-	-	-	-



Q26. Now we have a list of programs operated by MCS D. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. FOG Program.
 BASE: Total Sample

	FAVORABILITY OF MCS D NO					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Have Used Program [NET]	110	100	8	1	1	104	1	5	98	3	9	20	1	-	18	7	11	92	54	38	97	8
=====	27.5%	32%	13.3%	6.7%	10.0%	31.3%	4.3%	11.1%	30%	25.0%	14.3%	57%	50.0%	13.4%	15.2%	12.5%	34.6%	41%	28.6%	27.6%	28.6%	
Satisfied [NET]	79	73	5	-	1	75	1	3	70	2	7	13	-	-	16	5	11	63	37	26	73	3
=====	19.8%	23%	8.3%		10.0%	22.6%	4.3%	6.7%	22%	16.7%	11.1%	37%			11.9%	10.9%	12.5%	23.7%	28%	19.5%	20.7%	10.7%
Very satisfied	38	37	-	-	1	37	-	1	34	1	3	3	-	-	9	3	6	29	8	21	36	1
	9.5%	12%			10.0%	11.1%		2.2%	10%	8.3%	4.8%	8.6%			6.7%	6.5%	6.8%	10.9%	6.0%	15.8%	10.2%	3.6%
Somewhat satisfied	41	36	5	-	-	38	1	2	36	1	4	10	-	-	7	2	5	34	29	5	37	2
	10.2%	11%	8.3%			11.4%	4.3%	4.4%	11%	8.3%	6.3%	29%			5.2%	4.3%	5.7%	12.8%	22%	3.8%	10.5%	7.1%
Unsatisfied [NET]	31	27	3	1	-	29	-	2	28	1	2	7	1	-	2	2	-	29	17	12	24	5
=====	7.8%	8.6%	5.0%	6.7%		8.7%		4.4%	8.6%	8.3%	3.2%	20%	50.0%	1.5%	4.3%		10.9%	13%	9.0%	6.8%	17.9%	
Very unsatisfied	22	18	3	1	-	20	-	2	19	1	2	2	1	-	-	-	-	22	10	12	19	1
	5.5%	5.7%	5.0%	6.7%		6.0%		4.4%	5.8%	8.3%	3.2%	5.7%	50.0%					8.3%	7.5%	9.0%	5.4%	3.6%
Somewhat unsatisfied	9	9	-	-	-	9	-	-	9	-	-	5	-	-	2	2	-	7	7	-	5	4
	2.2%	2.9%				2.7%			2.8%			14%			1.5%	4.3%		2.6%	5.3%		1.4%	14.3%
Have Not Used Program [NET]	145	117	21	4	3	120	7	18	115	5	25	8	-	2	59	24	35	86	44	42	120	14
=====	36.2%	37%	35.0%	26.7%	30.0%	36.1%	30.4%	40.0%	35%	41.7%	39.7%	23%		33.3%	44.0%	52.2%	39.8%	32.3%	33%	31.6%	34.1%	50.0%
Have not used but Interested	97	86	9	2	-	86	3	8	85	1	11	5	-	2	39	14	25	58	24	34	80	12
	24.2%	27%	15.0%	13.3%		25.9%	13.0%	17.8%	26%	8.3%	17.5%	14%		33.3%	29.1%	30.4%	28.4%	21.8%	18%	25.6%	22.7%	42.9%
Have not used and Not interested	48	31	12	2	3	34	4	10	30	4	14	3	-	-	20	10	10	28	20	8	40	2
	12.0%	9.8%	20.0%	13.3%	30.0%	10.2%	17.4%	22.2%	9.2%	33.3%	22.2%	8.6%			14.9%	21.7%	11.4%	10.5%	15%	6.0%	11.4%	7.1%
Never Heard Of [NET]	108	76	21	7	4	83	11	14	85	4	19	5	1	4	44	13	31	64	27	37	99	6
=====	27.0%	24%	35.0%	46.7%	40.0%	25.0%	47.8%	31.1%	26%	33.3%	30.2%	14%	50.0%	66.7%	32.8%	28.3%	35.2%	24.1%	20%	27.8%	28.1%	21.4%
Never heard of but Interested	68	54	8	3	3	57	5	6	54	4	10	2	-	2	24	7	17	44	18	26	62	4
	17.0%	17%	13.3%	20.0%	30.0%	17.2%	21.7%	13.3%	17%	33.3%	15.9%	5.7%		33.3%	17.9%	15.2%	19.3%	16.5%	14%	19.5%	17.6%	14.3%



Q26. Now we have a list of programs operated by MCS D. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. FOG Program.
 BASE: Total Sample

	FAVORABILITY OF MCS D					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		LANGUAGE				
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Never heard of and Not Interested	40	22	13	4	1	26	6	8	31	-	9	3	1	2	20	6	14	20	9	11	37	2
	10.0%	7.0%	21.7%	26.7%	10.0%	7.8%	26.1%	17.8%	9.5%		14.3%	8.6%	50.0%	33.3%	14.9%	13.0%	15.9%	7.5%	6.8%	8.3%	10.5%	7.1%
Unsure	33	18	10	3	2	21	4	8	23	-	10	2	-	-	13	2	11	20	8	12	33	-
	8.2%	5.7%	16.7%	20.0%	20.0%	6.3%	17.4%	17.8%	7.1%		15.9%	5.7%			9.7%	4.3%	12.5%	7.5%	6.0%	9.0%	9.4%	
Prefer not to answer	4	4	-	-	-	4	-	-	4	-	-	-	-	-	-	-	-	4	-	4	3	-
	1.0%	1.3%				1.2%			1.2%									1.5%		3.0%	0.9%	



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 BASE: Total Sample

	GENDER				AGE GROUP				PHONE MODE [NET]		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	134 100%	73 100.0%	59 100.0%	11 100%	12 100%	18 100%	51 100%	39 100%	32 100.0%	40 100.0%	1 100.0%	57 100.0%	4 100%
Have Used Program [NET] =====	18 13.4%	8 11.0%	10 16.9%	3 27.3%	-	2 11.1%	4 7.8%	9 23.1%	3 9.4%	6 15.0%	-	9 15.8%	-
Satisfied [NET] =====	16 11.9%	7 9.6%	9 15.3%	2 18.2%	-	2 11.1%	4 7.8%	8 20.5%	2 6.2%	6 15.0%	-	8 14.0%	-
Very satisfied	9 6.7%	4 5.5%	5 8.5%	-	-	-	4 7.8%	5 12.8%	1 3.1%	5 12.5%	-	3 5.3%	-
Somewhat satisfied	7 5.2%	3 4.1%	4 6.8%	2 18.2%	-	2 11.1%	-	3 7.7%	1 3.1%	1 2.5%	-	5 8.8%	-
Unsatisfied [NET] =====	2 1.5%	1 1.4%	1 1.7%	1 9.1%	-	-	-	1 2.6%	1 3.1%	-	-	1 1.8%	-
Somewhat unsatisfied	2 1.5%	1 1.4%	1 1.7%	1 9.1%	-	-	-	1 2.6%	1 3.1%	-	-	1 1.8%	-
Have Not Used Program [NET] =====	59 44.0%	37 50.7%	22 37.3%	6 54.5%	4 33.3%	7 38.9%	29 56.9%	12 30.8%	13 40.6%	11 27.5%	-	33 57.9%	2 50.0%
Have not used but Interested	39 29.1%	23 31.5%	16 27.1%	4 36.4%	2 16.7%	5 27.8%	20 39.2%	8 20.5%	10 31.2%	6 15.0%	-	22 38.6%	1 25.0%
Have not used and Not interested	20 14.9%	14 19.2%	6 10.2%	2 18.2%	2 16.7%	2 11.1%	9 17.6%	4 10.3%	3 9.4%	5 12.5%	-	11 19.3%	1 25.0%
Never Heard Of [NET] =====	44 32.8%	24 32.9%	19 32.2%	1 9.1%	7 58.3%	8 44.4%	13 25.5%	14 35.9%	14 43.8%	16 40.0%	1 100.0%	12 21.1%	1 25.0%
Never heard of but Interested	24 17.9%	9 12.3%	14 23.7%	-	2 16.7%	8 44.4%	7 13.7%	6 15.4%	8 25.0%	10 25.0%	-	5 8.8%	1 25.0%
Never heard of and Not Interested	20 14.9%	15 20.5%	5 8.5%	1 9.1%	5 41.7%	-	6 11.8%	8 20.5%	6 18.8%	6 15.0%	1 100.0%	7 12.3%	-



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 BASE: Total Sample

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Unsure	13	4	8	1	1	1	5	4	2	7	-	3	1
	9.7%	5.5%	13.6%	9.1%	8.3%	5.6%	9.8%	10.3%	6.2%	17.5%		5.3%	25.0%



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 BASE: Total Sample

	GENDER				AGE GROUP				LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46 100%	26 100.0%	19 100.0%	6 100%	6 100%	6 100%	14 100%	13 100%	7 100.0%	13 100.0%	-	26 100.0%	-
Have Used Program [NET] =====	7 15.2%	3 11.5%	4 21.1%	2 33.3%	-	1 16.7%	1 7.1%	3 23.1%	1 14.3%	2 15.4%	-	4 15.4%	-
Satisfied [NET] =====	5 10.9%	2 7.7%	3 15.8%	1 16.7%	-	1 16.7%	1 7.1%	2 15.4%	-	2 15.4%	-	3 11.5%	-
Very satisfied	3 6.5%	1 3.8%	2 10.5%	-	-	-	1 7.1%	2 15.4%	-	2 15.4%	-	1 3.8%	-
Somewhat satisfied	2 4.3%	1 3.8%	1 5.3%	1 16.7%	-	1 16.7%	-	-	-	-	-	2 7.7%	-
Unsatisfied [NET] =====	2 4.3%	1 3.8%	1 5.3%	1 16.7%	-	-	-	1 7.7%	1 14.3%	-	-	1 3.8%	-
Somewhat unsatisfied	2 4.3%	1 3.8%	1 5.3%	1 16.7%	-	-	-	1 7.7%	1 14.3%	-	-	1 3.8%	-
Have Not Used Program [NET] =====	24 52.2%	14 53.8%	10 52.6%	3 50.0%	3 50.0%	4 66.7%	9 64.3%	5 38.5%	5 71.4%	4 30.8%	-	15 57.7%	-
Have not used but Interested	14 30.4%	8 30.8%	6 31.6%	1 16.7%	2 33.3%	3 50.0%	5 35.7%	3 23.1%	3 42.9%	2 15.4%	-	9 34.6%	-
Have not used and Not interested	10 21.7%	6 23.1%	4 21.1%	2 33.3%	1 16.7%	1 16.7%	4 28.6%	2 15.4%	2 28.6%	2 15.4%	-	6 23.1%	-
Never Heard Of [NET] =====	13 28.3%	8 30.8%	4 21.1%	-	3 50.0%	1 16.7%	3 21.4%	5 38.5%	1 14.3%	6 46.2%	-	6 23.1%	-
Never heard of but Interested	7 15.2%	2 7.7%	4 21.1%	-	2 33.3%	1 16.7%	2 14.3%	1 7.7%	1 14.3%	3 23.1%	-	3 11.5%	-
Never heard of and Not Interested	6 13.0%	6 23.1%	-	-	1 16.7%	-	1 7.1%	4 30.8%	-	3 23.1%	-	3 11.5%	-



Q26. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. FOG Program.
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Unsure	2 4.3%	1 3.8%	1 5.3%	1 16.7%	-	-	1 7.1%	-	-	1 7.7%	-	1 3.8%	-



Q26. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. FOG Program.
 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY		ASIAN/PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	11	5	6	1	-	1	3	6	2	4	-	5	-
=====	12.5%	10.6%	15.0%	20.0%		8.3%	8.1%	23.1%	8.0%	14.8%		16.1%	
Satisfied [NET]	11	5	6	1	-	1	3	6	2	4	-	5	-
=====	12.5%	10.6%	15.0%	20.0%		8.3%	8.1%	23.1%	8.0%	14.8%		16.1%	
Very satisfied	6	3	3	-	-	-	3	3	1	3	-	2	-
	6.8%	6.4%	7.5%				8.1%	11.5%	4.0%	11.1%		6.5%	
Somewhat satisfied	5	2	3	1	-	1	-	3	1	1	-	3	-
	5.7%	4.3%	7.5%	20.0%		8.3%		11.5%	4.0%	3.7%		9.7%	
Have Not Used Program [NET]	35	23	12	3	1	3	20	7	8	7	-	18	2
=====	39.8%	48.9%	30.0%	60.0%	16.7%	25.0%	54.1%	26.9%	32.0%	25.9%		58.1%	50.0%
Have not used but Interested	25	15	10	3	-	2	15	5	7	4	-	13	1
	28.4%	31.9%	25.0%	60.0%		16.7%	40.5%	19.2%	28.0%	14.8%		41.9%	25.0%
Have not used and Not interested	10	8	2	-	1	1	5	2	1	3	-	5	1
	11.4%	17.0%	5.0%		16.7%	8.3%	13.5%	7.7%	4.0%	11.1%		16.1%	25.0%
Never Heard Of [NET]	31	16	15	1	4	7	10	9	13	10	1	6	1
=====	35.2%	34.0%	37.5%	20.0%	66.7%	58.3%	27.0%	34.6%	52.0%	37.0%	100.0%	19.4%	25.0%
Never heard of but Interested	17	7	10	-	-	7	5	5	7	7	-	2	1
	19.3%	14.9%	25.0%			58.3%	13.5%	19.2%	28.0%	25.9%		6.5%	25.0%
Never heard of and Not Interested	14	9	5	1	4	-	5	4	6	3	1	4	-
	15.9%	19.1%	12.5%	20.0%	66.7%		13.5%	15.4%	24.0%	11.1%	100.0%	12.9%	
Unsure	11	3	7	-	1	1	4	4	2	6	-	2	1
	12.5%	6.4%	17.5%		16.7%	8.3%	10.8%	15.4%	8.0%	22.2%		6.5%	25.0%



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 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	ETHNICITY BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	266	136	128	62	38	36	64	62	64	44	3	139	16
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	92	40	52	37	15	4	16	19	21	13	1	53	4
=====	34.6%	29.4%	40.6%	59.7%	39.5%	11.1%	25.0%	30.6%	32.8%	29.5%	33.3%	38.1%	25.0%
Satisfied [NET]	63	33	30	16	12	3	13	18	12	13	1	33	4
=====	23.7%	24.3%	23.4%	25.8%	31.6%	8.3%	20.3%	29.0%	18.8%	29.5%	33.3%	23.7%	25.0%
Very satisfied	29	18	11	2	3	-	7	16	8	7	-	12	2
	10.9%	13.2%	8.6%	3.2%	7.9%		10.9%	25.8%	12.5%	15.9%		8.6%	12.5%
Somewhat satisfied	34	15	19	14	9	3	6	2	4	6	1	21	2
	12.8%	11.0%	14.8%	22.6%	23.7%	8.3%	9.4%	3.2%	6.2%	13.6%	33.3%	15.1%	12.5%
Unsatisfied [NET]	29	7	22	21	3	1	3	1	9	-	-	20	-
=====	10.9%	5.1%	17.2%	33.9%	7.9%	2.8%	4.7%	1.6%	14.1%			14.4%	
Very unsatisfied	22	5	17	16	3	1	1	1	4	-	-	18	-
	8.3%	3.7%	13.3%	25.8%	7.9%	2.8%	1.6%	1.6%	6.2%			12.9%	
Somewhat unsatisfied	7	2	5	5	-	-	2	-	5	-	-	2	-
	2.6%	1.5%	3.9%	8.1%			3.1%		7.8%			1.4%	
Have Not Used Program [NET]	86	47	39	11	14	15	26	20	24	9	1	49	3
=====	32.3%	34.6%	30.5%	17.7%	36.8%	41.7%	40.6%	32.3%	37.5%	20.5%	33.3%	35.3%	18.8%
Have not used but Interested	58	38	20	6	10	7	17	18	19	6	1	30	2
	21.8%	27.9%	15.6%	9.7%	26.3%	19.4%	26.6%	29.0%	29.7%	13.6%	33.3%	21.6%	12.5%
Have not used and Not interested	28	9	19	5	4	8	9	2	5	3	-	19	1
	10.5%	6.6%	14.8%	8.1%	10.5%	22.2%	14.1%	3.2%	7.8%	6.8%		13.7%	6.2%
Never Heard Of [NET]	64	35	28	12	9	14	13	15	16	15	1	26	6
=====	24.1%	25.7%	21.9%	19.4%	23.7%	38.9%	20.3%	24.2%	25.0%	34.1%	33.3%	18.7%	37.5%
Never heard of but Interested	44	24	19	9	8	8	5	13	12	11	1	17	3
	16.5%	17.6%	14.8%	14.5%	21.1%	22.2%	7.8%	21.0%	18.8%	25.0%	33.3%	12.2%	18.8%



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 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	20 7.5%	11 8.1%	9 7.0%	3 4.8%	1 2.6%	6 16.7%	8 12.5%	2 3.2%	4 6.2%	4 9.1%	-	9 6.5%	3 18.8%	
Unsure	20 7.5%	11 8.1%	8 6.2%	2 3.2%	-	2 5.6%	9 14.1%	5 8.1%	3 4.7%	4 9.1%	-	10 7.2%	3 18.8%	
Prefer not to answer	4 1.5%	3 2.2%	1 0.8%	-	-	1 2.8%	-	3 4.8%	-	3 6.8%	-	1 0.7%	-	



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 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	54	28	26	24	15	4	9	2	14	5	1	33	1	
=====	40.6%	44.4%	37.1%	57.1%	48.4%	16.7%	34.6%	22.2%	37.8%	55.6%	100.0%	39.8%	33.3%	
Satisfied [NET]	37	21	16	15	12	3	6	1	5	5	1	25	1	
=====	27.8%	33.3%	22.9%	35.7%	38.7%	12.5%	23.1%	11.1%	13.5%	55.6%	100.0%	30.1%	33.3%	
Very satisfied	8	6	2	2	3	-	2	1	1	1	-	6	-	
	6.0%	9.5%	2.9%	4.8%	9.7%		7.7%	11.1%	2.7%	11.1%		7.2%		
Somewhat satisfied	29	15	14	13	9	3	4	-	4	4	1	19	1	
	21.8%	23.8%	20.0%	31.0%	29.0%	12.5%	15.4%		10.8%	44.4%	100.0%	22.9%	33.3%	
Unsatisfied [NET]	17	7	10	9	3	1	3	1	9	-	-	8	-	
=====	12.8%	11.1%	14.3%	21.4%	9.7%	4.2%	11.5%	11.1%	24.3%			9.6%		
Very unsatisfied	10	5	5	4	3	1	1	1	4	-	-	6	-	
	7.5%	7.9%	7.1%	9.5%	9.7%	4.2%	3.8%	11.1%	10.8%			7.2%		
Somewhat unsatisfied	7	2	5	5	-	-	2	-	5	-	-	2	-	
	5.3%	3.2%	7.1%	11.9%			7.7%		13.5%			2.4%		
Have Not Used Program [NET]	44	19	25	7	8	12	12	5	14	2	-	28	-	
=====	33.1%	30.2%	35.7%	16.7%	25.8%	50.0%	46.2%	55.6%	37.8%	22.2%		33.7%		
Have not used but Interested	24	14	10	5	4	4	7	4	11	1	-	12	-	
	18.0%	22.2%	14.3%	11.9%	12.9%	16.7%	26.9%	44.4%	29.7%	11.1%		14.5%		
Have not used and Not interested	20	5	15	2	4	8	5	1	3	1	-	16	-	
	15.0%	7.9%	21.4%	4.8%	12.9%	33.3%	19.2%	11.1%	8.1%	11.1%		19.3%		
Never Heard Of [NET]	27	13	14	9	8	7	2	1	9	1	-	17	-	
=====	20.3%	20.6%	20.0%	21.4%	25.8%	29.2%	7.7%	11.1%	24.3%	11.1%		20.5%		
Never heard of but Interested	18	10	8	6	7	3	1	1	6	1	-	11	-	
	13.5%	15.9%	11.4%	14.3%	22.6%	12.5%	3.8%	11.1%	16.2%	11.1%		13.3%		



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 BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	9 6.8%	3 4.8%	6 8.6%	3 7.1%	1 3.2%	4 16.7%	1 3.8%	-	3 8.1%	-	-	6 7.2%	-
Unsure	8 6.0%	3 4.8%	5 7.1%	2 4.8%	-	1 4.2%	3 11.5%	1 11.1%	-	1 11.1%	-	5 6.0%	2 66.7%



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	GENDER				AGE GROUP				EMAIL MODE		ETHNICITY		ASIAN/PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	38	12	26	13	-	-	7	17	7	8	-	20	3	
=====	28.6%	16.4%	44.8%	65.0%			18.4%	32.1%	25.9%	22.9%		35.7%	23.1%	
Satisfied [NET]	26	12	14	1	-	-	7	17	7	8	-	8	3	
=====	19.5%	16.4%	24.1%	5.0%			18.4%	32.1%	25.9%	22.9%		14.3%	23.1%	
Very satisfied	21	12	9	-	-	-	5	15	7	6	-	6	2	
	15.8%	16.4%	15.5%				13.2%	28.3%	25.9%	17.1%		10.7%	15.4%	
Somewhat satisfied	5	-	5	1	-	-	2	2	-	2	-	2	1	
	3.8%		8.6%	5.0%			5.3%	3.8%		5.7%		3.6%	7.7%	
Unsatisfied [NET]	12	-	12	12	-	-	-	-	-	-	-	12	-	
=====	9.0%		20.7%	60.0%								21.4%		
Very unsatisfied	12	-	12	12	-	-	-	-	-	-	-	12	-	
	9.0%		20.7%	60.0%								21.4%		
Have Not Used Program [NET]	42	28	14	4	6	3	14	15	10	7	1	21	3	
=====	31.6%	38.4%	24.1%	20.0%	85.7%	25.0%	36.8%	28.3%	37.0%	20.0%	50.0%	37.5%	23.1%	
Have not used but Interested	34	24	10	1	6	3	10	14	8	5	1	18	2	
	25.6%	32.9%	17.2%	5.0%	85.7%	25.0%	26.3%	26.4%	29.6%	14.3%	50.0%	32.1%	15.4%	
Have not used and Not interested	8	4	4	3	-	-	4	1	2	2	-	3	1	
	6.0%	5.5%	6.9%	15.0%			10.5%	1.9%	7.4%	5.7%		5.4%	7.7%	
Never Heard Of [NET]	37	22	14	3	1	7	11	14	7	14	1	9	6	
=====	27.8%	30.1%	24.1%	15.0%	14.3%	58.3%	28.9%	26.4%	25.9%	40.0%	50.0%	16.1%	46.2%	
Never heard of but Interested	26	14	11	3	1	5	4	12	6	10	1	6	3	
	19.5%	19.2%	19.0%	15.0%	14.3%	41.7%	10.5%	22.6%	22.2%	28.6%	50.0%	10.7%	23.1%	
Never heard of and Not Interested	11	8	3	-	-	2	7	2	1	4	-	3	3	
	8.3%	11.0%	5.2%			16.7%	18.4%	3.8%	3.7%	11.4%		5.4%	23.1%	



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	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Unsure	12 9.0%	8 11.0%	3 5.2%	-	-	1 8.3%	6 15.8%	4 7.5%	3 11.1%	3 8.6%	-	5 8.9%	1 7.7%	
Prefer not to answer	4 3.0%	3 4.1%	1 1.7%	-	-	1 8.3%	-	3 5.7%	-	3 8.6%	-	1 1.8%	-	



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	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	363	191	170	70	49	50	101	89	91	70	4	182	16	266	97	334	29
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	110	48	62	40	15	6	20	28	24	19	1	62	4	86	24	103	7
=====	30.3%	25.1%	36.5%	57.1%	30.6%	12.0%	19.8%	31.5%	26.4%	27.1%	25.0%	34.1%	25.0%	32.3%	24.7%	30.8%	24.1%
Satisfied [NET]	79	40	39	18	12	5	17	26	14	19	1	41	4	61	18	74	5
=====	71.8%	83.3%	62.9%	45.0%	80.0%	83.3%	85.0%	92.9%	58.3%	100.0%	100.0%	66.1%	100%	70.9%	75.0%	71.8%	71.4%
Very satisfied	38	22	16	2	3	-	11	21	9	12	-	15	2	25	13	36	2
	48.1%	55.0%	41.0%	11.1%	25.0%		64.7%	80.8%	64.3%	63.2%		36.6%	50.0%	41.0%	72.2%	48.6%	40.0%
Somewhat satisfied	41	18	23	16	9	5	6	5	5	7	1	26	2	36	5	38	3
	51.9%	45.0%	59.0%	88.9%	75.0%	100%	35.3%	19.2%	35.7%	36.8%	100.0%	63.4%	50.0%	59.0%	27.8%	51.4%	60.0%
Unsatisfied [NET]	31	8	23	22	3	1	3	2	10	-	-	21	-	25	6	29	2
=====	28.2%	16.7%	37.1%	55.0%	20.0%	16.7%	15.0%	7.1%	41.7%			33.9%		29.1%	25.0%	28.2%	28.6%
Very unsatisfied	22	5	17	16	3	1	1	1	4	-	-	18	-	16	6	20	2
	71.0%	62.5%	73.9%	72.7%	100%	100%	33.3%	50.0%	40.0%			85.7%		64.0%	100.0%	69.0%	100%
Somewhat unsatisfied	9	3	6	6	-	-	2	1	6	-	-	3	-	9	-	9	-
	29.0%	37.5%	26.1%	27.3%			66.7%	50.0%	60.0%			14.3%		36.0%		31.0%	
Have Not Used Program [NET]	145	84	61	17	18	22	55	32	37	20	1	82	5	105	40	132	13
=====	39.9%	44.0%	35.9%	24.3%	36.7%	44.0%	54.5%	36.0%	40.7%	28.6%	25.0%	45.1%	31.2%	39.5%	41.2%	39.5%	44.8%
Have not used but Interested	97	61	36	10	12	12	37	26	29	12	1	52	3	64	33	85	12
	66.9%	72.6%	59.0%	58.8%	66.7%	54.5%	67.3%	81.2%	78.4%	60.0%	100.0%	63.4%	60.0%	61.0%	82.5%	64.4%	92.3%
Have not used and Not interested	48	23	25	7	6	10	18	6	8	8	-	30	2	41	7	47	1
	33.1%	27.4%	41.0%	41.2%	33.3%	45.5%	32.7%	18.8%	21.6%	40.0%		36.6%	40.0%	39.0%	17.5%	35.6%	7.7%
Never Heard Of [NET]	108	59	47	13	16	22	26	29	30	31	2	38	7	75	33	99	9
=====	29.8%	30.9%	27.6%	18.6%	32.7%	44.0%	25.7%	32.6%	33.0%	44.3%	50.0%	20.9%	43.8%	28.2%	34.0%	29.6%	31.0%
Never heard of but Interested	68	33	33	9	10	16	12	19	20	21	1	22	4	46	22	62	6
	63.0%	55.9%	70.2%	69.2%	62.5%	72.7%	46.2%	65.5%	66.7%	67.7%	50.0%	57.9%	57.1%	61.3%	66.7%	62.6%	66.7%



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 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY					EDUCATION LEVEL		GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Never heard of and Not Interested	40	26	14	4	6	6	14	10	10	10	1	16	3	29	11	37	3
	37.0%	44.1%	29.8%	30.8%	37.5%	27.3%	53.8%	34.5%	33.3%	32.3%	50.0%	42.1%	42.9%	38.7%	33.3%	37.4%	33.3%



Q26A. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. FOG Program.
 BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	363	290	235	35	20	55	35	6	12	2	5	117	100	77	35	13	12	1	-	8
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Have Used Program [NET]	110	91	57	19	15	14	7	2	3	2	2	26	36	28	10	3	5	1	-	1
=====	30.3%	31.4%	24.3%	54.3%	75.0%	25.5%	20.0%	33.3%	25.0%	100.0%	40.0%	22%	36%	36%	29%	23%	42%	100%	-	12%
Satisfied [NET]	79	61	41	11	9	13	6	2	3	2	2	26	19	21	8	1	4	-	-	-
=====	71.8%	67.0%	71.9%	57.9%	60.0%	92.9%	85.7%	100.0%	100.0%	100.0%	100%	53%	75%	80%	33%	80%				
Very satisfied	38	31	27	3	1	4	3	-	-	1	-	19	6	9	3	1	-	-	-	-
	48.1%	50.8%	65.9%	27.3%	11.1%	30.8%	50.0%			50.0%		73%	32%	43%	38%	100%				
Somewhat satisfied	41	30	14	8	8	9	3	2	3	1	2	7	13	12	5	-	4	-	-	-
	51.9%	49.2%	34.1%	72.7%	88.9%	69.2%	50.0%	100.0%	100.0%	50.0%	100%	27%	68%	57%	62%		100%			
Unsatisfied [NET]	31	30	16	8	6	1	1	-	-	-	-	17	7	2	2	1	1	-	-	1
=====	28.2%	33.0%	28.1%	42.1%	40.0%	7.1%	14.3%					47%	25%	20%	67%	20%	100%			100%
Very unsatisfied	22	21	15	3	3	1	1	-	-	-	-	13	3	2	2	1	1	-	-	-
	71.0%	70.0%	93.8%	37.5%	50.0%	100%	100.0%					76%	43%	100%	100%	100%	100%			
Somewhat unsatisfied	9	9	1	5	3	-	-	-	-	-	-	4	4	-	-	-	-	-	-	1
	29.0%	30.0%	6.2%	62.5%	50.0%							24%	57%							100%
Have Not Used Program [NET]	145	119	105	10	4	19	15	-	4	-	2	47	38	30	14	9	5	-	-	2
=====	39.9%	41.0%	44.7%	28.6%	20.0%	34.5%	42.9%		33.3%		40.0%	40%	38%	39%	40%	69%	42%			25%
Have not used but Interested	97	82	75	7	-	12	9	-	3	-	2	39	28	18	8	4	-	-	-	-
	66.9%	68.9%	71.4%	70.0%		63.2%	60.0%		75.0%		100%	83%	74%	60%	57%	44%				
Have not used and Not interested	48	37	30	3	4	7	6	-	1	-	-	8	10	12	6	5	5	-	-	2
	33.1%	31.1%	28.6%	30.0%	100.0%	36.8%	40.0%		25.0%			17%	26%	40%	43%	56%	100%			100%
Never Heard Of [NET]	108	80	73	6	1	22	13	4	5	-	1	44	26	19	11	1	2	-	-	5
=====	29.8%	27.6%	31.1%	17.1%	5.0%	40.0%	37.1%	66.7%	41.7%		20.0%	38%	26%	25%	31%	7.7%	17%			62%
Never heard of but Interested	68	51	48	2	1	12	8	2	2	-	1	26	17	12	8	1	1	-	-	3
	63.0%	63.8%	65.8%	33.3%	100.0%	54.5%	61.5%	50.0%	40.0%		100%	59%	65%	63%	73%	100%	50%			60%



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 BASE: Total Sample

	TOTAL	HOME TYPE					HOUSEHOLD SIZE											PNTA		
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7		8	9+
Never heard of and Not Interested	40 37.0%	29 36.2%	25 34.2%	4 66.7%	-	10 45.5%	5 38.5%	2 50.0%	3 60.0%	-	-	18 41%	9 35%	7 37%	3 27%	-	1 50%	-	-	2 40%



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	FAVORABILITY OF MCSD NO				INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE		LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	363	293	50	12	8	307	19	37	298	12	53	33	2	6	121	44	77	242	125	117	316	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100%	100%	100%	100.0%	100.0%
Have Used Program [NET]	110	100	8	1	1	104	1	5	98	3	9	20	1	-	18	7	11	92	54	38	97	8
=====	30.3%	34%	16.0%	8.3%	12.5%	33.9%	5.3%	13.5%	33%	25.0%	17.0%	61%	50.0%	14.9%	15.9%	14.3%	38.0%	43%	32.5%	30.7%	28.6%	
Satisfied [NET]	79	73	5	-	1	75	1	3	70	2	7	13	-	-	16	5	11	63	37	26	73	3
=====	71.8%	73%	62.5%		100.0%	72.1%	100.0%	60.0%	71%	66.7%	77.8%	65%			88.9%	71.4%	100.0%	68.5%	69%	68.4%	75.3%	37.5%
Very satisfied	38	37	-	-	1	37	-	1	34	1	3	3	-	-	9	3	6	29	8	21	36	1
	48.1%	51%			100.0%	49.3%		33.3%	49%	50.0%	42.9%	23%			56.2%	60.0%	54.5%	46.0%	22%	80.8%	49.3%	33.3%
Somewhat satisfied	41	36	5	-	-	38	1	2	36	1	4	10	-	-	7	2	5	34	29	5	37	2
	51.9%	49%	100.0%			50.7%	100.0%	66.7%	51%	50.0%	57.1%	77%			43.8%	40.0%	45.5%	54.0%	78%	19.2%	50.7%	66.7%
Unsatisfied [NET]	31	27	3	1	-	29	-	2	28	1	2	7	1	-	2	2	-	29	17	12	24	5
=====	28.2%	27%	37.5%	100%		27.9%		40.0%	29%	33.3%	22.2%	35%	100.0%	11.1%	28.6%			31.5%	31%	31.6%	24.7%	62.5%
Very unsatisfied	22	18	3	1	-	20	-	2	19	1	2	2	1	-	-	-	-	22	10	12	19	1
	71.0%	67%	100.0%	100%		69.0%		100.0%	68%	100.0%	100.0%	29%	100.0%					75.9%	59%	100%	79.2%	20.0%
Somewhat unsatisfied	9	9	-	-	-	9	-	-	9	-	-	5	-	-	2	2	-	7	7	-	5	4
	29.0%	33%				31.0%			32%			71%			100%	100.0%		24.1%	41%		20.8%	80.0%
Have Not Used Program [NET]	145	117	21	4	3	120	7	18	115	5	25	8	-	2	59	24	35	86	44	42	120	14
=====	39.9%	40%	42.0%	33.3%	37.5%	39.1%	36.8%	48.6%	39%	41.7%	47.2%	24%		33.3%	48.8%	54.5%	45.5%	35.5%	35%	35.9%	38.0%	50.0%
Have not used but Interested	97	86	9	2	-	86	3	8	85	1	11	5	-	2	39	14	25	58	24	34	80	12
	66.9%	74%	42.9%	50.0%		71.7%	42.9%	44.4%	74%	20.0%	44.0%	62%		100.0%	66.1%	58.3%	71.4%	67.4%	55%	81.0%	66.7%	85.7%
Have not used and Not interested	48	31	12	2	3	34	4	10	30	4	14	3	-	-	20	10	10	28	20	8	40	2
	33.1%	26%	57.1%	50.0%	100.0%	28.3%	57.1%	55.6%	26%	80.0%	56.0%	38%			33.9%	41.7%	28.6%	32.6%	45%	19.0%	33.3%	14.3%
Never Heard Of [NET]	108	76	21	7	4	83	11	14	85	4	19	5	1	4	44	13	31	64	27	37	99	6
=====	29.8%	26%	42.0%	58.3%	50.0%	27.0%	57.9%	37.8%	29%	33.3%	35.8%	15%	50.0%	66.7%	36.4%	29.5%	40.3%	26.4%	22%	31.6%	31.3%	21.4%
Never heard of but Interested	68	54	8	3	3	57	5	6	54	4	10	2	-	2	24	7	17	44	18	26	62	4
	63.0%	71%	38.1%	42.9%	75.0%	68.7%	45.5%	42.9%	64%	100.0%	52.6%	40%		50.0%	54.5%	53.8%	54.8%	68.8%	67%	70.3%	62.6%	66.7%



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BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Never heard of and Not Interested	40	22	13	4	1	26	6	8	31	-	9	3	1	2	20	6	14	20	9	11	37	2
	37.0%	29%	61.9%	57.1%	25.0%	31.3%	54.5%	57.1%	36%		47.4%	60%	100.0%	50.0%	45.5%	46.2%	45.2%	31.2%	33%	29.7%	37.4%	33.3%



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	GENDER			AGE GROUP					PHONE MODE [NET]					ETHNICITY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	121 100%	69 100.0%	51 100.0%	10 100%	11 100%	17 100%	46 100%	35 100%	30 100.0%	33 100.0%	1 100.0%	54 100.0%	3 100%		
Have Used Program [NET]	18 14.9%	8 11.6%	10 19.6%	3 30.0%	-	2 11.8%	4 8.7%	9 25.7%	3 10.0%	6 18.2%	-	9 16.7%	-		
Satisfied [NET]	16 88.9%	7 87.5%	9 90.0%	2 66.7%	-	2 100%	4 100%	8 88.9%	2 66.7%	6 100.0%	-	8 88.9%	-		
Very satisfied	9 56.2%	4 57.1%	5 55.6%	-	-	-	4 100%	5 62.5%	1 50.0%	5 83.3%	-	3 37.5%	-		
Somewhat satisfied	7 43.8%	3 42.9%	4 44.4%	2 100%	-	2 100%	-	3 37.5%	1 50.0%	1 16.7%	-	5 62.5%	-		
Unsatisfied [NET]	2 11.1%	1 12.5%	1 10.0%	1 33.3%	-	-	-	1 11.1%	1 33.3%	-	-	1 11.1%	-		
Somewhat unsatisfied	2 100%	1 100.0%	1 100.0%	1 100%	-	-	-	1 100%	1 100.0%	-	-	1 100.0%	-		
Have Not Used Program [NET]	59 48.8%	37 53.6%	22 43.1%	6 60.0%	4 36.4%	7 41.2%	29 63.0%	12 34.3%	13 43.3%	11 33.3%	-	33 61.1%	2 66.7%		
Have not used but Interested	39 66.1%	23 62.2%	16 72.7%	4 66.7%	2 50.0%	5 71.4%	20 69.0%	8 66.7%	10 76.9%	6 54.5%	-	22 66.7%	1 50.0%		
Have not used and Not interested	20 33.9%	14 37.8%	6 27.3%	2 33.3%	2 50.0%	2 28.6%	9 31.0%	4 33.3%	3 23.1%	5 45.5%	-	11 33.3%	1 50.0%		
Never Heard Of [NET]	44 36.4%	24 34.8%	19 37.3%	1 10.0%	7 63.6%	8 47.1%	13 28.3%	14 40.0%	14 46.7%	16 48.5%	1 100.0%	12 22.2%	1 33.3%		
Never heard of but Interested	24 54.5%	9 37.5%	14 73.7%	-	2 28.6%	8 100%	7 53.8%	6 42.9%	8 57.1%	10 62.5%	-	5 41.7%	1 100%		
Never heard of and Not Interested	20 45.5%	15 62.5%	5 26.3%	1 100%	5 71.4%	-	6 46.2%	8 57.1%	6 42.9%	6 37.5%	1 100.0%	7 58.3%	-		



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	GENDER				AGE GROUP				LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	44 100%	25 100.0%	18 100.0%	5 100%	6 100%	6 100%	13 100%	13 100%	7 100.0%	12 100.0%	-	25 100.0%	-
Have Used Program [NET] =====	7 15.9%	3 12.0%	4 22.2%	2 40.0%	-	1 16.7%	1 7.7%	3 23.1%	1 14.3%	2 16.7%	-	4 16.0%	-
Satisfied [NET] =====	5 71.4%	2 66.7%	3 75.0%	1 50.0%	-	1 100%	1 100%	2 66.7%	-	2 100.0%	-	3 75.0%	-
Very satisfied	3 60.0%	1 50.0%	2 66.7%	-	-	-	1 100%	2 100%	-	2 100.0%	-	1 33.3%	-
Somewhat satisfied	2 40.0%	1 50.0%	1 33.3%	1 100%	-	1 100%	-	-	-	-	-	2 66.7%	-
Unsatisfied [NET] =====	2 28.6%	1 33.3%	1 25.0%	1 50.0%	-	-	-	1 33.3%	1 100.0%	-	-	1 25.0%	-
Somewhat unsatisfied	2 100%	1 100.0%	1 100.0%	1 100%	-	-	-	1 100%	1 100.0%	-	-	1 100.0%	-
Have Not Used Program [NET] =====	24 54.5%	14 56.0%	10 55.6%	3 60.0%	3 50.0%	4 66.7%	9 69.2%	5 38.5%	5 71.4%	4 33.3%	-	15 60.0%	-
Have not used but Interested	14 58.3%	8 57.1%	6 60.0%	1 33.3%	2 66.7%	3 75.0%	5 55.6%	3 60.0%	3 60.0%	2 50.0%	-	9 60.0%	-
Have not used and Not interested	10 41.7%	6 42.9%	4 40.0%	2 66.7%	1 33.3%	1 25.0%	4 44.4%	2 40.0%	2 40.0%	2 50.0%	-	6 40.0%	-
Never Heard Of [NET] =====	13 29.5%	8 32.0%	4 22.2%	-	3 50.0%	1 16.7%	3 23.1%	5 38.5%	1 14.3%	6 50.0%	-	6 24.0%	-
Never heard of but Interested	7 53.8%	2 25.0%	4 100.0%	-	2 66.7%	1 100%	2 66.7%	1 20.0%	1 100.0%	3 50.0%	-	3 50.0%	-
Never heard of and Not Interested	6 46.2%	6 75.0%	-	-	1 33.3%	-	1 33.3%	4 80.0%	-	3 50.0%	-	3 50.0%	-



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 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			ASIAN/PACIFIC		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER		
Total	77	44	33	5	5	11	33	22	23	21	1	29	3	100%	100%
Have Used Program [NET]	11	5	6	1	-	1	3	6	2	4	-	5	-	14.3%	11.4%
=====	100%	100.0%	100.0%	100%		100%	100%	100%	100.0%	100.0%		100.0%		100%	100%
Satisfied [NET]	11	5	6	1	-	1	3	6	2	4	-	5	-	100%	100.0%
=====	100%	100.0%	100.0%	100%		100%	100%	100%	100.0%	100.0%		100.0%		100%	100%
Very satisfied	6	3	3	-	-	-	3	3	1	3	-	2	-	54.5%	60.0%
=====	100%	100.0%	100.0%	100%			100%	50.0%	50.0%	75.0%		40.0%		100%	100%
Somewhat satisfied	5	2	3	1	-	1	-	3	1	1	-	3	-	45.5%	40.0%
=====	100%	100.0%	100.0%	100%		100%		50.0%	50.0%	25.0%		60.0%		100%	100%
Have Not Used Program [NET]	35	23	12	3	1	3	20	7	8	7	-	18	2	45.5%	52.3%
=====	100%	100.0%	100.0%	100%	20.0%	27.3%	60.6%	31.8%	34.8%	33.3%		62.1%	66.7%	100%	100%
Have not used but Interested	25	15	10	3	-	2	15	5	7	4	-	13	1	71.4%	65.2%
=====	100%	100.0%	100.0%	100%		66.7%	75.0%	71.4%	87.5%	57.1%		72.2%	50.0%	100%	100%
Have not used and Not interested	10	8	2	-	1	1	5	2	1	3	-	5	1	28.6%	34.8%
=====	100%	100.0%	100.0%	100%	20.0%	33.3%	25.0%	28.6%	12.5%	42.9%		27.8%	50.0%	100%	100%
Never Heard Of [NET]	31	16	15	1	4	7	10	9	13	10	1	6	1	40.3%	36.4%
=====	100%	100.0%	100.0%	100%	80.0%	63.6%	30.3%	40.9%	56.5%	47.6%	100.0%	20.7%	33.3%	100%	100%
Never heard of but Interested	17	7	10	-	-	7	5	5	7	7	-	2	1	54.8%	43.8%
=====	100%	100.0%	100.0%	100%		100%	50.0%	55.6%	53.8%	70.0%		33.3%	100%	100%	100%
Never heard of and Not Interested	14	9	5	1	4	-	5	4	6	3	1	4	-	45.2%	56.2%
=====	100%	100.0%	100.0%	100%	100%		50.0%	44.4%	46.2%	30.0%	100.0%	66.7%		100%	100%



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 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]					ETHNICITY												
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER													
Total	242	122	119	60	38	33	55	54	61	37	3	128	13	100%	100%	100%	100%	100%								
Have Used Program [NET]	92	40	52	37	15	4	16	19	21	13	1	53	4	38.0%	32.8%	43.7%	61.7%	39.5%	12.1%	29.1%	35.2%	34.4%	35.1%	33.3%	41.4%	30.8%
Satisfied [NET]	63	33	30	16	12	3	13	18	12	13	1	33	4	68.5%	82.5%	57.7%	43.2%	80.0%	75.0%	81.2%	94.7%	57.1%	100.0%	100.0%	62.3%	100%
Very satisfied	29	18	11	2	3	-	7	16	8	7	-	12	2	46.0%	54.5%	36.7%	12.5%	25.0%	-	53.8%	88.9%	66.7%	53.8%	-	36.4%	50.0%
Somewhat satisfied	34	15	19	14	9	3	6	2	4	6	1	21	2	54.0%	45.5%	63.3%	87.5%	75.0%	100%	46.2%	11.1%	33.3%	46.2%	100.0%	63.6%	50.0%
Unsatisfied [NET]	29	7	22	21	3	1	3	1	9	-	-	20	-	31.5%	17.5%	42.3%	56.8%	20.0%	25.0%	18.8%	5.3%	42.9%	-	-	37.7%	-
Very unsatisfied	22	5	17	16	3	1	1	1	4	-	-	18	-	75.9%	71.4%	77.3%	76.2%	100%	100%	33.3%	100%	44.4%	-	-	90.0%	-
Somewhat unsatisfied	7	2	5	5	-	-	2	-	5	-	-	2	-	24.1%	28.6%	22.7%	23.8%	-	-	66.7%	-	55.6%	-	-	10.0%	-
Have Not Used Program [NET]	86	47	39	11	14	15	26	20	24	9	1	49	3	35.5%	38.5%	32.8%	18.3%	36.8%	45.5%	47.3%	37.0%	39.3%	24.3%	33.3%	38.3%	23.1%
Have not used but Interested	58	38	20	6	10	7	17	18	19	6	1	30	2	67.4%	80.9%	51.3%	54.5%	71.4%	46.7%	65.4%	90.0%	79.2%	66.7%	100.0%	61.2%	66.7%
Have not used and Not interested	28	9	19	5	4	8	9	2	5	3	-	19	1	32.6%	19.1%	48.7%	45.5%	28.6%	53.3%	34.6%	10.0%	20.8%	33.3%	-	38.8%	33.3%
Never Heard Of [NET]	64	35	28	12	9	14	13	15	16	15	1	26	6	26.4%	28.7%	23.5%	20.0%	23.7%	42.4%	23.6%	27.8%	26.2%	40.5%	33.3%	20.3%	46.2%
Never heard of but Interested	44	24	19	9	8	8	5	13	12	11	1	17	3	68.8%	68.6%	67.9%	75.0%	88.9%	57.1%	38.5%	86.7%	75.0%	73.3%	100.0%	65.4%	50.0%



Q26A. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. FOG Program.
 BASE: Total Sample

	GENDER		AGE GROUP					ONLINE MODE [NET]	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	20 31.2%	11 31.4%	9 32.1%	3 25.0%	1 11.1%	6 42.9%	8 61.5%	2 13.3%	4 25.0%	4 26.7%	-	9 34.6%	3 50.0%



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 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE	ETHNICITY			ASIAN/ PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	125	60	65	40	31	23	23	8	37	8	1	78	1	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	54	28	26	24	15	4	9	2	14	5	1	33	1	
=====	43.2%	46.7%	40.0%	60.0%	48.4%	17.4%	39.1%	25.0%	37.8%	62.5%	100.0%	42.3%	100%	
Satisfied [NET]	37	21	16	15	12	3	6	1	5	5	1	25	1	
=====	68.5%	75.0%	61.5%	62.5%	80.0%	75.0%	66.7%	50.0%	35.7%	100.0%	100.0%	75.8%	100%	
Very satisfied	8	6	2	2	3	-	2	1	1	1	-	6	-	
	21.6%	28.6%	12.5%	13.3%	25.0%		33.3%	100%	20.0%	20.0%		24.0%		
Somewhat satisfied	29	15	14	13	9	3	4	-	4	4	1	19	1	
	78.4%	71.4%	87.5%	86.7%	75.0%	100%	66.7%		80.0%	80.0%	100.0%	76.0%	100%	
Unsatisfied [NET]	17	7	10	9	3	1	3	1	9	-	-	8	-	
=====	31.5%	25.0%	38.5%	37.5%	20.0%	25.0%	33.3%	50.0%	64.3%			24.2%		
Very unsatisfied	10	5	5	4	3	1	1	1	4	-	-	6	-	
	58.8%	71.4%	50.0%	44.4%	100%	100%	33.3%	100%	44.4%			75.0%		
Somewhat unsatisfied	7	2	5	5	-	-	2	-	5	-	-	2	-	
	41.2%	28.6%	50.0%	55.6%			66.7%		55.6%			25.0%		
Have Not Used Program [NET]	44	19	25	7	8	12	12	5	14	2	-	28	-	
=====	35.2%	31.7%	38.5%	17.5%	25.8%	52.2%	52.2%	62.5%	37.8%	25.0%		35.9%		
Have not used but Interested	24	14	10	5	4	4	7	4	11	1	-	12	-	
	54.5%	73.7%	40.0%	71.4%	50.0%	33.3%	58.3%	80.0%	78.6%	50.0%		42.9%		
Have not used and Not interested	20	5	15	2	4	8	5	1	3	1	-	16	-	
	45.5%	26.3%	60.0%	28.6%	50.0%	66.7%	41.7%	20.0%	21.4%	50.0%		57.1%		
Never Heard Of [NET]	27	13	14	9	8	7	2	1	9	1	-	17	-	
=====	21.6%	21.7%	21.5%	22.5%	25.8%	30.4%	8.7%	12.5%	24.3%	12.5%		21.8%		
Never heard of but Interested	18	10	8	6	7	3	1	1	6	1	-	11	-	
	66.7%	76.9%	57.1%	66.7%	87.5%	42.9%	50.0%	100%	66.7%	100.0%		64.7%		



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 BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	9 33.3%	3 23.1%	6 42.9%	3 33.3%	1 12.5%	4 57.1%	1 50.0%	-	3 33.3%	-	-	6 35.3%	-	



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	GENDER				AGE GROUP				EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	117	62	54	20	7	10	32	46	24	29	2	50	12
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	38	12	26	13	-	-	7	17	7	8	-	20	3
=====	32.5%	19.4%	48.1%	65.0%			21.9%	37.0%	29.2%	27.6%		40.0%	25.0%
Satisfied [NET]	26	12	14	1	-	-	7	17	7	8	-	8	3
=====	68.4%	100.0%	53.8%	7.7%			100%	100%	100.0%	100.0%		40.0%	100%
Very satisfied	21	12	9	-	-	-	5	15	7	6	-	6	2
	80.8%	100.0%	64.3%				71.4%	88.2%	100.0%	75.0%		75.0%	66.7%
Somewhat satisfied	5	-	5	1	-	-	2	2	-	2	-	2	1
	19.2%		35.7%	100%			28.6%	11.8%		25.0%		25.0%	33.3%
Unsatisfied [NET]	12	-	12	12	-	-	-	-	-	-	-	12	-
=====	31.6%		46.2%	92.3%								60.0%	
Very unsatisfied	12	-	12	12	-	-	-	-	-	-	-	12	-
	100%		100.0%	100%								100.0%	
Have Not Used Program [NET]	42	28	14	4	6	3	14	15	10	7	1	21	3
=====	35.9%	45.2%	25.9%	20.0%	85.7%	30.0%	43.8%	32.6%	41.7%	24.1%	50.0%	42.0%	25.0%
Have not used but Interested	34	24	10	1	6	3	10	14	8	5	1	18	2
	81.0%	85.7%	71.4%	25.0%	100%	100%	71.4%	93.3%	80.0%	71.4%	100.0%	85.7%	66.7%
Have not used and Not interested	8	4	4	3	-	-	4	1	2	2	-	3	1
	19.0%	14.3%	28.6%	75.0%			28.6%	6.7%	20.0%	28.6%		14.3%	33.3%
Never Heard Of [NET]	37	22	14	3	1	7	11	14	7	14	1	9	6
=====	31.6%	35.5%	25.9%	15.0%	14.3%	70.0%	34.4%	30.4%	29.2%	48.3%	50.0%	18.0%	50.0%
Never heard of but Interested	26	14	11	3	1	5	4	12	6	10	1	6	3
	70.3%	63.6%	78.6%	100%	100%	71.4%	36.4%	85.7%	85.7%	71.4%	100.0%	66.7%	50.0%
Never heard of and Not Interested	11	8	3	-	-	2	7	2	1	4	-	3	3
	29.7%	36.4%	21.4%			28.6%	63.6%	14.3%	14.3%	28.6%		33.3%	50.0%



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	290	162	126	56	34	32	86	78	69	62	2	147	10	210	80	268	22
=====	72.5%	77.5%	67.4%	76.7%	68.0%	59.3%	74.8%	77.2%	71.9%	73.8%	50.0%	75.0%	50.0%	71.9%	74.1%	72.8%	68.8%
Satisfied [NET]	255	144	109	38	30	28	81	74	60	57	2	126	10	178	77	235	20
=====	63.8%	68.9%	58.3%	52.1%	60.0%	51.9%	70.4%	73.3%	62.5%	67.9%	50.0%	64.3%	50.0%	61.0%	71.3%	63.9%	62.5%
Very satisfied	187	104	82	22	23	19	59	61	43	40	2	96	6	119	68	169	18
	46.8%	49.8%	43.9%	30.1%	46.0%	35.2%	51.3%	60.4%	44.8%	47.6%	50.0%	49.0%	30.0%	40.8%	63.0%	45.9%	56.2%
Somewhat satisfied	68	40	27	16	7	9	22	13	17	17	-	30	4	59	9	66	2
	17.0%	19.1%	14.4%	21.9%	14.0%	16.7%	19.1%	12.9%	17.7%	20.2%	-	15.3%	20.0%	20.2%	8.3%	17.9%	6.2%
Unsatisfied [NET]	35	18	17	18	4	4	5	4	9	5	-	21	-	32	3	33	2
=====	8.8%	8.6%	9.1%	24.7%	8.0%	7.4%	4.3%	4.0%	9.4%	6.0%	-	10.7%	-	11.0%	2.8%	9.0%	6.2%
Very unsatisfied	17	8	9	10	4	1	1	1	6	1	-	10	-	16	1	16	1
	4.2%	3.8%	4.8%	13.7%	8.0%	1.9%	0.9%	1.0%	6.2%	1.2%	-	5.1%	-	5.5%	0.9%	4.3%	3.1%
Somewhat unsatisfied	18	10	8	8	-	3	4	3	3	4	-	11	-	16	2	17	1
	4.5%	4.8%	4.3%	11.0%	-	5.6%	3.5%	3.0%	3.1%	4.8%	-	5.6%	-	5.5%	1.9%	4.6%	3.1%
Have Not Used Program [NET]	62	25	37	9	10	10	16	16	17	11	-	27	7	43	19	56	6
=====	15.5%	12.0%	19.8%	12.3%	20.0%	18.5%	13.9%	15.8%	17.7%	13.1%	-	13.8%	35.0%	14.7%	17.6%	15.2%	18.8%
Have not used but Interested	48	21	27	7	7	7	14	12	12	9	-	21	6	31	17	42	6
	12.0%	10.0%	14.4%	9.6%	14.0%	13.0%	12.2%	11.9%	12.5%	10.7%	-	10.7%	30.0%	10.6%	15.7%	11.4%	18.8%
Have not used and Not interested	14	4	10	2	3	3	2	4	5	2	-	6	1	12	2	14	-
	3.5%	1.9%	5.3%	2.7%	6.0%	5.6%	1.7%	4.0%	5.2%	2.4%	-	3.1%	5.0%	4.1%	1.9%	3.8%	-
Never Heard Of [NET]	35	15	19	6	5	10	9	4	9	8	2	15	1	29	6	32	3
=====	8.8%	7.2%	10.2%	8.2%	10.0%	18.5%	7.8%	4.0%	9.4%	9.5%	50.0%	7.7%	5.0%	9.9%	5.6%	8.7%	9.4%
Never heard of but Interested	17	8	9	3	1	6	5	2	3	4	1	8	1	14	3	16	1
	4.2%	3.8%	4.8%	4.1%	2.0%	11.1%	4.3%	2.0%	3.1%	4.8%	25.0%	4.1%	5.0%	4.8%	2.8%	4.3%	3.1%



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Never heard of and Not Interested	18	7	10	3	4	4	4	2	6	4	1	7	-	15	3	16	2
	4.5%	3.3%	5.3%	4.1%	8.0%	7.4%	3.5%	2.0%	6.2%	4.8%	25.0%	3.6%		5.1%	2.8%	4.3%	6.2%
Unsure	12	6	5	2	1	1	4	3	1	3	-	7	1	9	3	11	1
	3.0%	2.9%	2.7%	2.7%	2.0%	1.9%	3.5%	3.0%	1.0%	3.6%		3.6%	5.0%	3.1%	2.8%	3.0%	3.1%
Prefer not to answer	1	1	-	-	-	1	-	-	-	-	-	-	1	1	-	1	-
	0.2%	0.5%				1.9%							5.0%	0.3%		0.3%	



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 BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Have Used Program [NET]	290	249	202	28	19	28	17	3	6	2	3	95	84	61	28	10	6	-	-	6
=====	72.5%	77.6%	76.8%	75.7%	90.5%	49.1%	47.2%	50.0%	46.2%	100.0%	60.0%	73%	77%	74%	68%	77%	50%			55%
Satisfied [NET]	255	216	192	14	10	27	17	3	6	1	2	91	73	54	21	6	5	-	-	5
=====	63.8%	67.3%	73.0%	37.8%	47.6%	47.4%	47.2%	50.0%	46.2%	50.0%	40.0%	69%	67%	66%	51%	46%	42%			45%
Very satisfied	187	157	147	6	4	20	14	1	4	1	1	78	57	32	13	3	2	-	-	2
	46.8%	48.9%	55.9%	16.2%	19.0%	35.1%	38.9%	16.7%	30.8%	50.0%	20.0%	60%	52%	39%	32%	23%	17%			18%
Somewhat satisfied	68	59	45	8	6	7	3	2	2	-	1	13	16	22	8	3	3	-	-	3
	17.0%	18.4%	17.1%	21.6%	28.6%	12.3%	8.3%	33.3%	15.4%		20.0%	9.9%	15%	27%	20%	23%	25%			27%
Unsatisfied [NET]	35	33	10	14	9	1	-	-	-	1	1	4	11	7	7	4	1	-	-	1
=====	8.8%	10.3%	3.8%	37.8%	42.9%	1.8%				50.0%	20.0%	3.1%	10%	8.5%	17%	31%	8.3%			9.1%
Very unsatisfied	17	16	3	6	7	1	-	-	-	1	-	1	7	2	3	3	1	-	-	-
	4.2%	5.0%	1.1%	16.2%	33.3%	1.8%				50.0%		0.8%	6.4%	2.4%	7.3%	23%	8.3%			
Somewhat unsatisfied	18	17	7	8	2	-	-	-	-	-	1	3	4	5	4	1	-	-	-	1
	4.5%	5.3%	2.7%	21.6%	9.5%						20.0%	2.3%	3.7%	6.1%	9.8%	7.7%				9.1%
Have Not Used Program [NET]	62	44	36	6	2	13	12	-	1	-	-	21	13	12	9	2	3	-	-	2
=====	15.5%	13.7%	13.7%	16.2%	9.5%	22.8%	33.3%		7.7%			16%	12%	15%	22%	15%	25%			18%
Have not used but Interested	48	33	28	4	1	11	10	-	1	-	-	18	12	8	7	-	2	-	-	1
	12.0%	10.3%	10.6%	10.8%	4.8%	19.3%	27.8%		7.7%			14%	11%	9.8%	17%		17%			9.1%
Have not used and Not interested	14	11	8	2	1	2	2	-	-	-	-	3	1	4	2	2	1	-	-	1
	3.5%	3.4%	3.0%	5.4%	4.8%	3.5%	5.6%					2.3%	0.9%	4.9%	4.9%	15%	8.3%			9.1%
Never Heard Of [NET]	35	19	16	3	-	13	6	3	4	-	1	11	7	8	3	1	2	1	-	2
=====	8.8%	5.9%	6.1%	8.1%		22.8%	16.7%	50.0%	30.8%		20.0%	8.4%	6.4%	9.8%	7.3%	7.7%	17%	100%		18%
Never heard of but Interested	17	14	12	2	-	1	-	-	1	-	1	5	3	4	1	1	1	1	-	1
	4.2%	4.4%	4.6%	5.4%		1.8%			7.7%		20.0%	3.8%	2.8%	4.9%	2.4%	7.7%	8.3%	100%		9.1%



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 BASE: Total Sample

	TOTAL	HOME TYPE					HOUSEHOLD SIZE										PNTA			
		OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7		8	9+	
Never heard of and Not Interested	18 4.5%	5 1.6%	4 1.5%	1 2.7%	-	12 21.1%	6 16.7%	3 50.0%	3 23.1%	-	-	6 4.6%	4 3.7%	4 4.9%	2 4.9%	-	1 8.3%	-	-	1 9.1%
Unsure	12 3.0%	8 2.5%	8 3.0%	-	-	3 5.3%	1 2.8%	-	2 15.4%	-	1 20.0%	3 2.3%	5 4.6%	1 1.2%	1 2.4%	-	1 8.3%	-	-	1 9.1%
Prefer not to answer	1 0.2%	1 0.3%	1 0.4%	-	-	-	-	-	-	-	-	1 0.8%	-	-	-	-	-	-	-	-



Q27. Now we have a list of programs operated by MCS D. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Trash Cart Replacement.
 BASE: Total Sample

	FAVORABILITY OF MCS D NO					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Have Used Program [NET]	290	240	35	9	6	253	16	21	250	9	31	26	-	5	95	31	64	195	91	104	255	22
=====	72.5%	76%	58.3%	60.0%	60.0%	76.2%	69.6%	46.7%	77%	75.0%	49.2%	74%		83.3%	70.9%	67.4%	72.7%	73.3%	68%	78.2%	72.4%	78.6%
Satisfied [NET]	255	211	30	8	6	224	12	19	221	6	28	13	-	4	85	26	59	170	70	100	225	18
=====	63.8%	67%	50.0%	53.3%	60.0%	67.5%	52.2%	42.2%	68%	50.0%	44.4%	37%		66.7%	63.4%	56.5%	67.0%	63.9%	53%	75.2%	63.9%	64.3%
Very satisfied	187	164	13	5	5	176	5	6	172	4	11	6	-	1	74	24	50	113	31	82	166	13
	46.8%	52%	21.7%	33.3%	50.0%	53.0%	21.7%	13.3%	53%	33.3%	17.5%	17%		16.7%	55.2%	52.2%	56.8%	42.5%	23%	61.7%	47.2%	46.4%
Somewhat satisfied	68	47	17	3	1	48	7	13	49	2	17	7	-	3	11	2	9	57	39	18	59	5
	17.0%	15%	28.3%	20.0%	10.0%	14.5%	30.4%	28.9%	15%	16.7%	27.0%	20%		50.0%	8.2%	4.3%	10.2%	21.4%	29%	13.5%	16.8%	17.9%
Unsatisfied [NET]	35	29	5	1	-	29	4	2	29	3	3	13	-	1	10	5	5	25	21	4	30	4
=====	8.8%	9.2%	8.3%	6.7%		8.7%	17.4%	4.4%	8.9%	25.0%	4.8%	37%		16.7%	7.5%	10.9%	5.7%	9.4%	16%	3.0%	8.5%	14.3%
Very unsatisfied	17	15	2	-	-	14	1	2	15	1	1	6	-	-	4	3	1	13	12	1	15	2
	4.2%	4.8%	3.3%			4.2%	4.3%	4.4%	4.6%	8.3%	1.6%	17%			3.0%	6.5%	1.1%	4.9%	9.0%	0.8%	4.3%	7.1%
Somewhat unsatisfied	18	14	3	1	-	15	3	-	14	2	2	7	-	1	6	2	4	12	9	3	15	2
	4.5%	4.4%	5.0%	6.7%		4.5%	13.0%		4.3%	16.7%	3.2%	20%		16.7%	4.5%	4.3%	4.5%	4.5%	6.8%	2.3%	4.3%	7.1%
Have Not Used Program [NET]	62	51	9	1	1	49	2	11	44	1	17	6	-	-	22	11	11	40	23	17	54	4
=====	15.5%	16%	15.0%	6.7%	10.0%	14.8%	8.7%	24.4%	14%	8.3%	27.0%	17%			16.4%	23.9%	12.5%	15.0%	17%	12.8%	15.3%	14.3%
Have not used but Interested	48	42	4	1	1	40	2	6	35	1	12	4	-	-	17	9	8	31	15	16	42	4
	12.0%	13%	6.7%	6.7%	10.0%	12.0%	8.7%	13.3%	11%	8.3%	19.0%	11%			12.7%	19.6%	9.1%	11.7%	11%	12.0%	11.9%	14.3%
Have not used and Not interested	14	9	5	-	-	9	-	5	9	-	5	2	-	-	5	2	3	9	8	1	12	-
	3.5%	2.9%	8.3%			2.7%		11.1%	2.8%		7.9%	5.7%			3.7%	4.3%	3.4%	3.4%	6.0%	0.8%	3.4%	
Never Heard Of [NET]	35	19	9	5	2	22	5	8	25	2	8	3	2	1	12	4	8	23	16	7	30	2
=====	8.8%	6.0%	15.0%	33.3%	20.0%	6.6%	21.7%	17.8%	7.7%	16.7%	12.7%	8.6%	100.0%	16.7%	9.0%	8.7%	9.1%	8.6%	12%	5.3%	8.5%	7.1%
Never heard of but Interested	17	11	3	2	1	13	2	2	12	1	4	1	1	-	4	1	3	13	9	4	14	1
	4.2%	3.5%	5.0%	13.3%	10.0%	3.9%	8.7%	4.4%	3.7%	8.3%	6.3%	2.9%	50.0%		3.0%	2.2%	3.4%	4.9%	6.8%	3.0%	4.0%	3.6%



Q27. Now we have a list of programs operated by MCS D. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Trash Cart Replacement.
 BASE: Total Sample

	FAVORABILITY OF MCS D NO					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE			LANGUAGE	
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH
Never heard of and Not Interested	18	8	6	3	1	9	3	6	13	1	4	2	1	1	8	3	5	10	7	3	16	1
	4.5%	2.5%	10.0%	20.0%	10.0%	2.7%	13.0%	13.3%	4.0%	8.3%	6.3%	5.7%	50.0%	16.7%	6.0%	6.5%	5.7%	3.8%	5.3%	2.3%	4.5%	3.6%
Unsure	12	4	7	-	1	7	-	5	5	-	7	-	-	-	5	-	5	7	3	4	12	-
	3.0%	1.3%	11.7%		10.0%	2.1%		11.1%	1.5%		11.1%				3.7%		5.7%	2.6%	2.3%	3.0%	3.4%	
Prefer not to answer	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-	1	1	-
	0.2%	0.3%				0.3%			0.3%									0.4%		0.8%	0.3%	



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 BASE: Total Sample

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	134	73	59	11	12	18	51	39	32	40	1	57	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	95	53	42	8	5	14	39	27	21	27	-	45	2
=====	70.9%	72.6%	71.2%	72.7%	41.7%	77.8%	76.5%	69.2%	65.6%	67.5%		78.9%	50.0%
Satisfied [NET]	85	49	36	5	5	10	38	25	19	24	-	40	2
=====	63.4%	67.1%	61.0%	45.5%	41.7%	55.6%	74.5%	64.1%	59.4%	60.0%		70.2%	50.0%
Very satisfied	74	43	31	4	4	10	34	20	17	18	-	37	2
	55.2%	58.9%	52.5%	36.4%	33.3%	55.6%	66.7%	51.3%	53.1%	45.0%		64.9%	50.0%
Somewhat satisfied	11	6	5	1	1	-	4	5	2	6	-	3	-
	8.2%	8.2%	8.5%	9.1%	8.3%		7.8%	12.8%	6.2%	15.0%		5.3%	
Unsatisfied [NET]	10	4	6	3	-	4	1	2	2	3	-	5	-
=====	7.5%	5.5%	10.2%	27.3%		22.2%	2.0%	5.1%	6.2%	7.5%		8.8%	
Very unsatisfied	4	1	3	3	-	1	-	-	1	-	-	3	-
	3.0%	1.4%	5.1%	27.3%		5.6%			3.1%			5.3%	
Somewhat unsatisfied	6	3	3	-	-	3	1	2	1	3	-	2	-
	4.5%	4.1%	5.1%			16.7%	2.0%	5.1%	3.1%	7.5%		3.5%	
Have Not Used Program [NET]	22	9	13	2	3	2	6	9	6	7	-	8	1
=====	16.4%	12.3%	22.0%	18.2%	25.0%	11.1%	11.8%	23.1%	18.8%	17.5%		14.0%	25.0%
Have not used but Interested	17	6	11	1	2	2	5	7	5	5	-	6	1
	12.7%	8.2%	18.6%	9.1%	16.7%	11.1%	9.8%	17.9%	15.6%	12.5%		10.5%	25.0%
Have not used and Not interested	5	3	2	1	1	-	1	2	1	2	-	2	-
	3.7%	4.1%	3.4%	9.1%	8.3%		2.0%	5.1%	3.1%	5.0%		3.5%	
Never Heard Of [NET]	12	8	3	1	3	2	3	2	5	4	1	2	-
=====	9.0%	11.0%	5.1%	9.1%	25.0%	11.1%	5.9%	5.1%	15.6%	10.0%	100.0%	3.5%	
Never heard of but Interested	4	3	1	-	-	2	1	1	2	1	-	1	-
	3.0%	4.1%	1.7%			11.1%	2.0%	2.6%	6.2%	2.5%		1.8%	



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 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	8 6.0%	5 6.8%	2 3.4%	1 9.1%	3 25.0%	-	2 3.9%	1 2.6%	3 9.4%	3 7.5%	1 100.0%	1 1.8%	-	
Unsure	5 3.7%	3 4.1%	1 1.7%	-	1 8.3%	-	3 5.9%	1 2.6%	-	2 5.0%	-	2 3.5%	1 25.0%	



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 BASE: Total Sample

	GENDER		AGE GROUP						LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Have Used Program [NET]	31	20	11	4	4	5	10	8	3	8	-	20	-	
=====	67.4%	76.9%	57.9%	66.7%	66.7%	83.3%	71.4%	61.5%	42.9%	61.5%		76.9%		
Satisfied [NET]	26	18	8	1	4	4	10	7	3	8	-	15	-	
=====	56.5%	69.2%	42.1%	16.7%	66.7%	66.7%	71.4%	53.8%	42.9%	61.5%		57.7%		
Very satisfied	24	16	8	1	4	4	9	6	3	6	-	15	-	
	52.2%	61.5%	42.1%	16.7%	66.7%	66.7%	64.3%	46.2%	42.9%	46.2%		57.7%		
Somewhat satisfied	2	2	-	-	-	-	1	1	-	2	-	-	-	
	4.3%	7.7%					7.1%	7.7%		15.4%				
Unsatisfied [NET]	5	2	3	3	-	1	-	1	-	-	-	5	-	
=====	10.9%	7.7%	15.8%	50.0%		16.7%		7.7%				19.2%		
Very unsatisfied	3	-	3	3	-	-	-	-	-	-	-	3	-	
	6.5%		15.8%	50.0%								11.5%		
Somewhat unsatisfied	2	2	-	-	-	1	-	1	-	-	-	2	-	
	4.3%	7.7%				16.7%		7.7%				7.7%		
Have Not Used Program [NET]	11	4	7	2	2	1	3	3	3	3	-	5	-	
=====	23.9%	15.4%	36.8%	33.3%	33.3%	16.7%	21.4%	23.1%	42.9%	23.1%		19.2%		
Have not used but Interested	9	2	7	1	2	1	3	2	3	2	-	4	-	
	19.6%	7.7%	36.8%	16.7%	33.3%	16.7%	21.4%	15.4%	42.9%	15.4%		15.4%		
Have not used and Not interested	2	2	-	1	-	-	-	1	-	1	-	1	-	
	4.3%	7.7%		16.7%				7.7%		7.7%		3.8%		
Never Heard Of [NET]	4	2	1	-	-	-	1	2	1	2	-	1	-	
=====	8.7%	7.7%	5.3%				7.1%	15.4%	14.3%	15.4%		3.8%		
Never heard of but Interested	1	1	-	-	-	-	-	1	-	-	-	1	-	
	2.2%	3.8%						7.7%				3.8%		



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 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	3 6.5%	1 3.8%	1 5.3%	-	-	-	1 7.1%	1 7.7%	1 14.3%	2 15.4%	-	-	-



Q27. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Trash Cart Replacement.
 BASE: Total Sample

	GENDER		AGE GROUP				MOBILE MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	64	33	31	4	1	9	29	19	18	19	-	25	2
=====	72.7%	70.2%	77.5%	80.0%	16.7%	75.0%	78.4%	73.1%	72.0%	70.4%	-	80.6%	50.0%
Satisfied [NET]	59	31	28	4	1	6	28	18	16	16	-	25	2
=====	67.0%	66.0%	70.0%	80.0%	16.7%	50.0%	75.7%	69.2%	64.0%	59.3%	-	80.6%	50.0%
Very satisfied	50	27	23	3	-	6	25	14	14	12	-	22	2
	56.8%	57.4%	57.5%	60.0%		50.0%	67.6%	53.8%	56.0%	44.4%		71.0%	50.0%
Somewhat satisfied	9	4	5	1	1	-	3	4	2	4	-	3	-
	10.2%	8.5%	12.5%	20.0%	16.7%		8.1%	15.4%	8.0%	14.8%		9.7%	
Unsatisfied [NET]	5	2	3	-	-	3	1	1	2	3	-	-	-
=====	5.7%	4.3%	7.5%			25.0%	2.7%	3.8%	8.0%	11.1%			
Very unsatisfied	1	1	-	-	-	1	-	-	1	-	-	-	-
	1.1%	2.1%				8.3%			4.0%				
Somewhat unsatisfied	4	1	3	-	-	2	1	1	1	3	-	-	-
	4.5%	2.1%	7.5%			16.7%	2.7%	3.8%	4.0%	11.1%			
Have Not Used Program [NET]	11	5	6	-	1	1	3	6	3	4	-	3	1
=====	12.5%	10.6%	15.0%		16.7%	8.3%	8.1%	23.1%	12.0%	14.8%		9.7%	25.0%
Have not used but Interested	8	4	4	-	-	1	2	5	2	3	-	2	1
	9.1%	8.5%	10.0%			8.3%	5.4%	19.2%	8.0%	11.1%		6.5%	25.0%
Have not used and Not interested	3	1	2	-	1	-	1	1	1	1	-	1	-
	3.4%	2.1%	5.0%		16.7%		2.7%	3.8%	4.0%	3.7%		3.2%	
Never Heard Of [NET]	8	6	2	1	3	2	2	-	4	2	1	1	-
=====	9.1%	12.8%	5.0%	20.0%	50.0%	16.7%	5.4%		16.0%	7.4%	100.0%	3.2%	
Never heard of but Interested	3	2	1	-	-	2	1	-	2	1	-	-	-
	3.4%	4.3%	2.5%			16.7%	2.7%		8.0%	3.7%			



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 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	5 5.7%	4 8.5%	1 2.5%	1 20.0%	3 50.0%	-	1 2.7%	-	2 8.0%	1 3.7%	1 100.0%	1 3.2%	-
Unsure	5 5.7%	3 6.4%	1 2.5%	-	1 16.7%	-	3 8.1%	1 3.8%	-	2 7.4%	-	2 6.5%	1 25.0%



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 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	266	136	128	62	38	36	64	62	64	44	3	139	16		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Have Used Program [NET]	195	109	84	48	29	18	47	51	48	35	2	102	8		
=====	73.3%	80.1%	65.6%	77.4%	76.3%	50.0%	73.4%	82.3%	75.0%	79.5%	66.7%	73.4%	50.0%		
Satisfied [NET]	170	95	73	33	25	18	43	49	41	33	2	86	8		
=====	63.9%	69.9%	57.0%	53.2%	65.8%	50.0%	67.2%	79.0%	64.1%	75.0%	66.7%	61.9%	50.0%		
Very satisfied	113	61	51	18	19	9	25	41	26	22	2	59	4		
	42.5%	44.9%	39.8%	29.0%	50.0%	25.0%	39.1%	66.1%	40.6%	50.0%	66.7%	42.4%	25.0%		
Somewhat satisfied	57	34	22	15	6	9	18	8	15	11	-	27	4		
	21.4%	25.0%	17.2%	24.2%	15.8%	25.0%	28.1%	12.9%	23.4%	25.0%	-	19.4%	25.0%		
Unsatisfied [NET]	25	14	11	15	4	-	4	2	7	2	-	16	-		
=====	9.4%	10.3%	8.6%	24.2%	10.5%	-	6.2%	3.2%	10.9%	4.5%	-	11.5%	-		
Very unsatisfied	13	7	6	7	4	-	1	1	5	1	-	7	-		
	4.9%	5.1%	4.7%	11.3%	10.5%	-	1.6%	1.6%	7.8%	2.3%	-	5.0%	-		
Somewhat unsatisfied	12	7	5	8	-	-	3	1	2	1	-	9	-		
	4.5%	5.1%	3.9%	12.9%	-	-	4.7%	1.6%	3.1%	2.3%	-	6.5%	-		
Have Not Used Program [NET]	40	16	24	7	7	8	10	7	11	4	-	19	6		
=====	15.0%	11.8%	18.8%	11.3%	18.4%	22.2%	15.6%	11.3%	17.2%	9.1%	-	13.7%	37.5%		
Have not used but Interested	31	15	16	6	5	5	9	5	7	4	-	15	5		
	11.7%	11.0%	12.5%	9.7%	13.2%	13.9%	14.1%	8.1%	10.9%	9.1%	-	10.8%	31.2%		
Have not used and Not interested	9	1	8	1	2	3	1	2	4	-	-	4	1		
	3.4%	0.7%	6.2%	1.6%	5.3%	8.3%	1.6%	3.2%	6.2%	-	-	2.9%	6.2%		
Never Heard Of [NET]	23	7	16	5	2	8	6	2	4	4	1	13	1		
=====	8.6%	5.1%	12.5%	8.1%	5.3%	22.2%	9.4%	3.2%	6.2%	9.1%	33.3%	9.4%	6.2%		
Never heard of but Interested	13	5	8	3	1	4	4	1	1	3	1	7	1		
	4.9%	3.7%	6.2%	4.8%	2.6%	11.1%	6.2%	1.6%	1.6%	6.8%	33.3%	5.0%	6.2%		



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 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	10 3.8%	2 1.5%	8 6.2%	2 3.2%	1 2.6%	4 11.1%	2 3.1%	1 1.6%	3 4.7%	1 2.3%	-	6 4.3%	-	
Unsure	7 2.6%	3 2.2%	4 3.1%	2 3.2%	-	1 2.8%	1 1.6%	2 3.2%	1 1.6%	1 2.3%	-	5 3.6%	-	
Prefer not to answer	1 0.4%	1 0.7%	-	-	-	1 2.8%	-	-	-	-	-	-	1 6.2%	



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 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY		ASIAN/ PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	91	51	40	34	24	10	16	6	28	6	1	55	1	
=====	68.4%	81.0%	57.1%	81.0%	77.4%	41.7%	61.5%	66.7%	75.7%	66.7%	100.0%	66.3%	33.3%	
Satisfied [NET]	70	40	30	19	20	10	14	6	21	6	1	41	1	
=====	52.6%	63.5%	42.9%	45.2%	64.5%	41.7%	53.8%	66.7%	56.8%	66.7%	100.0%	49.4%	33.3%	
Very satisfied	31	20	11	5	14	2	6	4	9	2	1	19	-	
	23.3%	31.7%	15.7%	11.9%	45.2%	8.3%	23.1%	44.4%	24.3%	22.2%	100.0%	22.9%	-	
Somewhat satisfied	39	20	19	14	6	8	8	2	12	4	-	22	1	
	29.3%	31.7%	27.1%	33.3%	19.4%	33.3%	30.8%	22.2%	32.4%	44.4%	-	26.5%	33.3%	
Unsatisfied [NET]	21	11	10	15	4	-	2	-	7	-	-	14	-	
=====	15.8%	17.5%	14.3%	35.7%	12.9%	-	7.7%	-	18.9%	-	-	16.9%	-	
Very unsatisfied	12	7	5	7	4	-	1	-	5	-	-	7	-	
	9.0%	11.1%	7.1%	16.7%	12.9%	-	3.8%	-	13.5%	-	-	8.4%	-	
Somewhat unsatisfied	9	4	5	8	-	-	1	-	2	-	-	7	-	
	6.8%	6.3%	7.1%	19.0%	-	-	3.8%	-	5.4%	-	-	8.4%	-	
Have Not Used Program [NET]	23	8	15	4	6	7	4	2	7	-	-	15	1	
=====	17.3%	12.7%	21.4%	9.5%	19.4%	29.2%	15.4%	22.2%	18.9%	-	-	18.1%	33.3%	
Have not used but Interested	15	7	8	3	4	4	3	1	3	-	-	11	1	
	11.3%	11.1%	11.4%	7.1%	12.9%	16.7%	11.5%	11.1%	8.1%	-	-	13.3%	33.3%	
Have not used and Not interested	8	1	7	1	2	3	1	1	4	-	-	4	-	
	6.0%	1.6%	10.0%	2.4%	6.5%	12.5%	3.8%	11.1%	10.8%	-	-	4.8%	-	
Never Heard Of [NET]	16	4	12	3	1	6	5	1	2	2	-	11	1	
=====	12.0%	6.3%	17.1%	7.1%	3.2%	25.0%	19.2%	11.1%	5.4%	22.2%	-	13.3%	33.3%	
Never heard of but Interested	9	2	7	2	-	3	3	1	1	1	-	6	1	
	6.8%	3.2%	10.0%	4.8%	-	12.5%	11.5%	11.1%	2.7%	11.1%	-	7.2%	33.3%	



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 BASE: Total Sample

	GENDER			AGE GROUP				TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	7 5.3%	2 3.2%	5 7.1%	1 2.4%	1 3.2%	3 12.5%	2 7.7%	-	1 2.7%	1 11.1%	-	5 6.0%	-
Unsure	3 2.3%	-	3 4.3%	1 2.4%	-	1 4.2%	1 3.8%	-	-	1 11.1%	-	2 2.4%	-



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 BASE: Total Sample

	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	73	58	20	7	12	38	53	27	35	2	56	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	104	58	44	14	5	8	31	45	20	29	1	47	7
=====	78.2%	79.5%	75.9%	70.0%	71.4%	66.7%	81.6%	84.9%	74.1%	82.9%	50.0%	83.9%	53.8%
Satisfied [NET]	100	55	43	14	5	8	29	43	20	27	1	45	7
=====	75.2%	75.3%	74.1%	70.0%	71.4%	66.7%	76.3%	81.1%	74.1%	77.1%	50.0%	80.4%	53.8%
Very satisfied	82	41	40	13	5	7	19	37	17	20	1	40	4
	61.7%	56.2%	69.0%	65.0%	71.4%	58.3%	50.0%	69.8%	63.0%	57.1%	50.0%	71.4%	30.8%
Somewhat satisfied	18	14	3	1	-	1	10	6	3	7	-	5	3
	13.5%	19.2%	5.2%	5.0%	-	8.3%	26.3%	11.3%	11.1%	20.0%	-	8.9%	23.1%
Unsatisfied [NET]	4	3	1	-	-	-	2	2	-	2	-	2	-
=====	3.0%	4.1%	1.7%	-	-	-	5.3%	3.8%	-	5.7%	-	3.6%	-
Very unsatisfied	1	-	1	-	-	-	-	1	-	1	-	-	-
	0.8%	-	1.7%	-	-	-	-	1.9%	-	2.9%	-	-	-
Somewhat unsatisfied	3	3	-	-	-	-	2	1	-	1	-	2	-
	2.3%	4.1%	-	-	-	-	5.3%	1.9%	-	2.9%	-	3.6%	-
Have Not Used Program [NET]	17	8	9	3	1	1	6	5	4	4	-	4	5
=====	12.8%	11.0%	15.5%	15.0%	14.3%	8.3%	15.8%	9.4%	14.8%	11.4%	-	7.1%	38.5%
Have not used but Interested	16	8	8	3	1	1	6	4	4	4	-	4	4
	12.0%	11.0%	13.8%	15.0%	14.3%	8.3%	15.8%	7.5%	14.8%	11.4%	-	7.1%	30.8%
Have not used and Not interested	1	-	1	-	-	-	-	1	-	-	-	-	1
	0.8%	-	1.7%	-	-	-	-	1.9%	-	-	-	-	7.7%
Never Heard Of [NET]	7	3	4	2	1	2	1	1	2	2	1	2	-
=====	5.3%	4.1%	6.9%	10.0%	14.3%	16.7%	2.6%	1.9%	7.4%	5.7%	50.0%	3.6%	-
Never heard of but Interested	4	3	1	1	1	1	1	-	-	2	1	1	-
	3.0%	4.1%	1.7%	5.0%	14.3%	8.3%	2.6%	-	-	5.7%	50.0%	1.8%	-



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 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	3 2.3%	-	3 5.2%	1 5.0%	-	1 8.3%	-	1 1.9%	2 7.4%	-	-	1 1.8%	-
Unsure	4 3.0%	3 4.1%	1 1.7%	1 5.0%	-	-	-	2 3.8%	1 3.7%	-	-	3 5.4%	-
Prefer not to answer	1 0.8%	1 1.4%	-	-	-	1 8.3%	-	-	-	-	-	-	1 7.7%



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 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY					EDUCATION LEVEL		GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	387	202	182	71	49	52	111	98	95	81	4	189	18	282	105	356	31
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	290	162	126	56	34	32	86	78	69	62	2	147	10	210	80	268	22
=====	74.9%	80.2%	69.2%	78.9%	69.4%	61.5%	77.5%	79.6%	72.6%	76.5%	50.0%	77.8%	55.6%	74.5%	76.2%	75.3%	71.0%
Satisfied [NET]	255	144	109	38	30	28	81	74	60	57	2	126	10	178	77	235	20
=====	87.9%	88.9%	86.5%	67.9%	88.2%	87.5%	94.2%	94.9%	87.0%	91.9%	100.0%	85.7%	100%	84.8%	96.2%	87.7%	90.9%
Very satisfied	187	104	82	22	23	19	59	61	43	40	2	96	6	119	68	169	18
	73.3%	72.2%	75.2%	57.9%	76.7%	67.9%	72.8%	82.4%	71.7%	70.2%	100.0%	76.2%	60.0%	66.9%	88.3%	71.9%	90.0%
Somewhat satisfied	68	40	27	16	7	9	22	13	17	17	-	30	4	59	9	66	2
	26.7%	27.8%	24.8%	42.1%	23.3%	32.1%	27.2%	17.6%	28.3%	29.8%	-	23.8%	40.0%	33.1%	11.7%	28.1%	10.0%
Unsatisfied [NET]	35	18	17	18	4	4	5	4	9	5	-	21	-	32	3	33	2
=====	12.1%	11.1%	13.5%	32.1%	11.8%	12.5%	5.8%	5.1%	13.0%	8.1%	-	14.3%	-	15.2%	3.8%	12.3%	9.1%
Very unsatisfied	17	8	9	10	4	1	1	1	6	1	-	10	-	16	1	16	1
	48.6%	44.4%	52.9%	55.6%	100%	25.0%	20.0%	25.0%	66.7%	20.0%	-	47.6%	-	50.0%	33.3%	48.5%	50.0%
Somewhat unsatisfied	18	10	8	8	-	3	4	3	3	4	-	11	-	16	2	17	1
	51.4%	55.6%	47.1%	44.4%	-	75.0%	80.0%	75.0%	33.3%	80.0%	-	52.4%	-	50.0%	66.7%	51.5%	50.0%
Have Not Used Program [NET]	62	25	37	9	10	10	16	16	17	11	-	27	7	43	19	56	6
=====	16.0%	12.4%	20.3%	12.7%	20.4%	19.2%	14.4%	16.3%	17.9%	13.6%	-	14.3%	38.9%	15.2%	18.1%	15.7%	19.4%
Have not used but Interested	48	21	27	7	7	7	14	12	12	9	-	21	6	31	17	42	6
	77.4%	84.0%	73.0%	77.8%	70.0%	70.0%	87.5%	75.0%	70.6%	81.8%	-	77.8%	85.7%	72.1%	89.5%	75.0%	100%
Have not used and Not interested	14	4	10	2	3	3	2	4	5	2	-	6	1	12	2	14	-
	22.6%	16.0%	27.0%	22.2%	30.0%	30.0%	12.5%	25.0%	29.4%	18.2%	-	22.2%	14.3%	27.9%	10.5%	25.0%	-
Never Heard Of [NET]	35	15	19	6	5	10	9	4	9	8	2	15	1	29	6	32	3
=====	9.0%	7.4%	10.4%	8.5%	10.2%	19.2%	8.1%	4.1%	9.5%	9.9%	50.0%	7.9%	5.6%	10.3%	5.7%	9.0%	9.7%
Never heard of but Interested	17	8	9	3	1	6	5	2	3	4	1	8	1	14	3	16	1
	48.6%	53.3%	47.4%	50.0%	20.0%	60.0%	55.6%	50.0%	33.3%	50.0%	50.0%	53.3%	100%	48.3%	50.0%	50.0%	33.3%



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BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC	
Never heard of and Not Interested	18	7	10	3	4	4	4	2	6	4	1	7	-	15	3	16	2
	51.4%	46.7%	52.6%	50.0%	80.0%	40.0%	44.4%	50.0%	66.7%	50.0%	50.0%	46.7%		51.7%	50.0%	50.0%	66.7%



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 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	387	312	254	37	21	54	35	6	11	2	4	127	104	81	40	13	11	1	-	10	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Have Used Program [NET]	290	249	202	28	19	28	17	3	6	2	3	95	84	61	28	10	6	-	-	6	
=====	74.9%	79.8%	79.5%	75.7%	90.5%	51.9%	48.6%	50.0%	54.5%	100.0%	75.0%	75%	81%	75%	70%	77%	55%			60%	
Satisfied [NET]	255	216	192	14	10	27	17	3	6	1	2	91	73	54	21	6	5	-	-	5	
=====	87.9%	86.7%	95.0%	50.0%	52.6%	96.4%	100.0%	100.0%	100.0%	50.0%	66.7%	96%	87%	89%	75%	60%	83%			83%	
Very satisfied	187	157	147	6	4	20	14	1	4	1	1	78	57	32	13	3	2	-	-	2	
	73.3%	72.7%	76.6%	42.9%	40.0%	74.1%	82.4%	33.3%	66.7%	100.0%	50.0%	86%	78%	59%	62%	50%	40%			40%	
Somewhat satisfied	68	59	45	8	6	7	3	2	2	-	1	13	16	22	8	3	3	-	-	3	
	26.7%	27.3%	23.4%	57.1%	60.0%	25.9%	17.6%	66.7%	33.3%		50.0%	14%	22%	41%	38%	50%	60%			60%	
Unsatisfied [NET]	35	33	10	14	9	1	-	-	-	1	1	4	11	7	7	4	1	-	-	1	
=====	12.1%	13.3%	5.0%	50.0%	47.4%	3.6%				50.0%	33.3%	4.2%	13%	11%	25%	40%	17%			17%	
Very unsatisfied	17	16	3	6	7	1	-	-	-	1	-	1	4	11	7	4	1	-	-	1	
	48.6%	48.5%	30.0%	42.9%	77.8%	100%				100.0%		25%	64%	29%	43%	75%	100%				
Somewhat unsatisfied	18	17	7	8	2	-	-	-	-	-	1	3	4	5	4	1	-	-	-	1	
	51.4%	51.5%	70.0%	57.1%	22.2%						100%	75%	36%	71%	57%	25%				100%	
Have Not Used Program [NET]	62	44	36	6	2	13	12	-	1	-	-	21	13	12	9	2	3	-	-	2	
=====	16.0%	14.1%	14.2%	16.2%	9.5%	24.1%	34.3%		9.1%			17%	12%	15%	22%	15%	27%			20%	
Have not used but Interested	48	33	28	4	1	11	10	-	1	-	-	18	12	8	7	-	2	-	-	1	
	77.4%	75.0%	77.8%	66.7%	50.0%	84.6%	83.3%		100.0%			86%	92%	67%	78%		67%			50%	
Have not used and Not interested	14	11	8	2	1	2	2	-	-	-	-	3	1	4	2	2	1	-	-	1	
	22.6%	25.0%	22.2%	33.3%	50.0%	15.4%	16.7%					14%	7.7%	33%	22%	100%	33%			50%	
Never Heard Of [NET]	35	19	16	3	-	13	6	3	4	-	1	11	7	8	3	1	2	1	-	2	
=====	9.0%	6.1%	6.3%	8.1%		24.1%	17.1%	50.0%	36.4%		25.0%	8.7%	6.7%	9.9%	7.5%	7.7%	18%	100%		20%	
Never heard of but Interested	17	14	12	2	-	1	-	-	1	-	1	5	3	4	1	1	1	1	-	1	
	48.6%	73.7%	75.0%	66.7%		7.7%			25.0%		100%	45%	43%	50%	33%	100%	50%	100%		50%	



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 BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Never heard of and Not Interested	18	5	4	1	-	12	6	3	3	-	-	6	4	4	2	-	1	-	-	1
	51.4%	26.3%	25.0%	33.3%		92.3%	100.0%	100.0%	75.0%			55%	57%	50%	67%		50%			50%



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 BASE: Total Sample

	FAVORABILITY OF MCSD NO				INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE		LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	387	310	53	15	9	324	23	40	319	12	56	35	2	6	129	46	83	258	130	128	339	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Have Used Program [NET]	290	240	35	9	6	253	16	21	250	9	31	26	-	5	95	31	64	195	91	104	255	22
=====	74.9%	77%	66.0%	60.0%	66.7%	78.1%	69.6%	52.5%	78%	75.0%	55.4%	74%		83.3%	73.6%	67.4%	77.1%	75.6%	70%	81.2%	75.2%	78.6%
Satisfied [NET]	255	211	30	8	6	224	12	19	221	6	28	13	-	4	85	26	59	170	70	100	225	18
=====	87.9%	88%	85.7%	88.9%	100.0%	88.5%	75.0%	90.5%	88%	66.7%	90.3%	50%		80.0%	89.5%	83.9%	92.2%	87.2%	77%	96.2%	88.2%	81.8%
Very satisfied	187	164	13	5	5	176	5	6	172	4	11	6	-	1	74	24	50	113	31	82	166	13
	73.3%	78%	43.3%	62.5%	83.3%	78.6%	41.7%	31.6%	78%	66.7%	39.3%	46%		25.0%	87.1%	92.3%	84.7%	66.5%	44%	82.0%	73.8%	72.2%
Somewhat satisfied	68	47	17	3	1	48	7	13	49	2	17	7	-	3	11	2	9	57	39	18	59	5
	26.7%	22%	56.7%	37.5%	16.7%	21.4%	58.3%	68.4%	22%	33.3%	60.7%	54%		75.0%	12.9%	7.7%	15.3%	33.5%	56%	18.0%	26.2%	27.8%
Unsatisfied [NET]	35	29	5	1	-	29	4	2	29	3	3	13	-	1	10	5	5	25	21	4	30	4
=====	12.1%	12%	14.3%	11.1%		11.5%	25.0%	9.5%	12%	33.3%	9.7%	50%		20.0%	10.5%	16.1%	7.8%	12.8%	23%	3.8%	11.8%	18.2%
Very unsatisfied	17	15	2	-	-	14	1	2	15	1	1	6	-	-	4	3	1	13	12	1	15	2
	48.6%	52%	40.0%			48.3%	25.0%	100.0%	52%	33.3%	33.3%	46%			40.0%	60.0%	20.0%	52.0%	57%	25.0%	50.0%	50.0%
Somewhat unsatisfied	18	14	3	1	-	15	3	-	14	2	2	7	-	1	6	2	4	12	9	3	15	2
	51.4%	48%	60.0%	100%		51.7%	75.0%		48%	66.7%	66.7%	54%		100.0%	60.0%	40.0%	80.0%	48.0%	43%	75.0%	50.0%	50.0%
Have Not Used Program [NET]	62	51	9	1	1	49	2	11	44	1	17	6	-	-	22	11	11	40	23	17	54	4
=====	16.0%	16%	17.0%	6.7%	11.1%	15.1%	8.7%	27.5%	14%	8.3%	30.4%	17%			17.1%	23.9%	13.3%	15.5%	18%	13.3%	15.9%	14.3%
Have not used but Interested	48	42	4	1	1	40	2	6	35	1	12	4	-	-	17	9	8	31	15	16	42	4
	77.4%	82%	44.4%	100%	100.0%	81.6%	100.0%	54.5%	80%	100.0%	70.6%	67%			77.3%	81.8%	72.7%	77.5%	65%	94.1%	77.8%	100.0%
Have not used and Not interested	14	9	5	-	-	9	-	5	9	-	5	2	-	-	5	2	3	9	8	1	12	-
	22.6%	18%	55.6%			18.4%		45.5%	20%		29.4%	33%			22.7%	18.2%	27.3%	22.5%	35%	5.9%	22.2%	
Never Heard Of [NET]	35	19	9	5	2	22	5	8	25	2	8	3	2	1	12	4	8	23	16	7	30	2
=====	9.0%	6.1%	17.0%	33.3%	22.2%	6.8%	21.7%	20.0%	7.8%	16.7%	14.3%	8.6%	100.0%	16.7%	9.3%	8.7%	9.6%	8.9%	12%	5.5%	8.8%	7.1%
Never heard of but Interested	17	11	3	2	1	13	2	2	12	1	4	1	1	-	4	1	3	13	9	4	14	1
	48.6%	58%	33.3%	40.0%	50.0%	59.1%	40.0%	25.0%	48%	50.0%	50.0%	33%	50.0%		33.3%	25.0%	37.5%	56.5%	56%	57.1%	46.7%	50.0%



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 BASE: Total Sample

	FAVORABILITY OF MCSD				INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		LANGUAGE					
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Never heard of and Not Interested	18	8	6	3	1	9	3	6	13	1	4	2	1	1	8	3	5	10	7	3	16	1
	51.4%	42%	66.7%	60.0%	50.0%	40.9%	60.0%	75.0%	52%	50.0%	50.0%	67%	50.0%	100.0%	66.7%	75.0%	62.5%	43.5%	44%	42.9%	53.3%	50.0%



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	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	129	70	58	11	11	18	48	38	32	38	1	55	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	95	53	42	8	5	14	39	27	21	27	-	45	2
=====	73.6%	75.7%	72.4%	72.7%	45.5%	77.8%	81.2%	71.1%	65.6%	71.1%	-	81.8%	66.7%
Satisfied [NET]	85	49	36	5	5	10	38	25	19	24	-	40	2
=====	89.5%	92.5%	85.7%	62.5%	100%	71.4%	97.4%	92.6%	90.5%	88.9%	-	88.9%	100%
Very satisfied	74	43	31	4	4	10	34	20	17	18	-	37	2
	87.1%	87.8%	86.1%	80.0%	80.0%	100%	89.5%	80.0%	89.5%	75.0%	-	92.5%	100%
Somewhat satisfied	11	6	5	1	1	-	4	5	2	6	-	3	-
	12.9%	12.2%	13.9%	20.0%	20.0%	-	10.5%	20.0%	10.5%	25.0%	-	7.5%	-
Unsatisfied [NET]	10	4	6	3	-	4	1	2	2	3	-	5	-
=====	10.5%	7.5%	14.3%	37.5%	-	28.6%	2.6%	7.4%	9.5%	11.1%	-	11.1%	-
Very unsatisfied	4	1	3	3	-	1	-	-	1	-	-	3	-
	40.0%	25.0%	50.0%	100%	-	25.0%	-	-	50.0%	-	-	60.0%	-
Somewhat unsatisfied	6	3	3	-	-	3	1	2	1	3	-	2	-
	60.0%	75.0%	50.0%	-	-	75.0%	100%	100%	50.0%	100.0%	-	40.0%	-
Have Not Used Program [NET]	22	9	13	2	3	2	6	9	6	7	-	8	1
=====	17.1%	12.9%	22.4%	18.2%	27.3%	11.1%	12.5%	23.7%	18.8%	18.4%	-	14.5%	33.3%
Have not used but Interested	17	6	11	1	2	2	5	7	5	5	-	6	1
	77.3%	66.7%	84.6%	50.0%	66.7%	100%	83.3%	77.8%	83.3%	71.4%	-	75.0%	100%
Have not used and Not interested	5	3	2	1	1	-	1	2	1	2	-	2	-
	22.7%	33.3%	15.4%	50.0%	33.3%	-	16.7%	22.2%	16.7%	28.6%	-	25.0%	-
Never Heard Of [NET]	12	8	3	1	3	2	3	2	5	4	1	2	-
=====	9.3%	11.4%	5.2%	9.1%	27.3%	11.1%	6.2%	5.3%	15.6%	10.5%	100.0%	3.6%	-
Never heard of but Interested	4	3	1	-	-	2	1	1	2	1	-	1	-
	33.3%	37.5%	33.3%	-	-	100%	33.3%	50.0%	40.0%	25.0%	-	50.0%	-



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 BASE: Total Sample

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	8 66.7%	5 62.5%	2 66.7%	1 100%	3 100%	-	2 66.7%	1 50.0%	3 60.0%	3 75.0%	1 100.0%	1 50.0%	-



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	GENDER		AGE GROUP				LANDLINE MODE		ETHNICITY		ASIAN/PACIFIC		OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/HISPANIC	WHITE/CAUCASIAN	BLACK/AFRICAN AMERICAN	ISLANDER	
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Have Used Program [NET]	31	20	11	4	4	5	10	8	3	8	-	20	-
=====	67.4%	76.9%	57.9%	66.7%	66.7%	83.3%	71.4%	61.5%	42.9%	61.5%		76.9%	
Satisfied [NET]	26	18	8	1	4	4	10	7	3	8	-	15	-
=====	83.9%	90.0%	72.7%	25.0%	100%	80.0%	100%	87.5%	100.0%	100.0%		75.0%	
Very satisfied	24	16	8	1	4	4	9	6	3	6	-	15	-
	92.3%	88.9%	100.0%	100%	100%	100%	90.0%	85.7%	100.0%	75.0%		100.0%	
Somewhat satisfied	2	2	-	-	-	-	1	1	-	2	-	-	-
	7.7%	11.1%					10.0%	14.3%		25.0%			
Unsatisfied [NET]	5	2	3	3	-	1	-	1	-	-	-	5	-
=====	16.1%	10.0%	27.3%	75.0%		20.0%		12.5%				25.0%	
Very unsatisfied	3	-	3	3	-	-	-	-	-	-	-	3	-
	60.0%		100.0%	100%								60.0%	
Somewhat unsatisfied	2	2	-	-	-	1	-	1	-	-	-	2	-
	40.0%	100.0%				100%		100%				40.0%	
Have Not Used Program [NET]	11	4	7	2	2	1	3	3	3	3	-	5	-
=====	23.9%	15.4%	36.8%	33.3%	33.3%	16.7%	21.4%	23.1%	42.9%	23.1%		19.2%	
Have not used but Interested	9	2	7	1	2	1	3	2	3	2	-	4	-
	81.8%	50.0%	100.0%	50.0%	100%	100%	100%	66.7%	100.0%	66.7%		80.0%	
Have not used and Not interested	2	2	-	1	-	-	-	1	-	1	-	1	-
	18.2%	50.0%		50.0%				33.3%		33.3%		20.0%	
Never Heard Of [NET]	4	2	1	-	-	-	1	2	1	2	-	1	-
=====	8.7%	7.7%	5.3%				7.1%	15.4%	14.3%	15.4%		3.8%	
Never heard of but Interested	1	1	-	-	-	-	-	1	-	-	-	1	-
	25.0%	50.0%						50.0%				100.0%	



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	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	3 75.0%	1 50.0%	1 100.0%	-	-	-	1 100%	1 50.0%	1 100.0%	2 100.0%	-	-	-



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	GENDER				AGE GROUP				MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	83	44	39	5	5	12	34	25	25	25	1	29	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	64	33	31	4	1	9	29	19	18	19	-	25	2
=====	77.1%	75.0%	79.5%	80.0%	20.0%	75.0%	85.3%	76.0%	72.0%	76.0%	-	86.2%	66.7%
Satisfied [NET]	59	31	28	4	1	6	28	18	16	16	-	25	2
=====	92.2%	93.9%	90.3%	100%	100%	66.7%	96.6%	94.7%	88.9%	84.2%	-	100.0%	100%
Very satisfied	50	27	23	3	-	6	25	14	14	12	-	22	2
	84.7%	87.1%	82.1%	75.0%	-	100%	89.3%	77.8%	87.5%	75.0%	-	88.0%	100%
Somewhat satisfied	9	4	5	1	1	-	3	4	2	4	-	3	-
	15.3%	12.9%	17.9%	25.0%	100%	-	10.7%	22.2%	12.5%	25.0%	-	12.0%	-
Unsatisfied [NET]	5	2	3	-	-	3	1	1	2	3	-	-	-
=====	7.8%	6.1%	9.7%	-	-	33.3%	3.4%	5.3%	11.1%	15.8%	-	-	-
Very unsatisfied	1	1	-	-	-	1	-	-	1	-	-	-	-
	20.0%	50.0%	-	-	-	33.3%	-	-	50.0%	-	-	-	-
Somewhat unsatisfied	4	1	3	-	-	2	1	1	1	3	-	-	-
	80.0%	50.0%	100.0%	-	-	66.7%	100%	100%	50.0%	100.0%	-	-	-
Have Not Used Program [NET]	11	5	6	-	1	1	3	6	3	4	-	3	1
=====	13.3%	11.4%	15.4%	-	20.0%	8.3%	8.8%	24.0%	12.0%	16.0%	-	10.3%	33.3%
Have not used but Interested	8	4	4	-	-	1	2	5	2	3	-	2	1
	72.7%	80.0%	66.7%	-	-	100%	66.7%	83.3%	66.7%	75.0%	-	66.7%	100%
Have not used and Not interested	3	1	2	-	1	-	1	1	1	1	-	1	-
	27.3%	20.0%	33.3%	-	100%	-	33.3%	16.7%	33.3%	25.0%	-	33.3%	-
Never Heard Of [NET]	8	6	2	1	3	2	2	-	4	2	1	1	-
=====	9.6%	13.6%	5.1%	20.0%	60.0%	16.7%	5.9%	-	16.0%	8.0%	100.0%	3.4%	-
Never heard of but Interested	3	2	1	-	-	2	1	-	2	1	-	-	-
	37.5%	33.3%	50.0%	-	-	100%	50.0%	-	50.0%	50.0%	-	-	-



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 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	5 62.5%	4 66.7%	1 50.0%	1 100%	3 100%	-	1 50.0%	-	2 50.0%	1 50.0%	1 100.0%	1 100.0%	-	



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 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY			ASIAN/PACIFIC ISLANDER		OTHER										
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER													
Total	258	132	124	60	38	34	63	60	63	43	3	134	15	100%	100.0%	100.0%	100.0%	100%								
Have Used Program [NET]	195	109	84	48	29	18	47	51	48	35	2	102	8	75.6%	82.6%	67.7%	80.0%	76.3%	52.9%	74.6%	85.0%	76.2%	81.4%	66.7%	76.1%	53.3%
Satisfied [NET]	170	95	73	33	25	18	43	49	41	33	2	86	8	87.2%	87.2%	86.9%	68.8%	86.2%	100%	91.5%	96.1%	85.4%	94.3%	100.0%	84.3%	100%
Very satisfied	113	61	51	18	19	9	25	41	26	22	2	59	4	66.5%	64.2%	69.9%	54.5%	76.0%	50.0%	58.1%	83.7%	63.4%	66.7%	100.0%	68.6%	50.0%
Somewhat satisfied	57	34	22	15	6	9	18	8	15	11	-	27	4	33.5%	35.8%	30.1%	45.5%	24.0%	50.0%	41.9%	16.3%	36.6%	33.3%	-	31.4%	50.0%
Unsatisfied [NET]	25	14	11	15	4	-	4	2	7	2	-	16	-	12.8%	12.8%	13.1%	31.2%	13.8%	-	8.5%	3.9%	14.6%	5.7%	-	15.7%	-
Very unsatisfied	13	7	6	7	4	-	1	1	5	1	-	7	-	52.0%	50.0%	54.5%	46.7%	100%	-	25.0%	50.0%	71.4%	50.0%	-	43.8%	-
Somewhat unsatisfied	12	7	5	8	-	-	3	1	2	1	-	9	-	48.0%	50.0%	45.5%	53.3%	-	-	75.0%	50.0%	28.6%	50.0%	-	56.2%	-
Have Not Used Program [NET]	40	16	24	7	7	8	10	7	11	4	-	19	6	15.5%	12.1%	19.4%	11.7%	18.4%	23.5%	15.9%	11.7%	17.5%	9.3%	-	14.2%	40.0%
Have not used but Interested	31	15	16	6	5	5	9	5	7	4	-	15	5	77.5%	93.8%	66.7%	85.7%	71.4%	62.5%	90.0%	71.4%	63.6%	100.0%	-	78.9%	83.3%
Have not used and Not interested	9	1	8	1	2	3	1	2	4	-	-	4	1	22.5%	6.2%	33.3%	14.3%	28.6%	37.5%	10.0%	28.6%	36.4%	-	-	21.1%	16.7%
Never Heard Of [NET]	23	7	16	5	2	8	6	2	4	4	1	13	1	8.9%	5.3%	12.9%	8.3%	5.3%	23.5%	9.5%	3.3%	6.3%	9.3%	33.3%	9.7%	6.7%
Never heard of but Interested	13	5	8	3	1	4	4	1	1	3	1	7	1	56.5%	71.4%	50.0%	60.0%	50.0%	50.0%	66.7%	50.0%	25.0%	75.0%	100.0%	53.8%	100%



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 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	10 43.5%	2 28.6%	8 50.0%	2 40.0%	1 50.0%	4 50.0%	2 33.3%	1 50.0%	3 75.0%	1 25.0%	-	6 46.2%	-



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 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY		ASIAN/ PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	130	63	67	41	31	23	25	9	37	8	1	81	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	91	51	40	34	24	10	16	6	28	6	1	55	1	
=====	70.0%	81.0%	59.7%	82.9%	77.4%	43.5%	64.0%	66.7%	75.7%	75.0%	100.0%	67.9%	33.3%	
Satisfied [NET]	70	40	30	19	20	10	14	6	21	6	1	41	1	
=====	76.9%	78.4%	75.0%	55.9%	83.3%	100%	87.5%	100%	75.0%	100.0%	100.0%	74.5%	100%	
Very satisfied	31	20	11	5	14	2	6	4	9	2	1	19	-	
	44.3%	50.0%	36.7%	26.3%	70.0%	20.0%	42.9%	66.7%	42.9%	33.3%	100.0%	46.3%	-	
Somewhat satisfied	39	20	19	14	6	8	8	2	12	4	-	22	1	
	55.7%	50.0%	63.3%	73.7%	30.0%	80.0%	57.1%	33.3%	57.1%	66.7%	-	53.7%	100%	
Unsatisfied [NET]	21	11	10	15	4	-	2	-	7	-	-	14	-	
=====	23.1%	21.6%	25.0%	44.1%	16.7%	-	12.5%	-	25.0%	-	-	25.5%	-	
Very unsatisfied	12	7	5	7	4	-	1	-	5	-	-	7	-	
	57.1%	63.6%	50.0%	46.7%	100%	-	50.0%	-	71.4%	-	-	50.0%	-	
Somewhat unsatisfied	9	4	5	8	-	-	1	-	2	-	-	7	-	
	42.9%	36.4%	50.0%	53.3%	-	-	50.0%	-	28.6%	-	-	50.0%	-	
Have Not Used Program [NET]	23	8	15	4	6	7	4	2	7	-	-	15	1	
=====	17.7%	12.7%	22.4%	9.8%	19.4%	30.4%	16.0%	22.2%	18.9%	-	-	18.5%	33.3%	
Have not used but Interested	15	7	8	3	4	4	3	1	3	-	-	11	1	
	65.2%	87.5%	53.3%	75.0%	66.7%	57.1%	75.0%	50.0%	42.9%	-	-	73.3%	100%	
Have not used and Not interested	8	1	7	1	2	3	1	1	4	-	-	4	-	
	34.8%	12.5%	46.7%	25.0%	33.3%	42.9%	25.0%	50.0%	57.1%	-	-	26.7%	-	
Never Heard Of [NET]	16	4	12	3	1	6	5	1	2	2	-	11	1	
=====	12.3%	6.3%	17.9%	7.3%	3.2%	26.1%	20.0%	11.1%	5.4%	25.0%	-	13.6%	33.3%	
Never heard of but Interested	9	2	7	2	-	3	3	1	1	1	-	6	1	
	56.2%	50.0%	58.3%	66.7%	-	50.0%	60.0%	100%	50.0%	50.0%	-	54.5%	100%	



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 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	7 43.8%	2 50.0%	5 41.7%	1 33.3%	1 100%	3 50.0%	2 40.0%	-	1 50.0%	1 50.0%	-	5 45.5%	-



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 BASE: Total Sample

	GENDER				AGE GROUP				EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	128	69	57	19	7	11	38	51	26	35	2	53	12
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	104	58	44	14	5	8	31	45	20	29	1	47	7
=====	81.2%	84.1%	77.2%	73.7%	71.4%	72.7%	81.6%	88.2%	76.9%	82.9%	50.0%	88.7%	58.3%
Satisfied [NET]	100	55	43	14	5	8	29	43	20	27	1	45	7
=====	96.2%	94.8%	97.7%	100%	100%	100%	93.5%	95.6%	100.0%	93.1%	100.0%	95.7%	100%
Very satisfied	82	41	40	13	5	7	19	37	17	20	1	40	4
	82.0%	74.5%	93.0%	92.9%	100%	87.5%	65.5%	86.0%	85.0%	74.1%	100.0%	88.9%	57.1%
Somewhat satisfied	18	14	3	1	-	1	10	6	3	7	-	5	3
	18.0%	25.5%	7.0%	7.1%	-	12.5%	34.5%	14.0%	15.0%	25.9%	-	11.1%	42.9%
Unsatisfied [NET]	4	3	1	-	-	-	2	2	-	2	-	2	-
=====	3.8%	5.2%	2.3%	-	-	-	6.5%	4.4%	-	6.9%	-	4.3%	-
Very unsatisfied	1	-	1	-	-	-	-	1	-	1	-	-	-
	25.0%	-	100.0%	-	-	-	-	50.0%	-	50.0%	-	-	-
Somewhat unsatisfied	3	3	-	-	-	-	2	1	-	1	-	2	-
	75.0%	100.0%	-	-	-	-	100%	50.0%	-	50.0%	-	100.0%	-
Have Not Used Program [NET]	17	8	9	3	1	1	6	5	4	4	-	4	5
=====	13.3%	11.6%	15.8%	15.8%	14.3%	9.1%	15.8%	9.8%	15.4%	11.4%	-	7.5%	41.7%
Have not used but Interested	16	8	8	3	1	1	6	4	4	4	-	4	4
	94.1%	100.0%	88.9%	100%	100%	100%	100%	80.0%	100.0%	100.0%	-	100.0%	80.0%
Have not used and Not interested	1	-	1	-	-	-	-	1	-	-	-	-	1
	5.9%	-	11.1%	-	-	-	-	20.0%	-	-	-	-	20.0%
Never Heard Of [NET]	7	3	4	2	1	2	1	1	2	2	1	2	-
=====	5.5%	4.3%	7.0%	10.5%	14.3%	18.2%	2.6%	2.0%	7.7%	5.7%	50.0%	3.8%	-
Never heard of but Interested	4	3	1	1	1	1	1	-	-	2	1	1	-
	57.1%	100.0%	25.0%	50.0%	100%	50.0%	100%	-	-	100.0%	100.0%	50.0%	-



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 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	3 42.9%	-	3 75.0%	1 50.0%	-	1 50.0%	-	1 100%	2 100.0%	-	-	1 50.0%	-



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	100	50	50	28	19	10	23	19	22	11	1	64	2	85	15	93	7
=====	25.0%	23.9%	26.7%	38.4%	38.0%	18.5%	20.0%	18.8%	22.9%	13.1%	25.0%	32.7%	10.0%	29.1%	13.9%	25.3%	21.9%
Satisfied [NET]	77	41	36	15	16	8	22	15	18	9	-	48	2	64	13	72	5
=====	19.2%	19.6%	19.3%	20.5%	32.0%	14.8%	19.1%	14.9%	18.8%	10.7%	-	24.5%	10.0%	21.9%	12.0%	19.6%	15.6%
Very satisfied	30	16	14	2	5	4	6	12	10	7	-	11	2	25	5	27	3
	7.5%	7.7%	7.5%	2.7%	10.0%	7.4%	5.2%	11.9%	10.4%	8.3%	-	5.6%	10.0%	8.6%	4.6%	7.3%	9.4%
Somewhat satisfied	47	25	22	13	11	4	16	3	8	2	-	37	-	39	8	45	2
	11.8%	12.0%	11.8%	17.8%	22.0%	7.4%	13.9%	3.0%	8.3%	2.4%	-	18.9%	-	13.4%	7.4%	12.2%	6.2%
Unsatisfied [NET]	23	9	14	13	3	2	1	4	4	2	1	16	-	21	2	21	2
=====	5.8%	4.3%	7.5%	17.8%	6.0%	3.7%	0.9%	4.0%	4.2%	2.4%	25.0%	8.2%	-	7.2%	1.9%	5.7%	6.2%
Very unsatisfied	12	7	5	8	2	-	-	2	3	1	1	7	-	12	-	11	1
	3.0%	3.3%	2.7%	11.0%	4.0%	-	-	2.0%	3.1%	1.2%	25.0%	3.6%	-	4.1%	-	3.0%	3.1%
Somewhat unsatisfied	11	2	9	5	1	2	1	2	1	1	-	9	-	9	2	10	1
	2.8%	1.0%	4.8%	6.8%	2.0%	3.7%	0.9%	2.0%	1.0%	1.2%	-	4.6%	-	3.1%	1.9%	2.7%	3.1%
Have Not Used Program [NET]	124	63	61	31	13	15	37	28	28	17	-	76	3	89	35	111	13
=====	31.0%	30.1%	32.6%	42.5%	26.0%	27.8%	32.2%	27.7%	29.2%	20.2%	-	38.8%	15.0%	30.5%	32.4%	30.2%	40.6%
Have not used but Interested	94	49	45	26	8	9	33	18	22	9	-	62	1	66	28	84	10
	23.5%	23.4%	24.1%	35.6%	16.0%	16.7%	28.7%	17.8%	22.9%	10.7%	-	31.6%	5.0%	22.6%	25.9%	22.8%	31.2%
Have not used and Not interested	30	14	16	5	5	6	4	10	6	8	-	14	2	23	7	27	3
	7.5%	6.7%	8.6%	6.8%	10.0%	11.1%	3.5%	9.9%	6.2%	9.5%	-	7.1%	10.0%	7.9%	6.5%	7.3%	9.4%
Never Heard Of [NET]	139	77	59	11	15	23	46	39	39	45	3	40	12	94	45	130	9
=====	34.8%	36.8%	31.6%	15.1%	30.0%	42.6%	40.0%	38.6%	40.6%	53.6%	75.0%	20.4%	60.0%	32.2%	41.7%	35.3%	28.1%
Never heard of but Interested	90	42	46	9	9	16	28	23	27	27	2	26	8	62	28	84	6
	22.5%	20.1%	24.6%	12.3%	18.0%	29.6%	24.3%	22.8%	28.1%	32.1%	50.0%	13.3%	40.0%	21.2%	25.9%	22.8%	18.8%



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY					EDUCATION LEVEL		GEOGRAPHY		
	TOTAL MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC	
Never heard of and Not Interested	49 12.2%	35 16.7%	13 7.0%	2 2.7%	6 12.0%	7 13.0%	18 15.7%	16 15.8%	12 12.5%	18 21.4%	1 25.0%	14 7.1%	4 20.0%	32 11.0%	17 15.7%	46 12.5%	3 9.4%
Unsure	31 7.8%	16 7.7%	14 7.5%	3 4.1%	3 6.0%	5 9.3%	8 7.0%	11 10.9%	5 5.2%	9 10.7%	-	14 7.1%	3 15.0%	21 7.2%	10 9.3%	28 7.6%	3 9.4%
Prefer not to answer	6 1.5%	3 1.4%	3 1.6%	-	-	1 1.9%	1 0.9%	4 4.0%	2 2.1%	2 2.4%	-	2 1.0%	-	3 1.0%	3 2.8%	6 1.6%	-



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 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN OWN	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Have Used Program [NET]	100	82	41	24	17	15	11	-	2	2	-	13	24	37	12	7	5	1	-	1	
=====	25.0%	25.5%	15.6%	64.9%	81.0%	26.3%	30.6%		15.4%	100.0%		9.9%	22%	45%	29%	54%	42%	100%		9.1%	
Satisfied [NET]	77	61	38	13	10	13	10	-	2	1	-	12	22	26	10	3	4	-	-	-	
=====	19.2%	19.0%	14.4%	35.1%	47.6%	22.8%	27.8%		15.4%	50.0%		9.2%	20%	32%	24%	23%	33%				
Very satisfied	30	20	16	2	2	8	6	-	1	1	-	10	4	12	3	1	-	-	-	-	
	7.5%	6.2%	6.1%	5.4%	9.5%	14.0%	16.7%		7.7%	50.0%		7.6%	3.7%	15%	7.3%	7.7%					
Somewhat satisfied	47	41	22	11	8	5	4	-	1	-	-	2	18	14	7	2	4	-	-	-	
	11.8%	12.8%	8.4%	29.7%	38.1%	8.8%	11.1%		7.7%			1.5%	17%	17%	17%	15%	33%				
Unsatisfied [NET]	23	21	3	11	7	2	1	-	-	1	-	1	2	11	2	4	1	1	-	1	
=====	5.8%	6.5%	1.1%	29.7%	33.3%	3.5%	2.8%			50.0%		0.8%	1.8%	13%	4.9%	31%	8.3%	100%		9.1%	
Very unsatisfied	12	11	1	7	3	1	-	-	-	1	-	1	2	4	1	2	1	-	-	1	
	3.0%	3.4%	0.4%	18.9%	14.3%	1.8%				50.0%		0.8%	1.8%	4.9%	2.4%	15%	8.3%			9.1%	
Somewhat unsatisfied	11	10	2	4	4	1	1	-	-	-	-	-	-	7	1	2	-	1	-	-	
	2.8%	3.1%	0.8%	10.8%	19.0%	1.8%	2.8%							8.5%	2.4%	15%		100%			
Have Not Used Program [NET]	124	106	96	6	4	13	8	1	4	-	2	38	48	18	11	5	3	-	-	1	
=====	31.0%	33.0%	36.5%	16.2%	19.0%	22.8%	22.2%	16.7%	30.8%		40.0%	29%	44%	22%	27%	38%	25%			9.1%	
Have not used but Interested	94	81	75	4	2	9	5	-	4	-	2	31	40	10	10	2	1	-	-	-	
	23.5%	25.2%	28.5%	10.8%	9.5%	15.8%	13.9%		30.8%		40.0%	24%	37%	12%	24%	15%	8.3%				
Have not used and Not interested	30	25	21	2	2	4	3	1	-	-	-	7	8	8	1	3	2	-	-	1	
	7.5%	7.8%	8.0%	5.4%	9.5%	7.0%	8.3%	16.7%				5.3%	7.3%	9.8%	2.4%	23%	17%			9.1%	
Never Heard Of [NET]	139	107	101	6	-	23	14	4	5	-	2	60	31	22	14	1	3	-	-	8	
=====	34.8%	33.3%	38.4%	16.2%		40.4%	38.9%	66.7%	38.5%		40.0%	46%	28%	27%	34%	7.7%	25%			73%	
Never heard of but Interested	90	68	63	5	-	15	11	2	2	-	1	40	19	10	12	1	2	-	-	6	
	22.5%	21.2%	24.0%	13.5%		26.3%	30.6%	33.3%	15.4%		20.0%	31%	17%	12%	29%	7.7%	17%			55%	



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 BASE: Total Sample

	TOTAL	HOME TYPE					HOUSEHOLD SIZE										PNTA			
		OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT A SINGLE-FAMILY HOME [NET]	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8		9+		
Never heard of and Not Interested	49 12.2%	39 12.1%	38 14.4%	1 2.7%	-	8 14.0%	3 8.3%	2 33.3%	3 23.1%	-	1 20.0%	20 15%	12 11%	12 15%	2 4.9%	-	1 8.3%	-	-	2 18%
Unsure	31 7.8%	23 7.2%	22 8.4%	1 2.7%	-	5 8.8%	2 5.6%	1 16.7%	2 15.4%	-	1 20.0%	15 11%	5 4.6%	5 6.1%	4 9.8%	-	1 8.3%	-	-	1 9.1%
Prefer not to answer	6 1.5%	3 0.9%	3 1.1%	-	-	1 1.8%	1 2.8%	-	-	-	-	5 3.8%	1 0.9%	-	-	-	-	-	-	-



Q28. Now we have a list of programs operated by MCS D. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Helping Hands Program.
 BASE: Total Sample

	FAVORABILITY OF MCS D NO					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%	
Have Used Program [NET]	100	81	14	1	4	87	3	10	84	4	12	21	1	2	25	10	15	75	61	14	87	8
=====	25.0%	26%	23.3%	6.7%	40.0%	26.2%	13.0%	22.2%	26%	33.3%	19.0%	60%	50.0%	33.3%	18.7%	21.7%	17.0%	28.2%	46%	10.5%	24.7%	28.6%
Satisfied [NET]	77	59	13	1	4	66	1	10	62	3	12	11	-	2	20	6	14	57	44	13	67	7
=====	19.2%	19%	21.7%	6.7%	40.0%	19.9%	4.3%	22.2%	19%	25.0%	19.0%	31%		33.3%	14.9%	13.0%	15.9%	21.4%	33%	9.8%	19.0%	25.0%
Very satisfied	30	23	5	-	2	28	-	2	26	1	3	2	-	-	10	3	7	20	9	11	27	3
	7.5%	7.3%	8.3%		20.0%	8.4%		4.4%	8.0%	8.3%	4.8%	5.7%			7.5%	6.5%	8.0%	7.5%	6.8%	8.3%	7.7%	10.7%
Somewhat satisfied	47	36	8	1	2	38	1	8	36	2	9	9	-	2	10	3	7	37	35	2	40	4
	11.8%	11%	13.3%	6.7%	20.0%	11.4%	4.3%	17.8%	11%	16.7%	14.3%	26%		33.3%	7.5%	6.5%	8.0%	13.9%	26%	1.5%	11.4%	14.3%
Unsatisfied [NET]	23	22	1	-	-	21	2	-	22	1	-	10	1	-	5	4	1	18	17	1	20	1
=====	5.8%	7.0%	1.7%			6.3%	8.7%		6.8%	8.3%		29%	50.0%		3.7%	8.7%	1.1%	6.8%	13%	0.8%	5.7%	3.6%
Very unsatisfied	12	11	1	-	-	10	2	-	11	1	-	7	-	-	3	2	1	9	9	-	10	1
	3.0%	3.5%	1.7%			3.0%	8.7%		3.4%	8.3%		20%			2.2%	4.3%	1.1%	3.4%	6.8%		2.8%	3.6%
Somewhat unsatisfied	11	11	-	-	-	11	-	-	11	-	-	3	1	-	2	2	-	9	8	1	10	-
	2.8%	3.5%				3.3%			3.4%			8.6%	50.0%		1.5%	4.3%		3.4%	6.0%	0.8%	2.8%	
Have Not Used Program [NET]	124	110	11	3	-	108	4	12	106	3	15	7	-	-	42	17	25	82	35	47	104	12
=====	31.0%	35%	18.3%	20.0%		32.5%	17.4%	26.7%	33%	25.0%	23.8%	20%			31.3%	37.0%	28.4%	30.8%	26%	35.3%	29.5%	42.9%
Have not used but Interested	94	87	4	3	-	87	3	4	89	1	4	4	-	-	35	13	22	59	21	38	80	9
	23.5%	28%	6.7%	20.0%		26.2%	13.0%	8.9%	27%	8.3%	6.3%	11%			26.1%	28.3%	25.0%	22.2%	16%	28.6%	22.7%	32.1%
Have not used and Not interested	30	23	7	-	-	21	1	8	17	2	11	3	-	-	7	4	3	23	14	9	24	3
	7.5%	7.3%	11.7%			6.3%	4.3%	17.8%	5.2%	16.7%	17.5%	8.6%			5.2%	8.7%	3.4%	8.6%	11%	6.8%	6.8%	10.7%
Never Heard Of [NET]	139	98	27	9	5	109	12	18	106	5	28	5	1	4	51	15	36	88	31	57	126	8
=====	34.8%	31%	45.0%	60.0%	50.0%	32.8%	52.2%	40.0%	33%	41.7%	44.4%	14%	50.0%	66.7%	38.1%	32.6%	40.9%	33.1%	23%	42.9%	35.8%	28.6%
Never heard of but Interested	90	68	14	5	3	73	6	11	69	4	17	4	-	3	30	8	22	60	24	36	80	7
	22.5%	22%	23.3%	33.3%	30.0%	22.0%	26.1%	24.4%	21%	33.3%	27.0%	11%		50.0%	22.4%	17.4%	25.0%	22.6%	18%	27.1%	22.7%	25.0%



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	FAVORABILITY OF MCS D					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Never heard of and Not Interested	49	30	13	4	2	36	6	7	37	1	11	1	1	1	21	7	14	28	7	21	46	1
	12.2%	9.5%	21.7%	26.7%	20.0%	10.8%	26.1%	15.6%	11%	8.3%	17.5%	2.9%	50.0%	16.7%	15.7%	15.2%	15.9%	10.5%	5.3%	15.8%	13.1%	3.6%
Unsure	31	21	7	2	1	22	4	5	23	-	8	2	-	-	13	2	11	18	6	12	30	-
	7.8%	6.7%	11.7%	13.3%	10.0%	6.6%	17.4%	11.1%	7.1%	-	12.7%	5.7%	-	-	9.7%	4.3%	12.5%	6.8%	4.5%	9.0%	8.5%	-
Prefer not to answer	6	5	1	-	-	6	-	-	6	-	-	-	-	-	3	2	1	3	-	3	5	-
	1.5%	1.6%	1.7%	-	-	1.8%	-	-	1.8%	-	-	-	-	-	2.2%	4.3%	1.1%	1.1%	-	2.3%	1.4%	-



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	GENDER		AGE GROUP				PHONE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	134	73	59	11	12	18	51	39	32	40	1	57	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	25	15	10	4	1	3	9	7	4	4	-	17	-
=====	18.7%	20.5%	16.9%	36.4%	8.3%	16.7%	17.6%	17.9%	12.5%	10.0%		29.8%	
Satisfied [NET]	20	13	7	1	1	3	9	5	3	3	-	14	-
=====	14.9%	17.8%	11.9%	9.1%	8.3%	16.7%	17.6%	12.8%	9.4%	7.5%		24.6%	
Very satisfied	10	6	4	-	1	2	2	4	3	3	-	4	-
	7.5%	8.2%	6.8%		8.3%	11.1%	3.9%	10.3%	9.4%	7.5%		7.0%	
Somewhat satisfied	10	7	3	1	-	1	7	1	-	-	-	10	-
	7.5%	9.6%	5.1%	9.1%		5.6%	13.7%	2.6%				17.5%	
Unsatisfied [NET]	5	2	3	3	-	-	-	2	1	1	-	3	-
=====	3.7%	2.7%	5.1%	27.3%				5.1%	3.1%	2.5%		5.3%	
Very unsatisfied	3	2	1	1	-	-	-	2	1	1	-	1	-
	2.2%	2.7%	1.7%	9.1%				5.1%	3.1%	2.5%		1.8%	
Somewhat unsatisfied	2	-	2	2	-	-	-	-	-	-	-	2	-
	1.5%		3.4%	18.2%								3.5%	
Have Not Used Program [NET]	42	24	18	6	2	4	21	9	9	9	-	24	-
=====	31.3%	32.9%	30.5%	54.5%	16.7%	22.2%	41.2%	23.1%	28.1%	22.5%		42.1%	
Have not used but Interested	35	19	16	5	1	3	20	6	8	5	-	22	-
	26.1%	26.0%	27.1%	45.5%	8.3%	16.7%	39.2%	15.4%	25.0%	12.5%		38.6%	
Have not used and Not interested	7	5	2	1	1	1	1	3	1	4	-	2	-
	5.2%	6.8%	3.4%	9.1%	8.3%	5.6%	2.0%	7.7%	3.1%	10.0%		3.5%	
Never Heard Of [NET]	51	27	22	1	7	9	16	16	15	20	1	12	3
=====	38.1%	37.0%	37.3%	9.1%	58.3%	50.0%	31.4%	41.0%	46.9%	50.0%	100.0%	21.1%	75.0%
Never heard of but Interested	30	12	17	-	3	7	10	8	10	10	-	8	2
	22.4%	16.4%	28.8%		25.0%	38.9%	19.6%	20.5%	31.2%	25.0%		14.0%	50.0%



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	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	21 15.7%	15 20.5%	5 8.5%	1 9.1%	4 33.3%	2 11.1%	6 11.8%	8 20.5%	5 15.6%	10 25.0%	1 100.0%	4 7.0%	1 25.0%	
Unsure	13 9.7%	6 8.2%	7 11.9%	-	2 16.7%	2 11.1%	4 7.8%	5 12.8%	2 6.2%	7 17.5%	-	3 5.3%	1 25.0%	
Prefer not to answer	3 2.2%	1 1.4%	2 3.4%	-	-	-	1 2.0%	2 5.1%	2 6.2%	-	-	1 1.8%	-	



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	GENDER		AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Have Used Program [NET]	10	6	4	3	1	1	3	2	2	-	-	8	-
=====	21.7%	23.1%	21.1%	50.0%	16.7%	16.7%	21.4%	15.4%	28.6%			30.8%	
Satisfied [NET]	6	5	1	-	1	1	3	1	1	-	-	5	-
=====	13.0%	19.2%	5.3%		16.7%	16.7%	21.4%	7.7%	14.3%			19.2%	
Very satisfied	3	2	1	-	1	1	-	1	1	-	-	2	-
	6.5%	7.7%	5.3%		16.7%	16.7%		7.7%	14.3%			7.7%	
Somewhat satisfied	3	3	-	-	-	-	3	-	-	-	-	3	-
	6.5%	11.5%					21.4%					11.5%	
Unsatisfied [NET]	4	1	3	3	-	-	-	1	1	-	-	3	-
=====	8.7%	3.8%	15.8%	50.0%				7.7%	14.3%			11.5%	
Very unsatisfied	2	1	1	1	-	-	-	1	1	-	-	1	-
	4.3%	3.8%	5.3%	16.7%				7.7%	14.3%			3.8%	
Somewhat unsatisfied	2	-	2	2	-	-	-	-	-	-	-	2	-
	4.3%		10.5%	33.3%								7.7%	
Have Not Used Program [NET]	17	10	7	3	1	3	5	5	3	4	-	10	-
=====	37.0%	38.5%	36.8%	50.0%	16.7%	50.0%	35.7%	38.5%	42.9%	30.8%		38.5%	
Have not used but Interested	13	7	6	2	1	2	5	3	2	2	-	9	-
	28.3%	26.9%	31.6%	33.3%	16.7%	33.3%	35.7%	23.1%	28.6%	15.4%		34.6%	
Have not used and Not interested	4	3	1	1	-	1	-	2	1	2	-	1	-
	8.7%	11.5%	5.3%	16.7%		16.7%		15.4%	14.3%	15.4%		3.8%	
Never Heard Of [NET]	15	8	6	-	3	2	5	4	1	8	-	6	-
=====	32.6%	30.8%	31.6%		50.0%	33.3%	35.7%	30.8%	14.3%	61.5%		23.1%	
Never heard of but Interested	8	2	5	-	3	1	3	-	1	3	-	4	-
	17.4%	7.7%	26.3%		50.0%	16.7%	21.4%		14.3%	23.1%		15.4%	



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	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	7 15.2%	6 23.1%	1 5.3%	-	-	1 16.7%	2 14.3%	4 30.8%	-	5 38.5%	-	2 7.7%	-
Unsure	2 4.3%	1 3.8%	1 5.3%	-	1 16.7%	-	1 7.1%	-	-	1 7.7%	-	1 3.8%	-
Prefer not to answer	2 4.3%	1 3.8%	1 5.3%	-	-	-	-	2 15.4%	1 14.3%	-	-	1 3.8%	-



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	GENDER				AGE GROUP				MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	15	9	6	1	-	2	6	5	2	4	-	9	-
=====	17.0%	19.1%	15.0%	20.0%		16.7%	16.2%	19.2%	8.0%	14.8%		29.0%	
Satisfied [NET]	14	8	6	1	-	2	6	4	2	3	-	9	-
=====	15.9%	17.0%	15.0%	20.0%		16.7%	16.2%	15.4%	8.0%	11.1%		29.0%	
Very satisfied	7	4	3	-	-	1	2	3	2	3	-	2	-
	8.0%	8.5%	7.5%			8.3%	5.4%	11.5%	8.0%	11.1%		6.5%	
Somewhat satisfied	7	4	3	1	-	1	4	1	-	-	-	7	-
	8.0%	8.5%	7.5%	20.0%		8.3%	10.8%	3.8%				22.6%	
Unsatisfied [NET]	1	1	-	-	-	-	-	1	-	1	-	-	-
=====	1.1%	2.1%						3.8%		3.7%			
Very unsatisfied	1	1	-	-	-	-	-	1	-	1	-	-	-
	1.1%	2.1%						3.8%		3.7%			
Have Not Used Program [NET]	25	14	11	3	1	1	16	4	6	5	-	14	-
=====	28.4%	29.8%	27.5%	60.0%	16.7%	8.3%	43.2%	15.4%	24.0%	18.5%		45.2%	
Have not used but Interested	22	12	10	3	-	1	15	3	6	3	-	13	-
	25.0%	25.5%	25.0%	60.0%		8.3%	40.5%	11.5%	24.0%	11.1%		41.9%	
Have not used and Not interested	3	2	1	-	1	-	1	1	-	2	-	1	-
	3.4%	4.3%	2.5%		16.7%		2.7%	3.8%		7.4%		3.2%	
Never Heard Of [NET]	36	19	16	1	4	7	11	12	14	12	1	6	3
=====	40.9%	40.4%	40.0%	20.0%	66.7%	58.3%	29.7%	46.2%	56.0%	44.4%	100.0%	19.4%	75.0%
Never heard of but Interested	22	10	12	-	-	6	7	8	9	7	-	4	2
	25.0%	21.3%	30.0%			50.0%	18.9%	30.8%	36.0%	25.9%		12.9%	50.0%
Never heard of and Not Interested	14	9	4	1	4	1	4	4	5	5	1	2	1
	15.9%	19.1%	10.0%	20.0%	66.7%	8.3%	10.8%	15.4%	20.0%	18.5%	100.0%	6.5%	25.0%



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 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Unsure	11 12.5%	5 10.6%	6 15.0%	-	1 16.7%	2 16.7%	3 8.1%	5 19.2%	2 8.0%	6 22.2%	-	2 6.5%	1 25.0%	
Prefer not to answer	1 1.1%	-	1 2.5%	-	-	-	1 2.7%	-	1 4.0%	-	-	-	-	



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 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	75	35	40	24	18	7	14	12	18	7	1	47	2	
=====	28.2%	25.7%	31.2%	38.7%	47.4%	19.4%	21.9%	19.4%	28.1%	15.9%	33.3%	33.8%	12.5%	
Satisfied [NET]	57	28	29	14	15	5	13	10	15	6	-	34	2	
=====	21.4%	20.6%	22.7%	22.6%	39.5%	13.9%	20.3%	16.1%	23.4%	13.6%		24.5%	12.5%	
Very satisfied	20	10	10	2	4	2	4	8	7	4	-	7	2	
	7.5%	7.4%	7.8%	3.2%	10.5%	5.6%	6.2%	12.9%	10.9%	9.1%		5.0%	12.5%	
Somewhat satisfied	37	18	19	12	11	3	9	2	8	2	-	27	-	
	13.9%	13.2%	14.8%	19.4%	28.9%	8.3%	14.1%	3.2%	12.5%	4.5%		19.4%		
Unsatisfied [NET]	18	7	11	10	3	2	1	2	3	1	1	13	-	
=====	6.8%	5.1%	8.6%	16.1%	7.9%	5.6%	1.6%	3.2%	4.7%	2.3%	33.3%	9.4%		
Very unsatisfied	9	5	4	7	2	-	-	-	2	-	1	6	-	
	3.4%	3.7%	3.1%	11.3%	5.3%				3.1%		33.3%	4.3%		
Somewhat unsatisfied	9	2	7	3	1	2	1	2	1	1	-	7	-	
	3.4%	1.5%	5.5%	4.8%	2.6%	5.6%	1.6%	3.2%	1.6%	2.3%		5.0%		
Have Not Used Program [NET]	82	39	43	25	11	11	16	19	19	8	-	52	3	
=====	30.8%	28.7%	33.6%	40.3%	28.9%	30.6%	25.0%	30.6%	29.7%	18.2%		37.4%	18.8%	
Have not used but Interested	59	30	29	21	7	6	13	12	14	4	-	40	1	
	22.2%	22.1%	22.7%	33.9%	18.4%	16.7%	20.3%	19.4%	21.9%	9.1%		28.8%	6.2%	
Have not used and Not interested	23	9	14	4	4	5	3	7	5	4	-	12	2	
	8.6%	6.6%	10.9%	6.5%	10.5%	13.9%	4.7%	11.3%	7.8%	9.1%		8.6%	12.5%	
Never Heard Of [NET]	88	50	37	10	8	14	30	23	24	25	2	28	9	
=====	33.1%	36.8%	28.9%	16.1%	21.1%	38.9%	46.9%	37.1%	37.5%	56.8%	66.7%	20.1%	56.2%	
Never heard of but Interested	60	30	29	9	6	9	18	15	17	17	2	18	6	
	22.6%	22.1%	22.7%	14.5%	15.8%	25.0%	28.1%	24.2%	26.6%	38.6%	66.7%	12.9%	37.5%	



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	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	28 10.5%	20 14.7%	8 6.2%	1 1.6%	2 5.3%	5 13.9%	12 18.8%	8 12.9%	7 10.9%	8 18.2%	-	10 7.2%	3 18.8%	
Unsure	18 6.8%	10 7.4%	7 5.5%	3 4.8%	1 2.6%	3 8.3%	4 6.2%	6 9.7%	3 4.7%	2 4.5%	-	11 7.9%	2 12.5%	
Prefer not to answer	3 1.1%	2 1.5%	1 0.8%	-	-	1 2.8%	-	2 3.2%	-	2 4.5%	-	1 0.7%	-	



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	GENDER		AGE GROUP						TEXT MODE		ETHNICITY		ASIAN/PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	61	28	33	23	17	6	11	4	15	4	1	40	1	
=====	45.9%	44.4%	47.1%	54.8%	54.8%	25.0%	42.3%	44.4%	40.5%	44.4%	100.0%	48.2%	33.3%	
Satisfied [NET]	44	22	22	13	14	4	10	3	12	3	-	28	1	
=====	33.1%	34.9%	31.4%	31.0%	45.2%	16.7%	38.5%	33.3%	32.4%	33.3%	-	33.7%	33.3%	
Very satisfied	9	5	4	2	3	1	2	1	4	1	-	3	1	
	6.8%	7.9%	5.7%	4.8%	9.7%	4.2%	7.7%	11.1%	10.8%	11.1%	-	3.6%	33.3%	
Somewhat satisfied	35	17	18	11	11	3	8	2	8	2	-	25	-	
	26.3%	27.0%	25.7%	26.2%	35.5%	12.5%	30.8%	22.2%	21.6%	22.2%	-	30.1%	-	
Unsatisfied [NET]	17	6	11	10	3	2	1	1	3	1	1	12	-	
=====	12.8%	9.5%	15.7%	23.8%	9.7%	8.3%	3.8%	11.1%	8.1%	11.1%	100.0%	14.5%	-	
Very unsatisfied	9	5	4	7	2	-	-	-	2	-	1	6	-	
	6.8%	7.9%	5.7%	16.7%	6.5%	-	-	-	5.4%	-	100.0%	7.2%	-	
Somewhat unsatisfied	8	1	7	3	1	2	1	1	1	1	-	6	-	
	6.0%	1.6%	10.0%	7.1%	3.2%	8.3%	3.8%	11.1%	2.7%	11.1%	-	7.2%	-	
Have Not Used Program [NET]	35	16	19	9	6	10	7	3	10	2	-	23	-	
=====	26.3%	25.4%	27.1%	21.4%	19.4%	41.7%	26.9%	33.3%	27.0%	22.2%	-	27.7%	-	
Have not used but Interested	21	11	10	6	2	5	5	3	7	1	-	13	-	
	15.8%	17.5%	14.3%	14.3%	6.5%	20.8%	19.2%	33.3%	18.9%	11.1%	-	15.7%	-	
Have not used and Not interested	14	5	9	3	4	5	2	-	3	1	-	10	-	
	10.5%	7.9%	12.9%	7.1%	12.9%	20.8%	7.7%	-	8.1%	11.1%	-	12.0%	-	
Never Heard Of [NET]	31	16	15	8	7	8	6	1	11	3	-	16	1	
=====	23.3%	25.4%	21.4%	19.0%	22.6%	33.3%	23.1%	11.1%	29.7%	33.3%	-	19.3%	33.3%	
Never heard of but Interested	24	12	12	7	5	6	4	1	9	2	-	12	1	
	18.0%	19.0%	17.1%	16.7%	16.1%	25.0%	15.4%	11.1%	24.3%	22.2%	-	14.5%	33.3%	



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	GENDER			AGE GROUP					TEXT MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	7 5.3%	4 6.3%	3 4.3%	1 2.4%	2 6.5%	2 8.3%	2 7.7%	-	2 5.4%	1 11.1%	-	4 4.8%	-
Unsure	6 4.5%	3 4.8%	3 4.3%	2 4.8%	1 3.2%	-	2 7.7%	1 11.1%	1 2.7%	-	-	4 4.8%	1 33.3%



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	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY		ASIAN/PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	14	7	7	1	1	1	3	8	3	3	-	7	1	
=====	10.5%	9.6%	12.1%	5.0%	14.3%	8.3%	7.9%	15.1%	11.1%	8.6%		12.5%	7.7%	
Satisfied [NET]	13	6	7	1	1	1	3	7	3	3	-	6	1	
=====	9.8%	8.2%	12.1%	5.0%	14.3%	8.3%	7.9%	13.2%	11.1%	8.6%		10.7%	7.7%	
Very satisfied	11	5	6	-	1	1	2	7	3	3	-	4	1	
	8.3%	6.8%	10.3%		14.3%	8.3%	5.3%	13.2%	11.1%	8.6%		7.1%	7.7%	
Somewhat satisfied	2	1	1	1	-	-	1	-	-	-	-	2	-	
	1.5%	1.4%	1.7%	5.0%			2.6%					3.6%		
Unsatisfied [NET]	1	1	-	-	-	-	-	1	-	-	-	1	-	
=====	0.8%	1.4%						1.9%				1.8%		
Somewhat unsatisfied	1	1	-	-	-	-	-	1	-	-	-	1	-	
	0.8%	1.4%						1.9%				1.8%		
Have Not Used Program [NET]	47	23	24	16	5	1	9	16	9	6	-	29	3	
=====	35.3%	31.5%	41.4%	80.0%	71.4%	8.3%	23.7%	30.2%	33.3%	17.1%		51.8%	23.1%	
Have not used but Interested	38	19	19	15	5	1	8	9	7	3	-	27	1	
	28.6%	26.0%	32.8%	75.0%	71.4%	8.3%	21.1%	17.0%	25.9%	8.6%		48.2%	7.7%	
Have not used and Not interested	9	4	5	1	-	-	1	7	2	3	-	2	2	
	6.8%	5.5%	8.6%	5.0%			2.6%	13.2%	7.4%	8.6%		3.6%	15.4%	
Never Heard Of [NET]	57	34	22	2	1	6	24	22	13	22	2	12	8	
=====	42.9%	46.6%	37.9%	10.0%	14.3%	50.0%	63.2%	41.5%	48.1%	62.9%	100.0%	21.4%	61.5%	
Never heard of but Interested	36	18	17	2	1	3	14	14	8	15	2	6	5	
	27.1%	24.7%	29.3%	10.0%	14.3%	25.0%	36.8%	26.4%	29.6%	42.9%	100.0%	10.7%	38.5%	
Never heard of and Not Interested	21	16	5	-	-	3	10	8	5	7	-	6	3	
	15.8%	21.9%	8.6%			25.0%	26.3%	15.1%	18.5%	20.0%		10.7%	23.1%	



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	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Unsure	12 9.0%	7 9.6%	4 6.9%	1 5.0%	-	3 25.0%	2 5.3%	5 9.4%	2 7.4%	2 5.7%	-	7 12.5%	1 7.7%	
Prefer not to answer	3 2.3%	2 2.7%	1 1.7%	-	-	1 8.3%	-	2 3.8%	-	2 5.7%	-	1 1.8%	-	



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	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	363	190	170	70	47	48	106	86	89	73	4	180	17	268	95	334	29
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	100	50	50	28	19	10	23	19	22	11	1	64	2	85	15	93	7
=====	27.5%	26.3%	29.4%	40.0%	40.4%	20.8%	21.7%	22.1%	24.7%	15.1%	25.0%	35.6%	11.8%	31.7%	15.8%	27.8%	24.1%
Satisfied [NET]	77	41	36	15	16	8	22	15	18	9	-	48	2	64	13	72	5
=====	77.0%	82.0%	72.0%	53.6%	84.2%	80.0%	95.7%	78.9%	81.8%	81.8%	-	75.0%	100%	75.3%	86.7%	77.4%	71.4%
Very satisfied	30	16	14	2	5	4	6	12	10	7	-	11	2	25	5	27	3
	39.0%	39.0%	38.9%	13.3%	31.2%	50.0%	27.3%	80.0%	55.6%	77.8%	-	22.9%	100%	39.1%	38.5%	37.5%	60.0%
Somewhat satisfied	47	25	22	13	11	4	16	3	8	2	-	37	-	39	8	45	2
	61.0%	61.0%	61.1%	86.7%	68.8%	50.0%	72.7%	20.0%	44.4%	22.2%	-	77.1%	-	60.9%	61.5%	62.5%	40.0%
Unsatisfied [NET]	23	9	14	13	3	2	1	4	4	2	1	16	-	21	2	21	2
=====	23.0%	18.0%	28.0%	46.4%	15.8%	20.0%	4.3%	21.1%	18.2%	18.2%	100.0%	25.0%	-	24.7%	13.3%	22.6%	28.6%
Very unsatisfied	12	7	5	8	2	-	-	2	3	1	1	7	-	12	-	11	1
	52.2%	77.8%	35.7%	61.5%	66.7%	-	-	50.0%	75.0%	50.0%	100.0%	43.8%	-	57.1%	-	52.4%	50.0%
Somewhat unsatisfied	11	2	9	5	1	2	1	2	1	1	-	9	-	9	2	10	1
	47.8%	22.2%	64.3%	38.5%	33.3%	100%	100%	50.0%	25.0%	50.0%	-	56.2%	-	42.9%	100.0%	47.6%	50.0%
Have Not Used Program [NET]	124	63	61	31	13	15	37	28	28	17	-	76	3	89	35	111	13
=====	34.2%	33.2%	35.9%	44.3%	27.7%	31.2%	34.9%	32.6%	31.5%	23.3%	-	42.2%	17.6%	33.2%	36.8%	33.2%	44.8%
Have not used but Interested	94	49	45	26	8	9	33	18	22	9	-	62	1	66	28	84	10
	75.8%	77.8%	73.8%	83.9%	61.5%	60.0%	89.2%	64.3%	78.6%	52.9%	-	81.6%	33.3%	74.2%	80.0%	75.7%	76.9%
Have not used and Not interested	30	14	16	5	5	6	4	10	6	8	-	14	2	23	7	27	3
	24.2%	22.2%	26.2%	16.1%	38.5%	40.0%	10.8%	35.7%	21.4%	47.1%	-	18.4%	66.7%	25.8%	20.0%	24.3%	23.1%
Never Heard Of [NET]	139	77	59	11	15	23	46	39	39	45	3	40	12	94	45	130	9
=====	38.3%	40.5%	34.7%	15.7%	31.9%	47.9%	43.4%	45.3%	43.8%	61.6%	75.0%	22.2%	70.6%	35.1%	47.4%	38.9%	31.0%
Never heard of but Interested	90	42	46	9	9	16	28	23	27	27	2	26	8	62	28	84	6
	64.7%	54.5%	78.0%	81.8%	60.0%	69.6%	60.9%	59.0%	69.2%	60.0%	66.7%	65.0%	66.7%	66.0%	62.2%	64.6%	66.7%



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BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY					EDUCATION LEVEL		GEOGRAPHY		
	TOTAL MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC	
Never heard of and Not Interested	49	35	13	2	6	7	18	16	12	18	1	14	4	32	17	46	3
	35.3%	45.5%	22.0%	18.2%	40.0%	30.4%	39.1%	41.0%	30.8%	40.0%	33.3%	35.0%	33.3%	34.0%	37.8%	35.4%	33.3%



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 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	363	295	238	36	21	51	33	5	11	2	4	111	103	77	37	13	11	1	-	10	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Have Used Program [NET]	100	82	41	24	17	15	11	-	2	2	-	13	24	37	12	7	5	1	-	1	
=====	27.5%	27.8%	17.2%	66.7%	81.0%	29.4%	33.3%		18.2%	100.0%		12%	23%	48%	32%	54%	45%	100%		10%	
Satisfied [NET]	77	61	38	13	10	13	10	-	2	1	-	12	22	26	10	3	4	-	-	-	
=====	77.0%	74.4%	92.7%	54.2%	58.8%	86.7%	90.9%		100.0%	50.0%		92%	92%	70%	83%	43%	80%				
Very satisfied	30	20	16	2	2	8	6	-	1	1	-	10	4	12	3	1	-	-	-	-	
	39.0%	32.8%	42.1%	15.4%	20.0%	61.5%	60.0%		50.0%	100.0%		83%	18%	46%	30%	33%					
Somewhat satisfied	47	41	22	11	8	5	4	-	1	-	-	2	18	14	7	2	4	-	-	-	
	61.0%	67.2%	57.9%	84.6%	80.0%	38.5%	40.0%		50.0%			17%	82%	54%	70%	67%	100%				
Unsatisfied [NET]	23	21	3	11	7	2	1	-	-	1	-	1	2	11	2	4	1	1	-	1	
=====	23.0%	25.6%	7.3%	45.8%	41.2%	13.3%	9.1%			50.0%		7.7%	8.3%	30%	17%	57%	20%	100%		100%	
Very unsatisfied	12	11	1	7	3	1	-	-	-	1	-	1	2	4	1	2	1	-	-	1	
	52.2%	52.4%	33.3%	63.6%	42.9%	50.0%				100.0%		100%	100%	36%	50%	50%	100%			100%	
Somewhat unsatisfied	11	10	2	4	4	1	1	-	-	-	-	-	-	7	1	2	-	1	-	-	
	47.8%	47.6%	66.7%	36.4%	57.1%	50.0%	100.0%							64%	50%	50%	100%				
Have Not Used Program [NET]	124	106	96	6	4	13	8	1	4	-	2	38	48	18	11	5	3	-	-	1	
=====	34.2%	35.9%	40.3%	16.7%	19.0%	25.5%	24.2%	20.0%	36.4%		50.0%	34%	47%	23%	30%	38%	27%			10%	
Have not used but Interested	94	81	75	4	2	9	5	-	4	-	2	31	40	10	10	2	1	-	-	-	
	75.8%	76.4%	78.1%	66.7%	50.0%	69.2%	62.5%		100.0%		100%	82%	83%	56%	91%	40%	33%				
Have not used and Not interested	30	25	21	2	2	4	3	1	-	-	-	7	8	8	1	3	2	-	-	1	
	24.2%	23.6%	21.9%	33.3%	50.0%	30.8%	37.5%	100.0%				18%	17%	44%	9.1%	60%	67%			100%	
Never Heard Of [NET]	139	107	101	6	-	23	14	4	5	-	2	60	31	22	14	1	3	-	-	8	
=====	38.3%	36.3%	42.4%	16.7%		45.1%	42.4%	80.0%	45.5%		50.0%	54%	30%	29%	38%	7.7%	27%			80%	
Never heard of but Interested	90	68	63	5	-	15	11	2	2	-	1	40	19	10	12	1	2	-	-	6	
	64.7%	63.6%	62.4%	83.3%		65.2%	78.6%	50.0%	40.0%		50.0%	67%	61%	45%	86%	100%	67%			75%	



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 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE							PNTA	
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8		9+
Never heard of and Not Interested	49 35.3%	39 36.4%	38 37.6%	1 16.7%	-	8 34.8%	3 21.4%	2 50.0%	3 60.0%	-	1 50.0%	20 33%	12 39%	12 55%	2 14%	-	1 33%	-	-	2 25%



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 BASE: Total Sample

	FAVORABILITY OF MCSD NO					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE		LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	[NET]	TEXT	EMAIL	ENGLISH	SPANISH	
Total	363	289	52	13	9	304	19	40	296	12	55	33	2	6	118	42	76	245	127	118	317	28	
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100.0%	100.0%	
Have Used Program [NET]	100	81	14	1	4	87	3	10	84	4	12	21	1	2	25	10	15	75	61	14	87	8	
=====	27.5%	28%	26.9%	7.7%	44.4%	28.6%	15.8%	25.0%	28%	33.3%	21.8%	64%	50.0%	33.3%	21.2%	23.8%	19.7%	30.6%	48%	11.9%	27.4%	28.6%	
Satisfied [NET]	77	59	13	1	4	66	1	10	62	3	12	11	-	2	20	6	14	57	44	13	67	7	
=====	77.0%	73%	92.9%	100%	100.0%	75.9%	33.3%	100.0%	74%	75.0%	100.0%	52%	100.0%	80.0%	60.0%	93.3%	76.0%	72%	92.9%	77.0%	87.5%		
Very satisfied	30	23	5	-	2	28	-	2	26	1	3	2	-	-	10	3	7	20	9	11	27	3	
	39.0%	39%	38.5%		50.0%	42.4%		20.0%	42%	33.3%	25.0%	18%			50.0%	50.0%	50.0%	35.1%	20%	84.6%	40.3%	42.9%	
Somewhat satisfied	47	36	8	1	2	38	1	8	36	2	9	9	-	2	10	3	7	37	35	2	40	4	
	61.0%	61%	61.5%	100%	50.0%	57.6%	100.0%	80.0%	58%	66.7%	75.0%	82%	100.0%	50.0%	50.0%	50.0%	50.0%	64.9%	80%	15.4%	59.7%	57.1%	
Unsatisfied [NET]	23	22	1	-	-	21	2	-	22	1	-	10	1	-	5	4	1	18	17	1	20	1	
=====	23.0%	27%	7.1%			24.1%	66.7%		26%	25.0%		48%	100.0%	20.0%	40.0%	6.7%	24.0%	28%	7.1%	23.0%	12.5%		
Very unsatisfied	12	11	1	-	-	10	2	-	11	1	-	7	-	-	3	2	1	9	9	-	10	1	
	52.2%	50%	100.0%			47.6%	100.0%		50%	100.0%		70%			60.0%	50.0%	100.0%	50.0%	53%		50.0%	100.0%	
Somewhat unsatisfied	11	11	-	-	-	11	-	-	11	-	-	3	1	-	2	2	-	9	8	1	10	-	
	47.8%	50%				52.4%			50%			30%	100.0%	40.0%	50.0%		50.0%	47%	100%	50.0%			
Have Not Used Program [NET]	124	110	11	3	-	108	4	12	106	3	15	7	-	-	42	17	25	82	35	47	104	12	
=====	34.2%	38%	21.2%	23.1%		35.5%	21.1%	30.0%	36%	25.0%	27.3%	21%			35.6%	40.5%	32.9%	33.5%	28%	39.8%	32.8%	42.9%	
Have not used but Interested	94	87	4	3	-	87	3	4	89	1	4	4	-	-	35	13	22	59	21	38	80	9	
	75.8%	79%	36.4%	100%		80.6%	75.0%	33.3%	84%	33.3%	26.7%	57%			83.3%	76.5%	88.0%	72.0%	60%	80.9%	76.9%	75.0%	
Have not used and Not interested	30	23	7	-	-	21	1	8	17	2	11	3	-	-	7	4	3	23	14	9	24	3	
	24.2%	21%	63.6%			19.4%	25.0%	66.7%	16%	66.7%	73.3%	43%			16.7%	23.5%	12.0%	28.0%	40%	19.1%	23.1%	25.0%	
Never Heard Of [NET]	139	98	27	9	5	109	12	18	106	5	28	5	1	4	51	15	36	88	31	57	126	8	
=====	38.3%	34%	51.9%	69.2%	55.6%	35.9%	63.2%	45.0%	36%	41.7%	50.9%	15%	50.0%	66.7%	43.2%	35.7%	47.4%	35.9%	24%	48.3%	39.7%	28.6%	
Never heard of but Interested	90	68	14	5	3	73	6	11	69	4	17	4	-	3	30	8	22	60	24	36	80	7	
	64.7%	69%	51.9%	55.6%	60.0%	67.0%	50.0%	61.1%	65%	80.0%	60.7%	80%			75.0%	58.8%	53.3%	61.1%	68.2%	77%	63.2%	63.5%	87.5%



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 BASE: Total Sample

	FAVORABILITY OF MCSD				INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE				
	TOTAL FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH	
Never heard of and Not Interested	49	30	13	4	2	36	6	7	37	1	11	1	1	1	21	7	14	28	7	21	46	1
	35.3%	31%	48.1%	44.4%	40.0%	33.0%	50.0%	38.9%	35%	20.0%	39.3%	20%	100.0%	25.0%	41.2%	46.7%	38.9%	31.8%	23%	36.8%	36.5%	12.5%



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	GENDER		AGE GROUP						PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	118	66	50	11	10	16	46	32	28	33	1	53	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	25	15	10	4	1	3	9	7	4	4	-	17	-	
=====	21.2%	22.7%	20.0%	36.4%	10.0%	18.8%	19.6%	21.9%	14.3%	12.1%		32.1%		
Satisfied [NET]	20	13	7	1	1	3	9	5	3	3	-	14	-	
=====	80.0%	86.7%	70.0%	25.0%	100%	100%	100%	71.4%	75.0%	75.0%		82.4%		
Very satisfied	10	6	4	-	1	2	2	4	3	3	-	4	-	
	50.0%	46.2%	57.1%		100%	66.7%	22.2%	80.0%	100.0%	100.0%		28.6%		
Somewhat satisfied	10	7	3	1	-	1	7	1	-	-	-	10	-	
	50.0%	53.8%	42.9%	100%		33.3%	77.8%	20.0%				71.4%		
Unsatisfied [NET]	5	2	3	3	-	-	-	2	1	1	-	3	-	
=====	20.0%	13.3%	30.0%	75.0%				28.6%	25.0%	25.0%		17.6%		
Very unsatisfied	3	2	1	1	-	-	-	2	1	1	-	1	-	
	60.0%	100.0%	33.3%	33.3%				100%	100.0%	100.0%		33.3%		
Somewhat unsatisfied	2	-	2	2	-	-	-	-	-	-	-	2	-	
	40.0%		66.7%	66.7%								66.7%		
Have Not Used Program [NET]	42	24	18	6	2	4	21	9	9	9	-	24	-	
=====	35.6%	36.4%	36.0%	54.5%	20.0%	25.0%	45.7%	28.1%	32.1%	27.3%		45.3%		
Have not used but Interested	35	19	16	5	1	3	20	6	8	5	-	22	-	
	83.3%	79.2%	88.9%	83.3%	50.0%	75.0%	95.2%	66.7%	88.9%	55.6%		91.7%		
Have not used and Not interested	7	5	2	1	1	1	1	3	1	4	-	2	-	
	16.7%	20.8%	11.1%	16.7%	50.0%	25.0%	4.8%	33.3%	11.1%	44.4%		8.3%		
Never Heard Of [NET]	51	27	22	1	7	9	16	16	15	20	1	12	3	
=====	43.2%	40.9%	44.0%	9.1%	70.0%	56.2%	34.8%	50.0%	53.6%	60.6%	100.0%	22.6%	100%	
Never heard of but Interested	30	12	17	-	3	7	10	8	10	10	-	8	2	
	58.8%	44.4%	77.3%		42.9%	77.8%	62.5%	50.0%	66.7%	50.0%		66.7%	66.7%	



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 BASE: Total Sample

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	21 41.2%	15 55.6%	5 22.7%	1 100%	4 57.1%	2 22.2%	6 37.5%	8 50.0%	5 33.3%	10 50.0%	1 100.0%	4 33.3%	1 33.3%



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	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	42	24	17	6	5	6	13	11	6	12	-	24	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Have Used Program [NET]	10	6	4	3	1	1	3	2	2	-	-	8	-	
=====	23.8%	25.0%	23.5%	50.0%	20.0%	16.7%	23.1%	18.2%	33.3%			33.3%		
Satisfied [NET]	6	5	1	-	1	1	3	1	1	-	-	5	-	
=====	60.0%	83.3%	25.0%		100%	100%	100%	50.0%	50.0%			62.5%		
Very satisfied	3	2	1	-	1	1	-	1	1	-	-	2	-	
	50.0%	40.0%	100.0%		100%	100%		100%	100.0%			40.0%		
Somewhat satisfied	3	3	-	-	-	-	3	-	-	-	-	3	-	
	50.0%	60.0%					100%					60.0%		
Unsatisfied [NET]	4	1	3	3	-	-	-	1	1	-	-	3	-	
=====	40.0%	16.7%	75.0%	100%				50.0%	50.0%			37.5%		
Very unsatisfied	2	1	1	1	-	-	-	1	1	-	-	1	-	
	50.0%	100.0%	33.3%	33.3%				100%	100.0%			33.3%		
Somewhat unsatisfied	2	-	2	2	-	-	-	-	-	-	-	2	-	
	50.0%		66.7%	66.7%								66.7%		
Have Not Used Program [NET]	17	10	7	3	1	3	5	5	3	4	-	10	-	
=====	40.5%	41.7%	41.2%	50.0%	20.0%	50.0%	38.5%	45.5%	50.0%	33.3%		41.7%		
Have not used but Interested	13	7	6	2	1	2	5	3	2	2	-	9	-	
	76.5%	70.0%	85.7%	66.7%	100%	66.7%	100%	60.0%	66.7%	50.0%		90.0%		
Have not used and Not interested	4	3	1	1	-	1	-	2	1	2	-	1	-	
	23.5%	30.0%	14.3%	33.3%		33.3%		40.0%	33.3%	50.0%		10.0%		
Never Heard Of [NET]	15	8	6	-	3	2	5	4	1	8	-	6	-	
=====	35.7%	33.3%	35.3%		60.0%	33.3%	38.5%	36.4%	16.7%	66.7%		25.0%		
Never heard of but Interested	8	2	5	-	3	1	3	-	1	3	-	4	-	
	53.3%	25.0%	83.3%		100%	50.0%	60.0%		100.0%	37.5%		66.7%		



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 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	7 46.7%	6 75.0%	1 16.7%	-	-	1 50.0%	2 40.0%	4 100%	-	5 62.5%	-	2 33.3%	-



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 BASE: Total Sample

	GENDER				AGE GROUP				MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	76	42	33	5	5	10	33	21	22	21	1	29	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	15	9	6	1	-	2	6	5	2	4	-	9	-	
=====	19.7%	21.4%	18.2%	20.0%		20.0%	18.2%	23.8%	9.1%	19.0%		31.0%		
Satisfied [NET]	14	8	6	1	-	2	6	4	2	3	-	9	-	
=====	93.3%	88.9%	100.0%	100%		100%	100%	80.0%	100.0%	75.0%		100.0%		
Very satisfied	7	4	3	-	-	1	2	3	2	3	-	2	-	
	50.0%	50.0%	50.0%			50.0%	33.3%	75.0%	100.0%	100.0%		22.2%		
Somewhat satisfied	7	4	3	1	-	1	4	1	-	-	-	7	-	
	50.0%	50.0%	50.0%	100%		50.0%	66.7%	25.0%				77.8%		
Unsatisfied [NET]	1	1	-	-	-	-	-	1	-	1	-	-	-	
=====	6.7%	11.1%						20.0%		25.0%				
Very unsatisfied	1	1	-	-	-	-	-	1	-	1	-	-	-	
	100%	100.0%						100%		100.0%				
Have Not Used Program [NET]	25	14	11	3	1	1	16	4	6	5	-	14	-	
=====	32.9%	33.3%	33.3%	60.0%	20.0%	10.0%	48.5%	19.0%	27.3%	23.8%		48.3%		
Have not used but Interested	22	12	10	3	-	1	15	3	6	3	-	13	-	
	88.0%	85.7%	90.9%	100%		100%	93.8%	75.0%	100.0%	60.0%		92.9%		
Have not used and Not interested	3	2	1	-	1	-	1	1	-	2	-	1	-	
	12.0%	14.3%	9.1%		100%		6.2%	25.0%		40.0%		7.1%		
Never Heard Of [NET]	36	19	16	1	4	7	11	12	14	12	1	6	3	
=====	47.4%	45.2%	48.5%	20.0%	80.0%	70.0%	33.3%	57.1%	63.6%	57.1%	100.0%	20.7%	100%	
Never heard of but Interested	22	10	12	-	-	6	7	8	9	7	-	4	2	
	61.1%	52.6%	75.0%			85.7%	63.6%	66.7%	64.3%	58.3%		66.7%	66.7%	
Never heard of and Not Interested	14	9	4	1	4	1	4	4	5	5	1	2	1	
	38.9%	47.4%	25.0%	100%	100%	14.3%	36.4%	33.3%	35.7%	41.7%	100.0%	33.3%	33.3%	



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 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	245	124	120	59	37	32	60	54	61	40	3	127	14		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Have Used Program [NET]	75	35	40	24	18	7	14	12	18	7	1	47	2		
=====	30.6%	28.2%	33.3%	40.7%	48.6%	21.9%	23.3%	22.2%	29.5%	17.5%	33.3%	37.0%	14.3%		
Satisfied [NET]	57	28	29	14	15	5	13	10	15	6	-	34	2		
=====	76.0%	80.0%	72.5%	58.3%	83.3%	71.4%	92.9%	83.3%	83.3%	85.7%		72.3%	100%		
Very satisfied	20	10	10	2	4	2	4	8	7	4	-	7	2		
	35.1%	35.7%	34.5%	14.3%	26.7%	40.0%	30.8%	80.0%	46.7%	66.7%		20.6%	100%		
Somewhat satisfied	37	18	19	12	11	3	9	2	8	2	-	27	-		
	64.9%	64.3%	65.5%	85.7%	73.3%	60.0%	69.2%	20.0%	53.3%	33.3%		79.4%			
Unsatisfied [NET]	18	7	11	10	3	2	1	2	3	1	1	13	-		
=====	24.0%	20.0%	27.5%	41.7%	16.7%	28.6%	7.1%	16.7%	16.7%	14.3%	100.0%	27.7%			
Very unsatisfied	9	5	4	7	2	-	-	-	2	-	1	6	-		
	50.0%	71.4%	36.4%	70.0%	66.7%				66.7%		100.0%	46.2%			
Somewhat unsatisfied	9	2	7	3	1	2	1	2	1	1	-	7	-		
	50.0%	28.6%	63.6%	30.0%	33.3%	100%	100%	100%	33.3%	100.0%		53.8%			
Have Not Used Program [NET]	82	39	43	25	11	11	16	19	19	8	-	52	3		
=====	33.5%	31.5%	35.8%	42.4%	29.7%	34.4%	26.7%	35.2%	31.1%	20.0%		40.9%	21.4%		
Have not used but Interested	59	30	29	21	7	6	13	12	14	4	-	40	1		
	72.0%	76.9%	67.4%	84.0%	63.6%	54.5%	81.2%	63.2%	73.7%	50.0%		76.9%	33.3%		
Have not used and Not interested	23	9	14	4	4	5	3	7	5	4	-	12	2		
	28.0%	23.1%	32.6%	16.0%	36.4%	45.5%	18.8%	36.8%	26.3%	50.0%		23.1%	66.7%		
Never Heard Of [NET]	88	50	37	10	8	14	30	23	24	25	2	28	9		
=====	35.9%	40.3%	30.8%	16.9%	21.6%	43.8%	50.0%	42.6%	39.3%	62.5%	66.7%	22.0%	64.3%		
Never heard of but Interested	60	30	29	9	6	9	18	15	17	17	2	18	6		
	68.2%	60.0%	78.4%	90.0%	75.0%	64.3%	60.0%	65.2%	70.8%	68.0%	100.0%	64.3%	66.7%		



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 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	28 31.8%	20 40.0%	8 21.6%	1 10.0%	2 25.0%	5 35.7%	12 40.0%	8 34.8%	7 29.2%	8 32.0%	-	10 35.7%	3 33.3%	



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	GENDER		AGE GROUP						TEXT MODE		ETHNICITY		ASIAN/ PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	127	60	67	40	30	24	24	8	36	9	1	79	2	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	61	28	33	23	17	6	11	4	15	4	1	40	1	
=====	48.0%	46.7%	49.3%	57.5%	56.7%	25.0%	45.8%	50.0%	41.7%	44.4%	100.0%	50.6%	50.0%	
Satisfied [NET]	44	22	22	13	14	4	10	3	12	3	-	28	1	
=====	72.1%	78.6%	66.7%	56.5%	82.4%	66.7%	90.9%	75.0%	80.0%	75.0%	-	70.0%	100%	
Very satisfied	9	5	4	2	3	1	2	1	4	1	-	3	1	
	20.5%	22.7%	18.2%	15.4%	21.4%	25.0%	20.0%	33.3%	33.3%	33.3%	-	10.7%	100%	
Somewhat satisfied	35	17	18	11	11	3	8	2	8	2	-	25	-	
	79.5%	77.3%	81.8%	84.6%	78.6%	75.0%	80.0%	66.7%	66.7%	66.7%	-	89.3%	-	
Unsatisfied [NET]	17	6	11	10	3	2	1	1	3	1	1	12	-	
=====	27.9%	21.4%	33.3%	43.5%	17.6%	33.3%	9.1%	25.0%	20.0%	25.0%	100.0%	30.0%	-	
Very unsatisfied	9	5	4	7	2	-	-	-	2	-	1	6	-	
	52.9%	83.3%	36.4%	70.0%	66.7%	-	-	-	66.7%	-	100.0%	50.0%	-	
Somewhat unsatisfied	8	1	7	3	1	2	1	1	1	1	-	6	-	
	47.1%	16.7%	63.6%	30.0%	33.3%	100%	100%	100%	33.3%	100.0%	-	50.0%	-	
Have Not Used Program [NET]	35	16	19	9	6	10	7	3	10	2	-	23	-	
=====	27.6%	26.7%	28.4%	22.5%	20.0%	41.7%	29.2%	37.5%	27.8%	22.2%	-	29.1%	-	
Have not used but Interested	21	11	10	6	2	5	5	3	7	1	-	13	-	
	60.0%	68.8%	52.6%	66.7%	33.3%	50.0%	71.4%	100%	70.0%	50.0%	-	56.5%	-	
Have not used and Not interested	14	5	9	3	4	5	2	-	3	1	-	10	-	
	40.0%	31.2%	47.4%	33.3%	66.7%	50.0%	28.6%	-	30.0%	50.0%	-	43.5%	-	
Never Heard Of [NET]	31	16	15	8	7	8	6	1	11	3	-	16	1	
=====	24.4%	26.7%	22.4%	20.0%	23.3%	33.3%	25.0%	12.5%	30.6%	33.3%	-	20.3%	50.0%	
Never heard of but Interested	24	12	12	7	5	6	4	1	9	2	-	12	1	
	77.4%	75.0%	80.0%	87.5%	71.4%	75.0%	66.7%	100%	81.8%	66.7%	-	75.0%	100%	



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 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	7 22.6%	4 25.0%	3 20.0%	1 12.5%	2 28.6%	2 25.0%	2 33.3%	-	2 18.2%	1 33.3%	-	4 25.0%	-



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	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY		ASIAN/ PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	118	64	53	19	7	8	36	46	25	31	2	48	12	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	14	7	7	1	1	1	3	8	3	3	-	7	1	
=====	11.9%	10.9%	13.2%	5.3%	14.3%	12.5%	8.3%	17.4%	12.0%	9.7%		14.6%	8.3%	
Satisfied [NET]	13	6	7	1	1	1	3	7	3	3	-	6	1	
=====	92.9%	85.7%	100.0%	100%	100%	100%	100%	87.5%	100.0%	100.0%		85.7%	100%	
Very satisfied	11	5	6	-	1	1	2	7	3	3	-	4	1	
	84.6%	83.3%	85.7%		100%	100%	66.7%	100%	100.0%	100.0%		66.7%	100%	
Somewhat satisfied	2	1	1	1	-	-	1	-	-	-	-	2	-	
	15.4%	16.7%	14.3%	100%			33.3%					33.3%		
Unsatisfied [NET]	1	1	-	-	-	-	-	1	-	-	-	1	-	
=====	7.1%	14.3%						12.5%				14.3%		
Somewhat unsatisfied	1	1	-	-	-	-	-	1	-	-	-	1	-	
	100%	100.0%						100%				100.0%		
Have Not Used Program [NET]	47	23	24	16	5	1	9	16	9	6	-	29	3	
=====	39.8%	35.9%	45.3%	84.2%	71.4%	12.5%	25.0%	34.8%	36.0%	19.4%		60.4%	25.0%	
Have not used but Interested	38	19	19	15	5	1	8	9	7	3	-	27	1	
	80.9%	82.6%	79.2%	93.8%	100%	100%	88.9%	56.2%	77.8%	50.0%		93.1%	33.3%	
Have not used and Not interested	9	4	5	1	-	-	1	7	2	3	-	2	2	
	19.1%	17.4%	20.8%	6.2%			11.1%	43.8%	22.2%	50.0%		6.9%	66.7%	
Never Heard Of [NET]	57	34	22	2	1	6	24	22	13	22	2	12	8	
=====	48.3%	53.1%	41.5%	10.5%	14.3%	75.0%	66.7%	47.8%	52.0%	71.0%	100.0%	25.0%	66.7%	
Never heard of but Interested	36	18	17	2	1	3	14	14	8	15	2	6	5	
	63.2%	52.9%	77.3%	100%	100%	50.0%	58.3%	63.6%	61.5%	68.2%	100.0%	50.0%	62.5%	
Never heard of and Not Interested	21	16	5	-	-	3	10	8	5	7	-	6	3	
	36.8%	47.1%	22.7%			50.0%	41.7%	36.4%	38.5%	31.8%		50.0%	37.5%	



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	250	131	116	45	32	27	75	67	67	56	1	113	13	188	62	228	22
=====	62.5%	62.7%	62.0%	61.6%	64.0%	50.0%	65.2%	66.3%	69.8%	66.7%	25.0%	57.7%	65.0%	64.4%	57.4%	62.0%	68.8%
Satisfied [NET]	230	125	102	40	28	24	68	66	60	53	1	103	13	171	59	209	21
=====	57.5%	59.8%	54.5%	54.8%	56.0%	44.4%	59.1%	65.3%	62.5%	63.1%	25.0%	52.6%	65.0%	58.6%	54.6%	56.8%	65.6%
Very satisfied	183	101	79	19	21	18	60	62	49	48	-	78	8	128	55	164	19
	45.8%	48.3%	42.2%	26.0%	42.0%	33.3%	52.2%	61.4%	51.0%	57.1%	-	39.8%	40.0%	43.8%	50.9%	44.6%	59.4%
Somewhat satisfied	47	24	23	21	7	6	8	4	11	5	1	25	5	43	4	45	2
	11.8%	11.5%	12.3%	28.8%	14.0%	11.1%	7.0%	4.0%	11.5%	6.0%	25.0%	12.8%	25.0%	14.7%	3.7%	12.2%	6.2%
Unsatisfied [NET]	20	6	14	5	4	3	7	1	7	3	-	10	-	17	3	19	1
=====	5.0%	2.9%	7.5%	6.8%	8.0%	5.6%	6.1%	1.0%	7.3%	3.6%	-	5.1%	-	5.8%	2.8%	5.2%	3.1%
Very unsatisfied	14	4	10	4	3	2	5	-	7	1	-	6	-	13	1	14	-
	3.5%	1.9%	5.3%	5.5%	6.0%	3.7%	4.3%	-	7.3%	1.2%	-	3.1%	-	4.5%	0.9%	3.8%	-
Somewhat unsatisfied	6	2	4	1	1	1	2	1	-	2	-	4	-	4	2	5	1
	1.5%	1.0%	2.1%	1.4%	2.0%	1.9%	1.7%	1.0%	-	2.4%	-	2.0%	-	1.4%	1.9%	1.4%	3.1%
Have Not Used Program [NET]	120	59	61	22	15	21	30	30	26	20	1	66	7	80	40	112	8
=====	30.0%	28.2%	32.6%	30.1%	30.0%	38.9%	26.1%	29.7%	27.1%	23.8%	25.0%	33.7%	35.0%	27.4%	37.0%	30.4%	25.0%
Have not used but Interested	53	30	23	7	5	9	19	13	12	6	1	30	4	38	15	47	6
	13.2%	14.4%	12.3%	9.6%	10.0%	16.7%	16.5%	12.9%	12.5%	7.1%	25.0%	15.3%	20.0%	13.0%	13.9%	12.8%	18.8%
Have not used and Not interested	67	29	38	15	10	12	11	17	14	14	-	36	3	42	25	65	2
	16.8%	13.9%	20.3%	20.5%	20.0%	22.2%	9.6%	16.8%	14.6%	16.7%	-	18.4%	15.0%	14.4%	23.1%	17.7%	6.2%
Never Heard Of [NET]	22	11	10	6	3	4	6	2	3	6	2	11	-	18	4	22	-
=====	5.5%	5.3%	5.3%	8.2%	6.0%	7.4%	5.2%	2.0%	3.1%	7.1%	50.0%	5.6%	-	6.2%	3.7%	6.0%	-
Never heard of but Interested	7	3	4	3	-	1	2	1	1	1	1	4	-	6	1	7	-
	1.8%	1.4%	2.1%	4.1%	-	1.9%	1.7%	1.0%	1.0%	1.2%	25.0%	2.0%	-	2.1%	0.9%	1.9%	-



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 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY					EDUCATION LEVEL		GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Never heard of and Not Interested	15	8	6	3	3	3	4	1	2	5	1	7	-	12	3	15	-
	3.8%	3.8%	3.2%	4.1%	6.0%	5.6%	3.5%	1.0%	2.1%	6.0%	25.0%	3.6%	-	4.1%	2.8%	4.1%	-
Unsure	6	6	-	-	-	1	3	2	-	2	-	4	-	5	1	4	2
	1.5%	2.9%	-	-	-	1.9%	2.6%	2.0%	-	2.4%	-	2.0%	-	1.7%	0.9%	1.1%	6.2%
Prefer not to answer	2	2	-	-	-	1	1	-	-	-	-	2	-	1	1	2	-
	0.5%	1.0%	-	-	-	1.9%	0.9%	-	-	-	-	1.0%	-	0.3%	0.9%	0.5%	-



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 BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Have Used Program [NET]	250	210	167	23	20	24	15	1	6	2	4	85	67	53	24	7	6	1	-	7
=====	62.5%	65.4%	63.5%	62.2%	95.2%	42.1%	41.7%	16.7%	46.2%	100.0%	80.0%	65%	61%	65%	59%	54%	50%	100%	-	64%
Satisfied [NET]	230	193	162	18	13	22	14	1	6	1	3	84	63	46	20	5	6	-	-	6
=====	57.5%	60.1%	61.6%	48.6%	61.9%	38.6%	38.9%	16.7%	46.2%	50.0%	60.0%	64%	58%	56%	49%	38%	50%	-	-	55%
Very satisfied	183	154	141	10	3	17	11	1	4	1	2	81	49	31	17	2	2	-	-	1
	45.8%	48.0%	53.6%	27.0%	14.3%	29.8%	30.6%	16.7%	30.8%	50.0%	40.0%	62%	45%	38%	41%	15%	17%	-	-	9.1%
Somewhat satisfied	47	39	21	8	10	5	3	-	2	-	1	3	14	15	3	3	4	-	-	5
	11.8%	12.1%	8.0%	21.6%	47.6%	8.8%	8.3%	-	15.4%	-	20.0%	2.3%	13%	18%	7.3%	23%	33%	-	-	45%
Unsatisfied [NET]	20	17	5	5	7	2	1	-	-	1	1	1	4	7	4	2	-	1	-	1
=====	5.0%	5.3%	1.9%	13.5%	33.3%	3.5%	2.8%	-	50.0%	20.0%	0.8%	3.7%	8.5%	9.8%	15%	-	100%	-	-	9.1%
Very unsatisfied	14	12	3	2	7	2	1	-	-	1	-	3	4	4	2	-	-	-	-	1
	3.5%	3.7%	1.1%	5.4%	33.3%	3.5%	2.8%	-	50.0%	-	-	2.8%	4.9%	9.8%	15%	-	-	-	-	9.1%
Somewhat unsatisfied	6	5	2	3	-	-	-	-	-	-	1	1	1	3	-	-	-	1	-	-
	1.5%	1.6%	0.8%	8.1%	-	-	-	-	-	-	20.0%	0.8%	0.9%	3.7%	-	-	-	100%	-	-
Have Not Used Program [NET]	120	92	80	11	1	22	14	5	3	-	1	38	35	23	12	6	3	-	-	3
=====	30.0%	28.7%	30.4%	29.7%	4.8%	38.6%	38.9%	83.3%	23.1%	20.0%	29%	32%	28%	29%	46%	25%	-	-	-	27%
Have not used but Interested	53	41	33	7	1	11	10	-	1	-	-	16	15	11	7	2	2	-	-	-
	13.2%	12.8%	12.5%	18.9%	4.8%	19.3%	27.8%	-	7.7%	-	-	12%	14%	13%	17%	15%	17%	-	-	-
Have not used and Not interested	67	51	47	4	-	11	4	5	2	-	1	22	20	12	5	4	1	-	-	3
	16.8%	15.9%	17.9%	10.8%	-	19.3%	11.1%	83.3%	15.4%	20.0%	17%	18%	15%	12%	31%	8.3%	-	-	-	27%
Never Heard Of [NET]	22	12	10	2	-	10	7	-	3	-	-	5	5	5	3	-	3	-	-	1
=====	5.5%	3.7%	3.8%	5.4%	-	17.5%	19.4%	-	23.1%	-	-	3.8%	4.6%	6.1%	7.3%	-	25%	-	-	9.1%
Never heard of but Interested	7	5	4	1	-	2	1	-	1	-	-	1	3	1	1	-	1	-	-	-
	1.8%	1.6%	1.5%	2.7%	-	3.5%	2.8%	-	7.7%	-	-	0.8%	2.8%	1.2%	2.4%	-	8.3%	-	-	-



Q29. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Christmas Tree Pick-up.
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE								
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Never heard of and Not Interested	15 3.8%	7 2.2%	6 2.3%	1 2.7%	-	8 14.0%	6 16.7%	-	2 15.4%	-	-	4 3.1%	2 1.8%	4 4.9%	2 4.9%	-	2 17%	-	-	1 9.1%
Unsure	6 1.5%	5 1.6%	4 1.5%	1 2.7%	-	1 1.8%	-	-	1 7.7%	-	-	2 1.5%	1 0.9%	1 1.2%	2 4.9%	-	-	-	-	-
Prefer not to answer	2 0.5%	2 0.6%	2 0.8%	-	-	-	-	-	-	-	-	1 0.8%	1 0.9%	-	-	-	-	-	-	-



Q29. Now we have a list of programs operated by MCSD. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Christmas Tree Pick-up.
 BASE: Total Sample

	FAVORABILITY OF MCSD NO					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Have Used Program [NET]	250	208	31	7	4	220	13	17	214	6	30	21	-	3	92	26	66	158	80	78	222	22
=====	62.5%	66%	51.7%	46.7%	40.0%	66.3%	56.5%	37.8%	66%	50.0%	47.6%	60%		50.0%	68.7%	56.5%	75.0%	59.4%	60%	58.6%	63.1%	78.6%
Satisfied [NET]	230	192	28	6	4	202	11	17	195	6	29	16	-	3	89	24	65	141	66	75	204	20
=====	57.5%	61%	46.7%	40.0%	40.0%	60.8%	47.8%	37.8%	60%	50.0%	46.0%	46%		50.0%	66.4%	52.2%	73.9%	53.0%	50%	56.4%	58.0%	71.4%
Very satisfied	183	157	19	4	3	165	8	10	158	4	21	9	-	2	79	20	59	104	38	66	165	15
	45.8%	50%	31.7%	26.7%	30.0%	49.7%	34.8%	22.2%	49%	33.3%	33.3%	26%		33.3%	59.0%	43.5%	67.0%	39.1%	29%	49.6%	46.9%	53.6%
Somewhat satisfied	47	35	9	2	1	37	3	7	37	2	8	7	-	1	10	4	6	37	28	9	39	5
	11.8%	11%	15.0%	13.3%	10.0%	11.1%	13.0%	15.6%	11%	16.7%	12.7%	20%		16.7%	7.5%	8.7%	6.8%	13.9%	21%	6.8%	11.1%	17.9%
Unsatisfied [NET]	20	16	3	1	-	18	2	-	19	-	1	5	-	-	3	2	1	17	14	3	18	2
=====	5.0%	5.1%	5.0%	6.7%		5.4%	8.7%		5.8%		1.6%	14%			2.2%	4.3%	1.1%	6.4%	11%	2.3%	5.1%	7.1%
Very unsatisfied	14	11	2	1	-	12	2	-	13	-	1	2	-	-	2	1	1	12	11	1	12	2
	3.5%	3.5%	3.3%	6.7%		3.6%	8.7%		4.0%		1.6%	5.7%			1.5%	2.2%	1.1%	4.5%	8.3%	0.8%	3.4%	7.1%
Somewhat unsatisfied	6	5	1	-	-	6	-	-	6	-	-	3	-	-	1	1	-	5	3	2	6	-
	1.5%	1.6%	1.7%			1.8%			1.8%			8.6%			0.7%	2.2%		1.9%	2.3%	1.5%	1.7%	
Have Not Used Program [NET]	120	90	22	5	3	93	7	20	91	4	25	12	2	2	34	17	17	86	41	45	106	4
=====	30.0%	29%	36.7%	33.3%	30.0%	28.0%	30.4%	44.4%	28%	33.3%	39.7%	34%	100.0%	33.3%	25.4%	37.0%	19.3%	32.3%	31%	33.8%	30.1%	14.3%
Have not used but Interested	53	41	9	2	1	45	-	8	43	2	8	6	-	1	16	7	9	37	20	17	47	2
	13.2%	13%	15.0%	13.3%	10.0%	13.6%		17.8%	13%	16.7%	12.7%	17%		16.7%	11.9%	15.2%	10.2%	13.9%	15%	12.8%	13.4%	7.1%
Have not used and Not interested	67	49	13	3	2	48	7	12	48	2	17	6	2	1	18	10	8	49	21	28	59	2
	16.8%	16%	21.7%	20.0%	20.0%	14.5%	30.4%	26.7%	15%	16.7%	27.0%	17%	100.0%	16.7%	13.4%	21.7%	9.1%	18.4%	16%	21.1%	16.8%	7.1%
Never Heard Of [NET]	22	11	6	3	2	12	3	7	13	2	7	1	-	1	6	3	3	16	11	5	18	2
=====	5.5%	3.5%	10.0%	20.0%	20.0%	3.6%	13.0%	15.6%	4.0%	16.7%	11.1%	2.9%		16.7%	4.5%	6.5%	3.4%	6.0%	8.3%	3.8%	5.1%	7.1%
Never heard of but Interested	7	5	1	-	1	6	-	1	5	1	1	1	-	-	-	-	-	7	3	4	5	1
	1.8%	1.6%	1.7%		10.0%	1.8%		2.2%	1.5%	8.3%	1.6%	2.9%						2.6%	2.3%	3.0%	1.4%	3.6%



Q29. Now we have a list of programs operated by MCS D. For each program, please indicate if you have heard of it and if you are satisfied or unsatisfied with the program. If you have no opinion or have never heard of the program, that's OK. Christmas Tree Pick-up.
 BASE: Total Sample

	FAVORABILITY OF MCS D					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Never heard of and Not Interested	15	6	5	3	1	6	3	6	8	1	6	-	-	1	6	3	3	9	8	1	13	1
	3.8%	1.9%	8.3%	20.0%	10.0%	1.8%	13.0%	13.3%	2.5%	8.3%	9.5%	-	-	16.7%	4.5%	6.5%	3.4%	3.4%	6.0%	0.8%	3.7%	3.6%
Unsure	6	4	1	-	1	5	-	1	5	-	1	1	-	-	2	-	2	4	1	3	6	-
	1.5%	1.3%	1.7%	-	10.0%	1.5%	-	2.2%	1.5%	-	1.6%	2.9%	-	-	1.5%	-	2.3%	1.5%	0.8%	2.3%	1.7%	-
Prefer not to answer	2	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	2	-	2	-	-
	0.5%	0.6%	-	-	-	0.6%	-	-	0.6%	-	-	-	-	-	-	-	-	0.8%	-	1.5%	-	-



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 BASE: Total Sample

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	134	73	59	11	12	18	51	39	32	40	1	57	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	92	46	45	8	6	13	37	27	27	27	-	36	2
=====	68.7%	63.0%	76.3%	72.7%	50.0%	72.2%	72.5%	69.2%	84.4%	67.5%		63.2%	50.0%
Satisfied [NET]	89	45	43	7	5	12	37	27	26	27	-	34	2
=====	66.4%	61.6%	72.9%	63.6%	41.7%	66.7%	72.5%	69.2%	81.2%	67.5%		59.6%	50.0%
Very satisfied	79	41	37	5	2	10	35	26	22	25	-	30	2
	59.0%	56.2%	62.7%	45.5%	16.7%	55.6%	68.6%	66.7%	68.8%	62.5%		52.6%	50.0%
Somewhat satisfied	10	4	6	2	3	2	2	1	4	2	-	4	-
	7.5%	5.5%	10.2%	18.2%	25.0%	11.1%	3.9%	2.6%	12.5%	5.0%		7.0%	
Unsatisfied [NET]	3	1	2	1	1	1	-	-	1	-	-	2	-
=====	2.2%	1.4%	3.4%	9.1%	8.3%	5.6%			3.1%			3.5%	
Very unsatisfied	2	1	1	1	-	1	-	-	1	-	-	1	-
	1.5%	1.4%	1.7%	9.1%		5.6%			3.1%			1.8%	
Somewhat unsatisfied	1	-	1	-	1	-	-	-	-	-	-	1	-
	0.7%		1.7%		8.3%							1.8%	
Have Not Used Program [NET]	34	21	13	2	5	5	10	11	5	8	-	19	2
=====	25.4%	28.8%	22.0%	18.2%	41.7%	27.8%	19.6%	28.2%	15.6%	20.0%		33.3%	50.0%
Have not used but Interested	16	12	4	1	1	4	8	2	3	2	-	10	1
	11.9%	16.4%	6.8%	9.1%	8.3%	22.2%	15.7%	5.1%	9.4%	5.0%		17.5%	25.0%
Have not used and Not interested	18	9	9	1	4	1	2	9	2	6	-	9	1
	13.4%	12.3%	15.3%	9.1%	33.3%	5.6%	3.9%	23.1%	6.2%	15.0%		15.8%	25.0%
Never Heard Of [NET]	6	4	1	1	1	-	2	1	-	4	1	1	-
=====	4.5%	5.5%	1.7%	9.1%	8.3%		3.9%	2.6%		10.0%	100.0%	1.8%	
Never heard of and Not Interested	6	4	1	1	1	-	2	1	-	4	1	1	-
	4.5%	5.5%	1.7%	9.1%	8.3%		3.9%	2.6%		10.0%	100.0%	1.8%	



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 BASE: Total Sample

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Unsure	2 1.5%	2 2.7%	-	-	-	-	2 3.9%	-	-	1 2.5%	-	1 1.8%	-



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	GENDER		AGE GROUP						LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Have Used Program [NET]	26	14	12	4	3	3	10	6	5	6	-	15	-
=====	56.5%	53.8%	63.2%	66.7%	50.0%	50.0%	71.4%	46.2%	71.4%	46.2%		57.7%	
Satisfied [NET]	24	14	10	3	2	3	10	6	5	6	-	13	-
=====	52.2%	53.8%	52.6%	50.0%	33.3%	50.0%	71.4%	46.2%	71.4%	46.2%		50.0%	
Very satisfied	20	13	7	1	1	3	10	5	4	6	-	10	-
	43.5%	50.0%	36.8%	16.7%	16.7%	50.0%	71.4%	38.5%	57.1%	46.2%		38.5%	
Somewhat satisfied	4	1	3	2	1	-	-	1	1	-	-	3	-
	8.7%	3.8%	15.8%	33.3%	16.7%			7.7%	14.3%			11.5%	
Unsatisfied [NET]	2	-	2	1	1	-	-	-	-	-	-	2	-
=====	4.3%		10.5%	16.7%	16.7%							7.7%	
Very unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-
	2.2%		5.3%	16.7%								3.8%	
Somewhat unsatisfied	1	-	1	-	1	-	-	-	-	-	-	1	-
	2.2%		5.3%		16.7%							3.8%	
Have Not Used Program [NET]	17	10	7	2	3	3	3	6	2	4	-	11	-
=====	37.0%	38.5%	36.8%	33.3%	50.0%	50.0%	21.4%	46.2%	28.6%	30.8%		42.3%	
Have not used but Interested	7	5	2	1	1	2	3	-	1	1	-	5	-
	15.2%	19.2%	10.5%	16.7%	16.7%	33.3%	21.4%		14.3%	7.7%		19.2%	
Have not used and Not interested	10	5	5	1	2	1	-	6	1	3	-	6	-
	21.7%	19.2%	26.3%	16.7%	33.3%	16.7%		46.2%	14.3%	23.1%		23.1%	
Never Heard Of [NET]	3	2	-	-	-	-	1	1	-	3	-	-	-
=====	6.5%	7.7%					7.1%	7.7%		23.1%			
Never heard of and Not Interested	3	2	-	-	-	-	1	1	-	3	-	-	-
	6.5%	7.7%					7.1%	7.7%		23.1%			



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 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		ASIAN/PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	66	32	33	4	3	10	27	21	22	21	-	21	2	
=====	75.0%	68.1%	82.5%	80.0%	50.0%	83.3%	73.0%	80.8%	88.0%	77.8%	-	67.7%	50.0%	
Satisfied [NET]	65	31	33	4	3	9	27	21	21	21	-	21	2	
=====	73.9%	66.0%	82.5%	80.0%	50.0%	75.0%	73.0%	80.8%	84.0%	77.8%	-	67.7%	50.0%	
Very satisfied	59	28	30	4	1	7	25	21	18	19	-	20	2	
	67.0%	59.6%	75.0%	80.0%	16.7%	58.3%	67.6%	80.8%	72.0%	70.4%	-	64.5%	50.0%	
Somewhat satisfied	6	3	3	-	2	2	2	-	3	2	-	1	-	
	6.8%	6.4%	7.5%	-	33.3%	16.7%	5.4%	-	12.0%	7.4%	-	3.2%	-	
Unsatisfied [NET]	1	1	-	-	-	1	-	-	1	-	-	-	-	
=====	1.1%	2.1%	-	-	-	8.3%	-	-	4.0%	-	-	-	-	
Very unsatisfied	1	1	-	-	-	1	-	-	1	-	-	-	-	
	1.1%	2.1%	-	-	-	8.3%	-	-	4.0%	-	-	-	-	
Have Not Used Program [NET]	17	11	6	-	2	2	7	5	3	4	-	8	2	
=====	19.3%	23.4%	15.0%	-	33.3%	16.7%	18.9%	19.2%	12.0%	14.8%	-	25.8%	50.0%	
Have not used but Interested	9	7	2	-	-	2	5	2	2	1	-	5	1	
	10.2%	14.9%	5.0%	-	-	16.7%	13.5%	7.7%	8.0%	3.7%	-	16.1%	25.0%	
Have not used and Not interested	8	4	4	-	2	-	2	3	1	3	-	3	1	
	9.1%	8.5%	10.0%	-	33.3%	-	5.4%	11.5%	4.0%	11.1%	-	9.7%	25.0%	
Never Heard Of [NET]	3	2	1	1	1	-	1	-	-	1	1	1	-	
=====	3.4%	4.3%	2.5%	20.0%	16.7%	-	2.7%	-	-	3.7%	100.0%	3.2%	-	
Never heard of and Not Interested	3	2	1	1	1	-	1	-	-	1	1	1	-	
	3.4%	4.3%	2.5%	20.0%	16.7%	-	2.7%	-	-	3.7%	100.0%	3.2%	-	
Unsure	2	2	-	-	-	-	2	-	-	1	-	1	-	
	2.3%	4.3%	-	-	-	-	5.4%	-	-	3.7%	-	3.2%	-	



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 BASE: Total Sample

	GENDER		AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	266	136	128	62	38	36	64	62	64	44	3	139	16
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	158	85	71	37	26	14	38	40	40	29	1	77	11
=====	59.4%	62.5%	55.5%	59.7%	68.4%	38.9%	59.4%	64.5%	62.5%	65.9%	33.3%	55.4%	68.8%
Satisfied [NET]	141	80	59	33	23	12	31	39	34	26	1	69	11
=====	53.0%	58.8%	46.1%	53.2%	60.5%	33.3%	48.4%	62.9%	53.1%	59.1%	33.3%	49.6%	68.8%
Very satisfied	104	60	42	14	19	8	25	36	27	23	-	48	6
	39.1%	44.1%	32.8%	22.6%	50.0%	22.2%	39.1%	58.1%	42.2%	52.3%		34.5%	37.5%
Somewhat satisfied	37	20	17	19	4	4	6	3	7	3	1	21	5
	13.9%	14.7%	13.3%	30.6%	10.5%	11.1%	9.4%	4.8%	10.9%	6.8%	33.3%	15.1%	31.2%
Unsatisfied [NET]	17	5	12	4	3	2	7	1	6	3	-	8	-
=====	6.4%	3.7%	9.4%	6.5%	7.9%	5.6%	10.9%	1.6%	9.4%	6.8%		5.8%	
Very unsatisfied	12	3	9	3	3	1	5	-	6	1	-	5	-
	4.5%	2.2%	7.0%	4.8%	7.9%	2.8%	7.8%		9.4%	2.3%		3.6%	
Somewhat unsatisfied	5	2	3	1	-	1	2	1	-	2	-	3	-
	1.9%	1.5%	2.3%	1.6%		2.8%	3.1%	1.6%		4.5%		2.2%	
Have Not Used Program [NET]	86	38	48	20	10	16	20	19	21	12	1	47	5
=====	32.3%	27.9%	37.5%	32.3%	26.3%	44.4%	31.2%	30.6%	32.8%	27.3%	33.3%	33.8%	31.2%
Have not used but Interested	37	18	19	6	4	5	11	11	9	4	1	20	3
	13.9%	13.2%	14.8%	9.7%	10.5%	13.9%	17.2%	17.7%	14.1%	9.1%	33.3%	14.4%	18.8%
Have not used and Not interested	49	20	29	14	6	11	9	8	12	8	-	27	2
	18.4%	14.7%	22.7%	22.6%	15.8%	30.6%	14.1%	12.9%	18.8%	18.2%		19.4%	12.5%
Never Heard Of [NET]	16	7	9	5	2	4	4	1	3	2	1	10	-
=====	6.0%	5.1%	7.0%	8.1%	5.3%	11.1%	6.2%	1.6%	4.7%	4.5%	33.3%	7.2%	
Never heard of but Interested	7	3	4	3	-	1	2	1	1	1	1	4	-
	2.6%	2.2%	3.1%	4.8%		2.8%	3.1%	1.6%	1.6%	2.3%	33.3%	2.9%	



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 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	9 3.4%	4 2.9%	5 3.9%	2 3.2%	2 5.3%	3 8.3%	2 3.1%	-	2 3.1%	1 2.3%	-	6 4.3%	-	
Unsure	4 1.5%	4 2.9%	-	-	-	1 2.8%	1 1.6%	2 3.2%	-	1 2.3%	-	3 2.2%	-	
Prefer not to answer	2 0.8%	2 1.5%	-	-	-	1 2.8%	1 1.6%	-	-	-	-	2 1.4%	-	



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	GENDER		AGE GROUP						TEXT MODE		ETHNICITY		ASIAN/ PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	80	41	39	32	21	8	14	5	24	7	1	46	2	
=====	60.2%	65.1%	55.7%	76.2%	67.7%	33.3%	53.8%	55.6%	64.9%	77.8%	100.0%	55.4%	66.7%	
Satisfied [NET]	66	38	28	28	18	7	9	4	18	7	1	38	2	
=====	49.6%	60.3%	40.0%	66.7%	58.1%	29.2%	34.6%	44.4%	48.6%	77.8%	100.0%	45.8%	66.7%	
Very satisfied	38	22	16	11	14	4	5	4	12	5	-	21	-	
	28.6%	34.9%	22.9%	26.2%	45.2%	16.7%	19.2%	44.4%	32.4%	55.6%		25.3%		
Somewhat satisfied	28	16	12	17	4	3	4	-	6	2	1	17	2	
	21.1%	25.4%	17.1%	40.5%	12.9%	12.5%	15.4%		16.2%	22.2%	100.0%	20.5%	66.7%	
Unsatisfied [NET]	14	3	11	4	3	1	5	1	6	-	-	8	-	
=====	10.5%	4.8%	15.7%	9.5%	9.7%	4.2%	19.2%	11.1%	16.2%			9.6%		
Very unsatisfied	11	2	9	3	3	-	5	-	6	-	-	5	-	
	8.3%	3.2%	12.9%	7.1%	9.7%		19.2%		16.2%			6.0%		
Somewhat unsatisfied	3	1	2	1	-	1	-	1	-	-	-	3	-	
	2.3%	1.6%	2.9%	2.4%		4.2%	11.1%					3.6%		
Have Not Used Program [NET]	41	18	23	6	8	12	11	3	10	2	-	28	1	
=====	30.8%	28.6%	32.9%	14.3%	25.8%	50.0%	42.3%	33.3%	27.0%	22.2%		33.7%	33.3%	
Have not used but Interested	20	9	11	5	3	4	5	3	5	-	-	15	-	
	15.0%	14.3%	15.7%	11.9%	9.7%	16.7%	19.2%	33.3%	13.5%			18.1%		
Have not used and Not interested	21	9	12	1	5	8	6	-	5	2	-	13	1	
	15.8%	14.3%	17.1%	2.4%	16.1%	33.3%	23.1%		13.5%	22.2%		15.7%	33.3%	
Never Heard Of [NET]	11	3	8	4	2	4	1	-	3	-	-	8	-	
=====	8.3%	4.8%	11.4%	9.5%	6.5%	16.7%	3.8%		8.1%			9.6%		
Never heard of but Interested	3	-	3	2	-	1	-	-	1	-	-	2	-	
	2.3%		4.3%	4.8%		4.2%			2.7%			2.4%		



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 BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Never heard of and Not Interested	8 6.0%	3 4.8%	5 7.1%	2 4.8%	2 6.5%	3 12.5%	1 3.8%	-	2 5.4%	-	-	6 7.2%	-	
Unsure	1 0.8%	1 1.6%	-	-	-	-	-	1 11.1%	-	-	-	1 1.2%	-	



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	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	73	58	20	7	12	38	53	27	35	2	56	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	78	44	32	5	5	6	24	35	16	22	-	31	9
=====	58.6%	60.3%	55.2%	25.0%	71.4%	50.0%	63.2%	66.0%	59.3%	62.9%	-	55.4%	69.2%
Satisfied [NET]	75	42	31	5	5	5	22	35	16	19	-	31	9
=====	56.4%	57.5%	53.4%	25.0%	71.4%	41.7%	57.9%	66.0%	59.3%	54.3%	-	55.4%	69.2%
Very satisfied	66	38	26	3	5	4	20	32	15	18	-	27	6
	49.6%	52.1%	44.8%	15.0%	71.4%	33.3%	52.6%	60.4%	55.6%	51.4%	-	48.2%	46.2%
Somewhat satisfied	9	4	5	2	-	1	2	3	1	1	-	4	3
	6.8%	5.5%	8.6%	10.0%	-	8.3%	5.3%	5.7%	3.7%	2.9%	-	7.1%	23.1%
Unsatisfied [NET]	3	2	1	-	-	1	2	-	-	3	-	-	-
=====	2.3%	2.7%	1.7%	-	-	8.3%	5.3%	-	-	8.6%	-	-	-
Very unsatisfied	1	1	-	-	-	1	-	-	-	1	-	-	-
	0.8%	1.4%	-	-	-	8.3%	-	-	-	2.9%	-	-	-
Somewhat unsatisfied	2	1	1	-	-	-	2	-	-	2	-	-	-
	1.5%	1.4%	1.7%	-	-	-	5.3%	-	-	5.7%	-	-	-
Have Not Used Program [NET]	45	20	25	14	2	4	9	16	11	10	1	19	4
=====	33.8%	27.4%	43.1%	70.0%	28.6%	33.3%	23.7%	30.2%	40.7%	28.6%	50.0%	33.9%	30.8%
Have not used but Interested	17	9	8	1	1	1	6	8	4	4	1	5	3
	12.8%	12.3%	13.8%	5.0%	14.3%	8.3%	15.8%	15.1%	14.8%	11.4%	50.0%	8.9%	23.1%
Have not used and Not interested	28	11	17	13	1	3	3	8	7	6	-	14	1
	21.1%	15.1%	29.3%	65.0%	14.3%	25.0%	7.9%	15.1%	25.9%	17.1%	-	25.0%	7.7%
Never Heard Of [NET]	5	4	1	1	-	-	3	1	-	2	1	2	-
=====	3.8%	5.5%	1.7%	5.0%	-	-	7.9%	1.9%	-	5.7%	50.0%	3.6%	-
Never heard of but Interested	4	3	1	1	-	-	2	1	-	1	1	2	-
	3.0%	4.1%	1.7%	5.0%	-	-	5.3%	1.9%	-	2.9%	50.0%	3.6%	-



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 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	1 0.8%	1 1.4%	-	-	-	-	1 2.6%	-	-	1 2.9%	-	-	-
Unsure	3 2.3%	3 4.1%	-	-	-	1 8.3%	1 2.6%	1 1.9%	-	1 2.9%	-	2 3.6%	-
Prefer not to answer	2 1.5%	2 2.7%	-	-	-	1 8.3%	1 2.6%	-	-	-	-	2 3.6%	-



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	392	201	187	73	50	52	111	99	96	82	4	190	20	286	106	362	30
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	250	131	116	45	32	27	75	67	67	56	1	113	13	188	62	228	22
=====	63.8%	65.2%	62.0%	61.6%	64.0%	51.9%	67.6%	67.7%	69.8%	68.3%	25.0%	59.5%	65.0%	65.7%	58.5%	63.0%	73.3%
Satisfied [NET]	230	125	102	40	28	24	68	66	60	53	1	103	13	171	59	209	21
=====	92.0%	95.4%	87.9%	88.9%	87.5%	88.9%	90.7%	98.5%	89.6%	94.6%	100.0%	91.2%	100%	91.0%	95.2%	91.7%	95.5%
Very satisfied	183	101	79	19	21	18	60	62	49	48	-	78	8	128	55	164	19
	79.6%	80.8%	77.5%	47.5%	75.0%	75.0%	88.2%	93.9%	81.7%	90.6%		75.7%	61.5%	74.9%	93.2%	78.5%	90.5%
Somewhat satisfied	47	24	23	21	7	6	8	4	11	5	1	25	5	43	4	45	2
	20.4%	19.2%	22.5%	52.5%	25.0%	25.0%	11.8%	6.1%	18.3%	9.4%	100.0%	24.3%	38.5%	25.1%	6.8%	21.5%	9.5%
Unsatisfied [NET]	20	6	14	5	4	3	7	1	7	3	-	10	-	17	3	19	1
=====	8.0%	4.6%	12.1%	11.1%	12.5%	11.1%	9.3%	1.5%	10.4%	5.4%		8.8%		9.0%	4.8%	8.3%	4.5%
Very unsatisfied	14	4	10	4	3	2	5	-	7	1	-	6	-	13	1	14	-
	70.0%	66.7%	71.4%	80.0%	75.0%	66.7%	71.4%		100.0%	33.3%		60.0%		76.5%	33.3%	73.7%	
Somewhat unsatisfied	6	2	4	1	1	1	2	1	-	2	-	4	-	4	2	5	1
	30.0%	33.3%	28.6%	20.0%	25.0%	33.3%	28.6%	100%		66.7%		40.0%		23.5%	66.7%	26.3%	100%
Have Not Used Program [NET]	120	59	61	22	15	21	30	30	26	20	1	66	7	80	40	112	8
=====	30.6%	29.4%	32.6%	30.1%	30.0%	40.4%	27.0%	30.3%	27.1%	24.4%	25.0%	34.7%	35.0%	28.0%	37.7%	30.9%	26.7%
Have not used but Interested	53	30	23	7	5	9	19	13	12	6	1	30	4	38	15	47	6
	44.2%	50.8%	37.7%	31.8%	33.3%	42.9%	63.3%	43.3%	46.2%	30.0%	100.0%	45.5%	57.1%	47.5%	37.5%	42.0%	75.0%
Have not used and Not interested	67	29	38	15	10	12	11	17	14	14	-	36	3	42	25	65	2
	55.8%	49.2%	62.3%	68.2%	66.7%	57.1%	36.7%	56.7%	53.8%	70.0%		54.5%	42.9%	52.5%	62.5%	58.0%	25.0%
Never Heard Of [NET]	22	11	10	6	3	4	6	2	3	6	2	11	-	18	4	22	-
=====	5.6%	5.5%	5.3%	8.2%	6.0%	7.7%	5.4%	2.0%	3.1%	7.3%	50.0%	5.8%		6.3%	3.8%	6.1%	
Never heard of but Interested	7	3	4	3	-	1	2	1	1	1	1	4	-	6	1	7	-
	31.8%	27.3%	40.0%	50.0%		25.0%	33.3%	50.0%	33.3%	16.7%	50.0%	36.4%		33.3%	25.0%	31.8%	



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 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC	
Never heard of and Not Interested	15	8	6	3	3	3	4	1	2	5	1	7	-	12	3	15	-
	68.2%	72.7%	60.0%	50.0%	100%	75.0%	66.7%	50.0%	66.7%	83.3%	50.0%	63.6%	66.7%	75.0%	68.2%		



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	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	392	314	257	36	21	56	36	6	12	2	5	128	107	81	39	13	12	1	-	11
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Have Used Program [NET]	250	210	167	23	20	24	15	1	6	2	4	85	67	53	24	7	6	1	-	7
=====	63.8%	66.9%	65.0%	63.9%	95.2%	42.9%	41.7%	16.7%	50.0%	100.0%	80.0%	66%	63%	65%	62%	54%	50%	100%	-	64%
Satisfied [NET]	230	193	162	18	13	22	14	1	6	1	3	84	63	46	20	5	6	-	-	6
=====	92.0%	91.9%	97.0%	78.3%	65.0%	91.7%	93.3%	100.0%	100.0%	50.0%	75.0%	99%	94%	87%	83%	71%	100%	-	-	86%
Very satisfied	183	154	141	10	3	17	11	1	4	1	2	81	49	31	17	2	2	-	-	1
	79.6%	79.8%	87.0%	55.6%	23.1%	77.3%	78.6%	100.0%	66.7%	100.0%	66.7%	96%	78%	67%	85%	40%	33%	-	-	17%
Somewhat satisfied	47	39	21	8	10	5	3	-	2	-	1	3	14	15	3	3	4	-	-	5
	20.4%	20.2%	13.0%	44.4%	76.9%	22.7%	21.4%	-	33.3%	-	33.3%	3.6%	22%	33%	15%	60%	67%	-	-	83%
Unsatisfied [NET]	20	17	5	5	7	2	1	-	-	1	1	4	7	4	2	-	1	-	-	1
=====	8.0%	8.1%	3.0%	21.7%	35.0%	8.3%	6.7%	-	-	50.0%	25.0%	1.2%	6.0%	13%	17%	29%	100%	-	-	14%
Very unsatisfied	14	12	3	2	7	2	1	-	-	1	-	3	4	4	2	-	-	-	-	1
	70.0%	70.6%	60.0%	40.0%	100.0%	100%	100.0%	-	-	100.0%	-	75%	57%	100%	100%	-	-	-	-	100%
Somewhat unsatisfied	6	5	2	3	-	-	-	-	-	-	1	1	1	3	-	-	-	1	-	-
	30.0%	29.4%	40.0%	60.0%	-	-	-	-	-	-	100%	100%	25%	43%	-	-	100%	-	-	-
Have Not Used Program [NET]	120	92	80	11	1	22	14	5	3	-	1	38	35	23	12	6	3	-	-	3
=====	30.6%	29.3%	31.1%	30.6%	4.8%	39.3%	38.9%	83.3%	25.0%	-	20.0%	30%	33%	28%	31%	46%	25%	-	-	27%
Have not used but Interested	53	41	33	7	1	11	10	-	1	-	-	16	15	11	7	2	2	-	-	-
	44.2%	44.6%	41.2%	63.6%	100.0%	50.0%	71.4%	-	33.3%	-	-	42%	43%	48%	58%	33%	67%	-	-	-
Have not used and Not interested	67	51	47	4	-	11	4	5	2	-	1	22	20	12	5	4	1	-	-	3
	55.8%	55.4%	58.8%	36.4%	-	50.0%	28.6%	100.0%	66.7%	-	100%	58%	57%	52%	42%	67%	33%	-	-	100%
Never Heard Of [NET]	22	12	10	2	-	10	7	-	3	-	-	5	5	5	3	-	3	-	-	1
=====	5.6%	3.8%	3.9%	5.6%	-	17.9%	19.4%	-	25.0%	-	-	3.9%	4.7%	6.2%	7.7%	-	25%	-	-	9.1%
Never heard of but Interested	7	5	4	1	-	2	1	-	1	-	-	1	3	1	1	-	1	-	-	-
	31.8%	41.7%	40.0%	50.0%	-	20.0%	14.3%	-	33.3%	-	-	20%	60%	20%	33%	-	33%	-	-	-



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 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE								
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Never heard of and Not Interested	15 68.2%	7 58.3%	6 60.0%	1 50.0%	-	8 80.0%	6 85.7%	-	2 66.7%	-	-	4 80%	2 40%	4 80%	2 67%	-	2 67%	-	-	1 100%



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	FAVORABILITY OF MCSD NO					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE		ONLINE [NET]		LANGUAGE		
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	TEXT	EMAIL	ENGLISH	SPANISH	
Total	392	309	59	15	9	325	23	44	318	12	62	34	2	6	132	46	86	260	132	128	346	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Have Used Program [NET]	250	208	31	7	4	220	13	17	214	6	30	21	-	3	92	26	66	158	80	78	222	22
=====	63.8%	67%	52.5%	46.7%	44.4%	67.7%	56.5%	38.6%	67%	50.0%	48.4%	62%		50.0%	69.7%	56.5%	76.7%	60.8%	61%	60.9%	64.2%	78.6%
Satisfied [NET]	230	192	28	6	4	202	11	17	195	6	29	16	-	3	89	24	65	141	66	75	204	20
=====	92.0%	92%	90.3%	85.7%	100.0%	91.8%	84.6%	100.0%	91%	100.0%	96.7%	76%		100.0%	96.7%	92.3%	98.5%	89.2%	82%	96.2%	91.9%	90.9%
Very satisfied	183	157	19	4	3	165	8	10	158	4	21	9	-	2	79	20	59	104	38	66	165	15
	79.6%	82%	67.9%	66.7%	75.0%	81.7%	72.7%	58.8%	81%	66.7%	72.4%	56%		66.7%	88.8%	83.3%	90.8%	73.8%	58%	88.0%	80.9%	75.0%
Somewhat satisfied	47	35	9	2	1	37	3	7	37	2	8	7	-	1	10	4	6	37	28	9	39	5
	20.4%	18%	32.1%	33.3%	25.0%	18.3%	27.3%	41.2%	19%	33.3%	27.6%	44%		33.3%	11.2%	16.7%	9.2%	26.2%	42%	12.0%	19.1%	25.0%
Unsatisfied [NET]	20	16	3	1	-	18	2	-	19	-	1	5	-	-	3	2	1	17	14	3	18	2
=====	8.0%	7.7%	9.7%	14.3%		8.2%	15.4%		8.9%		3.3%	24%			3.3%	7.7%	1.5%	10.8%	18%	3.8%	8.1%	9.1%
Very unsatisfied	14	11	2	1	-	12	2	-	13	-	1	2	-	-	2	1	1	12	11	1	12	2
	70.0%	69%	66.7%	100%		66.7%	100.0%		68%		100.0%	40%			66.7%	50.0%	100.0%	70.6%	79%	33.3%	66.7%	100.0%
Somewhat unsatisfied	6	5	1	-	-	6	-	-	6	-	-	3	-	-	1	1	-	5	3	2	6	-
	30.0%	31%	33.3%			33.3%			32%			60%			33.3%	50.0%		29.4%	21%	66.7%	33.3%	
Have Not Used Program [NET]	120	90	22	5	3	93	7	20	91	4	25	12	2	2	34	17	17	86	41	45	106	4
=====	30.6%	29%	37.3%	33.3%	33.3%	28.6%	30.4%	45.5%	29%	33.3%	40.3%	35%	100.0%	33.3%	25.8%	37.0%	19.8%	33.1%	31%	35.2%	30.6%	14.3%
Have not used but Interested	53	41	9	2	1	45	-	8	43	2	8	6	-	1	16	7	9	37	20	17	47	2
	44.2%	46%	40.9%	40.0%	33.3%	48.4%		40.0%	47%	50.0%	32.0%	50%		50.0%	47.1%	41.2%	52.9%	43.0%	49%	37.8%	44.3%	50.0%
Have not used and Not interested	67	49	13	3	2	48	7	12	48	2	17	6	2	1	18	10	8	49	21	28	59	2
	55.8%	54%	59.1%	60.0%	66.7%	51.6%	100.0%	60.0%	53%	50.0%	68.0%	50%	100.0%	50.0%	52.9%	58.8%	47.1%	57.0%	51%	62.2%	55.7%	50.0%
Never Heard Of [NET]	22	11	6	3	2	12	3	7	13	2	7	1	-	1	6	3	3	16	11	5	18	2
=====	5.6%	3.6%	10.2%	20.0%	22.2%	3.7%	13.0%	15.9%	4.1%	16.7%	11.3%	2.9%		16.7%	4.5%	6.5%	3.5%	6.2%	8.3%	3.9%	5.2%	7.1%
Never heard of but Interested	7	5	1	-	1	6	-	1	5	1	1	1	-	-	-	-	-	7	3	4	5	1
	31.8%	45%	16.7%		50.0%	50.0%		14.3%	38%	50.0%	14.3%	100%						43.8%	27%	80.0%	27.8%	50.0%



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	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Never heard of and Not Interested	15	6	5	3	1	6	3	6	8	1	6	-	-	1	6	3	3	9	8	1	13	1
	68.2%	55%	83.3%	100%	50.0%	50.0%	100.0%	85.7%	62%	50.0%	85.7%			100.0%	100%	100.0%	100.0%	56.2%	73%	20.0%	72.2%	50.0%



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	GENDER		AGE GROUP						PHONE MODE [NET]					ETHNICITY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	132	71	59	11	12	18	49	39	32	39	1	56	4		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Have Used Program [NET]	92	46	45	8	6	13	37	27	27	27	-	36	2		
=====	69.7%	64.8%	76.3%	72.7%	50.0%	72.2%	75.5%	69.2%	84.4%	69.2%		64.3%	50.0%		
Satisfied [NET]	89	45	43	7	5	12	37	27	26	27	-	34	2		
=====	96.7%	97.8%	95.6%	87.5%	83.3%	92.3%	100%	100%	96.3%	100.0%		94.4%	100%		
Very satisfied	79	41	37	5	2	10	35	26	22	25	-	30	2		
	88.8%	91.1%	86.0%	71.4%	40.0%	83.3%	94.6%	96.3%	84.6%	92.6%		88.2%	100%		
Somewhat satisfied	10	4	6	2	3	2	2	1	4	2	-	4	-		
	11.2%	8.9%	14.0%	28.6%	60.0%	16.7%	5.4%	3.7%	15.4%	7.4%		11.8%			
Unsatisfied [NET]	3	1	2	1	1	1	-	-	1	-	-	2	-		
=====	3.3%	2.2%	4.4%	12.5%	16.7%	7.7%			3.7%			5.6%			
Very unsatisfied	2	1	1	1	-	1	-	-	1	-	-	1	-		
	66.7%	100.0%	50.0%	100%		100%			100.0%			50.0%			
Somewhat unsatisfied	1	-	1	-	1	-	-	-	-	-	-	1	-		
	33.3%		50.0%		100%							50.0%			
Have Not Used Program [NET]	34	21	13	2	5	5	10	11	5	8	-	19	2		
=====	25.8%	29.6%	22.0%	18.2%	41.7%	27.8%	20.4%	28.2%	15.6%	20.5%		33.9%	50.0%		
Have not used but Interested	16	12	4	1	1	4	8	2	3	2	-	10	1		
	47.1%	57.1%	30.8%	50.0%	20.0%	80.0%	80.0%	18.2%	60.0%	25.0%		52.6%	50.0%		
Have not used and Not interested	18	9	9	1	4	1	2	9	2	6	-	9	1		
	52.9%	42.9%	69.2%	50.0%	80.0%	20.0%	20.0%	81.8%	40.0%	75.0%		47.4%	50.0%		
Never Heard Of [NET]	6	4	1	1	1	-	2	1	-	4	1	1	-		
=====	4.5%	5.6%	1.7%	9.1%	8.3%		4.1%	2.6%		10.3%	100.0%	1.8%			
Never heard of and Not Interested	6	4	1	1	1	-	2	1	-	4	1	1	-		
	100%	100.0%	100.0%	100%	100%		100%	100%		100.0%	100.0%	100.0%			



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	GENDER		AGE GROUP						LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Have Used Program [NET]	26	14	12	4	3	3	10	6	5	6	-	15	-
=====	56.5%	53.8%	63.2%	66.7%	50.0%	50.0%	71.4%	46.2%	71.4%	46.2%		57.7%	
Satisfied [NET]	24	14	10	3	2	3	10	6	5	6	-	13	-
=====	92.3%	100.0%	83.3%	75.0%	66.7%	100%	100%	100%	100.0%	100.0%		86.7%	
Very satisfied	20	13	7	1	1	3	10	5	4	6	-	10	-
	83.3%	92.9%	70.0%	33.3%	50.0%	100%	100%	83.3%	80.0%	100.0%		76.9%	
Somewhat satisfied	4	1	3	2	1	-	-	1	1	-	-	3	-
	16.7%	7.1%	30.0%	66.7%	50.0%			16.7%	20.0%			23.1%	
Unsatisfied [NET]	2	-	2	1	1	-	-	-	-	-	-	2	-
=====	7.7%		16.7%	25.0%	33.3%							13.3%	
Very unsatisfied	1	-	1	1	-	-	-	-	-	-	-	1	-
	50.0%		50.0%	100%								50.0%	
Somewhat unsatisfied	1	-	1	-	1	-	-	-	-	-	-	1	-
	50.0%		50.0%		100%							50.0%	
Have Not Used Program [NET]	17	10	7	2	3	3	3	6	2	4	-	11	-
=====	37.0%	38.5%	36.8%	33.3%	50.0%	50.0%	21.4%	46.2%	28.6%	30.8%		42.3%	
Have not used but Interested	7	5	2	1	1	2	3	-	1	1	-	5	-
	41.2%	50.0%	28.6%	50.0%	33.3%	66.7%	100%		50.0%	25.0%		45.5%	
Have not used and Not interested	10	5	5	1	2	1	-	6	1	3	-	6	-
	58.8%	50.0%	71.4%	50.0%	66.7%	33.3%		100%	50.0%	75.0%		54.5%	
Never Heard Of [NET]	3	2	-	-	-	-	1	1	-	3	-	-	-
=====	6.5%	7.7%					7.1%	7.7%		23.1%			
Never heard of and Not Interested	3	2	-	-	-	-	1	1	-	3	-	-	-
	100%	100.0%					100%	100%		100.0%			



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	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	86	45	40	5	6	12	35	26	25	26	1	30	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	66	32	33	4	3	10	27	21	22	21	-	21	2
=====	76.7%	71.1%	82.5%	80.0%	50.0%	83.3%	77.1%	80.8%	88.0%	80.8%	-	70.0%	50.0%
Satisfied [NET]	65	31	33	4	3	9	27	21	21	21	-	21	2
=====	98.5%	96.9%	100.0%	100%	100%	90.0%	100%	100%	95.5%	100.0%	-	100.0%	100%
Very satisfied	59	28	30	4	1	7	25	21	18	19	-	20	2
	90.8%	90.3%	90.9%	100%	33.3%	77.8%	92.6%	100%	85.7%	90.5%	-	95.2%	100%
Somewhat satisfied	6	3	3	-	2	2	2	-	3	2	-	1	-
	9.2%	9.7%	9.1%	-	66.7%	22.2%	7.4%	-	14.3%	9.5%	-	4.8%	-
Unsatisfied [NET]	1	1	-	-	-	1	-	-	1	-	-	-	-
=====	1.5%	3.1%	-	-	-	10.0%	-	-	4.5%	-	-	-	-
Very unsatisfied	1	1	-	-	-	1	-	-	1	-	-	-	-
	100%	100.0%	-	-	-	100%	-	-	100.0%	-	-	-	-
Have Not Used Program [NET]	17	11	6	-	2	2	7	5	3	4	-	8	2
=====	19.8%	24.4%	15.0%	-	33.3%	16.7%	20.0%	19.2%	12.0%	15.4%	-	26.7%	50.0%
Have not used but Interested	9	7	2	-	-	2	5	2	2	1	-	5	1
	52.9%	63.6%	33.3%	-	-	100%	71.4%	40.0%	66.7%	25.0%	-	62.5%	50.0%
Have not used and Not interested	8	4	4	-	2	-	2	3	1	3	-	3	1
	47.1%	36.4%	66.7%	-	100%	-	28.6%	60.0%	33.3%	75.0%	-	37.5%	50.0%
Never Heard Of [NET]	3	2	1	1	1	-	1	-	-	1	1	1	-
=====	3.5%	4.4%	2.5%	20.0%	16.7%	-	2.9%	-	-	3.8%	100.0%	3.3%	-
Never heard of and Not Interested	3	2	1	1	1	-	1	-	-	1	1	1	-
	100%	100.0%	100.0%	100%	100%	-	100%	-	-	100.0%	100.0%	100.0%	-



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	GENDER		AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	260	130	128	62	38	34	62	60	64	43	3	134	16
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Have Used Program [NET]	158	85	71	37	26	14	38	40	40	29	1	77	11
=====	60.8%	65.4%	55.5%	59.7%	68.4%	41.2%	61.3%	66.7%	62.5%	67.4%	33.3%	57.5%	68.8%
Satisfied [NET]	141	80	59	33	23	12	31	39	34	26	1	69	11
=====	89.2%	94.1%	83.1%	89.2%	88.5%	85.7%	81.6%	97.5%	85.0%	89.7%	100.0%	89.6%	100%
Very satisfied	104	60	42	14	19	8	25	36	27	23	-	48	6
	73.8%	75.0%	71.2%	42.4%	82.6%	66.7%	80.6%	92.3%	79.4%	88.5%		69.6%	54.5%
Somewhat satisfied	37	20	17	19	4	4	6	3	7	3	1	21	5
	26.2%	25.0%	28.8%	57.6%	17.4%	33.3%	19.4%	7.7%	20.6%	11.5%	100.0%	30.4%	45.5%
Unsatisfied [NET]	17	5	12	4	3	2	7	1	6	3	-	8	-
=====	10.8%	5.9%	16.9%	10.8%	11.5%	14.3%	18.4%	2.5%	15.0%	10.3%		10.4%	
Very unsatisfied	12	3	9	3	3	1	5	-	6	1	-	5	-
	70.6%	60.0%	75.0%	75.0%	100%	50.0%	71.4%		100.0%	33.3%		62.5%	
Somewhat unsatisfied	5	2	3	1	-	1	2	1	-	2	-	3	-
	29.4%	40.0%	25.0%	25.0%		50.0%	28.6%	100%		66.7%		37.5%	
Have Not Used Program [NET]	86	38	48	20	10	16	20	19	21	12	1	47	5
=====	33.1%	29.2%	37.5%	32.3%	26.3%	47.1%	32.3%	31.7%	32.8%	27.9%	33.3%	35.1%	31.2%
Have not used but Interested	37	18	19	6	4	5	11	11	9	4	1	20	3
	43.0%	47.4%	39.6%	30.0%	40.0%	31.2%	55.0%	57.9%	42.9%	33.3%	100.0%	42.6%	60.0%
Have not used and Not interested	49	20	29	14	6	11	9	8	12	8	-	27	2
	57.0%	52.6%	60.4%	70.0%	60.0%	68.8%	45.0%	42.1%	57.1%	66.7%		57.4%	40.0%
Never Heard Of [NET]	16	7	9	5	2	4	4	1	3	2	1	10	-
=====	6.2%	5.4%	7.0%	8.1%	5.3%	11.8%	6.5%	1.7%	4.7%	4.7%	33.3%	7.5%	
Never heard of but Interested	7	3	4	3	-	1	2	1	1	1	1	4	-
	43.8%	42.9%	44.4%	60.0%		25.0%	50.0%	100%	33.3%	50.0%	100.0%	40.0%	



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 BASE: Total Sample

	GENDER		AGE GROUP					ONLINE MODE [NET]	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	9 56.2%	4 57.1%	5 55.6%	2 40.0%	2 100%	3 75.0%	2 50.0%	-	2 66.7%	1 50.0%	-	6 60.0%	-



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 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY		ASIAN/ PACIFIC	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ISLANDER	OTHER	
Total	132	62	70	42	31	24	26	8	37	9	1	82	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	80	41	39	32	21	8	14	5	24	7	1	46	2	
=====	60.6%	66.1%	55.7%	76.2%	67.7%	33.3%	53.8%	62.5%	64.9%	77.8%	100.0%	56.1%	66.7%	
Satisfied [NET]	66	38	28	28	18	7	9	4	18	7	1	38	2	
=====	82.5%	92.7%	71.8%	87.5%	85.7%	87.5%	64.3%	80.0%	75.0%	100.0%	100.0%	82.6%	100%	
Very satisfied	38	22	16	11	14	4	5	4	12	5	-	21	-	
	57.6%	57.9%	57.1%	39.3%	77.8%	57.1%	55.6%	100%	66.7%	71.4%	-	55.3%	-	
Somewhat satisfied	28	16	12	17	4	3	4	-	6	2	1	17	2	
	42.4%	42.1%	42.9%	60.7%	22.2%	42.9%	44.4%	-	33.3%	28.6%	100.0%	44.7%	100%	
Unsatisfied [NET]	14	3	11	4	3	1	5	1	6	-	-	8	-	
=====	17.5%	7.3%	28.2%	12.5%	14.3%	12.5%	35.7%	20.0%	25.0%	-	-	17.4%	-	
Very unsatisfied	11	2	9	3	3	-	5	-	6	-	-	5	-	
	78.6%	66.7%	81.8%	75.0%	100%	-	100%	-	100.0%	-	-	62.5%	-	
Somewhat unsatisfied	3	1	2	1	-	1	-	1	-	-	-	3	-	
	21.4%	33.3%	18.2%	25.0%	-	100%	-	100%	-	-	-	37.5%	-	
Have Not Used Program [NET]	41	18	23	6	8	12	11	3	10	2	-	28	1	
=====	31.1%	29.0%	32.9%	14.3%	25.8%	50.0%	42.3%	37.5%	27.0%	22.2%	-	34.1%	33.3%	
Have not used but Interested	20	9	11	5	3	4	5	3	5	-	-	15	-	
	48.8%	50.0%	47.8%	83.3%	37.5%	33.3%	45.5%	100%	50.0%	-	-	53.6%	-	
Have not used and Not interested	21	9	12	1	5	8	6	-	5	2	-	13	1	
	51.2%	50.0%	52.2%	16.7%	62.5%	66.7%	54.5%	-	50.0%	100.0%	-	46.4%	100%	
Never Heard Of [NET]	11	3	8	4	2	4	1	-	3	-	-	8	-	
=====	8.3%	4.8%	11.4%	9.5%	6.5%	16.7%	3.8%	-	8.1%	-	-	9.8%	-	
Never heard of but Interested	3	-	3	2	-	1	-	-	1	-	-	2	-	
	27.3%	-	37.5%	50.0%	-	25.0%	-	-	33.3%	-	-	25.0%	-	



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 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	8	3	5	2	2	3	1	-	2	-	-	6	-
	72.7%	100.0%	62.5%	50.0%	100%	75.0%	100%		66.7%			75.0%	



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	GENDER				AGE GROUP					EMAIL MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	128	68	58	20	7	10	36	52	27	34	2	52	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Have Used Program [NET]	78	44	32	5	5	6	24	35	16	22	-	31	9	
=====	60.9%	64.7%	55.2%	25.0%	71.4%	60.0%	66.7%	67.3%	59.3%	64.7%	-	59.6%	69.2%	
Satisfied [NET]	75	42	31	5	5	5	22	35	16	19	-	31	9	
=====	96.2%	95.5%	96.9%	100%	100%	83.3%	91.7%	100%	100.0%	86.4%	-	100.0%	100%	
Very satisfied	66	38	26	3	5	4	20	32	15	18	-	27	6	
	88.0%	90.5%	83.9%	60.0%	100%	80.0%	90.9%	91.4%	93.8%	94.7%	-	87.1%	66.7%	
Somewhat satisfied	9	4	5	2	-	1	2	3	1	1	-	4	3	
	12.0%	9.5%	16.1%	40.0%	-	20.0%	9.1%	8.6%	6.2%	5.3%	-	12.9%	33.3%	
Unsatisfied [NET]	3	2	1	-	-	1	2	-	-	3	-	-	-	
=====	3.8%	4.5%	3.1%	-	-	16.7%	8.3%	-	-	13.6%	-	-	-	
Very unsatisfied	1	1	-	-	-	1	-	-	-	1	-	-	-	
	33.3%	50.0%	-	-	-	100%	-	-	-	33.3%	-	-	-	
Somewhat unsatisfied	2	1	1	-	-	-	2	-	-	2	-	-	-	
	66.7%	50.0%	100.0%	-	-	-	100%	-	-	66.7%	-	-	-	
Have Not Used Program [NET]	45	20	25	14	2	4	9	16	11	10	1	19	4	
=====	35.2%	29.4%	43.1%	70.0%	28.6%	40.0%	25.0%	30.8%	40.7%	29.4%	50.0%	36.5%	30.8%	
Have not used but Interested	17	9	8	1	1	1	6	8	4	4	1	5	3	
	37.8%	45.0%	32.0%	7.1%	50.0%	25.0%	66.7%	50.0%	36.4%	40.0%	100.0%	26.3%	75.0%	
Have not used and Not interested	28	11	17	13	1	3	3	8	7	6	-	14	1	
	62.2%	55.0%	68.0%	92.9%	50.0%	75.0%	33.3%	50.0%	63.6%	60.0%	-	73.7%	25.0%	
Never Heard Of [NET]	5	4	1	1	-	-	3	1	-	2	1	2	-	
=====	3.9%	5.9%	1.7%	5.0%	-	-	8.3%	1.9%	-	5.9%	50.0%	3.8%	-	
Never heard of but Interested	4	3	1	1	-	-	2	1	-	1	1	2	-	
	80.0%	75.0%	100.0%	100%	-	-	66.7%	100%	-	50.0%	100.0%	100.0%	-	



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 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Never heard of and Not Interested	1 20.0%	1 25.0%	-	-	-	-	1 33.3%	-	-	1 50.0%	-	-	-



Q30. Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?
 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Yes, I would pay more for additional programs	28	12	16	7	3	4	8	6	8	7	-	12	1	24	4	25	3
	7.0%	5.7%	8.6%	9.6%	6.0%	7.4%	7.0%	5.9%	8.3%	8.3%		6.1%	5.0%	8.2%	3.7%	6.8%	9.4%
Yes, I would pay more for more frequency of programs	50	23	27	25	9	6	5	4	12	6	1	29	2	46	4	48	2
	12.5%	11.0%	14.4%	34.2%	18.0%	11.1%	4.3%	4.0%	12.5%	7.1%	25.0%	14.8%	10.0%	15.8%	3.7%	13.0%	6.2%
Yes, I would pay for additional AND more frequency	27	15	12	4	5	3	9	6	7	6	1	13	-	16	11	27	-
	6.8%	7.2%	6.4%	5.5%	10.0%	5.6%	7.8%	5.9%	7.3%	7.1%	25.0%	6.6%		5.5%	10.2%	7.3%	
No, not willing to pay more	243	130	109	36	30	39	71	62	56	47	2	122	16	169	74	217	26
	60.8%	62.2%	58.3%	49.3%	60.0%	72.2%	61.7%	61.4%	58.3%	56.0%	50.0%	62.2%	80.0%	57.9%	68.5%	59.0%	81.2%
Unsure	52	29	23	1	3	2	22	23	13	18	-	20	1	37	15	51	1
	13.0%	13.9%	12.3%	1.4%	6.0%	3.7%	19.1%	22.8%	13.5%	21.4%		10.2%	5.0%	12.7%	13.9%	13.9%	3.1%



Q30. Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?
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	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN OWN	OWN A SINGLE- FAMILY	OWN A CONDO OR TOWNHOME	OWN A MOBILE	RENT [NET]	RENT A SINGLE- FAMILY	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	- 100%	11 100%
Yes, I would pay more for additional programs	28 7.0%	22 6.9%	13 4.9%	7 18.9%	2 9.5%	3 5.3%	1 2.8%	1 16.7%	1 7.7%	-	-	8 6.1%	4 3.7%	10 12%	3 7.3%	-	3 25%	-	-	-
Yes, I would pay more for more frequency of programs	50 12.5%	46 14.3%	11 4.2%	18 48.6%	17 81.0%	3 5.3%	2 5.6%	-	-	1 50.0%	-	2 1.5%	14 13%	21 26%	5 12%	5 38%	-	1 100%	-	2 18%
Yes, I would pay for additional AND more frequency	27 6.8%	22 6.9%	21 8.0%	1 2.7%	-	4 7.0%	2 5.6%	1 16.7%	1 7.7%	-	-	11 8.4%	7 6.4%	4 4.9%	4 9.8%	1 7.7%	-	-	-	-
No, not willing to pay more	243 60.8%	191 59.5%	184 70.0%	7 18.9%	-	40 70.2%	27 75.0%	3 50.0%	9 69.2%	1 50.0%	3 60.0%	91 69%	63 58%	41 50%	26 63%	5 38%	9 75%	-	-	8 73%
Unsure	52 13.0%	40 12.5%	34 12.9%	4 10.8%	2 9.5%	7 12.3%	4 11.1%	1 16.7%	2 15.4%	-	2 40.0%	19 15%	21 19%	6 7.3%	3 7.3%	2 15%	-	-	-	1 9.1%



Q30. Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Yes, I would pay more for additional programs	28	25	2	1	-	25	1	2	25	1	2	7	-	1	13	7	6	15	8	7	22	2
	7.0%	7.9%	3.3%	6.7%		7.5%	4.3%	4.4%	7.7%	8.3%	3.2%	20%		16.7%	9.7%	15.2%	6.8%	5.6%	6.0%	5.3%	6.2%	7.1%
Yes, I would pay more for more frequency of programs	50	45	5	-	-	47	1	2	45	2	3	16	1	1	9	5	4	41	38	3	43	5
	12.5%	14%	8.3%			14.2%	4.3%	4.4%	14%	16.7%	4.8%	46%	50.0%	16.7%	6.7%	10.9%	4.5%	15.4%	29%	2.3%	12.2%	17.9%
Yes, I would pay for additional AND more frequency	27	23	4	-	-	24	-	3	22	1	4	2	-	-	7	4	3	20	11	9	25	2
	6.8%	7.3%	6.7%			7.2%		6.7%	6.8%	8.3%	6.3%	5.7%			5.2%	8.7%	3.4%	7.5%	8.3%	6.8%	7.1%	7.1%
No, not willing to pay more	243	183	40	12	8	188	20	35	190	7	46	5	1	4	77	22	55	166	74	92	214	16
	60.8%	58%	66.7%	80.0%	80.0%	56.6%	87.0%	77.8%	58%	58.3%	73.0%	14%	50.0%	66.7%	57.5%	47.8%	62.5%	62.4%	56%	69.2%	60.8%	57.1%
Unsure	52	39	9	2	2	48	1	3	43	1	8	5	-	-	28	8	20	24	2	22	48	3
	13.0%	12%	15.0%	13.3%	20.0%	14.5%	4.3%	6.7%	13%	8.3%	12.7%	14%			20.9%	17.4%	22.7%	9.0%	1.5%	16.5%	13.6%	10.7%



Q30. Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134 100%	73 100.0%	59 100.0%	11 100%	12 100%	18 100%	51 100%	39 100%	32 100.0%	40 100.0%	1 100.0%	57 100.0%	4 100%	
Yes, I would pay more for additional programs	13 9.7%	5 6.8%	8 13.6%	1 9.1%	2 16.7%	1 5.6%	6 11.8%	3 7.7%	2 6.2%	5 12.5%	-	5 8.8%	1 25.0%	
Yes, I would pay more for more frequency of programs	9 6.7%	4 5.5%	5 8.5%	4 36.4%	1 8.3%	2 11.1%	-	1 2.6%	1 3.1%	1 2.5%	-	6 10.5%	1 25.0%	
Yes, I would pay for additional AND more frequency	7 5.2%	4 5.5%	3 5.1%	-	1 8.3%	1 5.6%	2 3.9%	3 7.7%	1 3.1%	4 10.0%	-	2 3.5%	-	
No, not willing to pay more	77 57.5%	42 57.5%	33 55.9%	6 54.5%	7 58.3%	13 72.2%	28 54.9%	21 53.8%	22 68.8%	21 52.5%	1 100.0%	31 54.4%	2 50.0%	
Unsure	28 20.9%	18 24.7%	10 16.9%	-	1 8.3%	1 5.6%	15 29.4%	11 28.2%	6 18.8%	9 22.5%	-	13 22.8%	-	



Q30. Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Yes, I would pay more for additional programs	7	1	6	1	2	1	1	2	1	2	-	4	-	
	15.2%	3.8%	31.6%	16.7%	33.3%	16.7%	7.1%	15.4%	14.3%	15.4%		15.4%		
Yes, I would pay more for more frequency of programs	5	2	3	3	1	-	-	1	1	-	-	4	-	
	10.9%	7.7%	15.8%	50.0%	16.7%			7.7%	14.3%			15.4%		
Yes, I would pay for additional AND more frequency	4	3	1	-	1	1	1	1	-	3	-	1	-	
	8.7%	11.5%	5.3%		16.7%	16.7%	7.1%	7.7%		23.1%		3.8%		
No, not willing to pay more	22	14	7	2	2	4	8	5	4	5	-	13	-	
	47.8%	53.8%	36.8%	33.3%	33.3%	66.7%	57.1%	38.5%	57.1%	38.5%		50.0%		
Unsure	8	6	2	-	-	-	4	4	1	3	-	4	-	
	17.4%	23.1%	10.5%				28.6%	30.8%	14.3%	23.1%		15.4%		



Q30. Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88 100%	47 100.0%	40 100.0%	5 100%	6 100%	12 100%	37 100%	26 100%	25 100.0%	27 100.0%	1 100.0%	31 100.0%	4 100%	
Yes, I would pay more for additional programs	6 6.8%	4 8.5%	2 5.0%	-	-	-	5 13.5%	1 3.8%	1 4.0%	3 11.1%	-	1 3.2%	1 25.0%	
Yes, I would pay more for more frequency of programs	4 4.5%	2 4.3%	2 5.0%	1 20.0%	-	2 16.7%	-	-	-	1 3.7%	-	2 6.5%	1 25.0%	
Yes, I would pay for additional AND more frequency	3 3.4%	1 2.1%	2 5.0%	-	-	-	1 2.7%	2 7.7%	1 4.0%	1 3.7%	-	1 3.2%	-	
No, not willing to pay more	55 62.5%	28 59.6%	26 65.0%	4 80.0%	5 83.3%	9 75.0%	20 54.1%	16 61.5%	18 72.0%	16 59.3%	1 100.0%	18 58.1%	2 50.0%	
Unsure	20 22.7%	12 25.5%	8 20.0%	-	1 16.7%	1 8.3%	11 29.7%	7 26.9%	5 20.0%	6 22.2%	-	9 29.0%	-	



Q30. Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?
 BASE: Total Sample

	GENDER			AGE GROUP				ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266 100%	136 100.0%	128 100.0%	62 100%	38 100%	36 100%	64 100%	62 100%	64 100.0%	44 100.0%	3 100.0%	139 100.0%	16 100%	
Yes, I would pay more for additional programs	15 5.6%	7 5.1%	8 6.2%	6 9.7%	1 2.6%	3 8.3%	2 3.1%	3 4.8%	6 9.4%	2 4.5%	-	7 5.0%	-	
Yes, I would pay more for more frequency of programs	41 15.4%	19 14.0%	22 17.2%	21 33.9%	8 21.1%	4 11.1%	5 7.8%	3 4.8%	11 17.2%	5 11.4%	1 33.3%	23 16.5%	1 6.2%	
Yes, I would pay for additional AND more frequency	20 7.5%	11 8.1%	9 7.0%	4 6.5%	4 10.5%	2 5.6%	7 10.9%	3 4.8%	6 9.4%	2 4.5%	1 33.3%	11 7.9%	-	
No, not willing to pay more	166 62.4%	88 64.7%	76 59.4%	30 48.4%	23 60.5%	26 72.2%	43 67.2%	41 66.1%	34 53.1%	26 59.1%	1 33.3%	91 65.5%	14 87.5%	
Unsure	24 9.0%	11 8.1%	13 10.2%	1 1.6%	2 5.3%	1 2.8%	7 10.9%	12 19.4%	7 10.9%	9 20.5%	-	7 5.0%	1 6.2%	



Q30. Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133 100%	63 100.0%	70 100.0%	42 100%	31 100%	24 100%	26 100%	9 100%	37 100.0%	9 100.0%	1 100.0%	83 100.0%	3 100%
Yes, I would pay more for additional programs	8 6.0%	2 3.2%	6 8.6%	4 9.5%	1 3.2%	2 8.3%	1 3.8%	-	2 5.4%	-	-	6 7.2%	-
Yes, I would pay more for more frequency of programs	38 28.6%	16 25.4%	22 31.4%	21 50.0%	8 25.8%	4 16.7%	4 15.4%	1 11.1%	11 29.7%	3 33.3%	1 100.0%	22 26.5%	1 33.3%
Yes, I would pay for additional AND more frequency	11 8.3%	7 11.1%	4 5.7%	3 7.1%	3 9.7%	-	5 19.2%	-	3 8.1%	-	-	8 9.6%	-
No, not willing to pay more	74 55.6%	37 58.7%	37 52.9%	14 33.3%	19 61.3%	18 75.0%	15 57.7%	7 77.8%	21 56.8%	5 55.6%	-	46 55.4%	2 66.7%
Unsure	2 1.5%	1 1.6%	1 1.4%	-	-	-	1 3.8%	1 11.1%	-	1 11.1%	-	1 1.2%	-



Q30. Would you be willing to pay more for additional programs, expanding the current programs, or increase the frequency of programs like the bulky item pickup?
 BASE: Total Sample

	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes, I would pay more for additional programs	7	5	2	2	-	1	1	3	4	2	-	1	-	
	5.3%	6.8%	3.4%	10.0%		8.3%	2.6%	5.7%	14.8%	5.7%		1.8%		
Yes, I would pay more for more frequency of programs	3	3	-	-	-	-	1	2	-	2	-	1	-	
	2.3%	4.1%					2.6%	3.8%		5.7%		1.8%		
Yes, I would pay for additional AND more frequency	9	4	5	1	1	2	2	3	3	2	1	3	-	
	6.8%	5.5%	8.6%	5.0%	14.3%	16.7%	5.3%	5.7%	11.1%	5.7%	50.0%	5.4%		
No, not willing to pay more	92	51	39	16	4	8	28	34	13	21	1	45	12	
	69.2%	69.9%	67.2%	80.0%	57.1%	66.7%	73.7%	64.2%	48.1%	60.0%	50.0%	80.4%	92.3%	
Unsure	22	10	12	1	2	1	6	11	7	8	-	6	1	
	16.5%	13.7%	20.7%	5.0%	28.6%	8.3%	15.8%	20.8%	25.9%	22.9%		10.7%	7.7%	



Q31. What additional programs would you pay more for?
 BASE: IF ANSWERED 'YES, I WOULD PAY MORE FOR ADDITIONAL PROGRAMS' TO Q30

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	55	27	28	11	8	7	17	12	15	13	1	25	1	40	15	52	3
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Large/Heavy/Bulk Item Pickup	17	8	9	2	2	1	5	7	4	5	1	7	-	11	6	17	-
	30.9%	29.6%	32.1%	18.2%	25.0%	14.3%	29.4%	58.3%	26.7%	38.5%	100.0%	28.0%	-	27.5%	40.0%	32.7%	-
Bin Exchange	10	3	7	5	2	-	1	2	3	-	-	7	-	10	-	9	1
	18.2%	11.1%	25.0%	45.5%	25.0%	-	5.9%	16.7%	20.0%	-	-	28.0%	-	25.0%	-	17.3%	33.3%
Compost Collection	4	3	1	1	2	1	-	-	2	-	-	2	-	4	-	4	-
	7.3%	11.1%	3.6%	9.1%	25.0%	14.3%	-	-	13.3%	-	-	8.0%	-	10.0%	-	7.7%	-
Hazardous Waste	3	2	1	1	-	1	1	-	1	-	-	2	-	3	-	3	-
	5.5%	7.4%	3.6%	9.1%	-	14.3%	5.9%	-	6.7%	-	-	8.0%	-	7.5%	-	5.8%	-
Need More Information/ Undecided	3	1	2	-	-	-	3	-	-	2	-	1	-	3	-	3	-
	5.5%	3.7%	7.1%	-	-	-	17.6%	-	-	15.4%	-	4.0%	-	7.5%	-	5.8%	-
Battery Drop Off/Pickup	2	1	1	-	-	1	1	-	-	1	-	1	-	1	1	2	-
	3.6%	3.7%	3.6%	-	-	14.3%	5.9%	-	-	7.7%	-	4.0%	-	2.5%	6.7%	3.8%	-
Improved Trash Pickup	2	-	2	-	1	-	-	1	-	-	-	1	1	1	1	2	-
	3.6%	-	7.1%	-	12.5%	-	-	8.3%	-	-	-	4.0%	100%	2.5%	6.7%	3.8%	-
Other	5	3	2	2	1	1	-	1	2	1	-	2	-	2	3	4	1
	9.1%	11.1%	7.1%	18.2%	12.5%	14.3%	-	8.3%	13.3%	7.7%	-	8.0%	-	5.0%	20.0%	7.7%	33.3%
None/Nothing	2	2	-	-	-	-	1	1	2	-	-	-	-	-	2	2	-
	3.6%	7.4%	-	-	-	-	5.9%	8.3%	13.3%	-	-	-	-	-	13.3%	3.8%	-
Don't Know/Unsure	5	4	1	-	-	-	5	-	1	4	-	-	-	4	1	4	1
	9.1%	14.8%	3.6%	-	-	-	29.4%	-	6.7%	30.8%	-	-	-	10.0%	6.7%	7.7%	33.3%
N/A/Refused/No Comment	2	-	2	-	-	2	-	-	-	-	-	2	-	1	1	2	-
	3.6%	-	7.1%	-	-	28.6%	-	-	-	-	-	8.0%	-	2.5%	6.7%	3.8%	-



Q31. What additional programs would you pay more for?
 BASE: IF ANSWERED 'YES, I WOULD PAY MORE FOR ADDITIONAL PROGRAMS' TO Q30

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	55 100%	44 100%	34 100.0%	8 100.0%	2 100.0%	7 100%	3 100.0%	2 100.0%	2 100.0%	-	-	19 100%	11 100%	14 100%	7 100%	1 100%	3 100%	-	-	-	
Large/Heavy/Bulk Item Pickup	17 30.9%	13 29.5%	12 35.3%	1 12.5%	-	3 42.9%	2 66.7%	1 50.0%	-	-	-	9 47%	4 36%	1 7.1%	-	1 100%	2 67%	-	-	-	
Bin Exchange	10 18.2%	10 22.7%	1 2.9%	7 87.5%	2 100.0%	-	-	-	-	-	-	-	3 27%	5 36%	1 14%	-	1 33%	-	-	-	
Compost Collection	4 7.3%	2 4.5%	2 5.9%	-	-	2 28.6%	-	-	2 100.0%	-	-	2 11%	-	1 7.1%	1 14%	-	-	-	-	-	
Hazardous Waste	3 5.5%	3 6.8%	3 8.8%	-	-	-	-	-	-	-	-	-	-	1 7.1%	2 29%	-	-	-	-	-	
Need More Information/ Undecided	3 5.5%	1 2.3%	1 2.9%	-	-	-	-	-	-	-	-	1 5.3%	2 18%	-	-	-	-	-	-	-	
Battery Drop Off/Pickup	2 3.6%	2 4.5%	2 5.9%	-	-	-	-	-	-	-	-	-	1 9.1%	1 7.1%	-	-	-	-	-	-	
Improved Trash Pickup	2 3.6%	2 4.5%	2 5.9%	-	-	-	-	-	-	-	-	1 5.3%	-	-	1 14%	-	-	-	-	-	
Other	5 9.1%	3 6.8%	3 8.8%	-	-	2 28.6%	1 33.3%	1 50.0%	-	-	-	1 5.3%	1 9.1%	2 14%	1 14%	-	-	-	-	-	
None/Nothing	2 3.6%	2 4.5%	2 5.9%	-	-	-	-	-	-	-	-	1 5.3%	-	1 7.1%	-	-	-	-	-	-	
Don't Know/Unsure	5 9.1%	4 9.1%	4 11.8%	-	-	-	-	-	-	-	-	3 16%	-	1 7.1%	1 14%	-	-	-	-	-	
N/A/Refused/No Comment	2 3.6%	2 4.5%	2 5.9%	-	-	-	-	-	-	-	-	1 5.3%	-	1 7.1%	-	-	-	-	-	-	



Q31. What additional programs would you pay more for?
 BASE: IF ANSWERED 'YES, I WOULD PAY MORE FOR ADDITIONAL PROGRAMS' TO Q30

	FAVORABILITY OF MCSD				INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE				LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
			NO																			
Total	55	48	6	1	-	49	1	5	47	2	6	9	-	1	20	11	9	35	19	16	47	4
	100%	100%	100.0%	100%		100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%		100.0%	100%	100.0%	100.0%	100%	100%	100.0%	100.0%	
Large/Heavy/Bulk Item Pickup	17	14	2	1	-	16	-	1	15	1	1	1	-	1	5	3	2	12	5	7	16	-
	30.9%	29%	33.3%	100%		32.7%		20.0%	32%	50.0%	16.7%	11%		100.0%	25.0%	27.3%	22.2%	34.3%	26%	43.8%	34.0%	
Bin Exchange	10	9	1	-	-	9	1	-	10	-	-	7	-	-	4	3	1	6	6	-	8	1
	18.2%	19%	16.7%			18.4%	100.0%		21%			78%			20.0%	27.3%	11.1%	17.1%	32%		17.0%	25.0%
Compost Collection	4	3	1	-	-	3	-	1	2	-	2	-	-	-	1	1	-	3	2	1	1	1
	7.3%	6.2%	16.7%			6.1%		20.0%	4.3%		33.3%				5.0%	9.1%		8.6%	11%	6.2%	2.1%	25.0%
Hazardous Waste	3	2	1	-	-	3	-	-	3	-	-	-	-	-	-	-	-	3	2	1	3	-
	5.5%	4.2%	16.7%			6.1%			6.4%									8.6%	11%	6.2%	6.4%	
Need More Information/Undecided	3	2	1	-	-	2	-	1	2	-	1	-	-	-	2	1	1	1	1	-	3	-
	5.5%	4.2%	16.7%			4.1%		20.0%	4.3%		16.7%				10.0%	9.1%	11.1%	2.9%	5.3%		6.4%	
Battery Drop Off/Pickup	2	2	-	-	-	2	-	-	2	-	-	-	-	-	1	-	1	1	1	-	2	-
	3.6%	4.2%				4.1%			4.3%						5.0%		11.1%	2.9%	5.3%		4.3%	
Improved Trash Pickup	2	2	-	-	-	1	-	1	1	-	1	-	-	-	2	1	1	-	-	-	2	-
	3.6%	4.2%				2.0%		20.0%	2.1%		16.7%				10.0%	9.1%	11.1%				4.3%	
Other	5	5	-	-	-	5	-	-	5	-	-	1	-	-	1	1	-	4	2	2	3	2
	9.1%	10%				10.2%			11%			11%			5.0%	9.1%		11.4%	11%	12.5%	6.4%	50.0%
None/Nothing	2	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	2	-	2	2	-
	3.6%	4.2%				4.1%			4.3%									5.7%		12.5%	4.3%	
Don't Know/Unsure	5	5	-	-	-	5	-	-	4	1	-	-	-	-	4	1	3	1	-	1	5	-
	9.1%	10%				10.2%			8.5%	50.0%					20.0%	9.1%	33.3%	2.9%		6.2%	10.6%	
N/A/Refused/No Comment	2	2	-	-	-	1	-	1	1	-	1	-	-	-	-	-	-	2	-	2	2	-
	3.6%	4.2%				2.0%		20.0%	2.1%		16.7%							5.7%		12.5%	4.3%	



Q31. What additional programs would you pay more for?
 BASE: IF ANSWERED 'YES, I WOULD PAY MORE FOR ADDITIONAL PROGRAMS' TO Q30

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	20 100%	9 100.0%	11 100.0%	1 100%	3 100%	2 100%	8 100%	6 100%	3 100.0%	9 100.0%	-	7 100.0%	1 100%	
Large/Heavy/Bulk Item Pickup	5 25.0%	3 33.3%	2 18.2%	-	-	1 50.0%	1 12.5%	3 50.0%	-	3 33.3%	-	2 28.6%	-	
Bin Exchange	4 20.0%	2 22.2%	2 18.2%	1 100%	1 33.3%	-	-	2 33.3%	1 33.3%	-	-	3 42.9%	-	
Improved Trash Pickup	2 10.0%	-	2 18.2%	-	1 33.3%	-	-	1 16.7%	-	-	-	1 14.3%	1 100%	
Need More Information/ Undecided	2 10.0%	-	2 18.2%	-	-	-	2 25.0%	-	-	2 22.2%	-	-	-	
Battery Drop Off/Pickup	1 5.0%	1 11.1%	-	-	-	-	1 12.5%	-	-	1 11.1%	-	-	-	
Compost Collection	1 5.0%	-	1 9.1%	-	1 33.3%	-	-	-	-	-	-	1 14.3%	-	
Other	1 5.0%	-	1 9.1%	-	-	1 50.0%	-	-	1 33.3%	-	-	-	-	
Don't Know/Unsure	4 20.0%	3 33.3%	1 9.1%	-	-	-	4 50.0%	-	1 33.3%	3 33.3%	-	-	-	



Q31. What additional programs would you pay more for?
 BASE: IF ANSWERED 'YES, I WOULD PAY MORE FOR ADDITIONAL PROGRAMS' TO Q30

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	11 100%	4 100.0%	7 100.0%	1 100%	3 100%	2 100%	2 100%	3 100%	1 100.0%	5 100.0%	-	5 100.0%	-
Large/Heavy/Bulk Item Pickup	3 27.3%	2 50.0%	1 14.3%	-	-	1 50.0%	-	2 66.7%	-	3 60.0%	-	-	-
Bin Exchange	3 27.3%	1 25.0%	2 28.6%	1 100%	1 33.3%	-	-	1 33.3%	-	-	-	3 60.0%	-
Compost Collection	1 9.1%	-	1 14.3%	-	1 33.3%	-	-	-	-	-	-	1 20.0%	-
Improved Trash Pickup	1 9.1%	-	1 14.3%	-	1 33.3%	-	-	-	-	-	-	1 20.0%	-
Need More Information/ Undecided	1 9.1%	-	1 14.3%	-	-	-	1 50.0%	-	-	1 20.0%	-	-	-
Other	1 9.1%	-	1 14.3%	-	-	1 50.0%	-	-	1 100.0%	-	-	-	-
Don't Know/Unsure	1 9.1%	1 25.0%	-	-	-	-	1 50.0%	-	-	1 20.0%	-	-	-



Q31. What additional programs would you pay more for?
 BASE: IF ANSWERED 'YES, I WOULD PAY MORE FOR ADDITIONAL PROGRAMS' TO Q30

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	9 100%	5 100.0%	4 100.0%	-	-	-	6 100%	3 100%	2 100.0%	4 100.0%	-	2 100.0%	1 100%	
Large/Heavy/Bulk Item Pickup	2 22.2%	1 20.0%	1 25.0%	-	-	-	1 16.7%	1 33.3%	-	-	-	2 100.0%	-	
Battery Drop Off/Pickup	1 11.1%	1 20.0%	-	-	-	-	1 16.7%	-	-	1 25.0%	-	-	-	
Improved Trash Pickup	1 11.1%	-	1 25.0%	-	-	-	-	1 33.3%	-	-	-	-	1 100%	
Bin Exchange	1 11.1%	1 20.0%	-	-	-	-	-	1 33.3%	1 50.0%	-	-	-	-	
Need More Information/ Undecided	1 11.1%	-	1 25.0%	-	-	-	1 16.7%	-	-	1 25.0%	-	-	-	
Don't Know/Unsure	3 33.3%	2 40.0%	1 25.0%	-	-	-	3 50.0%	-	1 50.0%	2 50.0%	-	-	-	



Q31. What additional programs would you pay more for?
 BASE: IF ANSWERED 'YES, I WOULD PAY MORE FOR ADDITIONAL PROGRAMS' TO Q30

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	35	18	17	10	5	5	9	6	12	4	1	18	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%		
Large/Heavy/Bulk Item Pickup	12	5	7	2	2	-	4	4	4	2	1	5	-	
	34.3%	27.8%	41.2%	20.0%	40.0%		44.4%	66.7%	33.3%	50.0%	100.0%	27.8%		
Bin Exchange	6	1	5	4	1	-	1	-	2	-	-	4	-	
	17.1%	5.6%	29.4%	40.0%	20.0%		11.1%		16.7%			22.2%		
Compost Collection	3	3	-	1	1	1	-	-	2	-	-	1	-	
	8.6%	16.7%		10.0%	20.0%	20.0%			16.7%			5.6%		
Hazardous Waste	3	2	1	1	-	1	1	-	1	-	-	2	-	
	8.6%	11.1%	5.9%	10.0%		20.0%	11.1%		8.3%			11.1%		
Battery Drop Off/Pickup	1	-	1	-	-	1	-	-	-	-	-	1	-	
	2.9%		5.9%			20.0%						5.6%		
Need More Information/ Undecided	1	1	-	-	-	-	1	-	-	-	-	1	-	
	2.9%	5.6%					11.1%					5.6%		
Other	4	3	1	2	1	-	-	1	1	1	-	2	-	
	11.4%	16.7%	5.9%	20.0%	20.0%			16.7%	8.3%	25.0%		11.1%		
None/Nothing	2	2	-	-	-	-	1	1	2	-	-	-	-	
	5.7%	11.1%					11.1%	16.7%	16.7%					
Don't Know/Unsure	1	1	-	-	-	-	1	-	-	1	-	-	-	
	2.9%	5.6%					11.1%			25.0%				
N/A/Refused/No Comment	2	-	2	-	-	2	-	-	-	-	-	2	-	
	5.7%		11.8%			40.0%						11.1%		



Q31. What additional programs would you pay more for?
 BASE: IF ANSWERED 'YES, I WOULD PAY MORE FOR ADDITIONAL PROGRAMS' TO Q30

	GENDER			AGE GROUP				65+	TEXT MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64		LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	19	9	10	7	4	2	6	-	5	-	-	14	-	
	100%	100.0%	100.0%	100%	100%	100%	100%		100.0%			100.0%		
Bin Exchange	6	1	5	4	1	-	1	-	2	-	-	4	-	
	31.6%	11.1%	50.0%	57.1%	25.0%		16.7%		40.0%			28.6%		
Large/Heavy/Bulk Item Pickup	5	3	2	-	2	-	3	-	1	-	-	4	-	
	26.3%	33.3%	20.0%		50.0%		50.0%		20.0%			28.6%		
Compost Collection	2	2	-	1	-	1	-	-	1	-	-	1	-	
	10.5%	22.2%		14.3%		50.0%			20.0%			7.1%		
Hazardous Waste	2	1	1	1	-	-	1	-	-	-	-	2	-	
	10.5%	11.1%	10.0%	14.3%			16.7%					14.3%		
Battery Drop Off/Pickup	1	-	1	-	-	1	-	-	-	-	-	1	-	
	5.3%		10.0%			50.0%						7.1%		
Need More Information/ Undecided	1	1	-	-	-	-	1	-	-	-	-	1	-	
	5.3%	11.1%					16.7%					7.1%		
Other	2	1	1	1	1	-	-	-	1	-	-	1	-	
	10.5%	11.1%	10.0%	14.3%	25.0%				20.0%			7.1%		



Q31. What additional programs would you pay more for?
 BASE: IF ANSWERED 'YES, I WOULD PAY MORE FOR ADDITIONAL PROGRAMS' TO Q30

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY				OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	16	9	7	3	1	3	3	6	7	4	1	4	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%		
Large/Heavy/Bulk Item Pickup	7	2	5	2	-	-	1	4	3	2	1	1	-	
	43.8%	22.2%	71.4%	66.7%			33.3%	66.7%	42.9%	50.0%	100.0%	25.0%		
Compost Collection	1	1	-	-	1	-	-	-	1	-	-	-	-	
	6.2%	11.1%			100%				14.3%					
Hazardous Waste	1	1	-	-	-	1	-	-	1	-	-	-	-	
	6.2%	11.1%				33.3%			14.3%					
Other	2	2	-	1	-	-	-	1	-	1	-	1	-	
	12.5%	22.2%		33.3%				16.7%		25.0%		25.0%		
None/Nothing	2	2	-	-	-	-	1	1	2	-	-	-	-	
	12.5%	22.2%					33.3%	16.7%	28.6%					
Don't Know/Unsure	1	1	-	-	-	-	1	-	-	1	-	-	-	
	6.2%	11.1%					33.3%			25.0%				
N/A/Refused/No Comment	2	-	2	-	-	2	-	-	-	-	-	2	-	
	12.5%		28.6%			66.7%						50.0%		



Q32. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Support [NET]	304	161	142	64	31	35	91	77	69	63	4	156	12	227	77	280	24
=====	76.0%	77.0%	75.9%	87.7%	62.0%	64.8%	79.1%	76.2%	71.9%	75.0%	100.0%	79.6%	60.0%	77.7%	71.3%	76.1%	75.0%
Strongly support	163	84	78	27	11	20	42	58	38	43	3	74	5	110	53	144	19
	40.8%	40.2%	41.7%	37.0%	22.0%	37.0%	36.5%	57.4%	39.6%	51.2%	75.0%	37.8%	25.0%	37.7%	49.1%	39.1%	59.4%
Somewhat support	141	77	64	37	20	15	49	19	31	20	1	82	7	117	24	136	5
	35.2%	36.8%	34.2%	50.7%	40.0%	27.8%	42.6%	18.8%	32.3%	23.8%	25.0%	41.8%	35.0%	40.1%	22.2%	37.0%	15.6%
Makes no difference to me	55	25	29	4	16	8	17	10	17	11	-	24	3	37	18	49	6
	13.8%	12.0%	15.5%	5.5%	32.0%	14.8%	14.8%	9.9%	17.7%	13.1%	-	12.2%	15.0%	12.7%	16.7%	13.3%	18.8%
Oppose [NET]	21	15	5	1	2	4	4	9	5	9	-	4	3	12	9	21	-
=====	5.2%	7.2%	2.7%	1.4%	4.0%	7.4%	3.5%	8.9%	5.2%	10.7%	-	2.0%	15.0%	4.1%	8.3%	5.7%	-
Somewhat oppose	15	10	5	1	2	2	3	7	4	6	-	3	2	10	5	15	-
	3.8%	4.8%	2.7%	1.4%	4.0%	3.7%	2.6%	6.9%	4.2%	7.1%	-	1.5%	10.0%	3.4%	4.6%	4.1%	-
Strongly oppose	6	5	-	-	-	2	1	2	1	3	-	1	1	2	4	6	-
	1.5%	2.4%	-	-	-	3.7%	0.9%	2.0%	1.0%	3.6%	-	0.5%	5.0%	0.7%	3.7%	1.6%	-
Unsure	20	8	11	4	1	7	3	5	5	1	-	12	2	16	4	18	2
	5.0%	3.8%	5.9%	5.5%	2.0%	13.0%	2.6%	5.0%	5.2%	1.2%	-	6.1%	10.0%	5.5%	3.7%	4.9%	6.2%



Q32. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE														
	TOTAL	OWN A SINGLE-FAMILY HOME			OWN A CONDO OR TOWNHOME		OWN A MOBILE HOME		RENT A SINGLE-FAMILY HOME		RENT A CONDO OR TOWNHOME		RENT A APARTMENT		RENT A MOBILE HOME		OTHER	1-2	3	4	5	6	7	8	9+	PNTA
		[NET]																								
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11						
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Support [NET]	304	250	196	34	20	34	21	3	8	2	5	106	89	59	25	9	8	-	-	8						
=====	76.0%	77.9%	74.5%	91.9%	95.2%	59.6%	58.3%	50.0%	61.5%	100.0%	100%	81%	82%	72%	61%	69%	67%			73%						
Strongly support	163	129	121	5	3	21	12	2	6	1	3	66	50	24	11	2	5	-	-	5						
	40.8%	40.2%	46.0%	13.5%	14.3%	36.8%	33.3%	33.3%	46.2%	50.0%	60.0%	50%	46%	29%	27%	15%	42%			45%						
Somewhat support	141	121	75	29	17	13	9	1	2	1	2	40	39	35	14	7	3	-	-	3						
	35.2%	37.7%	28.5%	78.4%	81.0%	22.8%	25.0%	16.7%	15.4%	50.0%	40.0%	31%	36%	43%	34%	54%	25%			27%						
Makes no difference to me	55	38	37	1	-	16	10	2	4	-	-	15	11	13	8	3	3	1	-	1						
	13.8%	11.8%	14.1%	2.7%		28.1%	27.8%	33.3%	30.8%			11%	10%	16%	20%	23%	25%	100%		9.1%						
Oppose [NET]	21	18	17	-	1	2	2	-	-	-	-	7	5	3	3	1	-	-	-	2						
=====	5.2%	5.6%	6.5%		4.8%	3.5%	5.6%					5.3%	4.6%	3.7%	7.3%	7.7%				18%						
Somewhat oppose	15	13	12	-	1	1	1	-	-	-	-	5	5	2	2	-	-	-	-	1						
	3.8%	4.0%	4.6%		4.8%	1.8%	2.8%					3.8%	4.6%	2.4%	4.9%					9.1%						
Strongly oppose	6	5	5	-	-	1	1	-	-	-	-	2	-	1	1	1	-	-	-	1						
	1.5%	1.6%	1.9%			1.8%	2.8%					1.5%		1.2%	2.4%	7.7%				9.1%						
Unsure	20	15	13	2	-	5	3	1	1	-	-	3	4	7	5	-	1	-	-	-						
	5.0%	4.7%	4.9%	5.4%		8.8%	8.3%	16.7%	7.7%			2.3%	3.7%	8.5%	12%		8.3%									



Q32. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	FAVORABILITY OF MCS D					INITIAL SATISFACTION OF MCS D			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	NO OPINION		UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
		FAV																				
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Support [NET]	304	257	33	9	5	279	10	15	266	10	28	31	1	5	104	35	69	200	96	104	268	20
=====	76.0%	82%	55.0%	60.0%	50.0%	84.0%	43.5%	33.3%	82%	83.3%	44.4%	89%	50.0%	83.3%	77.6%	76.1%	78.4%	75.2%	72%	78.2%	76.1%	71.4%
Strongly support	163	128	21	9	5	147	7	9	141	5	17	5	-	2	58	18	40	105	28	77	147	8
	40.8%	41%	35.0%	60.0%	50.0%	44.3%	30.4%	20.0%	43%	41.7%	27.0%	14%		33.3%	43.3%	39.1%	45.5%	39.5%	21%	57.9%	41.8%	28.6%
Somewhat support	141	129	12	-	-	132	3	6	125	5	11	26	1	3	46	17	29	95	68	27	121	12
	35.2%	41%	20.0%			39.8%	13.0%	13.3%	38%	41.7%	17.5%	74%	50.0%	50.0%	34.3%	37.0%	33.0%	35.7%	51%	20.3%	34.4%	42.9%
Makes no difference to me	55	34	15	2	4	30	5	20	35	1	19	2	1	-	18	7	11	37	27	10	46	6
	13.8%	11%	25.0%	13.3%	40.0%	9.0%	21.7%	44.4%	11%	8.3%	30.2%	5.7%	50.0%		13.4%	15.2%	12.5%	13.9%	20%	7.5%	13.1%	21.4%
Oppose [NET]	21	12	6	3	-	12	7	2	16	1	4	-	-	-	10	4	6	11	3	8	20	-
=====	5.2%	3.8%	10.0%	20.0%		3.6%	30.4%	4.4%	4.9%	8.3%	6.3%				7.5%	8.7%	6.8%	4.1%	2.3%	6.0%	5.7%	
Somewhat oppose	15	8	5	2	-	8	5	2	11	-	4	-	-	-	7	2	5	8	3	5	14	-
	3.8%	2.5%	8.3%	13.3%		2.4%	21.7%	4.4%	3.4%		6.3%				5.2%	4.3%	5.7%	3.0%	2.3%	3.8%	4.0%	
Strongly oppose	6	4	1	1	-	4	2	-	5	1	-	-	-	-	3	2	1	3	-	3	6	-
	1.5%	1.3%	1.7%	6.7%		1.2%	8.7%		1.5%	8.3%					2.2%	4.3%	1.1%	1.1%		2.3%	1.7%	
Unsure	20	12	6	1	1	11	1	8	8	-	12	2	-	1	2	-	2	18	7	11	18	2
	5.0%	3.8%	10.0%	6.7%	10.0%	3.3%	4.3%	17.8%	2.5%		19.0%	5.7%		16.7%	1.5%		2.3%	6.8%	5.3%	8.3%	5.1%	7.1%



Q32. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	104	56	48	11	6	13	42	30	24	28	1	48	3	
=====	77.6%	76.7%	81.4%	100%	50.0%	72.2%	82.4%	76.9%	75.0%	70.0%	100.0%	84.2%	75.0%	
Strongly support	58	32	26	2	3	9	20	22	15	20	1	20	2	
	43.3%	43.8%	44.1%	18.2%	25.0%	50.0%	39.2%	56.4%	46.9%	50.0%	100.0%	35.1%	50.0%	
Somewhat support	46	24	22	9	3	4	22	8	9	8	-	28	1	
	34.3%	32.9%	37.3%	81.8%	25.0%	22.2%	43.1%	20.5%	28.1%	20.0%	-	49.1%	25.0%	
Makes no difference to me	18	9	8	-	5	2	6	5	5	6	-	6	1	
	13.4%	12.3%	13.6%	-	41.7%	11.1%	11.8%	12.8%	15.6%	15.0%	-	10.5%	25.0%	
Oppose [NET]	10	7	2	-	-	3	2	4	3	6	-	1	-	
=====	7.5%	9.6%	3.4%	-	-	16.7%	3.9%	10.3%	9.4%	15.0%	-	1.8%	-	
Somewhat oppose	7	5	2	-	-	2	1	4	2	4	-	1	-	
	5.2%	6.8%	3.4%	-	-	11.1%	2.0%	10.3%	6.2%	10.0%	-	1.8%	-	
Strongly oppose	3	2	-	-	-	1	1	-	1	2	-	-	-	
	2.2%	2.7%	-	-	-	5.6%	2.0%	-	3.1%	5.0%	-	-	-	
Unsure	2	1	1	-	1	-	1	-	-	-	-	2	-	
	1.5%	1.4%	1.7%	-	8.3%	-	2.0%	-	-	-	-	3.5%	-	



Q32. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Support [NET]	35	20	15	6	5	5	10	9	4	9	-	22	-	
=====	76.1%	76.9%	78.9%	100%	83.3%	83.3%	71.4%	69.2%	57.1%	69.2%		84.6%		
Strongly support	18	12	6	-	2	3	6	7	2	7	-	9	-	
	39.1%	46.2%	31.6%		33.3%	50.0%	42.9%	53.8%	28.6%	53.8%		34.6%		
Somewhat support	17	8	9	6	3	2	4	2	2	2	-	13	-	
	37.0%	30.8%	47.4%	100%	50.0%	33.3%	28.6%	15.4%	28.6%	15.4%		50.0%		
Makes no difference to me	7	3	4	-	1	1	3	2	3	1	-	3	-	
	15.2%	11.5%	21.1%		16.7%	16.7%	21.4%	15.4%	42.9%	7.7%		11.5%		
Oppose [NET]	4	3	-	-	-	-	1	2	-	3	-	1	-	
=====	8.7%	11.5%					7.1%	15.4%		23.1%		3.8%		
Somewhat oppose	2	2	-	-	-	-	-	2	-	1	-	1	-	
	4.3%	7.7%						15.4%		7.7%		3.8%		
Strongly oppose	2	1	-	-	-	-	1	-	-	2	-	-	-	
	4.3%	3.8%					7.1%			15.4%				



Q32. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	69	36	33	5	1	8	32	21	20	19	1	26	3	
=====	78.4%	76.6%	82.5%	100%	16.7%	66.7%	86.5%	80.8%	80.0%	70.4%	100.0%	83.9%	75.0%	
Strongly support	40	20	20	2	1	6	14	15	13	13	1	11	2	
	45.5%	42.6%	50.0%	40.0%	16.7%	50.0%	37.8%	57.7%	52.0%	48.1%	100.0%	35.5%	50.0%	
Somewhat support	29	16	13	3	-	2	18	6	7	6	-	15	1	
	33.0%	34.0%	32.5%	60.0%		16.7%	48.6%	23.1%	28.0%	22.2%		48.4%	25.0%	
Makes no difference to me	11	6	4	-	4	1	3	3	2	5	-	3	1	
	12.5%	12.8%	10.0%		66.7%	8.3%	8.1%	11.5%	8.0%	18.5%		9.7%	25.0%	
Oppose [NET]	6	4	2	-	-	3	1	2	3	3	-	-	-	
=====	6.8%	8.5%	5.0%			25.0%	2.7%	7.7%	12.0%	11.1%				
Somewhat oppose	5	3	2	-	-	2	1	2	2	3	-	-	-	
	5.7%	6.4%	5.0%			16.7%	2.7%	7.7%	8.0%	11.1%				
Strongly oppose	1	1	-	-	-	1	-	-	1	-	-	-	-	
	1.1%	2.1%				8.3%			4.0%					
Unsure	2	1	1	-	1	-	1	-	-	-	-	2	-	
	2.3%	2.1%	2.5%		16.7%		2.7%					6.5%		



Q32. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	200	105	94	53	25	22	49	47	45	35	3	108	9	
=====	75.2%	77.2%	73.4%	85.5%	65.8%	61.1%	76.6%	75.8%	70.3%	79.5%	100.0%	77.7%	56.2%	
Strongly support	105	52	52	25	8	11	22	36	23	23	2	54	3	
	39.5%	38.2%	40.6%	40.3%	21.1%	30.6%	34.4%	58.1%	35.9%	52.3%	66.7%	38.8%	18.8%	
Somewhat support	95	53	42	28	17	11	27	11	22	12	1	54	6	
	35.7%	39.0%	32.8%	45.2%	44.7%	30.6%	42.2%	17.7%	34.4%	27.3%	33.3%	38.8%	37.5%	
Makes no difference to me	37	16	21	4	11	6	11	5	12	5	-	18	2	
	13.9%	11.8%	16.4%	6.5%	28.9%	16.7%	17.2%	8.1%	18.8%	11.4%		12.9%	12.5%	
Oppose [NET]	11	8	3	1	2	1	2	5	2	3	-	3	3	
=====	4.1%	5.9%	2.3%	1.6%	5.3%	2.8%	3.1%	8.1%	3.1%	6.8%		2.2%	18.8%	
Somewhat oppose	8	5	3	1	2	-	2	3	2	2	-	2	2	
	3.0%	3.7%	2.3%	1.6%	5.3%		3.1%	4.8%	3.1%	4.5%		1.4%	12.5%	
Strongly oppose	3	3	-	-	-	1	-	2	-	1	-	1	1	
	1.1%	2.2%				2.8%		3.2%		2.3%		0.7%	6.2%	
Unsure	18	7	10	4	-	7	2	5	5	1	-	10	2	
	6.8%	5.1%	7.8%	6.5%		19.4%	3.1%	8.1%	7.8%	2.3%		7.2%	12.5%	



Q32. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	96	49	47	34	19	15	20	7	24	8	1	60	3	
=====	72.2%	77.8%	67.1%	81.0%	61.3%	62.5%	76.9%	77.8%	64.9%	88.9%	100.0%	72.3%	100%	
Strongly support	28	16	12	8	5	6	5	4	6	1	-	21	-	
	21.1%	25.4%	17.1%	19.0%	16.1%	25.0%	19.2%	44.4%	16.2%	11.1%	-	25.3%	-	
Somewhat support	68	33	35	26	14	9	15	3	18	7	1	39	3	
	51.1%	52.4%	50.0%	61.9%	45.2%	37.5%	57.7%	33.3%	48.6%	77.8%	100.0%	47.0%	100%	
Makes no difference to me	27	12	15	4	10	5	6	2	10	1	-	16	-	
	20.3%	19.0%	21.4%	9.5%	32.3%	20.8%	23.1%	22.2%	27.0%	11.1%	-	19.3%	-	
Oppose [NET]	3	2	1	1	2	-	-	-	1	-	-	2	-	
=====	2.3%	3.2%	1.4%	2.4%	6.5%	-	-	-	2.7%	-	-	2.4%	-	
Somewhat oppose	3	2	1	1	2	-	-	-	1	-	-	2	-	
	2.3%	3.2%	1.4%	2.4%	6.5%	-	-	-	2.7%	-	-	2.4%	-	
Unsure	7	-	7	3	-	4	-	-	2	-	-	5	-	
	5.3%	-	10.0%	7.1%	-	16.7%	-	-	5.4%	-	-	6.0%	-	



Q32. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER				AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	133	73	58	20	7	12	38	53	27	35	2	56	13		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Support [NET]	104	56	47	19	6	7	29	40	21	27	2	48	6		
=====	78.2%	76.7%	81.0%	95.0%	85.7%	58.3%	76.3%	75.5%	77.8%	77.1%	100.0%	85.7%	46.2%		
Strongly support	77	36	40	17	3	5	17	32	17	22	2	33	3		
	57.9%	49.3%	69.0%	85.0%	42.9%	41.7%	44.7%	60.4%	63.0%	62.9%	100.0%	58.9%	23.1%		
Somewhat support	27	20	7	2	3	2	12	8	4	5	-	15	3		
	20.3%	27.4%	12.1%	10.0%	42.9%	16.7%	31.6%	15.1%	14.8%	14.3%	-	26.8%	23.1%		
Makes no difference to me	10	4	6	-	1	1	5	3	2	4	-	2	2		
	7.5%	5.5%	10.3%	-	14.3%	8.3%	13.2%	5.7%	7.4%	11.4%	-	3.6%	15.4%		
Oppose [NET]	8	6	2	-	-	1	2	5	1	3	-	1	3		
=====	6.0%	8.2%	3.4%	-	-	8.3%	5.3%	9.4%	3.7%	8.6%	-	1.8%	23.1%		
Somewhat oppose	5	3	2	-	-	-	2	3	1	2	-	-	2		
	3.8%	4.1%	3.4%	-	-	-	5.3%	5.7%	3.7%	5.7%	-	-	15.4%		
Strongly oppose	3	3	-	-	-	1	-	2	-	1	-	1	1		
	2.3%	4.1%	-	-	-	8.3%	-	3.8%	-	2.9%	-	1.8%	7.7%		
Unsure	11	7	3	1	-	3	2	5	3	1	-	5	2		
	8.3%	9.6%	5.2%	5.0%	-	25.0%	5.3%	9.4%	11.1%	2.9%	-	8.9%	15.4%		



Q32A. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	325	176	147	65	33	39	95	86	74	72	4	160	15	239	86	301	24
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Support [NET]	304	161	142	64	31	35	91	77	69	63	4	156	12	227	77	280	24
=====	93.5%	91.5%	96.6%	98.5%	93.9%	89.7%	95.8%	89.5%	93.2%	87.5%	100.0%	97.5%	80.0%	95.0%	89.5%	93.0%	100%
Strongly support	163	84	78	27	11	20	42	58	38	43	3	74	5	110	53	144	19
	53.6%	52.2%	54.9%	42.2%	35.5%	57.1%	46.2%	75.3%	55.1%	68.3%	75.0%	47.4%	41.7%	48.5%	68.8%	51.4%	79.2%
Somewhat support	141	77	64	37	20	15	49	19	31	20	1	82	7	117	24	136	5
	46.4%	47.8%	45.1%	57.8%	64.5%	42.9%	53.8%	24.7%	44.9%	31.7%	25.0%	52.6%	58.3%	51.5%	31.2%	48.6%	20.8%
Oppose [NET]	21	15	5	1	2	4	4	9	5	9	-	4	3	12	9	21	-
=====	6.5%	8.5%	3.4%	1.5%	6.1%	10.3%	4.2%	10.5%	6.8%	12.5%	-	2.5%	20.0%	5.0%	10.5%	7.0%	-
Somewhat oppose	15	10	5	1	2	2	3	7	4	6	-	3	2	10	5	15	-
	71.4%	66.7%	100.0%	100%	100%	50.0%	75.0%	77.8%	80.0%	66.7%	-	75.0%	66.7%	83.3%	55.6%	71.4%	-
Strongly oppose	6	5	-	-	-	2	1	2	1	3	-	1	1	2	4	6	-
	28.6%	33.3%	-	-	-	50.0%	25.0%	22.2%	20.0%	33.3%	-	25.0%	33.3%	16.7%	44.4%	28.6%	-



Q32A. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN OWN	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	325	268	213	34	21	36	23	3	8	2	5	113	94	62	28	10	8	-	-	10	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%			100%	
Support [NET]	304	250	196	34	20	34	21	3	8	2	5	106	89	59	25	9	8	-	-	8	
=====	93.5%	93.3%	92.0%	100.0%	95.2%	94.4%	91.3%	100.0%	100.0%	100.0%	100%	94%	95%	95%	89%	90%	100%			80%	
Strongly support	163	129	121	5	3	21	12	2	6	1	3	66	50	24	11	2	5	-	-	5	
	53.6%	51.6%	61.7%	14.7%	15.0%	61.8%	57.1%	66.7%	75.0%	50.0%	60.0%	62%	56%	41%	44%	22%	62%			62%	
Somewhat support	141	121	75	29	17	13	9	1	2	1	2	40	39	35	14	7	3	-	-	3	
	46.4%	48.4%	38.3%	85.3%	85.0%	38.2%	42.9%	33.3%	25.0%	50.0%	40.0%	38%	44%	59%	56%	78%	38%			38%	
Oppose [NET]	21	18	17	-	1	2	2	-	-	-	-	7	5	3	3	1	-	-	-	2	
=====	6.5%	6.7%	8.0%		4.8%	5.6%	8.7%					6.2%	5.3%	4.8%	11%	10%				20%	
Somewhat oppose	15	13	12	-	1	1	1	-	-	-	-	5	5	2	2	-	-	-	-	1	
	71.4%	72.2%	70.6%		100.0%	50.0%	50.0%					71%	100%	67%	67%					50%	
Strongly oppose	6	5	5	-	-	1	1	-	-	-	-	2	-	1	1	1	-	-	-	1	
	28.6%	27.8%	29.4%			50.0%	50.0%					29%		33%	33%	100%				50%	



Q32A. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	NO OPINION				STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
		FAV	OPINION	UNFAV	UNSURE																	
Total	325	269	39	12	5	291	17	17	282	11	32	31	1	5	114	39	75	211	99	112	288	20
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Support [NET]	304	257	33	9	5	279	10	15	266	10	28	31	1	5	104	35	69	200	96	104	268	20
=====	93.5%	96%	84.6%	75.0%	100.0%	95.9%	58.8%	88.2%	94%	90.9%	87.5%	100%	100.0%	100.0%	91.2%	89.7%	92.0%	94.8%	97%	92.9%	93.1%	100.0%
Strongly support	163	128	21	9	5	147	7	9	141	5	17	5	-	2	58	18	40	105	28	77	147	8
	53.6%	50%	63.6%	100%	100.0%	52.7%	70.0%	60.0%	53%	50.0%	60.7%	16%		40.0%	55.8%	51.4%	58.0%	52.5%	29%	74.0%	54.9%	40.0%
Somewhat support	141	129	12	-	-	132	3	6	125	5	11	26	1	3	46	17	29	95	68	27	121	12
	46.4%	50%	36.4%			47.3%	30.0%	40.0%	47%	50.0%	39.3%	84%	100.0%	60.0%	44.2%	48.6%	42.0%	47.5%	71%	26.0%	45.1%	60.0%
Oppose [NET]	21	12	6	3	-	12	7	2	16	1	4	-	-	-	10	4	6	11	3	8	20	-
=====	6.5%	4.5%	15.4%	25.0%		4.1%	41.2%	11.8%	5.7%	9.1%	12.5%				8.8%	10.3%	8.0%	5.2%	3.0%	7.1%	6.9%	
Somewhat oppose	15	8	5	2	-	8	5	2	11	-	4	-	-	-	7	2	5	8	3	5	14	-
	71.4%	67%	83.3%	66.7%		66.7%	71.4%	100.0%	69%		100.0%				70.0%	50.0%	83.3%	72.7%	100%	62.5%	70.0%	
Strongly oppose	6	4	1	1	-	4	2	-	5	1	-	-	-	-	3	2	1	3	-	3	6	-
	28.6%	33%	16.7%	33.3%		33.3%	28.6%		31%	100.0%					30.0%	50.0%	16.7%	27.3%		37.5%	30.0%	



Q32A. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	114	63	50	11	6	16	44	34	27	34	1	49	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	104	56	48	11	6	13	42	30	24	28	1	48	3	
=====	91.2%	88.9%	96.0%	100%	100%	81.2%	95.5%	88.2%	88.9%	82.4%	100.0%	98.0%	100%	
Strongly support	58	32	26	2	3	9	20	22	15	20	1	20	2	
	55.8%	57.1%	54.2%	18.2%	50.0%	69.2%	47.6%	73.3%	62.5%	71.4%	100.0%	41.7%	66.7%	
Somewhat support	46	24	22	9	3	4	22	8	9	8	-	28	1	
	44.2%	42.9%	45.8%	81.8%	50.0%	30.8%	52.4%	26.7%	37.5%	28.6%	-	58.3%	33.3%	
Oppose [NET]	10	7	2	-	-	3	2	4	3	6	-	1	-	
=====	8.8%	11.1%	4.0%	-	-	18.8%	4.5%	11.8%	11.1%	17.6%	-	2.0%	-	
Somewhat oppose	7	5	2	-	-	2	1	4	2	4	-	1	-	
	70.0%	71.4%	100.0%	-	-	66.7%	50.0%	100%	66.7%	66.7%	-	100.0%	-	
Strongly oppose	3	2	-	-	-	1	1	-	1	2	-	-	-	
	30.0%	28.6%	-	-	-	33.3%	50.0%	-	33.3%	33.3%	-	-	-	



Q32A. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	39	23	15	6	5	5	11	11	4	12	-	23	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Support [NET]	35	20	15	6	5	5	10	9	4	9	-	22	-	
=====	89.7%	87.0%	100.0%	100%	100%	100%	90.9%	81.8%	100.0%	75.0%		95.7%		
Strongly support	18	12	6	-	2	3	6	7	2	7	-	9	-	
	51.4%	60.0%	40.0%		40.0%	60.0%	60.0%	77.8%	50.0%	77.8%		40.9%		
Somewhat support	17	8	9	6	3	2	4	2	2	2	-	13	-	
	48.6%	40.0%	60.0%	100%	60.0%	40.0%	40.0%	22.2%	50.0%	22.2%		59.1%		
Oppose [NET]	4	3	-	-	-	-	1	2	-	3	-	1	-	
=====	10.3%	13.0%					9.1%	18.2%		25.0%		4.3%		
Somewhat oppose	2	2	-	-	-	-	-	2	-	1	-	1	-	
	50.0%	66.7%						100%		33.3%		100.0%		
Strongly oppose	2	1	-	-	-	-	1	-	-	2	-	-	-	
	50.0%	33.3%					100%			66.7%				



Q32A. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER				AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	75	40	35	5	1	11	33	23	23	22	1	26	3		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Support [NET]	69	36	33	5	1	8	32	21	20	19	1	26	3		
=====	92.0%	90.0%	94.3%	100%	100%	72.7%	97.0%	91.3%	87.0%	86.4%	100.0%	100.0%	100%		
Strongly support	40	20	20	2	1	6	14	15	13	13	1	11	2		
	58.0%	55.6%	60.6%	40.0%	100%	75.0%	43.8%	71.4%	65.0%	68.4%	100.0%	42.3%	66.7%		
Somewhat support	29	16	13	3	-	2	18	6	7	6	-	15	1		
	42.0%	44.4%	39.4%	60.0%	-	25.0%	56.2%	28.6%	35.0%	31.6%	-	57.7%	33.3%		
Oppose [NET]	6	4	2	-	-	3	1	2	3	3	-	-	-		
=====	8.0%	10.0%	5.7%	-	-	27.3%	3.0%	8.7%	13.0%	13.6%	-	-	-		
Somewhat oppose	5	3	2	-	-	2	1	2	2	3	-	-	-		
	83.3%	75.0%	100.0%	-	-	66.7%	100%	100%	66.7%	100.0%	-	-	-		
Strongly oppose	1	1	-	-	-	1	-	-	1	-	-	-	-		
	16.7%	25.0%	-	-	-	33.3%	-	-	33.3%	-	-	-	-		



Q32A. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	211	113	97	54	27	23	51	52	47	38	3	111	12	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	200	105	94	53	25	22	49	47	45	35	3	108	9	
=====	94.8%	92.9%	96.9%	98.1%	92.6%	95.7%	96.1%	90.4%	95.7%	92.1%	100.0%	97.3%	75.0%	
Strongly support	105	52	52	25	8	11	22	36	23	23	2	54	3	
	52.5%	49.5%	55.3%	47.2%	32.0%	50.0%	44.9%	76.6%	51.1%	65.7%	66.7%	50.0%	33.3%	
Somewhat support	95	53	42	28	17	11	27	11	22	12	1	54	6	
	47.5%	50.5%	44.7%	52.8%	68.0%	50.0%	55.1%	23.4%	48.9%	34.3%	33.3%	50.0%	66.7%	
Oppose [NET]	11	8	3	1	2	1	2	5	2	3	-	3	3	
=====	5.2%	7.1%	3.1%	1.9%	7.4%	4.3%	3.9%	9.6%	4.3%	7.9%	-	2.7%	25.0%	
Somewhat oppose	8	5	3	1	2	-	2	3	2	2	-	2	2	
	72.7%	62.5%	100.0%	100%	100%		100%	60.0%	100.0%	66.7%		66.7%	66.7%	
Strongly oppose	3	3	-	-	-	1	-	2	-	1	-	1	1	
	27.3%	37.5%				100%		40.0%		33.3%		33.3%	33.3%	



Q32A. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	99	51	48	35	21	15	20	7	25	8	1	62	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Support [NET]	96	49	47	34	19	15	20	7	24	8	1	60	3
=====	97.0%	96.1%	97.9%	97.1%	90.5%	100%	100%	100%	96.0%	100.0%	100.0%	96.8%	100%
Strongly support	28	16	12	8	5	6	5	4	6	1	-	21	-
	29.2%	32.7%	25.5%	23.5%	26.3%	40.0%	25.0%	57.1%	25.0%	12.5%	-	35.0%	-
Somewhat support	68	33	35	26	14	9	15	3	18	7	1	39	3
	70.8%	67.3%	74.5%	76.5%	73.7%	60.0%	75.0%	42.9%	75.0%	87.5%	100.0%	65.0%	100%
Oppose [NET]	3	2	1	1	2	-	-	-	1	-	-	2	-
=====	3.0%	3.9%	2.1%	2.9%	9.5%	-	-	-	4.0%	-	-	3.2%	-
Somewhat oppose	3	2	1	1	2	-	-	-	1	-	-	2	-
	100%	100.0%	100.0%	100%	100%	-	-	-	100.0%	-	-	100.0%	-



Q32A. Do you support or oppose the 3-cart curbside collection program?
 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	112	62	49	19	6	8	31	45	22	30	2	49	9
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Support [NET]	104	56	47	19	6	7	29	40	21	27	2	48	6
=====	92.9%	90.3%	95.9%	100%	100%	87.5%	93.5%	88.9%	95.5%	90.0%	100.0%	98.0%	66.7%
Strongly support	77	36	40	17	3	5	17	32	17	22	2	33	3
	74.0%	64.3%	85.1%	89.5%	50.0%	71.4%	58.6%	80.0%	81.0%	81.5%	100.0%	68.8%	50.0%
Somewhat support	27	20	7	2	3	2	12	8	4	5	-	15	3
	26.0%	35.7%	14.9%	10.5%	50.0%	28.6%	41.4%	20.0%	19.0%	18.5%	-	31.2%	50.0%
Oppose [NET]	8	6	2	-	-	1	2	5	1	3	-	1	3
=====	7.1%	9.7%	4.1%	-	-	12.5%	6.5%	11.1%	4.5%	10.0%	-	2.0%	33.3%
Somewhat oppose	5	3	2	-	-	-	2	3	1	2	-	-	2
	62.5%	50.0%	100.0%	-	-	-	100%	60.0%	100.0%	66.7%	-	-	66.7%
Strongly oppose	3	3	-	-	-	1	-	2	-	1	-	1	1
	37.5%	50.0%	-	-	-	100%	-	40.0%	-	33.3%	-	100.0%	33.3%



Q33. Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER		AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	299	160	136	37	35	44	91	87	67	70	1	146	15	203	96	272	27
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Too high	26	14	11	4	5	6	5	5	5	5	-	13	3	22	4	24	2
	8.7%	8.8%	8.1%	10.8%	14.3%	13.6%	5.5%	5.7%	7.5%	7.1%		8.9%	20.0%	10.8%	4.2%	8.8%	7.4%
Just about right	236	122	114	31	28	37	67	71	55	53	1	117	10	153	83	213	23
	78.9%	76.2%	83.8%	83.8%	80.0%	84.1%	73.6%	81.6%	82.1%	75.7%	100.0%	80.1%	66.7%	75.4%	86.5%	78.3%	85.2%
Too low	5	3	2	-	1	-	4	-	2	2	-	1	-	3	2	5	-
	1.7%	1.9%	1.5%		2.9%		4.4%		3.0%	2.9%		0.7%		1.5%	2.1%	1.8%	
Unsure	32	21	9	2	1	1	15	11	5	10	-	15	2	25	7	30	2
	10.7%	13.1%	6.6%	5.4%	2.9%	2.3%	16.5%	12.6%	7.5%	14.3%		10.3%	13.3%	12.3%	7.3%	11.0%	7.4%



Q33. Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	299	263	263	-	-	36	36	-	-	-	110	80	52	32	8	9	1	-	7	
	100%	100%	100.0%			100%	100.0%				100%	100%	100%	100%	100%	100%	100%		100%	
Too high	26	18	18	-	-	8	8	-	-	-	4	3	4	6	4	3	-	-	2	
	8.7%	6.8%	6.8%			22.2%	22.2%				3.6%	3.8%	7.7%	19%	50%	33%			29%	
Just about right	236	212	212	-	-	24	24	-	-	-	97	65	41	21	3	5	1	-	3	
	78.9%	80.6%	80.6%			66.7%	66.7%				88%	81%	79%	66%	38%	56%	100%		43%	
Too low	5	4	4	-	-	1	1	-	-	-	2	-	1	2	-	-	-	-	-	
	1.7%	1.5%	1.5%			2.8%	2.8%				1.8%		1.9%	6.2%						
Unsure	32	29	29	-	-	3	3	-	-	-	7	12	6	3	1	1	-	-	2	
	10.7%	11.0%	11.0%			8.3%	8.3%				6.4%	15%	12%	9.4%	12%	11%			29%	



Q33. Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	299	234	42	15	8	241	21	37	241	6	52	-	-	-	100	35	65	199	87	112	265	18
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%				100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Too high	26	14	7	4	1	10	7	9	13	3	10	-	-	-	7	1	6	19	10	9	22	-
	8.7%	6.0%	16.7%	26.7%	12.5%	4.1%	33.3%	24.3%	5.4%	50.0%	19.2%				7.0%	2.9%	9.2%	9.5%	11%	8.0%	8.3%	
Just about right	236	195	28	8	5	204	11	21	202	3	31	-	-	-	77	27	50	159	71	88	210	16
	78.9%	83%	66.7%	53.3%	62.5%	84.6%	52.4%	56.8%	84%	50.0%	59.6%				77.0%	77.1%	76.9%	79.9%	82%	78.6%	79.2%	88.9%
Too low	5	3	1	1	-	4	1	-	4	-	1	-	-	-	2	1	1	3	2	1	4	1
	1.7%	1.3%	2.4%	6.7%		1.7%	4.8%		1.7%		1.9%				2.0%	2.9%	1.5%	1.5%	2.3%	0.9%	1.5%	5.6%
Unsure	32	22	6	2	2	23	2	7	22	-	10	-	-	-	14	6	8	18	4	14	29	1
	10.7%	9.4%	14.3%	13.3%	25.0%	9.5%	9.5%	18.9%	9.1%		19.2%				14.0%	17.1%	12.3%	9.0%	4.6%	12.5%	10.9%	5.6%



Q33. Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	100	56	42	6	7	13	40	32	25	33	-	39	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Too high	7	2	4	1	1	1	1	2	1	3	-	3	-
	7.0%	3.6%	9.5%	16.7%	14.3%	7.7%	2.5%	6.2%	4.0%	9.1%		7.7%	
Just about right	77	44	33	5	4	12	30	26	21	26	-	28	2
	77.0%	78.6%	78.6%	83.3%	57.1%	92.3%	75.0%	81.2%	84.0%	78.8%		71.8%	66.7%
Too low	2	1	1	-	1	-	1	-	1	-	-	1	-
	2.0%	1.8%	2.4%		14.3%		2.5%		4.0%			2.6%	
Unsure	14	9	4	-	1	-	8	4	2	4	-	7	1
	14.0%	16.1%	9.5%		14.3%		20.0%	12.5%	8.0%	12.1%		17.9%	33.3%



Q33. Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER		AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	35	23	11	2	4	5	13	10	5	12	-	18	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Too high	1	-	-	-	-	-	-	-	-	1	-	-	-
	2.9%									8.3%			
Just about right	27	18	9	2	3	5	8	9	4	10	-	13	-
	77.1%	78.3%	81.8%	100%	75.0%	100%	61.5%	90.0%	80.0%	83.3%		72.2%	
Too low	1	-	1	-	1	-	-	-	-	-	-	1	-
	2.9%		9.1%		25.0%							5.6%	
Unsure	6	5	1	-	-	-	5	1	1	1	-	4	-
	17.1%	21.7%	9.1%				38.5%	10.0%	20.0%	8.3%		22.2%	



Q33. Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	65	33	31	4	3	8	27	22	20	21	-	21	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Too high	6	2	4	1	1	1	1	2	1	2	-	3	-
	9.2%	6.1%	12.9%	25.0%	33.3%	12.5%	3.7%	9.1%	5.0%	9.5%		14.3%	
Just about right	50	26	24	3	1	7	22	17	17	16	-	15	2
	76.9%	78.8%	77.4%	75.0%	33.3%	87.5%	81.5%	77.3%	85.0%	76.2%		71.4%	66.7%
Too low	1	1	-	-	-	-	1	-	1	-	-	-	-
	1.5%	3.0%					3.7%		5.0%				
Unsure	8	4	3	-	1	-	3	3	1	3	-	3	1
	12.3%	12.1%	9.7%		33.3%		11.1%	13.6%	5.0%	14.3%		14.3%	33.3%



Q33. Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	199	104	94	31	28	31	51	55	42	37	1	107	12	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Too high	19	12	7	3	4	5	4	3	4	2	-	10	3	
	9.5%	11.5%	7.4%	9.7%	14.3%	16.1%	7.8%	5.5%	9.5%	5.4%	-	9.3%	25.0%	
Just about right	159	78	81	26	24	25	37	45	34	27	1	89	8	
	79.9%	75.0%	86.2%	83.9%	85.7%	80.6%	72.5%	81.8%	81.0%	73.0%	100.0%	83.2%	66.7%	
Too low	3	2	1	-	-	-	3	-	1	2	-	-	-	
	1.5%	1.9%	1.1%	-	-	-	5.9%	-	2.4%	5.4%	-	-	-	
Unsure	18	12	5	2	-	1	7	7	3	6	-	8	1	
	9.0%	11.5%	5.3%	6.5%	-	3.2%	13.7%	12.7%	7.1%	16.2%	-	7.5%	8.3%	



Q33. Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	87	42	45	15	23	20	19	9	22	6	-	57	2	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%	
Too high	10	5	5	1	4	3	2	-	1	-	-	9	-	
	11.5%	11.9%	11.1%	6.7%	17.4%	15.0%	10.5%		4.5%			15.8%		
Just about right	71	35	36	12	19	17	14	8	19	4	-	46	2	
	81.6%	83.3%	80.0%	80.0%	82.6%	85.0%	73.7%	88.9%	86.4%	66.7%		80.7%	100%	
Too low	2	1	1	-	-	-	2	-	1	1	-	-	-	
	2.3%	2.4%	2.2%				10.5%		4.5%	16.7%				
Unsure	4	1	3	2	-	-	1	1	1	1	-	2	-	
	4.6%	2.4%	6.7%	13.3%			5.3%	11.1%	4.5%	16.7%		3.5%		



Q33. Single-family homes pay \$16.75 per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG SINGLE-FAMILY HOMES BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	112	62	49	16	5	11	32	46	20	31	1	50	10	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Too high	9	7	2	2	-	2	2	3	3	2	-	1	3	
	8.0%	11.3%	4.1%	12.5%		18.2%	6.2%	6.5%	15.0%	6.5%		2.0%	30.0%	
Just about right	88	43	45	14	5	8	23	37	15	23	1	43	6	
	78.6%	69.4%	91.8%	87.5%	100%	72.7%	71.9%	80.4%	75.0%	74.2%	100.0%	86.0%	60.0%	
Too low	1	1	-	-	-	-	1	-	-	1	-	-	-	
	0.9%	1.6%					3.1%			3.2%				
Unsure	14	11	2	-	-	1	6	6	2	5	-	6	1	
	12.5%	17.7%	4.1%			9.1%	18.8%	13.0%	10.0%	16.1%		12.0%	10.0%	



Q34. Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	342	179	160	54	40	50	98	95	78	74	2	173	15	238	104	312	30
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Too high	27	13	14	6	2	7	9	3	5	1	-	18	3	21	6	23	4
	7.9%	7.3%	8.8%	11.1%	5.0%	14.0%	9.2%	3.2%	6.4%	1.4%		10.4%	20.0%	8.8%	5.8%	7.4%	13.3%
Just about right	212	113	98	29	31	38	61	53	55	38	1	112	6	147	65	193	19
	62.0%	63.1%	61.2%	53.7%	77.5%	76.0%	62.2%	55.8%	70.5%	51.4%	50.0%	64.7%	40.0%	61.8%	62.5%	61.9%	63.3%
Too low	57	25	31	16	6	1	12	20	13	17	1	22	4	36	21	54	3
	16.7%	14.0%	19.4%	29.6%	15.0%	2.0%	12.2%	21.1%	16.7%	23.0%	50.0%	12.7%	26.7%	15.1%	20.2%	17.3%	10.0%
Unsure	46	28	17	3	1	4	16	19	5	18	-	21	2	34	12	42	4
	13.5%	15.6%	10.6%	5.6%	2.5%	8.0%	16.3%	20.0%	6.4%	24.3%		12.1%	13.3%	14.3%	11.5%	13.5%	13.3%



Q34. Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	342	300	263	37	-	42	36	6	-	-	-	117	93	68	36	10	10	1	-	7
	100%	100%	100.0%	100.0%		100%	100.0%	100.0%				100%	100%	100%	100%	100%	100%	100%		100%
Too high	27	19	17	2	-	8	8	-	-	-	4	3	4	6	3	7	-	-	-	
	7.9%	6.3%	6.5%	5.4%		19.0%	22.2%				3.4%	3.2%	5.9%	17%	30%	70%				
Just about right	212	192	161	31	-	20	17	3	-	-	77	55	49	20	6	2	1	-	2	
	62.0%	64.0%	61.2%	83.8%		47.6%	47.2%	50.0%			66%	59%	72%	56%	60%	20%	100%		29%	
Too low	57	47	47	-	-	10	8	2	-	-	23	20	5	5	-	1	-	-	3	
	16.7%	15.7%	17.9%			23.8%	22.2%	33.3%			20%	22%	7.4%	14%		10%			43%	
Unsure	46	42	38	4	-	4	3	1	-	-	13	15	10	5	1	-	-	-	2	
	13.5%	14.0%	14.4%	10.8%		9.5%	8.3%	16.7%			11%	16%	15%	14%	10%				29%	



Q34. Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	342	269	48	15	10	280	21	41	279	7	56	35	2	6	113	39	74	229	112	117	301	22
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Too high	27	16	8	2	1	14	3	10	12	3	12	1	-	1	5	-	5	22	14	8	25	-
	7.9%	5.9%	16.7%	13.3%	10.0%	5.0%	14.3%	24.4%	4.3%	42.9%	21.4%	2.9%	-	16.7%	4.4%	-	6.8%	9.6%	12%	6.8%	8.3%	-
Just about right	212	178	23	7	4	182	10	20	185	2	25	29	2	3	75	26	49	137	82	55	181	18
	62.0%	66%	47.9%	46.7%	40.0%	65.0%	47.6%	48.8%	66%	28.6%	44.6%	83%	100.0%	50.0%	66.4%	66.7%	66.2%	59.8%	73%	47.0%	60.1%	81.8%
Too low	57	43	9	4	1	50	4	3	50	2	5	1	-	1	14	5	9	43	10	33	52	3
	16.7%	16%	18.8%	26.7%	10.0%	17.9%	19.0%	7.3%	18%	28.6%	8.9%	2.9%	-	16.7%	12.4%	12.8%	12.2%	18.8%	8.9%	28.2%	17.3%	13.6%
Unsure	46	32	8	2	4	34	4	8	32	-	14	4	-	1	19	8	11	27	6	21	43	1
	13.5%	12%	16.7%	13.3%	40.0%	12.1%	19.0%	19.5%	11%	-	25.0%	11%	-	16.7%	16.8%	20.5%	14.9%	11.8%	5.4%	17.9%	14.3%	4.5%



Q34. Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	113	62	49	7	9	15	44	36	26	34	-	50	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%	
Too high	5	1	4	1	-	1	1	2	1	-	-	4	-	
	4.4%	1.6%	8.2%	14.3%		6.7%	2.3%	5.6%	3.8%			8.0%		
Just about right	75	42	32	6	6	12	28	23	18	20	-	35	2	
	66.4%	67.7%	65.3%	85.7%	66.7%	80.0%	63.6%	63.9%	69.2%	58.8%		70.0%	66.7%	
Too low	14	8	5	-	2	1	5	5	6	6	-	1	1	
	12.4%	12.9%	10.2%		22.2%	6.7%	11.4%	13.9%	23.1%	17.6%		2.0%	33.3%	
Unsure	19	11	8	-	1	1	10	6	1	8	-	10	-	
	16.8%	17.7%	16.3%		11.1%	6.7%	22.7%	16.7%	3.8%	23.5%		20.0%		



Q34. Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	39	25	13	3	5	5	13	12	5	12	-	22	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Just about right	26	17	9	3	4	4	6	9	4	6	-	16	-
	66.7%	68.0%	69.2%	100%	80.0%	80.0%	46.2%	75.0%	80.0%	50.0%		72.7%	
Too low	5	2	2	-	1	-	2	1	-	4	-	1	-
	12.8%	8.0%	15.4%		20.0%		15.4%	8.3%		33.3%		4.5%	
Unsure	8	6	2	-	-	1	5	2	1	2	-	5	-
	20.5%	24.0%	15.4%			20.0%	38.5%	16.7%	20.0%	16.7%		22.7%	



Q34. Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	74	37	36	4	4	10	31	24	21	22	-	28	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Too high	5	1	4	1	-	1	1	2	1	-	-	4	-
	6.8%	2.7%	11.1%	25.0%		10.0%	3.2%	8.3%	4.8%			14.3%	
Just about right	49	25	23	3	2	8	22	14	14	14	-	19	2
	66.2%	67.6%	63.9%	75.0%	50.0%	80.0%	71.0%	58.3%	66.7%	63.6%		67.9%	66.7%
Too low	9	6	3	-	1	1	3	4	6	2	-	-	1
	12.2%	16.2%	8.3%		25.0%	10.0%	9.7%	16.7%	28.6%	9.1%			33.3%
Unsure	11	5	6	-	1	-	5	4	-	6	-	5	-
	14.9%	13.5%	16.7%		25.0%		16.1%	16.7%		27.3%		17.9%	



Q34. Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER		AGE GROUP				ONLINE MODE [NET]			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	229	117	111	47	31	35	54	59	52	40	2	123	12	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Too high	22	12	10	5	2	6	8	1	4	1	-	14	3	
	9.6%	10.3%	9.0%	10.6%	6.5%	17.1%	14.8%	1.7%	7.7%	2.5%		11.4%	25.0%	
Just about right	137	71	66	23	25	26	33	30	37	18	1	77	4	
	59.8%	60.7%	59.5%	48.9%	80.6%	74.3%	61.1%	50.8%	71.2%	45.0%	50.0%	62.6%	33.3%	
Too low	43	17	26	16	4	-	7	15	7	11	1	21	3	
	18.8%	14.5%	23.4%	34.0%	12.9%		13.0%	25.4%	13.5%	27.5%	50.0%	17.1%	25.0%	
Unsure	27	17	9	3	-	3	6	13	4	10	-	11	2	
	11.8%	14.5%	8.1%	6.4%		8.6%	11.1%	22.0%	7.7%	25.0%		8.9%	16.7%	



Q34. Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER		AGE GROUP					TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	112	54	58	31	26	23	22	9	30	7	1	72	2
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Too high	14	7	7	3	2	5	4	-	1	-	-	13	-
	12.5%	13.0%	12.1%	9.7%	7.7%	21.7%	18.2%		3.3%			18.1%	
Just about right	82	38	44	23	21	18	14	6	25	4	1	51	1
	73.2%	70.4%	75.9%	74.2%	80.8%	78.3%	63.6%	66.7%	83.3%	57.1%	100.0%	70.8%	50.0%
Too low	10	7	3	2	3	-	3	1	3	2	-	4	1
	8.9%	13.0%	5.2%	6.5%	11.5%		13.6%	11.1%	10.0%	28.6%		5.6%	50.0%
Unsure	6	2	4	3	-	-	1	2	1	1	-	4	-
	5.4%	3.7%	6.9%	9.7%			4.5%	22.2%	3.3%	14.3%		5.6%	



Q34. Multi-family homes pay \$16.75 per unit per month for sewer and wastewater services. Do you think this amount is just about right, too high, or too low?
 BASE: AMONG CONDO OR TOWNHOME OWNERS AND RENTERS BASED ON Q2 OWN OR RENT SINGLE-FAMILY HOME

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	117	63	53	16	5	12	32	50	22	33	1	51	10
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Too high	8	5	3	2	-	1	4	1	3	1	-	1	3
	6.8%	7.9%	5.7%	12.5%		8.3%	12.5%	2.0%	13.6%	3.0%		2.0%	30.0%
Just about right	55	33	22	-	4	8	19	24	12	14	-	26	3
	47.0%	52.4%	41.5%		80.0%	66.7%	59.4%	48.0%	54.5%	42.4%		51.0%	30.0%
Too low	33	10	23	14	1	-	4	14	4	9	1	17	2
	28.2%	15.9%	43.4%	87.5%	20.0%		12.5%	28.0%	18.2%	27.3%	100.0%	33.3%	20.0%
Unsure	21	15	5	-	-	3	5	11	3	9	-	7	2
	17.9%	23.8%	9.4%			25.0%	15.6%	22.0%	13.6%	27.3%		13.7%	20.0%



Q35. Midway City Sanitary District's sewer rate for a single-family home is \$200.82 a year, which is one of the lowest rates in Orange County. The current sewer system is 60-70 years old. Midway City Sanitary District is considering raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements such as pipe replacement and lift station maintenance. Do you support or oppose MCSD raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Support [NET]	271	145	125	48	34	35	78	74	68	53	4	138	8	191	80	250	21
=====	67.8%	69.4%	66.8%	65.8%	68.0%	64.8%	67.8%	73.3%	70.8%	63.1%	100.0%	70.4%	40.0%	65.4%	74.1%	67.9%	65.6%
Strongly support	56	30	26	4	9	11	15	16	16	9	1	28	2	34	22	49	7
	14.0%	14.4%	13.9%	5.5%	18.0%	20.4%	13.0%	15.8%	16.7%	10.7%	25.0%	14.3%	10.0%	11.6%	20.4%	13.3%	21.9%
Somewhat support	215	115	99	44	25	24	63	58	52	44	3	110	6	157	58	201	14
	53.8%	55.0%	52.9%	60.3%	50.0%	44.4%	54.8%	57.4%	54.2%	52.4%	75.0%	56.1%	30.0%	53.8%	53.7%	54.6%	43.8%
Makes no difference to me	46	10	34	17	5	6	9	9	12	7	-	23	4	33	13	42	4
	11.5%	4.8%	18.2%	23.3%	10.0%	11.1%	7.8%	8.9%	12.5%	8.3%	-	11.7%	20.0%	11.3%	12.0%	11.4%	12.5%
Oppose [NET]	83	54	28	8	11	13	28	18	16	24	-	35	8	68	15	76	7
=====	20.8%	25.8%	15.0%	11.0%	22.0%	24.1%	24.3%	17.8%	16.7%	28.6%	-	17.9%	40.0%	23.3%	13.9%	20.7%	21.9%
Somewhat oppose	32	20	11	2	5	7	11	5	9	8	-	11	4	25	7	30	2
	8.0%	9.6%	5.9%	2.7%	10.0%	13.0%	9.6%	5.0%	9.4%	9.5%	-	5.6%	20.0%	8.6%	6.5%	8.2%	6.2%
Strongly oppose	51	34	17	6	6	6	17	13	7	16	-	24	4	43	8	46	5
	12.8%	16.3%	9.1%	8.2%	12.0%	11.1%	14.8%	12.9%	7.3%	19.0%	-	12.2%	20.0%	14.7%	7.4%	12.5%	15.6%



Q35. Midway City Sanitary District's sewer rate for a single-family home is \$200.82 a year, which is one of the lowest rates in Orange County. The current sewer system is 60-70 years old. Midway City Sanitary District is considering raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements such as pipe replacement and lift station maintenance. Do you support or oppose MCSD raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements?
 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN FAMILY HOME [NET]	OWN A SINGLE-FAMILY CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA		
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	
Support [NET]	271	220	175	28	17	36	20	4	11	1	3	99	69	62	26	5	4	1	-	5	
=====	67.8%	68.5%	66.5%	75.7%	81.0%	63.2%	55.6%	66.7%	84.6%	50.0%	60.0%	76%	63%	76%	63%	38%	33%	100%	-	45%	
Strongly support	56	42	37	4	1	11	7	1	3	-	1	21	6	17	10	-	1	-	-	1	
	14.0%	13.1%	14.1%	10.8%	4.8%	19.3%	19.4%	16.7%	23.1%	-	20.0%	16%	5.5%	21%	24%	-	8.3%	-	-	9.1%	
Somewhat support	215	178	138	24	16	25	13	3	8	1	2	78	63	45	16	5	3	1	-	4	
	53.8%	55.5%	52.5%	64.9%	76.2%	43.9%	36.1%	50.0%	61.5%	50.0%	40.0%	60%	58%	55%	39%	38%	25%	100%	-	36%	
Makes no difference to me	46	42	34	5	3	3	3	-	-	-	-	12	20	6	4	2	2	-	-	-	
	11.5%	13.1%	12.9%	13.5%	14.3%	5.3%	8.3%	-	-	-	-	9.2%	18%	7.3%	9.8%	15%	17%	-	-	-	
Oppose [NET]	83	59	54	4	1	18	13	2	2	1	2	20	20	14	11	6	6	-	-	6	
=====	20.8%	18.4%	20.5%	10.8%	4.8%	31.6%	36.1%	33.3%	15.4%	50.0%	40.0%	15%	18%	17%	27%	46%	50%	-	-	55%	
Somewhat oppose	32	21	20	1	-	9	7	-	1	1	1	10	6	5	6	2	2	-	-	1	
	8.0%	6.5%	7.6%	2.7%	-	15.8%	19.4%	-	7.7%	50.0%	20.0%	7.6%	5.5%	6.1%	15%	15%	17%	-	-	9.1%	
Strongly oppose	51	38	34	3	1	9	6	2	1	-	1	10	14	9	5	4	4	-	-	5	
	12.8%	11.8%	12.9%	8.1%	4.8%	15.8%	16.7%	33.3%	7.7%	-	20.0%	7.6%	13%	11%	12%	31%	33%	-	-	45%	



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 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Support [NET]	271	233	31	5	2	242	12	17	236	7	28	27	1	4	92	33	59	179	99	80	235	22
=====	67.8%	74%	51.7%	33.3%	20.0%	72.9%	52.2%	37.8%	73%	58.3%	44.4%	77%	50.0%	66.7%	68.7%	71.7%	67.0%	67.3%	74%	60.2%	66.8%	78.6%
Strongly support	56	43	10	1	2	46	4	6	44	2	10	4	-	1	17	5	12	39	21	18	48	6
	14.0%	14%	16.7%	6.7%	20.0%	13.9%	17.4%	13.3%	14%	16.7%	15.9%	11%		16.7%	12.7%	10.9%	13.6%	14.7%	16%	13.5%	13.6%	21.4%
Somewhat support	215	190	21	4	-	196	8	11	192	5	18	23	1	3	75	28	47	140	78	62	187	16
	53.8%	60%	35.0%	26.7%		59.0%	34.8%	24.4%	59%	41.7%	28.6%	66%	50.0%	50.0%	56.0%	60.9%	53.4%	52.6%	59%	46.6%	53.1%	57.1%
Makes no difference to me	46	38	4	2	2	37	3	6	36	2	8	5	-	-	14	4	10	32	9	23	41	2
	11.5%	12%	6.7%	13.3%	20.0%	11.1%	13.0%	13.3%	11%	16.7%	12.7%	14%			10.4%	8.7%	11.4%	12.0%	6.8%	17.3%	11.6%	7.1%
Oppose [NET]	83	44	25	8	6	53	8	22	53	3	27	3	1	2	28	9	19	55	25	30	76	4
=====	20.8%	14%	41.7%	53.3%	60.0%	16.0%	34.8%	48.9%	16%	25.0%	42.9%	8.6%	50.0%	33.3%	20.9%	19.6%	21.6%	20.7%	19%	22.6%	21.6%	14.3%
Somewhat oppose	32	15	11	4	2	22	5	5	19	2	11	1	-	-	11	3	8	21	8	13	31	-
	8.0%	4.8%	18.3%	26.7%	20.0%	6.6%	21.7%	11.1%	5.8%	16.7%	17.5%	2.9%			8.2%	6.5%	9.1%	7.9%	6.0%	9.8%	8.8%	
Strongly oppose	51	29	14	4	4	31	3	17	34	1	16	2	1	2	17	6	11	34	17	17	45	4
	12.8%	9.2%	23.3%	26.7%	40.0%	9.3%	13.0%	37.8%	10%	8.3%	25.4%	5.7%	50.0%	33.3%	12.7%	13.0%	12.5%	12.8%	13%	12.8%	12.8%	14.3%



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 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	92	51	41	10	8	9	33	31	23	26	1	40	2	
=====	68.7%	69.9%	69.5%	90.9%	66.7%	50.0%	64.7%	79.5%	71.9%	65.0%	100.0%	70.2%	50.0%	
Strongly support	17	12	5	-	2	2	5	7	2	4	-	10	1	
	12.7%	16.4%	8.5%		16.7%	11.1%	9.8%	17.9%	6.2%	10.0%		17.5%	25.0%	
Somewhat support	75	39	36	10	6	7	28	24	21	22	1	30	1	
	56.0%	53.4%	61.0%	90.9%	50.0%	38.9%	54.9%	61.5%	65.6%	55.0%	100.0%	52.6%	25.0%	
Makes no difference to me	14	3	10	1	1	5	3	4	4	4	-	4	2	
	10.4%	4.1%	16.9%	9.1%	8.3%	27.8%	5.9%	10.3%	12.5%	10.0%		7.0%	50.0%	
Oppose [NET]	28	19	8	-	3	4	15	4	5	10	-	13	-	
=====	20.9%	26.0%	13.6%		25.0%	22.2%	29.4%	10.3%	15.6%	25.0%		22.8%		
Somewhat oppose	11	5	5	-	2	3	3	2	4	3	-	4	-	
	8.2%	6.8%	8.5%		16.7%	16.7%	5.9%	5.1%	12.5%	7.5%		7.0%		
Strongly oppose	17	14	3	-	1	1	12	2	1	7	-	9	-	
	12.7%	19.2%	5.1%		8.3%	5.6%	23.5%	5.1%	3.1%	17.5%		15.8%		



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 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Support [NET]	33	18	15	5	5	3	9	11	6	9	-	18	-
=====	71.7%	69.2%	78.9%	83.3%	83.3%	50.0%	64.3%	84.6%	85.7%	69.2%		69.2%	
Strongly support	5	4	1	-	2	-	2	1	-	1	-	4	-
	10.9%	15.4%	5.3%		33.3%		14.3%	7.7%		7.7%		15.4%	
Somewhat support	28	14	14	5	3	3	7	10	6	8	-	14	-
	60.9%	53.8%	73.7%	83.3%	50.0%	50.0%	50.0%	76.9%	85.7%	61.5%		53.8%	
Makes no difference to me	4	1	3	1	1	2	-	-	-	1	-	3	-
	8.7%	3.8%	15.8%	16.7%	16.7%	33.3%				7.7%		11.5%	
Oppose [NET]	9	7	1	-	-	1	5	2	1	3	-	5	-
=====	19.6%	26.9%	5.3%			16.7%	35.7%	15.4%	14.3%	23.1%		19.2%	
Somewhat oppose	3	1	1	-	-	1	-	1	1	1	-	1	-
	6.5%	3.8%	5.3%			16.7%		7.7%	14.3%	7.7%		3.8%	
Strongly oppose	6	6	-	-	-	-	5	1	-	2	-	4	-
	13.0%	23.1%					35.7%	7.7%		15.4%		15.4%	



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 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	59	33	26	5	3	6	24	20	17	17	1	22	2	
=====	67.0%	70.2%	65.0%	100%	50.0%	50.0%	64.9%	76.9%	68.0%	63.0%	100.0%	71.0%	50.0%	
Strongly support	12	8	4	-	-	2	3	6	2	3	-	6	1	
	13.6%	17.0%	10.0%			16.7%	8.1%	23.1%	8.0%	11.1%		19.4%	25.0%	
Somewhat support	47	25	22	5	3	4	21	14	15	14	1	16	1	
	53.4%	53.2%	55.0%	100%	50.0%	33.3%	56.8%	53.8%	60.0%	51.9%	100.0%	51.6%	25.0%	
Makes no difference to me	10	2	7	-	-	3	3	4	4	3	-	1	2	
	11.4%	4.3%	17.5%			25.0%	8.1%	15.4%	16.0%	11.1%		3.2%	50.0%	
Oppose [NET]	19	12	7	-	3	3	10	2	4	7	-	8	-	
=====	21.6%	25.5%	17.5%		50.0%	25.0%	27.0%	7.7%	16.0%	25.9%		25.8%		
Somewhat oppose	8	4	4	-	2	2	3	1	3	2	-	3	-	
	9.1%	8.5%	10.0%		33.3%	16.7%	8.1%	3.8%	12.0%	7.4%		9.7%		
Strongly oppose	11	8	3	-	1	1	7	1	1	5	-	5	-	
	12.5%	17.0%	7.5%		16.7%	8.3%	18.9%	3.8%	4.0%	18.5%		16.1%		



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 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]					ETHNICITY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	100%	100%
Support [NET]	179	94	84	38	26	26	45	43	45	27	3	98	6	67.3%	69.1%
===== Strongly support	39	18	21	4	7	9	10	9	14	5	1	18	1	14.7%	13.2%
Somewhat support	140	76	63	34	19	17	35	34	31	22	2	80	5	52.6%	55.9%
Makes no difference to me	32	7	24	16	4	1	6	5	8	3	-	19	2	12.0%	5.1%
Oppose [NET]	55	35	20	8	8	9	13	14	11	14	-	22	8	20.7%	25.7%
===== Somewhat oppose	21	15	6	2	3	4	8	3	5	5	-	7	4	7.9%	11.0%
Strongly oppose	34	20	14	6	5	5	5	11	6	9	-	15	4	12.8%	14.7%



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 BASE: Total Sample

	GENDER		AGE GROUP				TEXT MODE			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	99	47	52	32	22	17	21	7	26	7	1	64	1	
=====	74.4%	74.6%	74.3%	76.2%	71.0%	70.8%	80.8%	77.8%	70.3%	77.8%	100.0%	77.1%	33.3%	
Strongly support	21	9	12	4	6	6	5	-	5	2	-	14	-	
	15.8%	14.3%	17.1%	9.5%	19.4%	25.0%	19.2%		13.5%	22.2%		16.9%		
Somewhat support	78	38	40	28	16	11	16	7	21	5	1	50	1	
	58.6%	60.3%	57.1%	66.7%	51.6%	45.8%	61.5%	77.8%	56.8%	55.6%	100.0%	60.2%	33.3%	
Makes no difference to me	9	3	6	3	3	1	2	-	4	1	-	3	1	
	6.8%	4.8%	8.6%	7.1%	9.7%	4.2%	7.7%		10.8%	11.1%		3.6%	33.3%	
Oppose [NET]	25	13	12	7	6	6	3	2	7	1	-	16	1	
=====	18.8%	20.6%	17.1%	16.7%	19.4%	25.0%	11.5%	22.2%	18.9%	11.1%		19.3%	33.3%	
Somewhat oppose	8	4	4	1	3	2	1	1	2	1	-	5	-	
	6.0%	6.3%	5.7%	2.4%	9.7%	8.3%	3.8%	11.1%	5.4%	11.1%		6.0%		
Strongly oppose	17	9	8	6	3	4	2	1	5	-	-	11	1	
	12.8%	14.3%	11.4%	14.3%	9.7%	16.7%	7.7%	11.1%	13.5%			13.3%	33.3%	



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 BASE: Total Sample

	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	80	47	32	6	4	9	24	36	19	20	2	34	5	
=====	60.2%	64.4%	55.2%	30.0%	57.1%	75.0%	63.2%	67.9%	70.4%	57.1%	100.0%	60.7%	38.5%	
Strongly support	18	9	9	-	1	3	5	9	9	3	1	4	1	
	13.5%	12.3%	15.5%		14.3%	25.0%	13.2%	17.0%	33.3%	8.6%	50.0%	7.1%	7.7%	
Somewhat support	62	38	23	6	3	6	19	27	10	17	1	30	4	
	46.6%	52.1%	39.7%	30.0%	42.9%	50.0%	50.0%	50.9%	37.0%	48.6%	50.0%	53.6%	30.8%	
Makes no difference to me	23	4	18	13	1	-	4	5	4	2	-	16	1	
	17.3%	5.5%	31.0%	65.0%	14.3%		10.5%	9.4%	14.8%	5.7%		28.6%	7.7%	
Oppose [NET]	30	22	8	1	2	3	10	12	4	13	-	6	7	
=====	22.6%	30.1%	13.8%	5.0%	28.6%	25.0%	26.3%	22.6%	14.8%	37.1%		10.7%	53.8%	
Somewhat oppose	13	11	2	1	-	2	7	2	3	4	-	2	4	
	9.8%	15.1%	3.4%	5.0%		16.7%	18.4%	3.8%	11.1%	11.4%		3.6%	30.8%	
Strongly oppose	17	11	6	-	2	1	3	10	1	9	-	4	3	
	12.8%	15.1%	10.3%		28.6%	8.3%	7.9%	18.9%	3.7%	25.7%		7.1%	23.1%	



Q35A. Midway City Sanitary District's sewer rate for a single-family home is \$200.82 a year, which is one of the lowest rates in Orange County. The current sewer system is 60-70 years old. Midway City Sanitary District is considering raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements such as pipe replacement and lift station maintenance. Do you support or oppose MCSD raising the sewer rate to pay for increased costs in maintenance and for infrastructure improvements?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	354	199	153	56	45	48	106	92	84	77	4	173	16	259	95	326	28
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Support [NET]	271	145	125	48	34	35	78	74	68	53	4	138	8	191	80	250	21
=====	76.6%	72.9%	81.7%	85.7%	75.6%	72.9%	73.6%	80.4%	81.0%	68.8%	100.0%	79.8%	50.0%	73.7%	84.2%	76.7%	75.0%
Strongly support	56	30	26	4	9	11	15	16	16	9	1	28	2	34	22	49	7
	20.7%	20.7%	20.8%	8.3%	26.5%	31.4%	19.2%	21.6%	23.5%	17.0%	25.0%	20.3%	25.0%	17.8%	27.5%	19.6%	33.3%
Somewhat support	215	115	99	44	25	24	63	58	52	44	3	110	6	157	58	201	14
	79.3%	79.3%	79.2%	91.7%	73.5%	68.6%	80.8%	78.4%	76.5%	83.0%	75.0%	79.7%	75.0%	82.2%	72.5%	80.4%	66.7%
Oppose [NET]	83	54	28	8	11	13	28	18	16	24	-	35	8	68	15	76	7
=====	23.4%	27.1%	18.3%	14.3%	24.4%	27.1%	26.4%	19.6%	19.0%	31.2%		20.2%	50.0%	26.3%	15.8%	23.3%	25.0%
Somewhat oppose	32	20	11	2	5	7	11	5	9	8	-	11	4	25	7	30	2
	38.6%	37.0%	39.3%	25.0%	45.5%	53.8%	39.3%	27.8%	56.2%	33.3%		31.4%	50.0%	36.8%	46.7%	39.5%	28.6%
Strongly oppose	51	34	17	6	6	6	17	13	7	16	-	24	4	43	8	46	5
	61.4%	63.0%	60.7%	75.0%	54.5%	46.2%	60.7%	72.2%	43.8%	66.7%		68.6%	50.0%	63.2%	53.3%	60.5%	71.4%



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 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	354	279	229	32	18	54	33	6	13	2	5	119	89	76	37	11	10	1	-	11	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	
Support [NET]	271	220	175	28	17	36	20	4	11	1	3	99	69	62	26	5	4	1	-	5	
=====	76.6%	78.9%	76.4%	87.5%	94.4%	66.7%	60.6%	66.7%	84.6%	50.0%	60.0%	83%	78%	82%	70%	45%	40%	100%	-	45%	
Strongly support	56	42	37	4	1	11	7	1	3	-	1	21	6	17	10	-	1	-	-	1	
	20.7%	19.1%	21.1%	14.3%	5.9%	30.6%	35.0%	25.0%	27.3%	33.3%	21%	8.7%	27%	38%	25%	-	-	-	-	20%	
Somewhat support	215	178	138	24	16	25	13	3	8	1	2	78	63	45	16	5	3	1	-	4	
	79.3%	80.9%	78.9%	85.7%	94.1%	69.4%	65.0%	75.0%	72.7%	100.0%	66.7%	79%	91%	73%	62%	100%	75%	100%	-	80%	
Oppose [NET]	83	59	54	4	1	18	13	2	2	1	2	20	20	14	11	6	6	-	-	6	
=====	23.4%	21.1%	23.6%	12.5%	5.6%	33.3%	39.4%	33.3%	15.4%	50.0%	40.0%	17%	22%	18%	30%	55%	60%	-	-	55%	
Somewhat oppose	32	21	20	1	-	9	7	-	1	1	1	10	6	5	6	2	2	-	-	1	
	38.6%	35.6%	37.0%	25.0%	-	50.0%	53.8%	-	50.0%	100.0%	50.0%	50%	30%	36%	55%	33%	33%	-	-	17%	
Strongly oppose	51	38	34	3	1	9	6	2	1	-	1	10	14	9	5	4	4	-	-	5	
	61.4%	64.4%	63.0%	75.0%	100.0%	50.0%	46.2%	100.0%	50.0%	50.0%	50%	70%	64%	45%	67%	67%	-	-	-	83%	



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 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	354	277	56	13	8	295	20	39	289	10	55	30	2	6	120	42	78	234	124	110	311	26
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%	
Support [NET]	271	233	31	5	2	242	12	17	236	7	28	27	1	4	92	33	59	179	99	80	235	22
=====	76.6%	84%	55.4%	38.5%	25.0%	82.0%	60.0%	43.6%	82%	70.0%	50.9%	90%	50.0%	66.7%	76.7%	78.6%	75.6%	76.5%	80%	72.7%	75.6%	84.6%
Strongly support	56	43	10	1	2	46	4	6	44	2	10	4	-	1	17	5	12	39	21	18	48	6
	20.7%	18%	32.3%	20.0%	100.0%	19.0%	33.3%	35.3%	19%	28.6%	35.7%	15%		25.0%	18.5%	15.2%	20.3%	21.8%	21%	22.5%	20.4%	27.3%
Somewhat support	215	190	21	4	-	196	8	11	192	5	18	23	1	3	75	28	47	140	78	62	187	16
	79.3%	82%	67.7%	80.0%		81.0%	66.7%	64.7%	81%	71.4%	64.3%	85%	100.0%	75.0%	81.5%	84.8%	79.7%	78.2%	79%	77.5%	79.6%	72.7%
Oppose [NET]	83	44	25	8	6	53	8	22	53	3	27	3	1	2	28	9	19	55	25	30	76	4
=====	23.4%	16%	44.6%	61.5%	75.0%	18.0%	40.0%	56.4%	18%	30.0%	49.1%	10%	50.0%	33.3%	23.3%	21.4%	24.4%	23.5%	20%	27.3%	24.4%	15.4%
Somewhat oppose	32	15	11	4	2	22	5	5	19	2	11	1	-	-	11	3	8	21	8	13	31	-
	38.6%	34%	44.0%	50.0%	33.3%	41.5%	62.5%	22.7%	36%	66.7%	40.7%	33%			39.3%	33.3%	42.1%	38.2%	32%	43.3%	40.8%	
Strongly oppose	51	29	14	4	4	31	3	17	34	1	16	2	1	2	17	6	11	34	17	17	45	4
	61.4%	66%	56.0%	50.0%	66.7%	58.5%	37.5%	77.3%	64%	33.3%	59.3%	67%	100.0%	100.0%	60.7%	66.7%	57.9%	61.8%	68%	56.7%	59.2%	100.0%



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 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	120	70	49	10	11	13	48	35	28	36	1	53	2	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	92	51	41	10	8	9	33	31	23	26	1	40	2	
=====	76.7%	72.9%	83.7%	100%	72.7%	69.2%	68.8%	88.6%	82.1%	72.2%	100.0%	75.5%	100%	
Strongly support	17	12	5	-	2	2	5	7	2	4	-	10	1	
	18.5%	23.5%	12.2%		25.0%	22.2%	15.2%	22.6%	8.7%	15.4%		25.0%	50.0%	
Somewhat support	75	39	36	10	6	7	28	24	21	22	1	30	1	
	81.5%	76.5%	87.8%	100%	75.0%	77.8%	84.8%	77.4%	91.3%	84.6%	100.0%	75.0%	50.0%	
Oppose [NET]	28	19	8	-	3	4	15	4	5	10	-	13	-	
=====	23.3%	27.1%	16.3%		27.3%	30.8%	31.2%	11.4%	17.9%	27.8%		24.5%		
Somewhat oppose	11	5	5	-	2	3	3	2	4	3	-	4	-	
	39.3%	26.3%	62.5%		66.7%	75.0%	20.0%	50.0%	80.0%	30.0%		30.8%		
Strongly oppose	17	14	3	-	1	1	12	2	1	7	-	9	-	
	60.7%	73.7%	37.5%		33.3%	25.0%	80.0%	50.0%	20.0%	70.0%		69.2%		



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 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	42	25	16	5	5	4	14	13	7	12	-	23	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Support [NET]	33	18	15	5	5	3	9	11	6	9	-	18	-
=====	78.6%	72.0%	93.8%	100%	100%	75.0%	64.3%	84.6%	85.7%	75.0%		78.3%	
Strongly support	5	4	1	-	2	-	2	1	-	1	-	4	-
	15.2%	22.2%	6.7%		40.0%		22.2%	9.1%		11.1%		22.2%	
Somewhat support	28	14	14	5	3	3	7	10	6	8	-	14	-
	84.8%	77.8%	93.3%	100%	60.0%	100%	77.8%	90.9%	100.0%	88.9%		77.8%	
Oppose [NET]	9	7	1	-	-	1	5	2	1	3	-	5	-
=====	21.4%	28.0%	6.2%			25.0%	35.7%	15.4%	14.3%	25.0%		21.7%	
Somewhat oppose	3	1	1	-	-	1	-	1	1	1	-	1	-
	33.3%	14.3%	100.0%			100%		50.0%	100.0%	33.3%		20.0%	
Strongly oppose	6	6	-	-	-	-	5	1	-	2	-	4	-
	66.7%	85.7%					100%	50.0%		66.7%		80.0%	



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 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	78	45	33	5	6	9	34	22	21	24	1	30	2	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	59	33	26	5	3	6	24	20	17	17	1	22	2	
=====	75.6%	73.3%	78.8%	100%	50.0%	66.7%	70.6%	90.9%	81.0%	70.8%	100.0%	73.3%	100%	
Strongly support	12	8	4	-	-	2	3	6	2	3	-	6	1	
	20.3%	24.2%	15.4%			33.3%	12.5%	30.0%	11.8%	17.6%		27.3%	50.0%	
Somewhat support	47	25	22	5	3	4	21	14	15	14	1	16	1	
	79.7%	75.8%	84.6%	100%	100%	66.7%	87.5%	70.0%	88.2%	82.4%	100.0%	72.7%	50.0%	
Oppose [NET]	19	12	7	-	3	3	10	2	4	7	-	8	-	
=====	24.4%	26.7%	21.2%		50.0%	33.3%	29.4%	9.1%	19.0%	29.2%		26.7%		
Somewhat oppose	8	4	4	-	2	2	3	1	3	2	-	3	-	
	42.1%	33.3%	57.1%		66.7%	66.7%	30.0%	50.0%	75.0%	28.6%		37.5%		
Strongly oppose	11	8	3	-	1	1	7	1	1	5	-	5	-	
	57.9%	66.7%	42.9%		33.3%	33.3%	70.0%	50.0%	25.0%	71.4%		62.5%		



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 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	234	129	104	46	34	35	58	57	56	41	3	120	14		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Support [NET]	179	94	84	38	26	26	45	43	45	27	3	98	6		
=====	76.5%	72.9%	80.8%	82.6%	76.5%	74.3%	77.6%	75.4%	80.4%	65.9%	100.0%	81.7%	42.9%		
Strongly support	39	18	21	4	7	9	10	9	14	5	1	18	1		
	21.8%	19.1%	25.0%	10.5%	26.9%	34.6%	22.2%	20.9%	31.1%	18.5%	33.3%	18.4%	16.7%		
Somewhat support	140	76	63	34	19	17	35	34	31	22	2	80	5		
	78.2%	80.9%	75.0%	89.5%	73.1%	65.4%	77.8%	79.1%	68.9%	81.5%	66.7%	81.6%	83.3%		
Oppose [NET]	55	35	20	8	8	9	13	14	11	14	-	22	8		
=====	23.5%	27.1%	19.2%	17.4%	23.5%	25.7%	22.4%	24.6%	19.6%	34.1%	-	18.3%	57.1%		
Somewhat oppose	21	15	6	2	3	4	8	3	5	5	-	7	4		
	38.2%	42.9%	30.0%	25.0%	37.5%	44.4%	61.5%	21.4%	45.5%	35.7%	-	31.8%	50.0%		
Strongly oppose	34	20	14	6	5	5	5	11	6	9	-	15	4		
	61.8%	57.1%	70.0%	75.0%	62.5%	55.6%	38.5%	78.6%	54.5%	64.3%	-	68.2%	50.0%		



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 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	124	60	64	39	28	23	24	9	33	8	1	80	2		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Support [NET]	99	47	52	32	22	17	21	7	26	7	1	64	1		
=====	79.8%	78.3%	81.2%	82.1%	78.6%	73.9%	87.5%	77.8%	78.8%	87.5%	100.0%	80.0%	50.0%		
Strongly support	21	9	12	4	6	6	5	-	5	2	-	14	-		
	21.2%	19.1%	23.1%	12.5%	27.3%	35.3%	23.8%		19.2%	28.6%		21.9%			
Somewhat support	78	38	40	28	16	11	16	7	21	5	1	50	1		
	78.8%	80.9%	76.9%	87.5%	72.7%	64.7%	76.2%	100%	80.8%	71.4%	100.0%	78.1%	100%		
Oppose [NET]	25	13	12	7	6	6	3	2	7	1	-	16	1		
=====	20.2%	21.7%	18.8%	17.9%	21.4%	26.1%	12.5%	22.2%	21.2%	12.5%		20.0%	50.0%		
Somewhat oppose	8	4	4	1	3	2	1	1	2	1	-	5	-		
	32.0%	30.8%	33.3%	14.3%	50.0%	33.3%	33.3%	50.0%	28.6%	100.0%		31.2%			
Strongly oppose	17	9	8	6	3	4	2	1	5	-	-	11	1		
	68.0%	69.2%	66.7%	85.7%	50.0%	66.7%	66.7%	50.0%	71.4%			68.8%	100%		



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 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	110	69	40	7	6	12	34	48	23	33	2	40	12	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Support [NET]	80	47	32	6	4	9	24	36	19	20	2	34	5	
=====	72.7%	68.1%	80.0%	85.7%	66.7%	75.0%	70.6%	75.0%	82.6%	60.6%	100.0%	85.0%	41.7%	
Strongly support	18	9	9	-	1	3	5	9	9	3	1	4	1	
	22.5%	19.1%	28.1%		25.0%	33.3%	20.8%	25.0%	47.4%	15.0%	50.0%	11.8%	20.0%	
Somewhat support	62	38	23	6	3	6	19	27	10	17	1	30	4	
	77.5%	80.9%	71.9%	100%	75.0%	66.7%	79.2%	75.0%	52.6%	85.0%	50.0%	88.2%	80.0%	
Oppose [NET]	30	22	8	1	2	3	10	12	4	13	-	6	7	
=====	27.3%	31.9%	20.0%	14.3%	33.3%	25.0%	29.4%	25.0%	17.4%	39.4%		15.0%	58.3%	
Somewhat oppose	13	11	2	1	-	2	7	2	3	4	-	2	4	
	43.3%	50.0%	25.0%	100%		66.7%	70.0%	16.7%	75.0%	30.8%		33.3%	57.1%	
Strongly oppose	17	11	6	-	2	1	3	10	1	9	-	4	3	
	56.7%	50.0%	75.0%		100%	33.3%	30.0%	83.3%	25.0%	69.2%		66.7%	42.9%	



Q36. Currently, Midway City Sanitary District is the only jurisdiction that still provides in-house curbside pick-up in Orange County. Moving forward, would you want MCSD to continue to offer this service in-house or contract out to a third-party?

BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY					EDUCATION LEVEL		GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Keep curbside pick-up in-house	252	142	110	33	24	29	81	80	57	63	3	113	16	176	76	229	23
	63.0%	67.9%	58.8%	45.2%	48.0%	53.7%	70.4%	79.2%	59.4%	75.0%	75.0%	57.7%	80.0%	60.3%	70.4%	62.2%	71.9%
Contract out to a third party	50	18	31	24	8	5	8	4	15	3	1	29	2	48	2	48	2
	12.5%	8.6%	16.6%	32.9%	16.0%	9.3%	7.0%	4.0%	15.6%	3.6%	25.0%	14.8%	10.0%	16.4%	1.9%	13.0%	6.2%
Makes no difference to me	81	42	37	11	18	18	23	11	19	14	-	47	1	56	25	74	7
	20.2%	20.1%	19.8%	15.1%	36.0%	33.3%	20.0%	10.9%	19.8%	16.7%	-	24.0%	5.0%	19.2%	23.1%	20.1%	21.9%
Unsure	17	7	9	5	-	2	3	6	5	4	-	7	1	12	5	17	-
	4.2%	3.3%	4.8%	6.8%	-	3.7%	2.6%	5.9%	5.2%	4.8%	-	3.6%	5.0%	4.1%	4.6%	4.6%	-



Q36. Currently, Midway City Sanitary District is the only jurisdiction that still provides in-house curbside pick-up in Orange County. Moving forward, would you want MCSD to continue to offer this service in-house or contract out to a third-party?

BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Keep curbside pick-up in-house	252	202	188	9	5	33	20	3	9	1	4	103	68	37	24	4	8	-	-	8
	63.0%	62.9%	71.5%	24.3%	23.8%	57.9%	55.6%	50.0%	69.2%	50.0%	80.0%	79%	62%	45%	59%	31%	67%	-	-	73%
Contract out to a third party	50	43	6	21	16	6	4	1	-	1	-	1	13	24	4	5	-	1	-	2
	12.5%	13.4%	2.3%	56.8%	76.2%	10.5%	11.1%	16.7%	-	50.0%	0.8%	12%	29%	9.8%	38%	-	100%	-	-	18%
Makes no difference to me	81	62	56	6	-	16	11	2	3	-	1	20	24	16	13	4	4	-	-	-
	20.2%	19.3%	21.3%	16.2%	-	28.1%	30.6%	33.3%	23.1%	-	20.0%	15%	22%	20%	32%	31%	33%	-	-	-
Unsure	17	14	13	1	-	2	1	-	1	-	-	7	4	5	-	-	-	-	-	1
	4.2%	4.4%	4.9%	2.7%	-	3.5%	2.8%	-	7.7%	-	-	5.3%	3.7%	6.1%	-	-	-	-	-	9.1%



Q36. Currently, Midway City Sanitary District is the only jurisdiction that still provides in-house curbside pick-up in Orange County. Moving forward, would you want MCSD to continue to offer this service in-house or contract out to a third-party?

BASE: Total Sample

	FAVORABILITY OF MCSD NO					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Keep curbside pick-up in-house	252	210	32	7	3	226	11	15	216	4	32	8	-	4	90	29	61	162	55	107	227	15
	63.0%	67%	53.3%	46.7%	30.0%	68.1%	47.8%	33.3%	66%	33.3%	50.8%	23%		66.7%	67.2%	63.0%	69.3%	60.9%	41%	80.5%	64.5%	53.6%
Contract out to a third party	50	45	4	1	-	47	1	2	45	3	2	20	1	1	13	9	4	37	37	-	41	8
	12.5%	14%	6.7%	6.7%		14.2%	4.3%	4.4%	14%	25.0%	3.2%	57%	50.0%	16.7%	9.7%	19.6%	4.5%	13.9%	28%		11.6%	28.6%
Makes no difference to me	81	54	18	6	3	50	9	22	55	5	21	7	1	-	24	6	18	57	37	20	69	3
	20.2%	17%	30.0%	40.0%	30.0%	15.1%	39.1%	48.9%	17%	41.7%	33.3%	20%	50.0%		17.9%	13.0%	20.5%	21.4%	28%	15.0%	19.6%	10.7%
Unsure	17	6	6	1	4	9	2	6	9	-	8	-	-	1	7	2	5	10	4	6	15	2
	4.2%	1.9%	10.0%	6.7%	40.0%	2.7%	8.7%	13.3%	2.8%		12.7%			16.7%	5.2%	4.3%	5.7%	3.8%	3.0%	4.5%	4.3%	7.1%



Q36. Currently, Midway City Sanitary District is the only jurisdiction that still provides in-house curbside pick-up in Orange County. Moving forward, would you want MCSD to continue to offer this service in-house or contract out to a third-party?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	134 100%	73 100.0%	59 100.0%	11 100%	12 100%	18 100%	51 100%	39 100%	32 100.0%	40 100.0%	1 100.0%	57 100.0%	4 100%
Keep curbside pick-up in-house	90 67.2%	56 76.7%	34 57.6%	4 36.4%	7 58.3%	11 61.1%	39 76.5%	27 69.2%	26 81.2%	31 77.5%	1 100.0%	31 54.4%	1 25.0%
Contract out to a third party	13 9.7%	3 4.1%	9 15.3%	4 36.4%	1 8.3%	2 11.1%	2 3.9%	3 7.7%	3 9.4%	1 2.5%	-	8 14.0%	1 25.0%
Makes no difference to me	24 17.9%	11 15.1%	13 22.0%	3 27.3%	4 33.3%	4 22.2%	8 15.7%	5 12.8%	2 6.2%	6 15.0%	-	15 26.3%	1 25.0%
Unsure	7 5.2%	3 4.1%	3 5.1%	-	-	1 5.6%	2 3.9%	4 10.3%	1 3.1%	2 5.0%	-	3 5.3%	1 25.0%



Q36. Currently, Midway City Sanitary District is the only jurisdiction that still provides in-house curbside pick-up in Orange County. Moving forward, would you want MCSD to continue to offer this service in-house or contract out to a third-party?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46 100%	26 100.0%	19 100.0%	6 100%	6 100%	6 100%	14 100%	13 100%	7 100.0%	13 100.0%	-	26 100.0%	-
Keep curbside pick-up in-house	29 63.0%	19 73.1%	10 52.6%	1 16.7%	4 66.7%	3 50.0%	12 85.7%	9 69.2%	5 71.4%	10 76.9%	-	14 53.8%	-
Contract out to a third party	9 19.6%	2 7.7%	6 31.6%	4 66.7%	1 16.7%	1 16.7%	-	2 15.4%	2 28.6%	1 7.7%	-	6 23.1%	-
Makes no difference to me	6 13.0%	4 15.4%	2 10.5%	1 16.7%	1 16.7%	1 16.7%	2 14.3%	1 7.7%	-	2 15.4%	-	4 15.4%	-
Unsure	2 4.3%	1 3.8%	1 5.3%	-	-	1 16.7%	-	1 7.7%	-	-	-	2 7.7%	-



Q36. Currently, Midway City Sanitary District is the only jurisdiction that still provides in-house curbside pick-up in Orange County. Moving forward, would you want MCSD to continue to offer this service in-house or contract out to a third-party?

BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Keep curbside pick-up in-house	61	37	24	3	3	8	27	18	21	21	1	17	1	
	69.3%	78.7%	60.0%	60.0%	50.0%	66.7%	73.0%	69.2%	84.0%	77.8%	100.0%	54.8%	25.0%	
Contract out to a third party	4	1	3	-	-	1	2	1	1	-	-	2	1	
	4.5%	2.1%	7.5%			8.3%	5.4%	3.8%	4.0%			6.5%	25.0%	
Makes no difference to me	18	7	11	2	3	3	6	4	2	4	-	11	1	
	20.5%	14.9%	27.5%	40.0%	50.0%	25.0%	16.2%	15.4%	8.0%	14.8%		35.5%	25.0%	
Unsure	5	2	2	-	-	-	2	3	1	2	-	1	1	
	5.7%	4.3%	5.0%				5.4%	11.5%	4.0%	7.4%		3.2%	25.0%	



Q36. Currently, Midway City Sanitary District is the only jurisdiction that still provides in-house curbside pick-up in Orange County. Moving forward, would you want MCSD to continue to offer this service in-house or contract out to a third-party?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Keep curbside pick-up in-house	162	86	76	29	17	18	42	53	31	32	2	82	15	
	60.9%	63.2%	59.4%	46.8%	44.7%	50.0%	65.6%	85.5%	48.4%	72.7%	66.7%	59.0%	93.8%	
Contract out to a third party	37	15	22	20	7	3	6	1	12	2	1	21	1	
	13.9%	11.0%	17.2%	32.3%	18.4%	8.3%	9.4%	1.6%	18.8%	4.5%	33.3%	15.1%	6.2%	
Makes no difference to me	57	31	24	8	14	14	15	6	17	8	-	32	-	
	21.4%	22.8%	18.8%	12.9%	36.8%	38.9%	23.4%	9.7%	26.6%	18.2%	-	23.0%	-	
Unsure	10	4	6	5	-	1	1	2	4	2	-	4	-	
	3.8%	2.9%	4.7%	8.1%	-	2.8%	1.6%	3.2%	6.2%	4.5%	-	2.9%	-	



Q36. Currently, Midway City Sanitary District is the only jurisdiction that still provides in-house curbside pick-up in Orange County. Moving forward, would you want MCSD to continue to offer this service in-house or contract out to a third-party?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	63	70	42	31	24	26	9	37	9	1	83	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Keep curbside pick-up in-house	55	30	25	13	12	8	16	5	12	5	-	36	2
	41.4%	47.6%	35.7%	31.0%	38.7%	33.3%	61.5%	55.6%	32.4%	55.6%	-	43.4%	66.7%
Contract out to a third party	37	15	22	20	7	3	6	1	12	2	1	21	1
	27.8%	23.8%	31.4%	47.6%	22.6%	12.5%	23.1%	11.1%	32.4%	22.2%	100.0%	25.3%	33.3%
Makes no difference to me	37	18	19	5	12	13	4	3	11	2	-	24	-
	27.8%	28.6%	27.1%	11.9%	38.7%	54.2%	15.4%	33.3%	29.7%	22.2%	-	28.9%	-
Unsure	4	-	4	4	-	-	-	-	2	-	-	2	-
	3.0%	-	5.7%	9.5%	-	-	-	-	5.4%	-	-	2.4%	-



Q36. Currently, Midway City Sanitary District is the only jurisdiction that still provides in-house curbside pick-up in Orange County. Moving forward, would you want MCSD to continue to offer this service in-house or contract out to a third-party?

BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133 100%	73 100.0%	58 100.0%	20 100%	7 100%	12 100%	38 100%	53 100%	27 100.0%	35 100.0%	2 100.0%	56 100.0%	13 100%	
Keep curbside pick-up in-house	107 80.5%	56 76.7%	51 87.9%	16 80.0%	5 71.4%	10 83.3%	26 68.4%	48 90.6%	19 70.4%	27 77.1%	2 100.0%	46 82.1%	13 100%	
Makes no difference to me	20 15.0%	13 17.8%	5 8.6%	3 15.0%	2 28.6%	1 8.3%	11 28.9%	3 5.7%	6 22.2%	6 17.1%	-	8 14.3%	-	
Unsure	6 4.5%	4 5.5%	2 3.4%	1 5.0%	-	1 8.3%	1 2.6%	2 3.8%	2 7.4%	2 5.7%	-	2 3.6%	-	



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Local TV news	63	31	32	16	6	11	23	7	11	4	-	46	2	48	15	59	4
	15.8%	14.8%	17.1%	21.9%	12.0%	20.4%	20.0%	6.9%	11.5%	4.8%	-	23.5%	10.0%	16.4%	13.9%	16.0%	12.5%
Emails	62	43	19	14	11	9	20	8	16	10	-	35	1	48	14	52	10
	15.5%	20.6%	10.2%	19.2%	22.0%	16.7%	17.4%	7.9%	16.7%	11.9%	-	17.9%	5.0%	16.4%	13.0%	14.1%	31.2%
MCSD website	60	29	31	14	7	8	23	8	18	21	-	21	-	45	15	53	7
	15.0%	13.9%	16.6%	19.2%	14.0%	14.8%	20.0%	7.9%	18.8%	25.0%	-	10.7%	-	15.4%	13.9%	14.4%	21.9%
Facebook	54	25	29	7	11	11	19	6	20	9	-	24	1	37	17	44	10
	13.5%	12.0%	15.5%	9.6%	22.0%	20.4%	16.5%	5.9%	20.8%	10.7%	-	12.2%	5.0%	12.7%	15.7%	12.0%	31.2%
YouTube	52	25	27	11	9	8	17	7	13	1	-	38	-	39	13	47	5
	13.0%	12.0%	14.4%	15.1%	18.0%	14.8%	14.8%	6.9%	13.5%	1.2%	-	19.4%	-	13.4%	12.0%	12.8%	15.6%
Signs	43	23	20	10	6	8	11	8	15	11	1	15	1	32	11	42	1
	10.8%	11.0%	10.7%	13.7%	12.0%	14.8%	9.6%	7.9%	15.6%	13.1%	25.0%	7.7%	5.0%	11.0%	10.2%	11.4%	3.1%
Construction areas	33	14	19	8	5	1	8	11	8	9	1	15	-	28	5	31	2
	8.2%	6.7%	10.2%	11.0%	10.0%	1.9%	7.0%	10.9%	8.3%	10.7%	25.0%	7.7%	-	9.6%	4.6%	8.4%	6.2%
Twitter	32	15	17	7	8	5	11	1	6	4	-	22	-	25	7	31	1
	8.0%	7.2%	9.1%	9.6%	16.0%	9.3%	9.6%	1.0%	6.2%	4.8%	-	11.2%	-	8.6%	6.5%	8.4%	3.1%
Newspaper	25	13	12	5	3	5	5	7	8	5	-	10	2	13	12	24	1
	6.2%	6.2%	6.4%	6.8%	6.0%	9.3%	4.3%	6.9%	8.3%	6.0%	-	5.1%	10.0%	4.5%	11.1%	6.5%	3.1%
Nextdoor	16	7	9	5	2	2	4	3	6	3	-	6	1	14	2	16	-
	4.0%	3.3%	4.8%	6.8%	4.0%	3.7%	3.5%	3.0%	6.2%	3.6%	-	3.1%	5.0%	4.8%	1.9%	4.3%	-
Radio	15	6	9	3	4	2	4	2	3	-	1	11	-	13	2	15	-
	3.8%	2.9%	4.8%	4.1%	8.0%	3.7%	3.5%	2.0%	3.1%	-	25.0%	5.6%	-	4.5%	1.9%	4.1%	-
LinkedIn	13	5	8	3	4	3	1	2	5	-	-	8	-	11	2	10	3
	3.2%	2.4%	4.3%	4.1%	8.0%	5.6%	0.9%	2.0%	5.2%	-	-	4.1%	-	3.8%	1.9%	2.7%	9.4%
I have not seen anything about Midway City Sanitary District recently	114	54	58	23	10	10	29	38	20	28	2	54	10	79	35	106	8
	28.5%	25.8%	31.0%	31.5%	20.0%	18.5%	25.2%	37.6%	20.8%	33.3%	50.0%	27.6%	50.0%	27.1%	32.4%	28.8%	25.0%



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY				EDUCATION LEVEL		GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Other	36	27	8	-	2	4	11	17	9	15	1	7	4	21	15	36	-
	9.0%	12.9%	4.3%		4.0%	7.4%	9.6%	16.8%	9.4%	17.9%	25.0%	3.6%	20.0%	7.2%	13.9%	9.8%	
Unsure	23	15	7	3	-	4	4	11	6	7	-	9	1	18	5	18	5
	5.8%	7.2%	3.7%	4.1%		7.4%	3.5%	10.9%	6.2%	8.3%		4.6%	5.0%	6.2%	4.6%	4.9%	15.6%



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN OWN	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A OR MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A OR APARTMENT	RENT A AN MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Local TV news	63 15.8%	54 16.8%	41 15.6%	6 16.2%	7 33.3%	9 15.8%	6 16.7%	1 16.7%	2 15.4%	-	-	13 9.9%	19 17%	17 21%	5 12%	4 31%	4 33%	-	-	1 9.1%	
Emails	62 15.5%	51 15.9%	39 14.8%	7 18.9%	5 23.8%	11 19.3%	8 22.2%	1 16.7%	2 15.4%	-	-	25 19%	15 14%	10 12%	7 17%	3 23%	2 17%	-	-	-	
MCS D website	60 15.0%	45 14.0%	34 12.9%	7 18.9%	4 19.0%	11 19.3%	8 22.2%	-	2 15.4%	1 50.0%	1 20.0%	17 13%	16 15%	16 20%	7 17%	1 7.7%	3 25%	-	-	-	
Facebook	54 13.5%	42 13.1%	38 14.4%	3 8.1%	1 4.8%	11 19.3%	9 25.0%	-	2 15.4%	-	1 20.0%	16 12%	10 9.2%	15 18%	8 20%	2 15%	2 17%	1 100%	-	-	
YouTube	52 13.0%	48 15.0%	36 13.7%	8 21.6%	4 19.0%	4 7.0%	3 8.3%	-	1 7.7%	-	-	8 6.1%	18 17%	16 20%	6 15%	1 7.7%	2 17%	-	-	1 9.1%	
Signs	43 10.8%	34 10.6%	24 9.1%	6 16.2%	4 19.0%	8 14.0%	7 19.4%	-	1 7.7%	-	-	16 12%	11 10%	11 13%	3 7.3%	2 15%	-	-	-	-	
Construction areas	33 8.2%	26 8.1%	17 6.5%	5 13.5%	4 19.0%	6 10.5%	3 8.3%	1 16.7%	1 7.7%	1 50.0%	-	11 8.4%	8 7.3%	8 9.8%	4 9.8%	1 7.7%	-	1 100%	-	-	
Twitter	32 8.0%	28 8.7%	18 6.8%	6 16.2%	4 19.0%	4 7.0%	4 11.1%	-	-	-	-	9 6.9%	3 2.8%	10 12%	4 9.8%	3 23%	2 17%	1 100%	-	-	
Newspaper	25 6.2%	20 6.2%	13 4.9%	5 13.5%	2 9.5%	4 7.0%	3 8.3%	1 16.7%	-	-	-	5 3.8%	10 9.2%	7 8.5%	3 7.3%	-	-	-	-	-	
Nextdoor	16 4.0%	13 4.0%	6 2.3%	3 8.1%	4 19.0%	2 3.5%	2 5.6%	-	-	-	1 20.0%	4 3.1%	1 0.9%	8 9.8%	2 4.9%	1 7.7%	-	-	-	-	
Radio	15 3.8%	14 4.4%	4 1.5%	5 13.5%	5 23.8%	1 1.8%	1 2.8%	-	-	-	-	2 1.5%	4 3.7%	6 7.3%	2 4.9%	-	1 8.3%	-	-	-	
LinkedIn	13 3.2%	11 3.4%	4 1.5%	4 10.8%	3 14.3%	2 3.5%	2 5.6%	-	-	-	-	-	3 2.8%	6 7.3%	1 2.4%	2 15%	-	-	-	1 9.1%	
I have not seen anything about Midway City Sanitary District recently	114 28.5%	95 29.6%	89 33.8%	5 13.5%	1 4.8%	13 22.8%	6 16.7%	3 50.0%	4 30.8%	-	3 60.0%	42 32%	38 35%	17 21%	7 17%	1 7.7%	2 17%	-	-	7 64%	



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	TOTAL	HOME TYPE									HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Other	36 9.0%	29 9.0%	27 10.3%	2 5.4%	-	3 5.3%	3 8.3%	-	-	-	1 20.0%	17 13%	6 5.5%	5 6.1%	4 9.8%	2 15%	-	-	-	2 18%
Unsure	23 5.8%	14 4.4%	11 4.2%	3 8.1%	-	3 5.3%	2 5.6%	-	1 7.7%	-	-	11 8.4%	4 3.7%	3 3.7%	3 7.3%	-	1 8.3%	-	-	1 9.1%



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE				
	TOTAL	FAV	NO OPINION		UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD		UNSURE	LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
			UNFAV	UNSURE																			
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28	
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%	
Local TV news	63	52	8	2	1	53	3	7	50	3	10	6	-	1	21	8	13	42	30	12	50	8	
	15.8%	17%	13.3%	13.3%	10.0%	16.0%	13.0%	15.6%	15%	25.0%	15.9%	17%		16.7%	15.7%	17.4%	14.8%	15.8%	23%	9.0%	14.2%	28.6%	
Emails	62	55	7	-	-	55	-	7	54	-	8	7	-	1	20	10	10	42	27	15	54	5	
	15.5%	17%	11.7%			16.6%		15.6%	17%		12.7%	20%		16.7%	14.9%	21.7%	11.4%	15.8%	20%	11.3%	15.3%	17.9%	
MCSD website	60	45	10	5	-	48	6	6	47	1	12	7	-	-	19	6	13	41	15	26	57	1	
	15.0%	14%	16.7%	33.3%		14.5%	26.1%	13.3%	14%	8.3%	19.0%	20%			14.2%	13.0%	14.8%	15.4%	11%	19.5%	16.2%	3.6%	
Facebook	54	41	13	-	-	42	1	11	40	1	13	3	-	-	20	11	9	34	23	11	47	6	
	13.5%	13%	21.7%			12.7%	4.3%	24.4%	12%	8.3%	20.6%	8.6%			14.9%	23.9%	10.2%	12.8%	17%	8.3%	13.4%	21.4%	
YouTube	52	45	5	-	2	43	1	8	42	2	8	7	-	1	20	8	12	32	24	8	42	6	
	13.0%	14%	8.3%		20.0%	13.0%	4.3%	17.8%	13%	16.7%	12.7%	20%		16.7%	14.9%	17.4%	13.6%	12.0%	18%	6.0%	11.9%	21.4%	
Signs	43	37	4	1	1	39	3	1	39	1	3	6	-	-	11	2	9	32	20	12	37	3	
	10.8%	12%	6.7%	6.7%	10.0%	11.7%	13.0%	2.2%	12%	8.3%	4.8%	17%			8.2%	4.3%	10.2%	12.0%	15%	9.0%	10.5%	10.7%	
Construction areas	33	30	2	1	-	30	1	2	29	1	3	6	-	-	6	1	5	27	17	10	29	3	
	8.2%	9.5%	3.3%	6.7%		9.0%	4.3%	4.4%	8.9%	8.3%	4.8%	17%			4.5%	2.2%	5.7%	10.2%	13%	7.5%	8.2%	10.7%	
Twitter	32	27	2	2	1	26	1	5	25	2	5	6	-	-	9	4	5	23	21	2	26	4	
	8.0%	8.6%	3.3%	13.3%	10.0%	7.8%	4.3%	11.1%	7.7%	16.7%	7.9%	17%			6.7%	8.7%	5.7%	8.6%	16%	1.5%	7.4%	14.3%	
Newspaper	25	21	2	-	2	19	2	4	19	-	6	5	-	1	9	5	4	16	9	7	19	3	
	6.2%	6.7%	3.3%		20.0%	5.7%	8.7%	8.9%	5.8%		9.5%	14%		16.7%	6.7%	10.9%	4.5%	6.0%	6.8%	5.3%	5.4%	10.7%	
Nextdoor	16	15	1	-	-	15	1	-	14	-	2	3	-	-	6	3	3	10	6	4	15	1	
	4.0%	4.8%	1.7%			4.5%	4.3%		4.3%		3.2%	8.6%			4.5%	6.5%	3.4%	3.8%	4.5%	3.0%	4.3%	3.6%	
Radio	15	14	1	-	-	15	-	-	15	-	-	5	-	-	1	-	1	14	11	3	13	1	
	3.8%	4.4%	1.7%			4.5%			4.6%			14%			0.7%		1.1%	5.3%	8.3%	2.3%	3.7%	3.6%	
LinkedIn	13	11	2	-	-	12	1	-	12	-	1	2	1	1	7	7	-	6	5	1	10	3	
	3.2%	3.5%	3.3%			3.6%	4.3%		3.7%		1.6%	5.7%	50.0%	16.7%	5.2%	15.2%		2.3%	3.8%	0.8%	2.8%	10.7%	
I have not seen anything about Midway City Sanitary District recently	114	81	25	4	4	91	7	16	91	3	20	4	1	3	40	13	27	74	27	47	101	7	
	28.5%	26%	41.7%	26.7%	40.0%	27.4%	30.4%	35.6%	28%	25.0%	31.7%	11%	50.0%	50.0%	29.9%	28.3%	30.7%	27.8%	20%	35.3%	28.7%	25.0%	



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Other	36	29	6	1	-	34	2	-	29	2	5	2	-	-	14	4	10	22	2	20	35	1
	9.0%	9.2%	10.0%	6.7%		10.2%	8.7%		8.9%	16.7%	7.9%	5.7%		10.4%	8.7%	11.4%	8.3%	1.5%	15.0%	9.9%	3.6%	
Unsure	23	18	1	3	1	19	2	2	20	1	2	3	-	-	11	3	8	12	1	11	22	1
	5.8%	5.7%	1.7%	20.0%	10.0%	5.7%	8.7%	4.4%	6.2%	8.3%	3.2%	8.6%		8.2%	6.5%	9.1%	4.5%	0.8%	8.3%	6.2%	3.6%	



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER			AGE GROUP				PHONE MODE [NET]				ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	134	73	59	11	12	18	51	39	32	40	1	57	4		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Local TV news	21	8	13	5	-	1	12	3	6	-	-	15	-		
	15.7%	11.0%	22.0%	45.5%		5.6%	23.5%	7.7%	18.8%			26.3%			
Emails	20	15	5	3	-	3	10	4	5	2	-	13	-		
	14.9%	20.5%	8.5%	27.3%		16.7%	19.6%	10.3%	15.6%	5.0%		22.8%			
Facebook	20	8	12	1	4	4	8	3	6	6	-	8	-		
	14.9%	11.0%	20.3%	9.1%	33.3%	22.2%	15.7%	7.7%	18.8%	15.0%		14.0%			
YouTube	20	10	10	3	1	1	11	4	4	-	-	16	-		
	14.9%	13.7%	16.9%	27.3%	8.3%	5.6%	21.6%	10.3%	12.5%			28.1%			
MCSD website	19	9	10	2	3	3	8	3	5	8	-	6	-		
	14.2%	12.3%	16.9%	18.2%	25.0%	16.7%	15.7%	7.7%	15.6%	20.0%		10.5%			
Signs	11	6	5	-	1	4	2	4	3	4	-	3	1		
	8.2%	8.2%	8.5%		8.3%	22.2%	3.9%	10.3%	9.4%	10.0%		5.3%	25.0%		
Newspaper	9	6	3	1	1	2	2	3	1	2	-	6	-		
	6.7%	8.2%	5.1%	9.1%	8.3%	11.1%	3.9%	7.7%	3.1%	5.0%		10.5%			
Twitter	9	5	4	1	2	1	5	-	-	1	-	8	-		
	6.7%	6.8%	6.8%	9.1%	16.7%	5.6%	9.8%			2.5%		14.0%			
LinkedIn	7	3	4	2	2	1	-	2	2	-	-	5	-		
	5.2%	4.1%	6.8%	18.2%	16.7%	5.6%		5.1%	6.2%			8.8%			
Construction areas	6	4	2	-	-	-	4	2	2	3	-	1	-		
	4.5%	5.5%	3.4%				7.8%	5.1%	6.2%	7.5%		1.8%			
Nextdoor	6	1	5	2	-	1	1	2	-	2	-	4	-		
	4.5%	1.4%	8.5%	18.2%		5.6%	2.0%	5.1%		5.0%		7.0%			
Radio	1	1	-	-	-	-	-	1	-	-	-	1	-		
	0.7%	1.4%						2.6%				1.8%			
I have not seen anything about Midway City Sanitary District recently	40	22	17	2	4	5	13	14	7	15	1	14	3		
	29.9%	30.1%	28.8%	18.2%	33.3%	27.8%	25.5%	35.9%	21.9%	37.5%	100.0%	24.6%	75.0%		



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Other	14 10.4%	10 13.7%	3 5.1%	-	-	2 11.1%	7 13.7%	4 10.3%	4 12.5%	8 20.0%	-	2 3.5%	-	
Unsure	11 8.2%	6 8.2%	5 8.5%	-	-	3 16.7%	2 3.9%	6 15.4%	3 9.4%	4 10.0%	-	4 7.0%	-	



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER				AGE GROUP				LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Facebook	11	4	7	1	3	2	3	2	3	2	-	6	-	
	23.9%	15.4%	36.8%	16.7%	50.0%	33.3%	21.4%	15.4%	42.9%	15.4%		23.1%		
Emails	10	7	3	2	-	1	4	3	2	-	-	8	-	
	21.7%	26.9%	15.8%	33.3%		16.7%	28.6%	23.1%	28.6%			30.8%		
Local TV news	8	4	4	3	-	1	4	-	2	-	-	6	-	
	17.4%	15.4%	21.1%	50.0%		16.7%	28.6%		28.6%			23.1%		
YouTube	8	5	3	1	1	1	3	2	2	-	-	6	-	
	17.4%	19.2%	15.8%	16.7%	16.7%	16.7%	21.4%	15.4%	28.6%			23.1%		
LinkedIn	7	3	4	2	2	1	-	2	2	-	-	5	-	
	15.2%	11.5%	21.1%	33.3%	33.3%	16.7%		15.4%	28.6%			19.2%		
MCSD website	6	3	3	1	1	-	3	1	-	3	-	3	-	
	13.0%	11.5%	15.8%	16.7%	16.7%		21.4%	7.7%		23.1%		11.5%		
Newspaper	5	3	2	1	1	1	1	1	-	1	-	4	-	
	10.9%	11.5%	10.5%	16.7%	16.7%	16.7%	7.1%	7.7%		7.7%		15.4%		
Twitter	4	3	1	-	1	-	3	-	-	1	-	3	-	
	8.7%	11.5%	5.3%		16.7%		21.4%			7.7%		11.5%		
Nextdoor	3	1	2	1	-	-	-	2	-	1	-	2	-	
	6.5%	3.8%	10.5%	16.7%				15.4%		7.7%		7.7%		
Signs	2	1	1	-	1	-	-	1	-	1	-	1	-	
	4.3%	3.8%	5.3%		16.7%			7.7%		7.7%		3.8%		
Construction areas	1	-	1	-	-	-	-	1	-	1	-	-	-	
	2.2%		5.3%					7.7%		7.7%				
I have not seen anything about Midway City Sanitary District recently	13	9	4	1	2	3	5	2	2	3	-	8	-	
	28.3%	34.6%	21.1%	16.7%	33.3%	50.0%	35.7%	15.4%	28.6%	23.1%		30.8%		



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER		AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Other	4 8.7%	3 11.5%	-	-	-	-	1 7.1%	2 15.4%	-	4 30.8%	-	-	-
Unsure	3 6.5%	2 7.7%	1 5.3%	-	-	-	-	3 23.1%	1 14.3%	1 7.7%	-	1 3.8%	-



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER		AGE GROUP				MOBILE MODE			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Local TV news	13	4	9	2	-	-	8	3	4	-	-	9	-	
	14.8%	8.5%	22.5%	40.0%			21.6%	11.5%	16.0%			29.0%		
MCSD website	13	6	7	1	2	3	5	2	5	5	-	3	-	
	14.8%	12.8%	17.5%	20.0%	33.3%	25.0%	13.5%	7.7%	20.0%	18.5%		9.7%		
YouTube	12	5	7	2	-	-	8	2	2	-	-	10	-	
	13.6%	10.6%	17.5%	40.0%			21.6%	7.7%	8.0%			32.3%		
Emails	10	8	2	1	-	2	6	1	3	2	-	5	-	
	11.4%	17.0%	5.0%	20.0%		16.7%	16.2%	3.8%	12.0%	7.4%		16.1%		
Signs	9	5	4	-	-	4	2	3	3	3	-	2	1	
	10.2%	10.6%	10.0%			33.3%	5.4%	11.5%	12.0%	11.1%		6.5%	25.0%	
Facebook	9	4	5	-	1	2	5	1	3	4	-	2	-	
	10.2%	8.5%	12.5%		16.7%	16.7%	13.5%	3.8%	12.0%	14.8%		6.5%		
Construction areas	5	4	1	-	-	-	4	1	2	2	-	1	-	
	5.7%	8.5%	2.5%				10.8%	3.8%	8.0%	7.4%		3.2%		
Twitter	5	2	3	1	1	1	2	-	-	-	-	5	-	
	5.7%	4.3%	7.5%	20.0%	16.7%	8.3%	5.4%					16.1%		
Newspaper	4	3	1	-	-	1	1	2	1	1	-	2	-	
	4.5%	6.4%	2.5%			8.3%	2.7%	7.7%	4.0%	3.7%		6.5%		
Nextdoor	3	-	3	1	-	1	1	-	-	1	-	2	-	
	3.4%		7.5%	20.0%		8.3%	2.7%			3.7%		6.5%		
Radio	1	1	-	-	-	-	-	1	-	-	-	1	-	
	1.1%	2.1%						3.8%				3.2%		
I have not seen anything about Midway City Sanitary District recently	27	13	13	1	2	2	8	12	5	12	1	6	3	
	30.7%	27.7%	32.5%	20.0%	33.3%	16.7%	21.6%	46.2%	20.0%	44.4%	100.0%	19.4%	75.0%	



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Other	10 11.4%	7 14.9%	3 7.5%	-	-	2 16.7%	6 16.2%	2 7.7%	4 16.0%	4 14.8%	-	2 6.5%	-	
Unsure	8 9.1%	4 8.5%	4 10.0%	-	-	3 25.0%	2 5.4%	3 11.5%	2 8.0%	3 11.1%	-	3 9.7%	-	



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER			AGE GROUP				ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Emails	42	28	14	11	11	6	10	4	11	8	-	22	1	
	15.8%	20.6%	10.9%	17.7%	28.9%	16.7%	15.6%	6.5%	17.2%	18.2%	-	15.8%	6.2%	
Local TV news	42	23	19	11	6	10	11	4	5	4	-	31	2	
	15.8%	16.9%	14.8%	17.7%	15.8%	27.8%	17.2%	6.5%	7.8%	9.1%	-	22.3%	12.5%	
MCS D website	41	20	21	12	4	5	15	5	13	13	-	15	-	
	15.4%	14.7%	16.4%	19.4%	10.5%	13.9%	23.4%	8.1%	20.3%	29.5%	-	10.8%	-	
Facebook	34	17	17	6	7	7	11	3	14	3	-	16	1	
	12.8%	12.5%	13.3%	9.7%	18.4%	19.4%	17.2%	4.8%	21.9%	6.8%	-	11.5%	6.2%	
Signs	32	17	15	10	5	4	9	4	12	7	1	12	-	
	12.0%	12.5%	11.7%	16.1%	13.2%	11.1%	14.1%	6.5%	18.8%	15.9%	33.3%	8.6%	-	
YouTube	32	15	17	8	8	7	6	3	9	1	-	22	-	
	12.0%	11.0%	13.3%	12.9%	21.1%	19.4%	9.4%	4.8%	14.1%	2.3%	-	15.8%	-	
Construction areas	27	10	17	8	5	1	4	9	6	6	1	14	-	
	10.2%	7.4%	13.3%	12.9%	13.2%	2.8%	6.2%	14.5%	9.4%	13.6%	33.3%	10.1%	-	
Twitter	23	10	13	6	6	4	6	1	6	3	-	14	-	
	8.6%	7.4%	10.2%	9.7%	15.8%	11.1%	9.4%	1.6%	9.4%	6.8%	-	10.1%	-	
Newspaper	16	7	9	4	2	3	3	4	7	3	-	4	2	
	6.0%	5.1%	7.0%	6.5%	5.3%	8.3%	4.7%	6.5%	10.9%	6.8%	-	2.9%	12.5%	
Radio	14	5	9	3	4	2	4	1	3	-	1	10	-	
	5.3%	3.7%	7.0%	4.8%	10.5%	5.6%	6.2%	1.6%	4.7%	-	33.3%	7.2%	-	
Nextdoor	10	6	4	3	2	1	3	1	6	1	-	2	1	
	3.8%	4.4%	3.1%	4.8%	5.3%	2.8%	4.7%	1.6%	9.4%	2.3%	-	1.4%	6.2%	
LinkedIn	6	2	4	1	2	2	1	-	3	-	-	3	-	
	2.3%	1.5%	3.1%	1.6%	5.3%	5.6%	1.6%	-	4.7%	-	-	2.2%	-	
I have not seen anything about Midway City Sanitary District recently	74	32	41	21	6	5	16	24	13	13	1	40	7	
	27.8%	23.5%	32.0%	33.9%	15.8%	13.9%	25.0%	38.7%	20.3%	29.5%	33.3%	28.8%	43.8%	



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Other	22 8.3%	17 12.5%	5 3.9%	-	2 5.3%	2 5.6%	4 6.2%	13 21.0%	5 7.8%	7 15.9%	1 33.3%	5 3.6%	4 25.0%	
Unsure	12 4.5%	9 6.6%	2 1.6%	3 4.8%	-	1 2.8%	2 3.1%	5 8.1%	3 4.7%	3 6.8%	-	5 3.6%	1 6.2%	



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Local TV news	30	14	16	11	4	8	5	2	4	2	-	23	1	
	22.6%	22.2%	22.9%	26.2%	12.9%	33.3%	19.2%	22.2%	10.8%	22.2%	-	27.7%	33.3%	
Emails	27	17	10	9	9	5	4	-	9	2	-	16	-	
	20.3%	27.0%	14.3%	21.4%	29.0%	20.8%	15.4%	-	24.3%	22.2%	-	19.3%	-	
YouTube	24	9	15	8	6	6	2	2	8	1	-	15	-	
	18.0%	14.3%	21.4%	19.0%	19.4%	25.0%	7.7%	22.2%	21.6%	11.1%	-	18.1%	-	
Facebook	23	10	13	4	6	5	6	2	8	2	-	13	-	
	17.3%	15.9%	18.6%	9.5%	19.4%	20.8%	23.1%	22.2%	21.6%	22.2%	-	15.7%	-	
Twitter	21	8	13	6	6	4	4	1	6	3	-	12	-	
	15.8%	12.7%	18.6%	14.3%	19.4%	16.7%	15.4%	11.1%	16.2%	33.3%	-	14.5%	-	
Signs	20	9	11	8	4	2	6	-	9	1	1	9	-	
	15.0%	14.3%	15.7%	19.0%	12.9%	8.3%	23.1%	-	24.3%	11.1%	100.0%	10.8%	-	
Construction areas	17	7	10	7	5	1	2	2	5	2	1	9	-	
	12.8%	11.1%	14.3%	16.7%	16.1%	4.2%	7.7%	22.2%	13.5%	22.2%	100.0%	10.8%	-	
MCS D website	15	4	11	9	2	2	2	-	5	1	-	9	-	
	11.3%	6.3%	15.7%	21.4%	6.5%	8.3%	7.7%	-	13.5%	11.1%	-	10.8%	-	
Radio	11	4	7	3	4	1	3	-	3	-	1	7	-	
	8.3%	6.3%	10.0%	7.1%	12.9%	4.2%	11.5%	-	8.1%	-	100.0%	8.4%	-	
Newspaper	9	4	5	4	-	3	2	-	4	-	-	4	1	
	6.8%	6.3%	7.1%	9.5%	-	12.5%	7.7%	-	10.8%	-	-	4.8%	33.3%	
Nextdoor	6	4	2	3	1	-	2	-	4	-	-	2	-	
	4.5%	6.3%	2.9%	7.1%	3.2%	-	7.7%	-	10.8%	-	-	2.4%	-	
LinkedIn	5	1	4	1	2	1	1	-	2	-	-	3	-	
	3.8%	1.6%	5.7%	2.4%	6.5%	4.2%	3.8%	-	5.4%	-	-	3.6%	-	
I have not seen anything about Midway City Sanitary District recently	27	15	12	9	6	3	6	2	5	2	-	18	2	
	20.3%	23.8%	17.1%	21.4%	19.4%	12.5%	23.1%	22.2%	13.5%	22.2%	-	21.7%	66.7%	



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Other	2 1.5%	2 3.2%	-	-	1 3.2%	-	-	1 11.1%	1 2.7%	-	-	1 1.2%	-
Unsure	1 0.8%	1 1.6%	-	-	-	-	-	1 11.1%	-	-	-	1 1.2%	-



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER		AGE GROUP				EMAIL MODE			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
MCS D website	26	16	10	3	2	3	13	5	8	12	-	6	-	
	19.5%	21.9%	17.2%	15.0%	28.6%	25.0%	34.2%	9.4%	29.6%	34.3%	-	10.7%	-	
Emails	15	11	4	2	2	1	6	4	2	6	-	6	1	
	11.3%	15.1%	6.9%	10.0%	28.6%	8.3%	15.8%	7.5%	7.4%	17.1%	-	10.7%	7.7%	
Signs	12	8	4	2	1	2	3	4	3	6	-	3	-	
	9.0%	11.0%	6.9%	10.0%	14.3%	16.7%	7.9%	7.5%	11.1%	17.1%	-	5.4%	-	
Local TV news	12	9	3	-	2	2	6	2	1	2	-	8	1	
	9.0%	12.3%	5.2%	-	28.6%	16.7%	15.8%	3.8%	3.7%	5.7%	-	14.3%	7.7%	
Facebook	11	7	4	2	1	2	5	1	6	1	-	3	1	
	8.3%	9.6%	6.9%	10.0%	14.3%	16.7%	13.2%	1.9%	22.2%	2.9%	-	5.4%	7.7%	
Construction areas	10	3	7	1	-	-	2	7	1	4	-	5	-	
	7.5%	4.1%	12.1%	5.0%	-	-	5.3%	13.2%	3.7%	11.4%	-	8.9%	-	
YouTube	8	6	2	-	2	1	4	1	1	-	-	7	-	
	6.0%	8.2%	3.4%	-	28.6%	8.3%	10.5%	1.9%	3.7%	-	-	12.5%	-	
Newspaper	7	3	4	-	2	-	1	4	3	3	-	-	1	
	5.3%	4.1%	6.9%	-	28.6%	-	2.6%	7.5%	11.1%	8.6%	-	-	7.7%	
Nextdoor	4	2	2	-	1	1	1	1	2	1	-	-	1	
	3.0%	2.7%	3.4%	-	14.3%	8.3%	2.6%	1.9%	7.4%	2.9%	-	-	7.7%	
Radio	3	1	2	-	-	1	1	1	-	-	-	3	-	
	2.3%	1.4%	3.4%	-	-	8.3%	2.6%	1.9%	-	-	-	5.4%	-	
Twitter	2	2	-	-	-	-	2	-	-	-	-	2	-	
	1.5%	2.7%	-	-	-	-	5.3%	-	-	-	-	3.6%	-	
LinkedIn	1	1	-	-	-	1	-	-	1	-	-	-	-	
	0.8%	1.4%	-	-	-	8.3%	-	-	3.7%	-	-	-	-	
I have not seen anything about Midway City Sanitary District recently	47	17	29	12	-	2	10	22	8	11	1	22	5	
	35.3%	23.3%	50.0%	60.0%	-	16.7%	26.3%	41.5%	29.6%	31.4%	50.0%	39.3%	38.5%	



Q37. Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Other	20 15.0%	15 20.5%	5 8.6%	-	1 14.3%	2 16.7%	4 10.5%	12 22.6%	4 14.8%	7 20.0%	1 50.0%	4 7.1%	4 30.8%	
Unsure	11 8.3%	8 11.0%	2 3.4%	3 15.0%	-	1 8.3%	2 5.3%	4 7.5%	3 11.1%	3 8.6%	-	4 7.1%	1 7.7%	



Q38. What kind of events are you interested in?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Annual compost and shredding event	170	86	82	32	23	22	51	40	44	33	2	83	8	112	58	153	17
	42.5%	41.1%	43.9%	43.8%	46.0%	40.7%	44.3%	39.6%	45.8%	39.3%	50.0%	42.3%	40.0%	38.4%	53.7%	41.6%	53.1%
Clean-up events	157	89	67	32	20	24	42	37	43	30	3	75	6	112	45	142	15
	39.2%	42.6%	35.8%	43.8%	40.0%	44.4%	36.5%	36.6%	44.8%	35.7%	75.0%	38.3%	30.0%	38.4%	41.7%	38.6%	46.9%
Education events for students	126	64	62	27	22	19	32	25	33	18	2	69	4	88	38	117	9
	31.5%	30.6%	33.2%	37.0%	44.0%	35.2%	27.8%	24.8%	34.4%	21.4%	50.0%	35.2%	20.0%	30.1%	35.2%	31.8%	28.1%
School or community tour of facilities	121	59	62	25	29	19	34	14	36	17	-	67	1	87	34	109	12
	30.2%	28.2%	33.2%	34.2%	58.0%	35.2%	29.6%	13.9%	37.5%	20.2%	-	34.2%	5.0%	29.8%	31.5%	29.6%	37.5%
Annual open house event	119	62	57	30	10	16	41	21	34	23	4	56	2	85	34	106	13
	29.8%	29.7%	30.5%	41.1%	20.0%	29.6%	35.7%	20.8%	35.4%	27.4%	100.0%	28.6%	10.0%	29.1%	31.5%	28.8%	40.6%
Other	5	3	2	-	-	1	2	2	3	-	-	1	1	3	2	5	-
	1.2%	1.4%	1.1%	-	-	1.9%	1.7%	2.0%	3.1%	-	-	0.5%	5.0%	1.0%	1.9%	1.4%	-
None of these	48	28	18	3	2	5	14	22	7	20	-	15	6	32	16	44	4
	12.0%	13.4%	9.6%	4.1%	4.0%	9.3%	12.2%	21.8%	7.3%	23.8%	-	7.7%	30.0%	11.0%	14.8%	12.0%	12.5%
Unsure	36	24	12	3	1	3	14	13	8	12	-	14	2	31	5	33	3
	9.0%	11.5%	6.4%	4.1%	2.0%	5.6%	12.2%	12.9%	8.3%	14.3%	-	7.1%	10.0%	10.6%	4.6%	9.0%	9.4%



Q38. What kind of events are you interested in?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Annual compost and shredding event	170 42.5%	149 46.4%	127 48.3%	13 35.1%	9 42.9%	12 21.1%	8 22.2%	-	4 30.8%	-	3 60.0%	67 51%	48 44%	31 38%	12 29%	6 46%	3 25%	1 100%	-	2 18%	
Clean-up events	157 39.2%	124 38.6%	109 41.4%	10 27.0%	5 23.8%	21 36.8%	11 30.6%	2 33.3%	7 53.8%	1 50.0%	3 60.0%	57 44%	46 42%	31 38%	12 29%	4 31%	4 33%	1 100%	-	2 18%	
Education events for students	126 31.5%	102 31.8%	80 30.4%	14 37.8%	8 38.1%	17 29.8%	12 33.3%	-	4 30.8%	1 50.0%	2 40.0%	38 29%	30 28%	31 38%	17 41%	5 38%	4 33%	-	-	1 9.1%	
School or community tour of facilities	121 30.2%	95 29.6%	75 28.5%	12 32.4%	8 38.1%	19 33.3%	15 41.7%	-	3 23.1%	1 50.0%	2 40.0%	29 22%	31 28%	26 32%	22 54%	8 62%	5 42%	-	-	-	
Annual open house event	119 29.8%	97 30.2%	79 30.0%	11 29.7%	7 33.3%	16 28.1%	12 33.3%	-	4 30.8%	-	2 40.0%	36 27%	38 35%	25 30%	13 32%	4 31%	2 17%	-	-	1 9.1%	
Other	5 1.2%	4 1.2%	4 1.5%	-	-	-	-	-	-	-	-	2 1.5%	1 0.9%	1 1.2%	-	-	-	-	-	1 9.1%	
None of these	48 12.0%	40 12.5%	37 14.1%	3 8.1%	-	7 12.3%	3 8.3%	2 33.3%	2 15.4%	-	-	19 15%	9 8.3%	12 15%	4 9.8%	-	1 8.3%	-	-	3 27%	
Unsure	36 9.0%	25 7.8%	23 8.7%	1 2.7%	1 4.8%	7 12.3%	4 11.1%	2 33.3%	1 7.7%	-	1 20.0%	11 8.4%	13 12%	5 6.1%	1 2.4%	-	2 17%	-	-	4 36%	



Q38. What kind of events are you interested in?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	NO OPINION		UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
		FAV																				
Total	400 100%	315 100%	60 100.0%	15 100%	10 100.0%	332 100.0%	23 100.0%	45 100.0%	325 100%	12 100.0%	63 100.0%	35 100%	2 100.0%	6 100.0%	134 100%	46 100.0%	88 100.0%	266 100.0%	133 100%	133 100%	352 100.0%	28 100.0%
Annual compost and shredding event	170 42.5%	142 45%	23 38.3%	4 26.7%	1 10.0%	153 46.1%	8 34.8%	9 20.0%	145 45%	9 75.0%	16 25.4%	12 34%	-	1 16.7%	56 41.8%	22 47.8%	34 38.6%	114 42.9%	52 39%	62 46.6%	148 42.0%	13 46.4%
Clean-up events	157 39.2%	135 43%	16 26.7%	3 20.0%	3 30.0%	142 42.8%	5 21.7%	10 22.2%	137 42%	6 50.0%	14 22.2%	11 31%	-	1 16.7%	53 39.6%	17 37.0%	36 40.9%	104 39.1%	45 34%	59 44.4%	137 38.9%	12 42.9%
Education events for students	126 31.5%	107 34%	16 26.7%	3 20.0%	-	106 31.9%	2 8.7%	18 40.0%	102 31%	2 16.7%	22 34.9%	13 37%	-	1 16.7%	40 29.9%	17 37.0%	23 26.1%	86 32.3%	54 41%	32 24.1%	107 30.4%	12 42.9%
School or community tour of facilities	121 30.2%	97 31%	19 31.7%	3 20.0%	2 20.0%	97 29.2%	4 17.4%	20 44.4%	89 27%	5 41.7%	27 42.9%	9 26%	1 50.0%	2 33.3%	39 29.1%	16 34.8%	23 26.1%	82 30.8%	58 44%	24 18.0%	100 28.4%	13 46.4%
Annual open house event	119 29.8%	104 33%	14 23.3%	1 6.7%	-	111 33.4%	2 8.7%	6 13.3%	103 32%	4 33.3%	12 19.0%	11 31%	-	-	40 29.9%	16 34.8%	24 27.3%	79 29.7%	40 30%	39 29.3%	101 28.7%	11 39.3%
Other	5 1.2%	4 1.3%	1 1.7%	-	-	4 1.2%	-	1 2.2%	3 0.9%	-	2 3.2%	-	-	-	3 2.2%	1 2.2%	2 2.3%	2 0.8%	-	2 1.5%	5 1.4%	-
None of these	48 12.0%	32 10%	8 13.3%	6 40.0%	2 20.0%	32 9.6%	9 39.1%	7 15.6%	38 12%	1 8.3%	9 14.3%	4 11%	-	1 16.7%	12 9.0%	4 8.7%	8 9.1%	36 13.5%	9 6.8%	27 20.3%	44 12.5%	3 10.7%
Unsure	36 9.0%	24 7.6%	8 13.3%	2 13.3%	2 20.0%	28 8.4%	3 13.0%	5 11.1%	29 8.9%	-	7 11.1%	-	1 50.0%	2 33.3%	18 13.4%	6 13.0%	12 13.6%	18 6.8%	3 2.3%	15 11.3%	31 8.8%	3 10.7%



Q38. What kind of events are you interested in?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Annual compost and shredding event	56	31	24	2	7	9	21	16	15	17	-	21	3	
	41.8%	42.5%	40.7%	18.2%	58.3%	50.0%	41.2%	41.0%	46.9%	42.5%		36.8%	75.0%	
Clean-up events	53	30	23	3	5	11	20	13	16	17	1	17	2	
	39.6%	41.1%	39.0%	27.3%	41.7%	61.1%	39.2%	33.3%	50.0%	42.5%	100.0%	29.8%	50.0%	
Annual open house event	40	18	22	6	1	10	17	6	12	12	1	15	-	
	29.9%	24.7%	37.3%	54.5%	8.3%	55.6%	33.3%	15.4%	37.5%	30.0%	100.0%	26.3%		
Education events for students	40	18	22	7	4	8	15	6	11	8	1	19	1	
	29.9%	24.7%	37.3%	63.6%	33.3%	44.4%	29.4%	15.4%	34.4%	20.0%	100.0%	33.3%	25.0%	
School or community tour of facilities	39	17	22	5	3	7	20	4	12	7	-	20	-	
	29.1%	23.3%	37.3%	45.5%	25.0%	38.9%	39.2%	10.3%	37.5%	17.5%		35.1%		
Other	3	2	1	-	-	1	1	1	3	-	-	-	-	
	2.2%	2.7%	1.7%			5.6%	2.0%	2.6%	9.4%					
None of these	12	7	4	-	1	1	3	5	-	10	-	1	1	
	9.0%	9.6%	6.8%		8.3%	5.6%	5.9%	12.8%		25.0%		1.8%	25.0%	
Unsure	18	13	5	-	1	1	9	7	3	6	-	9	-	
	13.4%	17.8%	8.5%		8.3%	5.6%	17.6%	17.9%	9.4%	15.0%		15.8%		



Q38. What kind of events are you interested in?
 BASE: Total Sample

	GENDER				AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Annual compost and shredding event	22	15	7	2	5	4	7	4	3	6	-	13	-	
	47.8%	57.7%	36.8%	33.3%	83.3%	66.7%	50.0%	30.8%	42.9%	46.2%		50.0%		
Clean-up events	17	9	8	-	2	5	5	5	4	6	-	7	-	
	37.0%	34.6%	42.1%		33.3%	83.3%	35.7%	38.5%	57.1%	46.2%		26.9%		
Education events for students	17	8	9	4	3	4	5	1	5	3	-	9	-	
	37.0%	30.8%	47.4%	66.7%	50.0%	66.7%	35.7%	7.7%	71.4%	23.1%		34.6%		
Annual open house event	16	8	8	3	1	3	6	3	5	4	-	7	-	
	34.8%	30.8%	42.1%	50.0%	16.7%	50.0%	42.9%	23.1%	71.4%	30.8%		26.9%		
School or community tour of facilities	16	8	8	2	2	3	6	3	4	4	-	8	-	
	34.8%	30.8%	42.1%	33.3%	33.3%	50.0%	42.9%	23.1%	57.1%	30.8%		30.8%		
Other	1	-	1	-	-	-	1	-	1	-	-	-	-	
	2.2%		5.3%				7.1%		14.3%					
None of these	4	3	-	-	-	-	1	2	-	4	-	-	-	
	8.7%	11.5%					7.1%	15.4%		30.8%				
Unsure	6	5	1	-	-	-	3	3	1	1	-	4	-	
	13.0%	19.2%	5.3%				21.4%	23.1%	14.3%	7.7%		15.4%		



Q38. What kind of events are you interested in?
 BASE: Total Sample

	GENDER				AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	88	47	40	5	6	12	37	26	25	27	1	31	4		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
Clean-up events	36	21	15	3	3	6	15	8	12	11	1	10	2		
	40.9%	44.7%	37.5%	60.0%	50.0%	50.0%	40.5%	30.8%	48.0%	40.7%	100.0%	32.3%	50.0%		
Annual compost and shredding event	34	16	17	-	2	5	14	12	12	11	-	8	3		
	38.6%	34.0%	42.5%		33.3%	41.7%	37.8%	46.2%	48.0%	40.7%		25.8%	75.0%		
Annual open house event	24	10	14	3	-	7	11	3	7	8	1	8	-		
	27.3%	21.3%	35.0%	60.0%		58.3%	29.7%	11.5%	28.0%	29.6%	100.0%	25.8%			
School or community tour of facilities	23	9	14	3	1	4	14	1	8	3	-	12	-		
	26.1%	19.1%	35.0%	60.0%	16.7%	33.3%	37.8%	3.8%	32.0%	11.1%		38.7%			
Education events for students	23	10	13	3	1	4	10	5	6	5	1	10	1		
	26.1%	21.3%	32.5%	60.0%	16.7%	33.3%	27.0%	19.2%	24.0%	18.5%	100.0%	32.3%	25.0%		
Other	2	2	-	-	-	1	-	1	2	-	-	-	-		
	2.3%	4.3%				8.3%		3.8%	8.0%						
None of these	8	4	4	-	1	1	2	3	-	6	-	1	1		
	9.1%	8.5%	10.0%		16.7%	8.3%	5.4%	11.5%		22.2%		3.2%	25.0%		
Unsure	12	8	4	-	1	1	6	4	2	5	-	5	-		
	13.6%	17.0%	10.0%		16.7%	8.3%	16.2%	15.4%	8.0%	18.5%		16.1%			



Q38. What kind of events are you interested in?
 BASE: Total Sample

	GENDER		AGE GROUP				ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	266	136	128	62	38	36	64	62	64	44	3	139	16
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Annual compost and shredding event	114	55	58	30	16	13	30	24	29	16	2	62	5
	42.9%	40.4%	45.3%	48.4%	42.1%	36.1%	46.9%	38.7%	45.3%	36.4%	66.7%	44.6%	31.2%
Clean-up events	104	59	44	29	15	13	22	24	27	13	2	58	4
	39.1%	43.4%	34.4%	46.8%	39.5%	36.1%	34.4%	38.7%	42.2%	29.5%	66.7%	41.7%	25.0%
Education events for students	86	46	40	20	18	11	17	19	22	10	1	50	3
	32.3%	33.8%	31.2%	32.3%	47.4%	30.6%	26.6%	30.6%	34.4%	22.7%	33.3%	36.0%	18.8%
School or community tour of facilities	82	42	40	20	26	12	14	10	24	10	-	47	1
	30.8%	30.9%	31.2%	32.3%	68.4%	33.3%	21.9%	16.1%	37.5%	22.7%	-	33.8%	6.2%
Annual open house event	79	44	35	24	9	6	24	15	22	11	3	41	2
	29.7%	32.4%	27.3%	38.7%	23.7%	16.7%	37.5%	24.2%	34.4%	25.0%	100.0%	29.5%	12.5%
Other	2	1	1	-	-	-	1	1	-	-	-	1	1
	0.8%	0.7%	0.8%	-	-	-	1.6%	1.6%	-	-	-	0.7%	6.2%
None of these	36	21	14	3	1	4	11	17	7	10	-	14	5
	13.5%	15.4%	10.9%	4.8%	2.6%	11.1%	17.2%	27.4%	10.9%	22.7%	-	10.1%	31.2%
Unsure	18	11	7	3	-	2	5	6	5	6	-	5	2
	6.8%	8.1%	5.5%	4.8%	-	5.6%	7.8%	9.7%	7.8%	13.6%	-	3.6%	12.5%



Q38. What kind of events are you interested in?
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	63	70	42	31	24	26	9	37	9	1	83	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
School or community tour of facilities	58	25	33	15	21	11	8	3	16	4	-	38	-
	43.6%	39.7%	47.1%	35.7%	67.7%	45.8%	30.8%	33.3%	43.2%	44.4%	-	45.8%	-
Education events for students	54	26	28	17	14	9	10	4	14	3	1	35	1
	40.6%	41.3%	40.0%	40.5%	45.2%	37.5%	38.5%	44.4%	37.8%	33.3%	100.0%	42.2%	33.3%
Annual compost and shredding event	52	29	23	16	12	9	12	3	16	2	-	33	1
	39.1%	46.0%	32.9%	38.1%	38.7%	37.5%	46.2%	33.3%	43.2%	22.2%	-	39.8%	33.3%
Clean-up events	45	29	16	13	11	8	9	4	12	-	-	33	-
	33.8%	46.0%	22.9%	31.0%	35.5%	33.3%	34.6%	44.4%	32.4%	-	-	39.8%	-
Annual open house event	40	22	18	15	6	5	9	5	13	3	1	22	1
	30.1%	34.9%	25.7%	35.7%	19.4%	20.8%	34.6%	55.6%	35.1%	33.3%	100.0%	26.5%	33.3%
None of these	9	5	4	3	1	-	3	2	4	-	-	5	-
	6.8%	7.9%	5.7%	7.1%	3.2%	-	11.5%	22.2%	10.8%	-	-	6.0%	-
Unsure	3	1	2	2	-	-	-	-	1	-	-	1	1
	2.3%	1.6%	2.9%	4.8%	-	-	-	-	2.7%	-	-	1.2%	33.3%



Q38. What kind of events are you interested in?
 BASE: Total Sample

	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Annual compost and shredding event	62	26	35	14	4	4	18	21	13	14	2	29	4	
	46.6%	35.6%	60.3%	70.0%	57.1%	33.3%	47.4%	39.6%	48.1%	40.0%	100.0%	51.8%	30.8%	
Clean-up events	59	30	28	16	4	5	13	20	15	13	2	25	4	
	44.4%	41.1%	48.3%	80.0%	57.1%	41.7%	34.2%	37.7%	55.6%	37.1%	100.0%	44.6%	30.8%	
Annual open house event	39	22	17	9	3	1	15	10	9	8	2	19	1	
	29.3%	30.1%	29.3%	45.0%	42.9%	8.3%	39.5%	18.9%	33.3%	22.9%	100.0%	33.9%	7.7%	
Education events for students	32	20	12	3	4	2	7	15	8	7	-	15	2	
	24.1%	27.4%	20.7%	15.0%	57.1%	16.7%	18.4%	28.3%	29.6%	20.0%	-	26.8%	15.4%	
School or community tour of facilities	24	17	7	5	5	1	6	7	8	6	-	9	1	
	18.0%	23.3%	12.1%	25.0%	71.4%	8.3%	15.8%	13.2%	29.6%	17.1%	-	16.1%	7.7%	
Other	2	1	1	-	-	-	1	1	-	-	-	1	1	
	1.5%	1.4%	1.7%	-	-	-	2.6%	1.9%	-	-	-	1.8%	7.7%	
None of these	27	16	10	-	-	4	8	15	3	10	-	9	5	
	20.3%	21.9%	17.2%	-	-	33.3%	21.1%	28.3%	11.1%	28.6%	-	16.1%	38.5%	
Unsure	15	10	5	1	-	2	5	6	4	6	-	4	1	
	11.3%	13.7%	8.6%	5.0%	-	16.7%	13.2%	11.3%	14.8%	17.1%	-	7.1%	7.7%	



Q39. Have you ever received a yellow tag or a letter informing you about possible contamination of carts?
 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Yes	28	16	12	8	4	3	9	4	8	6	-	14	-	17	11	27	1
	7.0%	7.7%	6.4%	11.0%	8.0%	5.6%	7.8%	4.0%	8.3%	7.1%		7.1%		5.8%	10.2%	7.3%	3.1%
No	367	189	174	64	45	51	105	95	87	78	4	178	20	271	96	336	31
	91.8%	90.4%	93.0%	87.7%	90.0%	94.4%	91.3%	94.1%	90.6%	92.9%	100.0%	90.8%	100%	92.8%	88.9%	91.3%	96.9%
Unsure	5	4	1	1	1	-	1	2	1	-	-	4	-	4	1	5	-
	1.2%	1.9%	0.5%	1.4%	2.0%		0.9%	2.0%	1.0%			2.0%		1.4%	0.9%	1.4%	



Q39. Have you ever received a yellow tag or a letter informing you about possible contamination of carts?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	- 100%	11 100%	
Yes	28 7.0%	26 8.1%	23 8.7%	1 2.7%	2 9.5%	1 1.8%	1 2.8%	-	-	-	1 20.0%	10 7.6%	9 8.3%	5 6.1%	3 7.3%	-	1 8.3%	-	-	-	
No	367 91.8%	292 91.0%	239 90.9%	35 94.6%	18 85.7%	54 94.7%	34 94.4%	6 100.0%	12 92.3%	2 100.0%	4 80.0%	120 92%	99 91%	75 91%	37 90%	13 100%	11 92%	1 100%	- 100%	11 100%	
Unsure	5 1.2%	3 0.9%	1 0.4%	1 2.7%	1 4.8%	2 3.5%	1 2.8%	-	1 7.7%	-	-	1 0.8%	1 0.9%	2 2.4%	1 2.4%	-	-	-	-	-	



Q39. Have you ever received a yellow tag or a letter informing you about possible contamination of carts?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Yes	28	24	2	2	-	25	3	-	26	-	2	1	-	-	7	1	6	21	7	14	27	1
	7.0%	7.6%	3.3%	13.3%		7.5%	13.0%		8.0%		3.2%	2.9%			5.2%	2.2%	6.8%	7.9%	5.3%	10.5%	7.7%	3.6%
No	367	289	55	13	10	305	20	42	297	12	58	34	2	5	124	44	80	243	124	119	321	26
	91.8%	92%	91.7%	86.7%	100.0%	91.9%	87.0%	93.3%	91%	100.0%	92.1%	97%	100.0%	83.3%	92.5%	95.7%	90.9%	91.4%	93%	89.5%	91.2%	92.9%
Unsure	5	2	3	-	-	2	-	3	2	-	3	-	-	1	3	1	2	2	2	-	4	1
	1.2%	0.6%	5.0%			0.6%		6.7%	0.6%		4.8%			16.7%	2.2%	2.2%	2.3%	0.8%	1.5%		1.1%	3.6%



Q39. Have you ever received a yellow tag or a letter informing you about possible contamination of carts?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	7	3	4	1	-	2	2	2	3	1	-	3	-	
	5.2%	4.1%	6.8%	9.1%		11.1%	3.9%	5.1%	9.4%	2.5%		5.3%		
No	124	67	55	10	12	16	48	35	29	39	1	51	4	
	92.5%	91.8%	93.2%	90.9%	100%	88.9%	94.1%	89.7%	90.6%	97.5%	100.0%	89.5%	100%	
Unsure	3	3	-	-	-	-	1	2	-	-	-	3	-	
	2.2%	4.1%					2.0%	5.1%				5.3%		



Q39. Have you ever received a yellow tag or a letter informing you about possible contamination of carts?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Yes	1	-	1	-	-	-	-	1	-	-	-	1	-	
	2.2%		5.3%					7.7%				3.8%		
No	44	25	18	6	6	6	14	11	7	13	-	24	-	
	95.7%	96.2%	94.7%	100%	100%	100%	100%	84.6%	100.0%	100.0%		92.3%		
Unsure	1	1	-	-	-	-	-	1	-	-	-	1	-	
	2.2%	3.8%						7.7%				3.8%		



Q39. Have you ever received a yellow tag or a letter informing you about possible contamination of carts?
 BASE: Total Sample

	GENDER				AGE GROUP				MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	6	3	3	1	-	2	2	1	3	1	-	2	-	
	6.8%	6.4%	7.5%	20.0%		16.7%	5.4%	3.8%	12.0%	3.7%		6.5%		
No	80	42	37	4	6	10	34	24	22	26	1	27	4	
	90.9%	89.4%	92.5%	80.0%	100%	83.3%	91.9%	92.3%	88.0%	96.3%	100.0%	87.1%	100%	
Unsure	2	2	-	-	-	-	1	1	-	-	-	2	-	
	2.3%	4.3%					2.7%	3.8%				6.5%		



Q39. Have you ever received a yellow tag or a letter informing you about possible contamination of carts?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	21	13	8	7	4	1	7	2	5	5	-	11	-	
	7.9%	9.6%	6.2%	11.3%	10.5%	2.8%	10.9%	3.2%	7.8%	11.4%		7.9%		
No	243	122	119	54	33	35	57	60	58	39	3	127	16	
	91.4%	89.7%	93.0%	87.1%	86.8%	97.2%	89.1%	96.8%	90.6%	88.6%	100.0%	91.4%	100%	
Unsure	2	1	1	1	1	-	-	-	1	-	-	1	-	
	0.8%	0.7%	0.8%	1.6%	2.6%				1.6%			0.7%		



Q39. Have you ever received a yellow tag or a letter informing you about possible contamination of carts?
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Yes	7	6	1	3	3	1	-	-	1	1	-	5	-	
	5.3%	9.5%	1.4%	7.1%	9.7%	4.2%			2.7%	11.1%		6.0%		
No	124	56	68	38	27	23	26	9	35	8	1	77	3	
	93.2%	88.9%	97.1%	90.5%	87.1%	95.8%	100%	100%	94.6%	88.9%	100.0%	92.8%	100%	
Unsure	2	1	1	1	1	-	-	-	1	-	-	1	-	
	1.5%	1.6%	1.4%	2.4%	3.2%				2.7%			1.2%		



Q39. Have you ever received a yellow tag or a letter informing you about possible contamination of carts?
 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	73	58	20	7	12	38	53	27	35	2	56	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Yes	14	7	7	4	1	-	7	2	4	4	-	6	-
	10.5%	9.6%	12.1%	20.0%	14.3%		18.4%	3.8%	14.8%	11.4%		10.7%	
No	119	66	51	16	6	12	31	51	23	31	2	50	13
	89.5%	90.4%	87.9%	80.0%	85.7%	100%	81.6%	96.2%	85.2%	88.6%	100.0%	89.3%	100%



Q40. Which of the following topics do you want to hear about from Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Recycling and organics education	157	75	82	27	26	18	44	40	33	30	3	86	5	109	48	146	11
	39.2%	35.9%	43.9%	37.0%	52.0%	33.3%	38.3%	39.6%	34.4%	35.7%	75.0%	43.9%	25.0%	37.3%	44.4%	39.7%	34.4%
Spending ratepayer money wisely	153	77	74	25	21	22	38	45	40	36	2	67	8	107	46	138	15
	38.2%	36.8%	39.6%	34.2%	42.0%	40.7%	33.0%	44.6%	41.7%	42.9%	50.0%	34.2%	40.0%	36.6%	42.6%	37.5%	46.9%
Investment in infrastructure	140	82	57	23	23	18	39	35	36	33	3	62	6	93	47	133	7
	35.0%	39.2%	30.5%	31.5%	46.0%	33.3%	33.9%	34.7%	37.5%	39.3%	75.0%	31.6%	30.0%	31.8%	43.5%	36.1%	21.9%
Innovative technologies	127	63	64	22	23	18	36	26	45	20	4	53	5	89	38	116	11
	31.8%	30.1%	34.2%	30.1%	46.0%	33.3%	31.3%	25.7%	46.9%	23.8%	100.0%	27.0%	25.0%	30.5%	35.2%	31.5%	34.4%
Customer programs	121	61	59	20	13	19	36	32	39	28	4	45	5	80	41	111	10
	30.2%	29.2%	31.6%	27.4%	26.0%	35.2%	31.3%	31.7%	40.6%	33.3%	100.0%	23.0%	25.0%	27.4%	38.0%	30.2%	31.2%
Environmental protection	113	49	64	21	16	15	34	26	30	24	4	52	3	75	38	108	5
	28.2%	23.4%	34.2%	28.8%	32.0%	27.8%	29.6%	25.7%	31.2%	28.6%	100.0%	26.5%	15.0%	25.7%	35.2%	29.3%	15.6%
Community partnerships	82	38	43	18	15	8	23	18	24	13	2	41	2	49	33	74	8
	20.5%	18.2%	23.0%	24.7%	30.0%	14.8%	20.0%	17.8%	25.0%	15.5%	50.0%	20.9%	10.0%	16.8%	30.6%	20.1%	25.0%
Conservation	80	32	48	15	14	7	21	22	18	16	3	41	2	52	28	75	5
	20.0%	15.3%	25.7%	20.5%	28.0%	13.0%	18.3%	21.8%	18.8%	19.0%	75.0%	20.9%	10.0%	17.8%	25.9%	20.4%	15.6%
I am not interested in hearing about anything from Midway City Sanitary District	36	29	6	7	2	3	15	6	7	7	-	19	3	25	11	36	-
	9.0%	13.9%	3.2%	9.6%	4.0%	5.6%	13.0%	5.9%	7.3%	8.3%	-	9.7%	15.0%	8.6%	10.2%	9.8%	-
Other	3	1	2	-	-	1	-	2	2	-	-	-	1	2	1	3	-
	0.8%	0.5%	1.1%	-	-	1.9%	-	2.0%	2.1%	-	-	-	5.0%	0.7%	0.9%	0.8%	-
Unsure	37	22	15	3	2	4	12	15	9	14	-	11	3	27	10	32	5
	9.2%	10.5%	8.0%	4.1%	4.0%	7.4%	10.4%	14.9%	9.4%	16.7%	-	5.6%	15.0%	9.2%	9.3%	8.7%	15.6%



Q40. Which of the following topics do you want to hear about from Midway City Sanitary District?
 BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	- 100%	11 100%
Recycling and organics education	157 39.2%	131 40.8%	107 40.7%	15 40.5%	9 42.9%	21 36.8%	15 41.7%	2 33.3%	4 30.8%	- 20.0%	1 38%	50 49%	53 39%	32 37%	15 15%	2 33%	4 33%	- 100%	- 100%	1 9.1%
Spending ratepayer money wisely	153 38.2%	125 38.9%	104 39.5%	16 43.2%	5 23.8%	22 38.6%	13 36.1%	2 33.3%	7 53.8%	- 20.0%	1 44%	58 33%	36 33%	27 49%	20 54%	7 17%	2 100%	1 100%	- 100%	2 18%
Investment in infrastructure	140 35.0%	107 33.3%	92 35.0%	11 29.7%	4 19.0%	25 43.9%	14 38.9%	3 50.0%	7 53.8%	1 50.0%	2 40.0%	53 40%	33 30%	27 33%	18 44%	5 38%	3 25%	- 100%	- 100%	1 9.1%
Innovative technologies	127 31.8%	99 30.8%	80 30.4%	12 32.4%	7 33.3%	23 40.4%	15 41.7%	2 33.3%	6 46.2%	- 40.0%	2 25%	33 34%	37 39%	32 39%	16 39%	2 15%	5 42%	- 100%	- 100%	2 18%
Customer programs	121 30.2%	97 30.2%	83 31.6%	9 24.3%	5 23.8%	18 31.6%	15 41.7%	1 16.7%	2 15.4%	- 20.0%	1 31%	41 32%	35 28%	23 29%	12 29%	6 46%	3 25%	- 100%	- 100%	1 9.1%
Environmental protection	113 28.2%	84 26.2%	73 27.8%	7 18.9%	4 19.0%	21 36.8%	14 38.9%	1 16.7%	4 30.8%	2 100.0%	4 80.0%	41 31%	32 29%	21 26%	14 34%	3 23%	1 8.3%	- 100%	- 100%	1 9.1%
Community partnerships	82 20.5%	61 19.0%	52 19.8%	5 13.5%	4 19.0%	15 26.3%	11 30.6%	- 16.7%	4 30.8%	- 20.0%	1 16%	21 31%	34 21%	17 20%	8 7.7%	1 8.3%	1 8.3%	- 100%	- 100%	- 100%
Conservation	80 20.0%	63 19.6%	53 20.2%	5 13.5%	5 23.8%	15 26.3%	9 25.0%	1 16.7%	5 38.5%	- 20.0%	1 22%	29 24%	26 20%	16 20%	6 15%	1 7.7%	1 8.3%	1 100%	- 100%	- 100%
I am not interested in hearing about anything from Midway City Sanitary District	36 9.0%	29 9.0%	28 10.6%	1 2.7%	- 7.0%	4 7.0%	3 8.3%	- 16.7%	1 7.7%	- 20.0%	1 18%	23 3.7%	4 3.7%	3 3.7%	1 2.4%	- 17%	2 17%	- 100%	- 100%	3 27%
Other	3 0.8%	1 0.3%	1 0.4%	- 2.7%	- 7.0%	- 7.0%	- 8.3%	- 16.7%	- 7.7%	- 20.0%	- 18%	1 0.8%	- 1.2%	1 1.2%	- 2.4%	- 17%	- 17%	- 100%	- 100%	1 9.1%
Unsure	37 9.2%	28 8.7%	25 9.5%	3 8.1%	- 10.5%	6 10.5%	2 5.6%	2 33.3%	2 15.4%	- 20.0%	- 12%	8 7.3%	10 12%	1 2.4%	1 7.7%	1 8.3%	1 8.3%	- 100%	- 100%	4 36%



Q40. Which of the following topics do you want to hear about from Midway City Sanitary District?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Recycling and organics education	157	133	20	3	1	136	4	17	129	5	23	13	-	4	49	19	30	108	58	50	134	9
	39.2%	42%	33.3%	20.0%	10.0%	41.0%	17.4%	37.8%	40%	41.7%	36.5%	37%		66.7%	36.6%	41.3%	34.1%	40.6%	44%	37.6%	38.1%	32.1%
Spending ratepayer money wisely	153	125	20	5	3	123	10	20	118	6	29	15	1	2	42	14	28	111	51	60	139	10
	38.2%	40%	33.3%	33.3%	30.0%	37.0%	43.5%	44.4%	36%	50.0%	46.0%	43%	50.0%	33.3%	31.3%	30.4%	31.8%	41.7%	38%	45.1%	39.5%	35.7%
Investment in infrastructure	140	115	22	1	2	121	4	15	112	5	23	9	1	4	39	21	18	101	53	48	123	9
	35.0%	37%	36.7%	6.7%	20.0%	36.4%	17.4%	33.3%	34%	41.7%	36.5%	26%	50.0%	66.7%	29.1%	45.7%	20.5%	38.0%	40%	36.1%	34.9%	32.1%
Innovative technologies	127	108	17	1	1	117	1	9	104	6	17	14	-	-	25	12	13	102	60	42	106	16
	31.8%	34%	28.3%	6.7%	10.0%	35.2%	4.3%	20.0%	32%	50.0%	27.0%	40%			18.7%	26.1%	14.8%	38.3%	45%	31.6%	30.1%	57.1%
Customer programs	121	99	17	3	2	106	3	12	98	4	19	8	-	2	35	10	25	86	38	48	110	7
	30.2%	31%	28.3%	20.0%	20.0%	31.9%	13.0%	26.7%	30%	33.3%	30.2%	23%			26.1%	21.7%	28.4%	32.3%	29%	36.1%	31.2%	25.0%
Environmental protection	113	89	15	5	4	97	4	12	88	5	20	7	-	1	35	13	22	78	36	42	97	10
	28.2%	28%	25.0%	33.3%	40.0%	29.2%	17.4%	26.7%	27%	41.7%	31.7%	20%			26.1%	28.3%	25.0%	29.3%	27%	31.6%	27.6%	35.7%
Community partnerships	82	73	9	-	-	78	1	3	69	2	11	5	-	-	28	13	15	54	27	27	68	10
	20.5%	23%	15.0%			23.5%	4.3%	6.7%	21%	16.7%	17.5%	14%			20.9%	28.3%	17.0%	20.3%	20%	20.3%	19.3%	35.7%
Conservation	80	64	11	3	2	70	3	7	64	2	14	5	-	1	26	7	19	54	24	30	72	3
	20.0%	20%	18.3%	20.0%	20.0%	21.1%	13.0%	15.6%	20%	16.7%	22.2%	14%			19.4%	15.2%	21.6%	20.3%	18%	22.6%	20.5%	10.7%
I am not interested in hearing about anything from Midway City Sanitary District	36	27	6	3	-	27	6	3	30	1	5	-	-	1	16	4	12	20	8	12	32	4
	9.0%	8.6%	10.0%	20.0%		8.1%	26.1%	6.7%	9.2%	8.3%	7.9%				11.9%	8.7%	13.6%	7.5%	6.0%	9.0%	9.1%	14.3%
Other	3	2	1	-	-	3	-	-	2	-	1	-	-	-	2	1	1	1	-	1	3	-
	0.8%	0.6%	1.7%			0.9%			0.6%		1.6%				1.5%	2.2%	1.1%	0.4%		0.8%	0.9%	
Unsure	37	26	5	3	3	27	4	6	28	-	9	4	1	-	14	2	12	23	4	19	33	3
	9.2%	8.3%	8.3%	20.0%	30.0%	8.1%	17.4%	13.3%	8.6%		14.3%	11%	50.0%		10.4%	4.3%	13.6%	8.6%	3.0%	14.3%	9.4%	10.7%



Q40. Which of the following topics do you want to hear about from Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Recycling and organics education	49	20	29	7	6	4	20	11	10	11	1	26	1	
	36.6%	27.4%	49.2%	63.6%	50.0%	22.2%	39.2%	28.2%	31.2%	27.5%	100.0%	45.6%	25.0%	
Spending ratepayer money wisely	42	19	22	2	6	7	12	15	11	15	1	13	2	
	31.3%	26.0%	37.3%	18.2%	50.0%	38.9%	23.5%	38.5%	34.4%	37.5%	100.0%	22.8%	50.0%	
Investment in infrastructure	39	27	12	4	6	6	14	9	6	20	1	12	-	
	29.1%	37.0%	20.3%	36.4%	50.0%	33.3%	27.5%	23.1%	18.8%	50.0%	100.0%	21.1%	-	
Customer programs	35	18	17	3	2	8	13	9	12	14	1	8	-	
	26.1%	24.7%	28.8%	27.3%	16.7%	44.4%	25.5%	23.1%	37.5%	35.0%	100.0%	14.0%	-	
Environmental protection	35	14	21	3	4	6	13	8	9	11	1	13	1	
	26.1%	19.2%	35.6%	27.3%	33.3%	33.3%	25.5%	20.5%	28.1%	27.5%	100.0%	22.8%	25.0%	
Community partnerships	28	14	14	4	4	4	12	4	7	6	1	13	1	
	20.9%	19.2%	23.7%	36.4%	33.3%	22.2%	23.5%	10.3%	21.9%	15.0%	100.0%	22.8%	25.0%	
Conservation	26	7	19	4	3	4	8	6	4	6	1	14	1	
	19.4%	9.6%	32.2%	36.4%	25.0%	22.2%	15.7%	15.4%	12.5%	15.0%	100.0%	24.6%	25.0%	
Innovative technologies	25	11	14	3	3	4	9	5	9	8	1	6	1	
	18.7%	15.1%	23.7%	27.3%	25.0%	22.2%	17.6%	12.8%	28.1%	20.0%	100.0%	10.5%	25.0%	
I am not interested in hearing about anything from Midway City Sanitary District	16	13	2	1	-	1	10	2	4	4	-	7	1	
	11.9%	17.8%	3.4%	9.1%	-	5.6%	19.6%	5.1%	12.5%	10.0%	-	12.3%	25.0%	
Other	2	1	1	-	-	1	-	1	2	-	-	-	-	
	1.5%	1.4%	1.7%	-	-	5.6%	-	2.6%	6.2%	-	-	-	-	
Unsure	14	8	6	-	2	2	5	5	3	7	-	4	-	
	10.4%	11.0%	10.2%	-	16.7%	11.1%	9.8%	12.8%	9.4%	17.5%	-	7.0%	-	



Q40. Which of the following topics do you want to hear about from Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP				LANDLINE MODE			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Investment in infrastructure	21	12	9	3	5	2	6	5	2	9	-	10	-	
	45.7%	46.2%	47.4%	50.0%	83.3%	33.3%	42.9%	38.5%	28.6%	69.2%		38.5%		
Recycling and organics education	19	9	10	3	3	1	8	4	2	4	-	13	-	
	41.3%	34.6%	52.6%	50.0%	50.0%	16.7%	57.1%	30.8%	28.6%	30.8%		50.0%		
Spending ratepayer money wisely	14	7	7	-	4	2	4	4	2	5	-	7	-	
	30.4%	26.9%	36.8%		66.7%	33.3%	28.6%	30.8%	28.6%	38.5%		26.9%		
Community partnerships	13	7	6	3	3	2	3	2	3	1	-	9	-	
	28.3%	26.9%	31.6%	50.0%	50.0%	33.3%	21.4%	15.4%	42.9%	7.7%		34.6%		
Environmental protection	13	5	8	2	3	3	5	-	3	3	-	7	-	
	28.3%	19.2%	42.1%	33.3%	50.0%	50.0%	35.7%		42.9%	23.1%		26.9%		
Innovative technologies	12	5	7	1	3	2	4	2	5	3	-	4	-	
	26.1%	19.2%	36.8%	16.7%	50.0%	33.3%	28.6%	15.4%	71.4%	23.1%		15.4%		
Customer programs	10	5	5	1	2	2	4	1	2	4	-	4	-	
	21.7%	19.2%	26.3%	16.7%	33.3%	33.3%	28.6%	7.7%	28.6%	30.8%		15.4%		
Conservation	7	2	5	1	2	1	2	1	1	-	-	6	-	
	15.2%	7.7%	26.3%	16.7%	33.3%	16.7%	14.3%	7.7%	14.3%			23.1%		
I am not interested in hearing about anything from Midway City Sanitary District	4	3	-	-	-	-	3	-	-	2	-	2	-	
	8.7%	11.5%					21.4%			15.4%		7.7%		
Other	1	-	1	-	-	-	-	1	1	-	-	-	-	
	2.2%		5.3%					7.7%	14.3%					
Unsure	2	2	-	-	-	-	-	2	-	1	-	1	-	
	4.3%	7.7%						15.4%		7.7%		3.8%		



Q40. Which of the following topics do you want to hear about from Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP				MOBILE MODE			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Recycling and organics education	30	11	19	4	3	3	12	7	8	7	1	13	1	
	34.1%	23.4%	47.5%	80.0%	50.0%	25.0%	32.4%	26.9%	32.0%	25.9%	100.0%	41.9%	25.0%	
Spending ratepayer money wisely	28	12	15	2	2	5	8	11	9	10	1	6	2	
	31.8%	25.5%	37.5%	40.0%	33.3%	41.7%	21.6%	42.3%	36.0%	37.0%	100.0%	19.4%	50.0%	
Customer programs	25	13	12	2	-	6	9	8	10	10	1	4	-	
	28.4%	27.7%	30.0%	40.0%		50.0%	24.3%	30.8%	40.0%	37.0%	100.0%	12.9%		
Environmental protection	22	9	13	1	1	3	8	8	6	8	1	6	1	
	25.0%	19.1%	32.5%	20.0%	16.7%	25.0%	21.6%	30.8%	24.0%	29.6%	100.0%	19.4%	25.0%	
Conservation	19	5	14	3	1	3	6	5	3	6	1	8	1	
	21.6%	10.6%	35.0%	60.0%	16.7%	25.0%	16.2%	19.2%	12.0%	22.2%	100.0%	25.8%	25.0%	
Investment in infrastructure	18	15	3	1	1	4	8	4	4	11	1	2	-	
	20.5%	31.9%	7.5%	20.0%	16.7%	33.3%	21.6%	15.4%	16.0%	40.7%	100.0%	6.5%		
Community partnerships	15	7	8	1	1	2	9	2	4	5	1	4	1	
	17.0%	14.9%	20.0%	20.0%	16.7%	16.7%	24.3%	7.7%	16.0%	18.5%	100.0%	12.9%	25.0%	
Innovative technologies	13	6	7	2	-	2	5	3	4	5	1	2	1	
	14.8%	12.8%	17.5%	40.0%		16.7%	13.5%	11.5%	16.0%	18.5%	100.0%	6.5%	25.0%	
I am not interested in hearing about anything from Midway City Sanitary District	12	10	2	1	-	1	7	2	4	2	-	5	1	
	13.6%	21.3%	5.0%	20.0%		8.3%	18.9%	7.7%	16.0%	7.4%		16.1%	25.0%	
Other	1	1	-	-	-	1	-	-	1	-	-	-	-	
	1.1%	2.1%				8.3%			4.0%					
Unsure	12	6	6	-	2	2	5	3	3	6	-	3	-	
	13.6%	12.8%	15.0%		33.3%	16.7%	13.5%	11.5%	12.0%	22.2%		9.7%		



Q40. Which of the following topics do you want to hear about from Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266 100%	136 100.0%	128 100.0%	62 100%	38 100%	36 100%	64 100%	62 100%	64 100.0%	44 100.0%	3 100.0%	139 100.0%	16 100%	
Spending ratepayer money wisely	111 41.7%	58 42.6%	52 40.6%	23 37.1%	15 39.5%	15 41.7%	26 40.6%	30 48.4%	29 45.3%	21 47.7%	1 33.3%	54 38.8%	6 37.5%	
Recycling and organics education	108 40.6%	55 40.4%	53 41.4%	20 32.3%	20 52.6%	14 38.9%	24 37.5%	29 46.8%	23 35.9%	19 43.2%	2 66.7%	60 43.2%	4 25.0%	
Innovative technologies	102 38.3%	52 38.2%	50 39.1%	19 30.6%	20 52.6%	14 38.9%	27 42.2%	21 33.9%	36 56.2%	12 27.3%	3 100.0%	47 33.8%	4 25.0%	
Investment in infrastructure	101 38.0%	55 40.4%	45 35.2%	19 30.6%	17 44.7%	12 33.3%	25 39.1%	26 41.9%	30 46.9%	13 29.5%	2 66.7%	50 36.0%	6 37.5%	
Customer programs	86 32.3%	43 31.6%	42 32.8%	17 27.4%	11 28.9%	11 30.6%	23 35.9%	23 37.1%	27 42.2%	14 31.8%	3 100.0%	37 26.6%	5 31.2%	
Environmental protection	78 29.3%	35 25.7%	43 33.6%	18 29.0%	12 31.6%	9 25.0%	21 32.8%	18 29.0%	21 32.8%	13 29.5%	3 100.0%	39 28.1%	2 12.5%	
Community partnerships	54 20.3%	24 17.6%	29 22.7%	14 22.6%	11 28.9%	4 11.1%	11 17.2%	14 22.6%	17 26.6%	7 15.9%	1 33.3%	28 20.1%	1 6.2%	
Conservation	54 20.3%	25 18.4%	29 22.7%	11 17.7%	11 28.9%	3 8.3%	13 20.3%	16 25.8%	14 21.9%	10 22.7%	2 66.7%	27 19.4%	1 6.2%	
I am not interested in hearing about anything from Midway City Sanitary District	20 7.5%	16 11.8%	4 3.1%	6 9.7%	2 5.3%	2 5.6%	5 7.8%	4 6.5%	3 4.7%	3 6.8%	-	12 8.6%	2 12.5%	
Other	1 0.4%	-	1 0.8%	-	-	-	-	1 1.6%	-	-	-	-	1 6.2%	
Unsure	23 8.6%	14 10.3%	9 7.0%	3 4.8%	-	2 5.6%	7 10.9%	10 16.1%	6 9.4%	7 15.9%	-	7 5.0%	3 18.8%	



Q40. Which of the following topics do you want to hear about from Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Innovative technologies	60	30	30	12	18	11	15	4	21	6	1	32	-	
	45.1%	47.6%	42.9%	28.6%	58.1%	45.8%	57.7%	44.4%	56.8%	66.7%	100.0%	38.6%		
Recycling and organics education	58	31	27	14	16	12	11	5	13	5	-	39	1	
	43.6%	49.2%	38.6%	33.3%	51.6%	50.0%	42.3%	55.6%	35.1%	55.6%		47.0%	33.3%	
Investment in infrastructure	53	28	25	15	14	10	10	4	16	-	-	36	1	
	39.8%	44.4%	35.7%	35.7%	45.2%	41.7%	38.5%	44.4%	43.2%			43.4%	33.3%	
Spending ratepayer money wisely	51	29	22	15	12	11	10	3	15	1	-	34	1	
	38.3%	46.0%	31.4%	35.7%	38.7%	45.8%	38.5%	33.3%	40.5%	11.1%		41.0%	33.3%	
Customer programs	38	19	19	10	9	7	9	3	11	3	1	22	1	
	28.6%	30.2%	27.1%	23.8%	29.0%	29.2%	34.6%	33.3%	29.7%	33.3%	100.0%	26.5%	33.3%	
Environmental protection	36	16	20	8	8	8	9	3	11	2	1	21	1	
	27.1%	25.4%	28.6%	19.0%	25.8%	33.3%	34.6%	33.3%	29.7%	22.2%	100.0%	25.3%	33.3%	
Community partnerships	27	12	15	8	8	3	5	3	10	2	-	15	-	
	20.3%	19.0%	21.4%	19.0%	25.8%	12.5%	19.2%	33.3%	27.0%	22.2%		18.1%		
Conservation	24	11	13	8	7	1	4	4	6	2	-	16	-	
	18.0%	17.5%	18.6%	19.0%	22.6%	4.2%	15.4%	44.4%	16.2%	22.2%		19.3%		
I am not interested in hearing about anything from Midway City Sanitary District	8	5	3	5	1	-	1	-	2	-	-	5	1	
	6.0%	7.9%	4.3%	11.9%	3.2%		3.8%		5.4%			6.0%	33.3%	
Unsure	4	2	2	2	-	-	-	2	2	-	-	2	-	
	3.0%	3.2%	2.9%	4.8%				22.2%	5.4%			2.4%		



Q40. Which of the following topics do you want to hear about from Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP				EMAIL MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	73	58	20	7	12	38	53	27	35	2	56	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Spending ratepayer money wisely	60	29	30	8	3	4	16	27	14	20	1	20	5
	45.1%	39.7%	51.7%	40.0%	42.9%	33.3%	42.1%	50.9%	51.9%	57.1%	50.0%	35.7%	38.5%
Recycling and organics education	50	24	26	6	4	2	13	24	10	14	2	21	3
	37.6%	32.9%	44.8%	30.0%	57.1%	16.7%	34.2%	45.3%	37.0%	40.0%	100.0%	37.5%	23.1%
Customer programs	48	24	23	7	2	4	14	20	16	11	2	15	4
	36.1%	32.9%	39.7%	35.0%	28.6%	33.3%	36.8%	37.7%	59.3%	31.4%	100.0%	26.8%	30.8%
Investment in infrastructure	48	27	20	4	3	2	15	22	14	13	2	14	5
	36.1%	37.0%	34.5%	20.0%	42.9%	16.7%	39.5%	41.5%	51.9%	37.1%	100.0%	25.0%	38.5%
Innovative technologies	42	22	20	7	2	3	12	17	15	6	2	15	4
	31.6%	30.1%	34.5%	35.0%	28.6%	25.0%	31.6%	32.1%	55.6%	17.1%	100.0%	26.8%	30.8%
Environmental protection	42	19	23	10	4	1	12	15	10	11	2	18	1
	31.6%	26.0%	39.7%	50.0%	57.1%	8.3%	31.6%	28.3%	37.0%	31.4%	100.0%	32.1%	7.7%
Conservation	30	14	16	3	4	2	9	12	8	8	2	11	1
	22.6%	19.2%	27.6%	15.0%	57.1%	16.7%	23.7%	22.6%	29.6%	22.9%	100.0%	19.6%	7.7%
Community partnerships	27	12	14	6	3	1	6	11	7	5	1	13	1
	20.3%	16.4%	24.1%	30.0%	42.9%	8.3%	15.8%	20.8%	25.9%	14.3%	50.0%	23.2%	7.7%
I am not interested in hearing about anything from Midway City Sanitary District	12	11	1	1	1	2	4	4	1	3	-	7	1
	9.0%	15.1%	1.7%	5.0%	14.3%	16.7%	10.5%	7.5%	3.7%	8.6%	-	12.5%	7.7%
Other	1	-	1	-	-	-	-	1	-	-	-	-	1
	0.8%	-	1.7%	-	-	-	-	1.9%	-	-	-	-	7.7%
Unsure	19	12	7	1	-	2	7	8	4	7	-	5	3
	14.3%	16.4%	12.1%	5.0%	-	16.7%	18.4%	15.1%	14.8%	20.0%	-	8.9%	23.1%



Q41. Which of these statements do you agree with the most?
 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY			EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
I receive adequate communications from Midway City Sanitary District	195	114	80	25	22	26	60	58	52	45	2	83	13	133	62	175	20
	48.8%	54.5%	42.8%	34.2%	44.0%	48.1%	52.2%	57.4%	54.2%	53.6%	50.0%	42.3%	65.0%	45.5%	57.4%	47.6%	62.5%
I receive some communications from Midway City Sanitary District but feel like they could do more	86	44	42	25	13	8	22	18	18	20	-	46	2	61	25	82	4
	21.5%	21.1%	22.5%	34.2%	26.0%	14.8%	19.1%	17.8%	18.8%	23.8%	-	23.5%	10.0%	20.9%	23.1%	22.3%	12.5%
I receive too many communications from Midway City Sanitary District	17	7	9	11	1	-	3	1	8	3	-	6	-	17	-	16	1
	4.2%	3.3%	4.8%	15.1%	2.0%	-	2.6%	1.0%	8.3%	3.6%	-	3.1%	-	5.8%	-	4.3%	3.1%
I do not receive any communications from Midway City Sanitary District	73	30	42	11	13	17	21	11	14	7	2	47	3	57	16	67	6
	18.2%	14.4%	22.5%	15.1%	26.0%	31.5%	18.3%	10.9%	14.6%	8.3%	50.0%	24.0%	15.0%	19.5%	14.8%	18.2%	18.8%
Unsure	29	14	14	1	1	3	9	13	4	9	-	14	2	24	5	28	1
	7.2%	6.7%	7.5%	1.4%	2.0%	5.6%	7.8%	12.9%	4.2%	10.7%	-	7.1%	10.0%	8.2%	4.6%	7.6%	3.1%



Q41. Which of these statements do you agree with the most?
 BASE: Total Sample

	HOME TYPE											HOUSEHOLD SIZE												
	OWN A SINGLE-FAMILY			OWN A CONDO OR TOWNHOME		OWN A MOBILE HOME		RENT A SINGLE-FAMILY HOME			RENT A CONDO OR APARTMENT		RENT A MOBILE HOME		OTHER	1-2	3	4	5	6	7	8	9+	PNTA
	TOTAL	OWN [NET]	FAMILY HOME	CONDO OR TOWNHOME	MOBILE HOME	RENT [NET]	FAMILY HOME	CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	RENT A MOBILE HOME													
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11	-	11	100%	
I receive adequate communications from Midway City Sanitary District	195 48.8%	158 49.2%	138 52.5%	14 37.8%	6 28.6%	25 43.9%	13 36.1%	3 50.0%	7 53.8%	2 100.0%	2 40.0%	85 65%	46 42%	41 50%	12 29%	4 31%	3 25%	1 100%	-	3	-	3	27%	
I receive some communications from Midway City Sanitary District but feel like they could do more	86 21.5%	71 22.1%	57 21.7%	6 16.2%	8 38.1%	12 21.1%	10 27.8%	1 16.7%	1 7.7%	-	1 20.0%	21 16%	34 31%	12 15%	12 29%	4 31%	1 8.3%	-	-	2	-	2	18%	
I receive too many communications from Midway City Sanitary District	17 4.2%	15 4.7%	-	9 24.3%	6 28.6%	2 3.5%	1 2.8%	1 16.7%	-	-	-	-	6 5.5%	8 9.8%	-	-	1 8.3%	-	-	2	-	2	18%	
I do not receive any communications from Midway City Sanitary District	73 18.2%	53 16.5%	47 17.9%	5 13.5%	1 4.8%	15 26.3%	11 30.6%	-	4 30.8%	-	2 40.0%	11 8.4%	17 16%	19 23%	15 37%	4 31%	6 50%	-	-	1	-	1	9.1%	
Unsure	29 7.2%	24 7.5%	21 8.0%	3 8.1%	-	3 5.3%	1 2.8%	1 16.7%	1 7.7%	-	-	14 11%	6 5.5%	2 2.4%	2 4.9%	1 7.7%	1 8.3%	-	-	3	-	3	27%	



Q41. Which of these statements do you agree with the most?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
I receive adequate communications from Midway City Sanitary District	195	165	22	6	2	176	12	7	177	5	13	14	-	3	77	26	51	118	49	69	171	18
	48.8%	52%	36.7%	40.0%	20.0%	53.0%	52.2%	15.6%	54%	41.7%	20.6%	40%		50.0%	57.5%	56.5%	58.0%	44.4%	37%	51.9%	48.6%	64.3%
I receive some communications from Midway City Sanitary District but feel like they could do more	86	69	12	4	1	77	4	5	73	-	13	6	-	1	17	6	11	69	32	37	80	1
	21.5%	22%	20.0%	26.7%	10.0%	23.2%	17.4%	11.1%	22%		20.6%	17%		16.7%	12.7%	13.0%	12.5%	25.9%	24%	27.8%	22.7%	3.6%
I receive too many communications from Midway City Sanitary District	17	16	-	1	-	16	1	-	16	1	-	10	-	-	3	3	-	14	14	-	11	4
	4.2%	5.1%		6.7%		4.8%	4.3%		4.9%	8.3%		29%			2.2%	6.5%		5.3%	11%		3.1%	14.3%
I do not receive any communications from Midway City Sanitary District	73	43	21	3	6	42	4	27	35	6	32	2	1	2	26	6	20	47	36	11	62	5
	18.2%	14%	35.0%	20.0%	60.0%	12.7%	17.4%	60.0%	11%	50.0%	50.8%	5.7%	50.0%	33.3%	19.4%	13.0%	22.7%	17.7%	27%	8.3%	17.6%	17.9%
Unsure	29	22	5	1	1	21	2	6	24	-	5	3	1	-	11	5	6	18	2	16	28	-
	7.2%	7.0%	8.3%	6.7%	10.0%	6.3%	8.7%	13.3%	7.4%		7.9%	8.6%	50.0%		8.2%	10.9%	6.8%	6.8%	1.5%	12.0%	8.0%	



Q41. Which of these statements do you agree with the most?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
I receive adequate communications from Midway City Sanitary District	77	46	31	5	6	12	28	24	21	24	-	31	1	
	57.5%	63.0%	52.5%	45.5%	50.0%	66.7%	54.9%	61.5%	65.6%	60.0%		54.4%	25.0%	
I receive some communications from Midway City Sanitary District but feel like they could do more	17	8	9	2	2	1	8	4	3	8	-	6	-	
	12.7%	11.0%	15.3%	18.2%	16.7%	5.6%	15.7%	10.3%	9.4%	20.0%		10.5%		
I receive too many communications from Midway City Sanitary District	3	1	1	1	-	-	-	1	1	1	-	1	-	
	2.2%	1.4%	1.7%	9.1%				2.6%	3.1%	2.5%		1.8%		
I do not receive any communications from Midway City Sanitary District	26	12	13	3	3	2	11	7	5	3	1	14	3	
	19.4%	16.4%	22.0%	27.3%	25.0%	11.1%	21.6%	17.9%	15.6%	7.5%	100.0%	24.6%	75.0%	
Unsure	11	6	5	-	1	3	4	3	2	4	-	5	-	
	8.2%	8.2%	8.5%		8.3%	16.7%	7.8%	7.7%	6.2%	10.0%		8.8%		



Q41. Which of these statements do you agree with the most?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
I receive adequate communications from Midway City Sanitary District	26	17	9	1	4	4	7	10	4	8	-	14	-	
	56.5%	65.4%	47.4%	16.7%	66.7%	66.7%	50.0%	76.9%	57.1%	61.5%		53.8%		
I receive some communications from Midway City Sanitary District but feel like they could do more	6	1	5	2	1	-	3	-	1	2	-	3	-	
	13.0%	3.8%	26.3%	33.3%	16.7%		21.4%		14.3%	15.4%		11.5%		
I receive too many communications from Midway City Sanitary District	3	1	1	1	-	-	-	1	1	1	-	1	-	
	6.5%	3.8%	5.3%	16.7%				7.7%	14.3%	7.7%		3.8%		
I do not receive any communications from Midway City Sanitary District	6	4	2	2	1	-	3	-	-	-	-	6	-	
	13.0%	15.4%	10.5%	33.3%	16.7%		21.4%					23.1%		
Unsure	5	3	2	-	-	2	1	2	1	2	-	2	-	
	10.9%	11.5%	10.5%			33.3%	7.1%	15.4%	14.3%	15.4%		7.7%		



Q41. Which of these statements do you agree with the most?
 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
I receive adequate communications from Midway City Sanitary District	51	29	22	4	2	8	21	14	17	16	-	17	1	
	58.0%	61.7%	55.0%	80.0%	33.3%	66.7%	56.8%	53.8%	68.0%	59.3%		54.8%	25.0%	
I receive some communications from Midway City Sanitary District but feel like they could do more	11	7	4	-	1	1	5	4	2	6	-	3	-	
	12.5%	14.9%	10.0%		16.7%	8.3%	13.5%	15.4%	8.0%	22.2%		9.7%		
I do not receive any communications from Midway City Sanitary District	20	8	11	1	2	2	8	7	5	3	1	8	3	
	22.7%	17.0%	27.5%	20.0%	33.3%	16.7%	21.6%	26.9%	20.0%	11.1%	100.0%	25.8%	75.0%	
Unsure	6	3	3	-	1	1	3	1	1	2	-	3	-	
	6.8%	6.4%	7.5%		16.7%	8.3%	8.1%	3.8%	4.0%	7.4%		9.7%		



Q41. Which of these statements do you agree with the most?
 BASE: Total Sample

	GENDER		AGE GROUP				ONLINE MODE [NET]			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
I receive adequate communications from Midway City Sanitary District	118	68	49	20	16	14	32	34	31	21	2	52	12	
	44.4%	50.0%	38.3%	32.3%	42.1%	38.9%	50.0%	54.8%	48.4%	47.7%	66.7%	37.4%	75.0%	
I receive some communications from Midway City Sanitary District but feel like they could do more	69	36	33	23	11	7	14	14	15	12	-	40	2	
	25.9%	26.5%	25.8%	37.1%	28.9%	19.4%	21.9%	22.6%	23.4%	27.3%		28.8%	12.5%	
I receive too many communications from Midway City Sanitary District	14	6	8	10	1	-	3	-	7	2	-	5	-	
	5.3%	4.4%	6.2%	16.1%	2.6%		4.7%		10.9%	4.5%		3.6%		
I do not receive any communications from Midway City Sanitary District	47	18	29	8	10	15	10	4	9	4	1	33	-	
	17.7%	13.2%	22.7%	12.9%	26.3%	41.7%	15.6%	6.5%	14.1%	9.1%	33.3%	23.7%		
Unsure	18	8	9	1	-	-	5	10	2	5	-	9	2	
	6.8%	5.9%	7.0%	1.6%			7.8%	16.1%	3.1%	11.4%		6.5%	12.5%	



Q41. Which of these statements do you agree with the most?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	63	70	42	31	24	26	9	37	9	1	83	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
I receive adequate communications from Midway City Sanitary District	49	26	23	16	11	7	9	6	15	1	1	30	2
	36.8%	41.3%	32.9%	38.1%	35.5%	29.2%	34.6%	66.7%	40.5%	11.1%	100.0%	36.1%	66.7%
I receive some communications from Midway City Sanitary District but feel like they could do more	32	18	14	10	10	3	7	2	9	3	-	20	-
	24.1%	28.6%	20.0%	23.8%	32.3%	12.5%	26.9%	22.2%	24.3%	33.3%	-	24.1%	-
I receive too many communications from Midway City Sanitary District	14	6	8	10	1	-	3	-	7	2	-	5	-
	10.5%	9.5%	11.4%	23.8%	3.2%	-	11.5%	-	18.9%	22.2%	-	6.0%	-
I do not receive any communications from Midway City Sanitary District	36	12	24	6	9	14	6	1	6	2	-	28	-
	27.1%	19.0%	34.3%	14.3%	29.0%	58.3%	23.1%	11.1%	16.2%	22.2%	-	33.7%	-
Unsure	2	1	1	-	-	-	1	-	-	1	-	-	1
	1.5%	1.6%	1.4%	-	-	-	3.8%	-	-	11.1%	-	-	33.3%



Q41. Which of these statements do you agree with the most?
 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
I receive adequate communications from Midway City Sanitary District	69	42	26	4	5	7	23	28	16	20	1	22	10	
	51.9%	57.5%	44.8%	20.0%	71.4%	58.3%	60.5%	52.8%	59.3%	57.1%	50.0%	39.3%	76.9%	
I receive some communications from Midway City Sanitary District but feel like they could do more	37	18	19	13	1	4	7	12	6	9	-	20	2	
	27.8%	24.7%	32.8%	65.0%	14.3%	33.3%	18.4%	22.6%	22.2%	25.7%		35.7%	15.4%	
I do not receive any communications from Midway City Sanitary District	11	6	5	2	1	1	4	3	3	2	1	5	-	
	8.3%	8.2%	8.6%	10.0%	14.3%	8.3%	10.5%	5.7%	11.1%	5.7%	50.0%	8.9%		
Unsure	16	7	8	1	-	-	4	10	2	4	-	9	1	
	12.0%	9.6%	13.8%	5.0%			10.5%	18.9%	7.4%	11.4%		16.1%	7.7%	



Q42. How frequently do you visit www.midwaycitysanitaryca.gov?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Monthly or more often	28	12	16	7	5	4	6	6	2	3	1	22	-	23	5	25	3
	7.0%	5.7%	8.6%	9.6%	10.0%	7.4%	5.2%	5.9%	2.1%	3.6%	25.0%	11.2%		7.9%	4.6%	6.8%	9.4%
A couple times per year	119	54	65	35	15	21	31	17	41	23	-	52	3	94	25	110	9
	29.8%	25.8%	34.8%	47.9%	30.0%	38.9%	27.0%	16.8%	42.7%	27.4%		26.5%	15.0%	32.2%	23.1%	29.9%	28.1%
Rarely	158	91	66	22	22	21	46	45	35	27	-	90	6	108	50	143	15
	39.5%	43.5%	35.3%	30.1%	44.0%	38.9%	40.0%	44.6%	36.5%	32.1%		45.9%	30.0%	37.0%	46.3%	38.9%	46.9%
Never	88	47	38	8	8	7	30	31	17	31	3	26	11	61	27	85	3
	22.0%	22.5%	20.3%	11.0%	16.0%	13.0%	26.1%	30.7%	17.7%	36.9%	75.0%	13.3%	55.0%	20.9%	25.0%	23.1%	9.4%
Unsure	7	5	2	1	-	1	2	2	1	-	-	6	-	6	1	5	2
	1.8%	2.4%	1.1%	1.4%		1.9%	1.7%	2.0%	1.0%			3.1%		2.1%	0.9%	1.4%	6.2%



Q42. How frequently do you visit www.midwaycitysanitaryca.gov?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Monthly or more often	28 7.0%	26 8.1%	14 5.3%	8 21.6%	4 19.0%	1 1.8%	1 2.8%	-	-	-	-	4 3.1%	12 11%	11 13%	-	-	1 8.3%	-	-	-	
A couple times per year	119 29.8%	96 29.9%	61 23.2%	19 51.4%	16 76.2%	17 29.8%	14 38.9%	1 16.7%	1 7.7%	1 50.0%	2 40.0%	25 19%	24 22%	35 43%	21 51%	8 62%	4 33%	1 100%	-	1 9.1%	
Rarely	158 39.5%	131 40.8%	127 48.3%	4 10.8%	-	22 38.6%	13 36.1%	3 50.0%	5 38.5%	1 50.0%	-	65 50%	44 40%	24 29%	14 34%	4 31%	4 33%	-	-	3 27%	
Never	88 22.0%	64 19.9%	58 22.1%	5 13.5%	1 4.8%	15 26.3%	7 19.4%	2 33.3%	6 46.2%	-	3 60.0%	36 27%	26 24%	10 12%	6 15%	1 7.7%	3 25%	-	-	6 55%	
Unsure	7 1.8%	4 1.2%	3 1.1%	1 2.7%	-	2 3.5%	1 2.8%	-	1 7.7%	-	-	1 0.8%	3 2.8%	2 2.4%	-	-	-	-	-	1 9.1%	



Q42. How frequently do you visit www.midwaycitysanitaryca.gov?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
			NO																			
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Monthly or more often	28	27	1	-	-	27	1	-	26	1	1	7	1	-	6	3	3	22	12	10	26	-
	7.0%	8.6%	1.7%			8.1%	4.3%		8.0%	8.3%	1.6%	20%	50.0%		4.5%	6.5%	3.4%	8.3%	9.0%	7.5%	7.4%	
A couple times per year	119	102	11	5	1	99	6	14	92	4	23	18	-	2	27	9	18	92	64	28	102	12
	29.8%	32%	18.3%	33.3%	10.0%	29.8%	26.1%	31.1%	28%	33.3%	36.5%	51%		33.3%	20.1%	19.6%	20.5%	34.6%	48%	21.1%	29.0%	42.9%
Rarely	158	127	21	6	4	132	10	16	137	2	19	4	-	3	48	15	33	110	47	63	135	12
	39.5%	40%	35.0%	40.0%	40.0%	39.8%	43.5%	35.6%	42%	16.7%	30.2%	11%		50.0%	35.8%	32.6%	37.5%	41.4%	35%	47.4%	38.4%	42.9%
Never	88	56	24	4	4	70	6	12	65	5	18	5	1	1	49	18	31	39	9	30	82	4
	22.0%	18%	40.0%	26.7%	40.0%	21.1%	26.1%	26.7%	20%	41.7%	28.6%	14%	50.0%	16.7%	36.6%	39.1%	35.2%	14.7%	6.8%	22.6%	23.3%	14.3%
Unsure	7	3	3	-	1	4	-	3	5	-	2	1	-	-	4	1	3	3	1	2	7	-
	1.8%	1.0%	5.0%		10.0%	1.2%		6.7%	1.5%		3.2%	2.9%			3.0%	2.2%	3.4%	1.1%	0.8%	1.5%	2.0%	



Q42. How frequently do you visit www.midwaycitysanitaryca.gov?
 BASE: Total Sample

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	134	73	59	11	12	18	51	39	32	40	1	57	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Monthly or more often	6	3	3	-	-	1	2	3	-	2	-	4	-
	4.5%	4.1%	5.1%			5.6%	3.9%	7.7%		5.0%		7.0%	
A couple times per year	27	9	18	7	2	5	9	4	7	9	-	11	-
	20.1%	12.3%	30.5%	63.6%	16.7%	27.8%	17.6%	10.3%	21.9%	22.5%		19.3%	
Rarely	48	30	18	2	5	6	21	13	14	9	-	24	1
	35.8%	41.1%	30.5%	18.2%	41.7%	33.3%	41.2%	33.3%	43.8%	22.5%		42.1%	25.0%
Never	49	29	18	2	5	5	17	18	11	20	1	14	3
	36.6%	39.7%	30.5%	18.2%	41.7%	27.8%	33.3%	46.2%	34.4%	50.0%	100.0%	24.6%	75.0%
Unsure	4	2	2	-	-	1	2	1	-	-	-	4	-
	3.0%	2.7%	3.4%			5.6%	3.9%	2.6%				7.0%	



Q42. How frequently do you visit www.midwaycitysanitaryca.gov?
 BASE: Total Sample

	GENDER		AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Monthly or more often	3	2	1	-	-	-	1	2	-	-	-	3	-
	6.5%	7.7%	5.3%				7.1%	15.4%				11.5%	
A couple times per year	9	2	7	5	2	1	1	-	1	2	-	6	-
	19.6%	7.7%	36.8%	83.3%	33.3%	16.7%	7.1%		14.3%	15.4%		23.1%	
Rarely	15	10	5	-	2	3	5	5	3	3	-	9	-
	32.6%	38.5%	26.3%		33.3%	50.0%	35.7%	38.5%	42.9%	23.1%		34.6%	
Never	18	11	6	1	2	2	7	5	3	8	-	7	-
	39.1%	42.3%	31.6%	16.7%	33.3%	33.3%	50.0%	38.5%	42.9%	61.5%		26.9%	
Unsure	1	1	-	-	-	-	-	1	-	-	-	1	-
	2.2%	3.8%						7.7%				3.8%	



Q42. How frequently do you visit www.midwaycitysanitaryca.gov?
 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Monthly or more often	3	1	2	-	-	1	1	1	-	2	-	1	-
	3.4%	2.1%	5.0%			8.3%	2.7%	3.8%		7.4%		3.2%	
A couple times per year	18	7	11	2	-	4	8	4	6	7	-	5	-
	20.5%	14.9%	27.5%	40.0%		33.3%	21.6%	15.4%	24.0%	25.9%		16.1%	
Rarely	33	20	13	2	3	3	16	8	11	6	-	15	1
	37.5%	42.6%	32.5%	40.0%	50.0%	25.0%	43.2%	30.8%	44.0%	22.2%		48.4%	25.0%
Never	31	18	12	1	3	3	10	13	8	12	1	7	3
	35.2%	38.3%	30.0%	20.0%	50.0%	25.0%	27.0%	50.0%	32.0%	44.4%	100.0%	22.6%	75.0%
Unsure	3	1	2	-	-	1	2	-	-	-	-	3	-
	3.4%	2.1%	5.0%			8.3%	5.4%					9.7%	



Q42. How frequently do you visit www.midwaycitysanitaryca.gov?
 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Monthly or more often	22	9	13	7	5	3	4	3	2	1	1	18	-	
	8.3%	6.6%	10.2%	11.3%	13.2%	8.3%	6.2%	4.8%	3.1%	2.3%	33.3%	12.9%		
A couple times per year	92	45	47	28	13	16	22	13	34	14	-	41	3	
	34.6%	33.1%	36.7%	45.2%	34.2%	44.4%	34.4%	21.0%	53.1%	31.8%		29.5%	18.8%	
Rarely	110	61	48	20	17	15	25	32	21	18	-	66	5	
	41.4%	44.9%	37.5%	32.3%	44.7%	41.7%	39.1%	51.6%	32.8%	40.9%		47.5%	31.2%	
Never	39	18	20	6	3	2	13	13	6	11	2	12	8	
	14.7%	13.2%	15.6%	9.7%	7.9%	5.6%	20.3%	21.0%	9.4%	25.0%	66.7%	8.6%	50.0%	
Unsure	3	3	-	1	-	-	-	1	1	-	-	2	-	
	1.1%	2.2%		1.6%				1.6%	1.6%			1.4%		



Q42. How frequently do you visit www.midwaycitysanitaryca.gov?
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Monthly or more often	12	4	8	4	4	3	1	-	-	1	1	10	-	
	9.0%	6.3%	11.4%	9.5%	12.9%	12.5%	3.8%			11.1%	100.0%	12.0%		
A couple times per year	64	28	36	26	12	11	11	4	24	3	-	36	1	
	48.1%	44.4%	51.4%	61.9%	38.7%	45.8%	42.3%	44.4%	64.9%	33.3%		43.4%	33.3%	
Rarely	47	26	21	9	14	10	11	3	11	4	-	32	-	
	35.3%	41.3%	30.0%	21.4%	45.2%	41.7%	42.3%	33.3%	29.7%	44.4%		38.6%		
Never	9	4	5	3	1	-	3	1	2	1	-	4	2	
	6.8%	6.3%	7.1%	7.1%	3.2%		11.5%	11.1%	5.4%	11.1%		4.8%	66.7%	
Unsure	1	1	-	-	-	-	-	1	-	-	-	1	-	
	0.8%	1.6%						11.1%				1.2%		



Q42. How frequently do you visit www.midwaycitysanitaryca.gov?
 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	73	58	20	7	12	38	53	27	35	2	56	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Monthly or more often	10	5	5	3	1	-	3	3	2	-	-	8	-
	7.5%	6.8%	8.6%	15.0%	14.3%		7.9%	5.7%	7.4%			14.3%	
A couple times per year	28	17	11	2	1	5	11	9	10	11	-	5	2
	21.1%	23.3%	19.0%	10.0%	14.3%	41.7%	28.9%	17.0%	37.0%	31.4%		8.9%	15.4%
Rarely	63	35	27	11	3	5	14	29	10	14	-	34	5
	47.4%	47.9%	46.6%	55.0%	42.9%	41.7%	36.8%	54.7%	37.0%	40.0%		60.7%	38.5%
Never	30	14	15	3	2	2	10	12	4	10	2	8	6
	22.6%	19.2%	25.9%	15.0%	28.6%	16.7%	26.3%	22.6%	14.8%	28.6%	100.0%	14.3%	46.2%
Unsure	2	2	-	1	-	-	-	-	1	-	-	1	-
	1.5%	2.7%		5.0%					3.7%			1.8%	



Q43. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER		AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	312	162	149	65	42	47	85	70	79	53	1	170	9	231	81	283	29
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Agree [NET]	259	137	121	61	39	40	71	46	67	37	1	147	7	193	66	235	24
=====	83.0%	84.6%	81.2%	93.8%	92.9%	85.1%	83.5%	65.7%	84.8%	69.8%	100.0%	86.5%	77.8%	83.5%	81.5%	83.0%	82.8%
Strongly agree	63	30	33	6	10	14	12	19	13	17	-	29	4	48	15	51	12
	20.2%	18.5%	22.1%	9.2%	23.8%	29.8%	14.1%	27.1%	16.5%	32.1%		17.1%	44.4%	20.8%	18.5%	18.0%	41.4%
Somewhat agree	196	107	88	55	29	26	59	27	54	20	1	118	3	145	51	184	12
	62.8%	66.0%	59.1%	84.6%	69.0%	55.3%	69.4%	38.6%	68.4%	37.7%	100.0%	69.4%	33.3%	62.8%	63.0%	65.0%	41.4%
Disagree [NET]	9	2	7	3	2	1	3	-	4	2	-	3	-	8	1	9	-
=====	2.9%	1.2%	4.7%	4.6%	4.8%	2.1%	3.5%		5.1%	3.8%		1.8%		3.5%	1.2%	3.2%	
Somewhat disagree	8	2	6	3	1	1	3	-	3	2	-	3	-	8	-	8	-
	2.6%	1.2%	4.0%	4.6%	2.4%	2.1%	3.5%		3.8%	3.8%		1.8%		3.5%		2.8%	
Strongly disagree	1	-	1	-	1	-	-	-	1	-	-	-	-	-	1	1	-
	0.3%		0.7%		2.4%				1.3%						1.2%	0.4%	
Unsure	44	23	21	1	1	6	11	24	8	14	-	20	2	30	14	39	5
	14.1%	14.2%	14.1%	1.5%	2.4%	12.8%	12.9%	34.3%	10.1%	26.4%		11.8%	22.2%	13.0%	17.3%	13.8%	17.2%



Q43. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	HOME TYPE										HOUSEHOLD SIZE									
	TOTAL	OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA
Total	312	257	205	32	20	42	29	4	7	2	2	95	83	72	35	12	9	1	-	5
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree [NET]	259	215	168	28	19	35	27	2	4	2	1	72	72	65	30	9	7	1	-	3
=====	83.0%	83.7%	82.0%	87.5%	95.0%	83.3%	93.1%	50.0%	57.1%	100.0%	50.0%	76%	87%	90%	86%	75%	78%	100%	-	60%
Strongly agree	63	48	42	3	3	9	6	-	2	1	1	18	12	16	10	3	2	-	-	2
	20.2%	18.7%	20.5%	9.4%	15.0%	21.4%	20.7%	-	28.6%	50.0%	50.0%	19%	14%	22%	29%	25%	22%	-	-	40%
Somewhat agree	196	167	126	25	16	26	21	2	2	1	-	54	60	49	20	6	5	1	-	1
	62.8%	65.0%	61.5%	78.1%	80.0%	61.9%	72.4%	50.0%	28.6%	50.0%	-	57%	72%	68%	57%	50%	56%	100%	-	20%
Disagree [NET]	9	7	5	1	1	1	-	-	1	-	1	2	-	1	4	1	1	-	-	-
=====	2.9%	2.7%	2.4%	3.1%	5.0%	2.4%	-	-	14.3%	-	50.0%	2.1%	-	1.4%	11%	8.3%	11%	-	-	-
Somewhat disagree	8	6	4	1	1	1	-	-	1	-	1	2	-	-	4	1	1	-	-	-
	2.6%	2.3%	2.0%	3.1%	5.0%	2.4%	-	-	14.3%	-	50.0%	2.1%	-	-	11%	8.3%	11%	-	-	-
Strongly disagree	1	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	0.3%	0.4%	0.5%	-	-	-	-	-	-	-	-	-	-	1.4%	-	-	-	-	-	-
Unsure	44	35	32	3	-	6	2	2	2	-	-	21	11	6	1	2	1	-	-	2
	14.1%	13.6%	15.6%	9.4%	-	14.3%	6.9%	50.0%	28.6%	-	-	22%	13%	8.3%	2.9%	17%	11%	-	-	40%



Q43. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	NO OPINION				STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
		FAV	OPINION	UNFAV	UNSURE																	
Total	312 100%	259 100%	36 100.0%	11 100%	6 100.0%	262 100.0%	17 100.0%	33 100.0%	260 100%	7 100.0%	45 100.0%	30 100%	1 100.0%	5 100%	85 100%	28 100.0%	57 100.0%	227 100.0%	124 100%	103 100%	270 100.0%	24 100.0%
Agree [NET]	259 83.0%	221 85%	27 75.0%	8 72.7%	3 50.0%	220 84.0%	13 76.5%	26 78.8%	215 83%	5 71.4%	39 86.7%	27 90%	1 100.0%	2 40.0%	71 83.5%	25 89.3%	46 80.7%	188 82.8%	113 91%	75 72.8%	219 81.1%	23 95.8%
Strongly agree	63 20.2%	55 21%	6 16.7%	1 9.1%	1 16.7%	50 19.1%	5 29.4%	8 24.2%	50 19%	3 42.9%	10 22.2%	2 6.7%	-	1 20.0%	21 24.7%	5 17.9%	16 28.1%	42 18.5%	20 16%	22 21.4%	56 20.7%	4 16.7%
Somewhat agree	196 62.8%	166 64%	21 58.3%	7 63.6%	2 33.3%	170 64.9%	8 47.1%	18 54.5%	165 63%	2 28.6%	29 64.4%	25 83%	1 100.0%	1 20.0%	50 58.8%	20 71.4%	30 52.6%	146 64.3%	93 75%	53 51.5%	163 60.4%	19 79.2%
Disagree [NET]	9 2.9%	6 2.3%	3 8.3%	-	-	6 2.3%	-	3 9.1%	4 1.5%	1 14.3%	4 8.9%	1 3.3%	-	-	-	-	-	9 4.0%	7 5.6%	2 1.9%	9 3.3%	-
Somewhat disagree	8 2.6%	5 1.9%	3 8.3%	-	-	5 1.9%	-	3 9.1%	4 1.5%	1 14.3%	3 6.7%	1 3.3%	-	-	-	-	-	8 3.5%	7 5.6%	1 1.0%	8 3.0%	-
Strongly disagree	1 0.3%	1 0.4%	-	-	-	1 0.4%	-	-	-	-	1 2.2%	-	-	-	-	-	-	1 0.4%	-	1 1.0%	1 0.4%	-
Unsure	44 14.1%	32 12%	6 16.7%	3 27.3%	3 50.0%	36 13.7%	4 23.5%	4 12.1%	41 16%	1 14.3%	2 4.4%	2 6.7%	-	3 60.0%	14 16.5%	3 10.7%	11 19.3%	30 13.2%	4 3.2%	26 25.2%	42 15.6%	1 4.2%



Q43. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	85	44	41	9	7	13	34	21	21	20	-	43	1	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%	
Agree [NET]	71	36	35	9	7	10	27	17	18	18	-	34	1	
=====	83.5%	81.8%	85.4%	100%	100%	76.9%	79.4%	81.0%	85.7%	90.0%		79.1%	100%	
Strongly agree	21	10	11	1	4	3	5	7	5	8	-	7	1	
	24.7%	22.7%	26.8%	11.1%	57.1%	23.1%	14.7%	33.3%	23.8%	40.0%		16.3%	100%	
Somewhat agree	50	26	24	8	3	7	22	10	13	10	-	27	-	
	58.8%	59.1%	58.5%	88.9%	42.9%	53.8%	64.7%	47.6%	61.9%	50.0%		62.8%		
Unsure	14	8	6	-	-	3	7	4	3	2	-	9	-	
	16.5%	18.2%	14.6%			23.1%	20.6%	19.0%	14.3%	10.0%		20.9%		



Q43. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	28	15	13	5	4	4	7	8	4	5	-	19	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Agree [NET]	25	13	12	5	4	3	7	6	4	5	-	16	-	
=====	89.3%	86.7%	92.3%	100%	100%	75.0%	100%	75.0%	100.0%	100.0%		84.2%		
Strongly agree	5	2	3	-	2	1	1	1	-	3	-	2	-	
	17.9%	13.3%	23.1%		50.0%	25.0%	14.3%	12.5%		60.0%		10.5%		
Somewhat agree	20	11	9	5	2	2	6	5	4	2	-	14	-	
	71.4%	73.3%	69.2%	100%	50.0%	50.0%	85.7%	62.5%	100.0%	40.0%		73.7%		
Unsure	3	2	1	-	-	1	-	2	-	-	-	3	-	
	10.7%	13.3%	7.7%			25.0%		25.0%				15.8%		



Q43. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	57	29	28	4	3	9	27	13	17	15	-	24	1	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%	
Agree [NET]	46	23	23	4	3	7	20	11	14	13	-	18	1	
=====	80.7%	79.3%	82.1%	100%	100%	77.8%	74.1%	84.6%	82.4%	86.7%		75.0%	100%	
Strongly agree	16	8	8	1	2	2	4	6	5	5	-	5	1	
	28.1%	27.6%	28.6%	25.0%	66.7%	22.2%	14.8%	46.2%	29.4%	33.3%		20.8%	100%	
Somewhat agree	30	15	15	3	1	5	16	5	9	8	-	13	-	
	52.6%	51.7%	53.6%	75.0%	33.3%	55.6%	59.3%	38.5%	52.9%	53.3%		54.2%		
Unsure	11	6	5	-	-	2	7	2	3	2	-	6	-	
	19.3%	20.7%	17.9%			22.2%	25.9%	15.4%	17.6%	13.3%		25.0%		



Q43. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	227	118	108	56	35	34	51	49	58	33	1	127	8	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Agree [NET]	188	101	86	52	32	30	44	29	49	19	1	113	6	
=====	82.8%	85.6%	79.6%	92.9%	91.4%	88.2%	86.3%	59.2%	84.5%	57.6%	100.0%	89.0%	75.0%	
Strongly agree	42	20	22	5	6	11	7	12	8	9	-	22	3	
	18.5%	16.9%	20.4%	8.9%	17.1%	32.4%	13.7%	24.5%	13.8%	27.3%	-	17.3%	37.5%	
Somewhat agree	146	81	64	47	26	19	37	17	41	10	1	91	3	
	64.3%	68.6%	59.3%	83.9%	74.3%	55.9%	72.5%	34.7%	70.7%	30.3%	100.0%	71.7%	37.5%	
Disagree [NET]	9	2	7	3	2	1	3	-	4	2	-	3	-	
=====	4.0%	1.7%	6.5%	5.4%	5.7%	2.9%	5.9%	-	6.9%	6.1%	-	2.4%	-	
Somewhat disagree	8	2	6	3	1	1	3	-	3	2	-	3	-	
	3.5%	1.7%	5.6%	5.4%	2.9%	2.9%	5.9%	-	5.2%	6.1%	-	2.4%	-	
Strongly disagree	1	-	1	-	1	-	-	-	1	-	-	-	-	
	0.4%	-	0.9%	-	2.9%	-	-	-	1.7%	-	-	-	-	
Unsure	30	15	15	1	1	3	4	20	5	12	-	11	2	
	13.2%	12.7%	13.9%	1.8%	2.9%	8.8%	7.8%	40.8%	8.6%	36.4%	-	8.7%	25.0%	



Q43. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER			AGE GROUP					TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	124	59	65	39	30	24	23	8	35	8	1	79	1	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Agree [NET]	113	55	58	36	29	23	19	6	32	5	1	74	1	
=====	91.1%	93.2%	89.2%	92.3%	96.7%	95.8%	82.6%	75.0%	91.4%	62.5%	100.0%	93.7%	100%	
Strongly agree	20	6	14	4	6	9	1	-	2	2	-	16	-	
	16.1%	10.2%	21.5%	10.3%	20.0%	37.5%	4.3%		5.7%	25.0%		20.3%		
Somewhat agree	93	49	44	32	23	14	18	6	30	3	1	58	1	
	75.0%	83.1%	67.7%	82.1%	76.7%	58.3%	78.3%	75.0%	85.7%	37.5%	100.0%	73.4%	100%	
Disagree [NET]	7	2	5	3	1	1	2	-	3	1	-	3	-	
=====	5.6%	3.4%	7.7%	7.7%	3.3%	4.2%	8.7%		8.6%	12.5%		3.8%		
Somewhat disagree	7	2	5	3	1	1	2	-	3	1	-	3	-	
	5.6%	3.4%	7.7%	7.7%	3.3%	4.2%	8.7%		8.6%	12.5%		3.8%		
Unsure	4	2	2	-	-	-	2	2	-	2	-	2	-	
	3.2%	3.4%	3.1%				8.7%	25.0%		25.0%		2.5%		



Q43. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	103	59	43	17	5	10	28	41	23	25	-	48	7
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Agree [NET]	75	46	28	16	3	7	25	23	17	14	-	39	5
=====	72.8%	78.0%	65.1%	94.1%	60.0%	70.0%	89.3%	56.1%	73.9%	56.0%		81.2%	71.4%
Strongly agree	22	14	8	1	-	2	6	12	6	7	-	6	3
	21.4%	23.7%	18.6%	5.9%		20.0%	21.4%	29.3%	26.1%	28.0%		12.5%	42.9%
Somewhat agree	53	32	20	15	3	5	19	11	11	7	-	33	2
	51.5%	54.2%	46.5%	88.2%	60.0%	50.0%	67.9%	26.8%	47.8%	28.0%		68.8%	28.6%
Disagree [NET]	2	-	2	-	1	-	1	-	1	1	-	-	-
=====	1.9%		4.7%		20.0%		3.6%		4.3%	4.0%			
Somewhat disagree	1	-	1	-	-	-	1	-	-	1	-	-	-
	1.0%		2.3%				3.6%			4.0%			
Strongly disagree	1	-	1	-	1	-	-	-	1	-	-	-	-
	1.0%		2.3%		20.0%				4.3%				
Unsure	26	13	13	1	1	3	2	18	5	10	-	9	2
	25.2%	22.0%	30.2%	5.9%	20.0%	30.0%	7.1%	43.9%	21.7%	40.0%		18.8%	28.6%



Q43A. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	268	139	128	64	41	41	74	46	71	39	1	150	7	201	67	244	24
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Agree [NET]	259	137	121	61	39	40	71	46	67	37	1	147	7	193	66	235	24
=====	96.6%	98.6%	94.5%	95.3%	95.1%	97.6%	95.9%	100%	94.4%	94.9%	100.0%	98.0%	100%	96.0%	98.5%	96.3%	100%
Strongly agree	63	30	33	6	10	14	12	19	13	17	-	29	4	48	15	51	12
	24.3%	21.9%	27.3%	9.8%	25.6%	35.0%	16.9%	41.3%	19.4%	45.9%	-	19.7%	57.1%	24.9%	22.7%	21.7%	50.0%
Somewhat agree	196	107	88	55	29	26	59	27	54	20	1	118	3	145	51	184	12
	75.7%	78.1%	72.7%	90.2%	74.4%	65.0%	83.1%	58.7%	80.6%	54.1%	100.0%	80.3%	42.9%	75.1%	77.3%	78.3%	50.0%
Disagree [NET]	9	2	7	3	2	1	3	-	4	2	-	3	-	8	1	9	-
=====	3.4%	1.4%	5.5%	4.7%	4.9%	2.4%	4.1%	-	5.6%	5.1%	-	2.0%	-	4.0%	1.5%	3.7%	-
Somewhat disagree	8	2	6	3	1	1	3	-	3	2	-	3	-	8	-	8	-
	88.9%	100%	85.7%	100%	50.0%	100%	100%	-	75.0%	100.0%	-	100.0%	-	100.0%	-	88.9%	-
Strongly disagree	1	-	1	-	1	-	-	-	1	-	-	-	-	-	1	1	-
	11.1%	-	14.3%	-	50.0%	-	-	-	25.0%	-	-	-	-	-	100.0%	11.1%	-



Q43A. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	HOME TYPE											HOUSEHOLD SIZE									
	TOTAL	OWN OWN	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	268	222	173	29	20	36	27	2	5	2	2	74	72	66	34	10	8	1	-	3	
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Agree [NET]	259	215	168	28	19	35	27	2	4	2	1	72	72	65	30	9	7	1	-	3	
=====	96.6%	96.8%	97.1%	96.6%	95.0%	97.2%	100.0%	100.0%	80.0%	100.0%	50.0%	97%	100%	98%	88%	90%	88%	100%	100%	100%	
Strongly agree	63	48	42	3	3	9	6	-	2	1	1	18	12	16	10	3	2	-	-	2	
	24.3%	22.3%	25.0%	10.7%	15.8%	25.7%	22.2%	-	50.0%	50.0%	100%	25%	17%	25%	33%	33%	29%	-	-	67%	
Somewhat agree	196	167	126	25	16	26	21	2	2	1	-	54	60	49	20	6	5	1	-	1	
	75.7%	77.7%	75.0%	89.3%	84.2%	74.3%	77.8%	100.0%	50.0%	50.0%	75%	83%	75%	67%	67%	71%	100%	-	-	33%	
Disagree [NET]	9	7	5	1	1	1	-	-	1	-	1	2	-	1	4	1	1	-	-	-	
=====	3.4%	3.2%	2.9%	3.4%	5.0%	2.8%	-	-	20.0%	-	50.0%	2.7%	-	1.5%	12%	10%	12%	-	-	-	
Somewhat disagree	8	6	4	1	1	1	-	-	1	-	1	2	-	-	4	1	1	-	-	-	
	88.9%	85.7%	80.0%	100.0%	100.0%	100%	-	-	100.0%	-	100%	100%	-	-	100%	100%	100%	-	-	-	
Strongly disagree	1	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	
	11.1%	14.3%	20.0%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	



Q43A. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	268	227	30	8	3	226	13	29	219	6	43	28	1	2	71	25	46	197	120	77	228	23
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Agree [NET]	259	221	27	8	3	220	13	26	215	5	39	27	1	2	71	25	46	188	113	75	219	23
=====	96.6%	97%	90.0%	100%	100.0%	97.3%	100.0%	89.7%	98%	83.3%	90.7%	96%	100.0%	100.0%	100%	100.0%	100.0%	95.4%	94%	97.4%	96.1%	100.0%
Strongly agree	63	55	6	1	1	50	5	8	50	3	10	2	-	1	21	5	16	42	20	22	56	4
	24.3%	25%	22.2%	12.5%	33.3%	22.7%	38.5%	30.8%	23%	60.0%	25.6%	7.4%		50.0%	29.6%	20.0%	34.8%	22.3%	18%	29.3%	25.6%	17.4%
Somewhat agree	196	166	21	7	2	170	8	18	165	2	29	25	1	1	50	20	30	146	93	53	163	19
	75.7%	75%	77.8%	87.5%	66.7%	77.3%	61.5%	69.2%	77%	40.0%	74.4%	93%	100.0%	50.0%	70.4%	80.0%	65.2%	77.7%	82%	70.7%	74.4%	82.6%
Disagree [NET]	9	6	3	-	-	6	-	3	4	1	4	1	-	-	-	-	-	9	7	2	9	-
=====	3.4%	2.6%	10.0%			2.7%		10.3%	1.8%	16.7%	9.3%	3.6%						4.6%	5.8%	2.6%	3.9%	
Somewhat disagree	8	5	3	-	-	5	-	3	4	1	3	1	-	-	-	-	-	8	7	1	8	-
	88.9%	83%	100.0%			83.3%		100.0%	100%	100.0%	75.0%	100%						88.9%	100%	50.0%	88.9%	
Strongly disagree	1	1	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	1	-	1	1	-
	11.1%	17%				16.7%					25.0%							11.1%		50.0%	11.1%	



Q43A. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER		AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	71	36	35	9	7	10	27	17	18	18	-	34	1
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Agree [NET]	71	36	35	9	7	10	27	17	18	18	-	34	1
=====	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Strongly agree	21	10	11	1	4	3	5	7	5	8	-	7	1
	29.6%	27.8%	31.4%	11.1%	57.1%	30.0%	18.5%	41.2%	27.8%	44.4%		20.6%	100%
Somewhat agree	50	26	24	8	3	7	22	10	13	10	-	27	-
	70.4%	72.2%	68.6%	88.9%	42.9%	70.0%	81.5%	58.8%	72.2%	55.6%		79.4%	-



Q43A. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	25	13	12	5	4	3	7	6	4	5	-	16	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Agree [NET]	25	13	12	5	4	3	7	6	4	5	-	16	-
=====	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Strongly agree	5	2	3	-	2	1	1	1	-	3	-	2	-
	20.0%	15.4%	25.0%		50.0%	33.3%	14.3%	16.7%		60.0%		12.5%	
Somewhat agree	20	11	9	5	2	2	6	5	4	2	-	14	-
	80.0%	84.6%	75.0%	100%	50.0%	66.7%	85.7%	83.3%	100.0%	40.0%		87.5%	



Q43A. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	23	23	4	3	7	20	11	14	13	-	18	1
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Agree [NET]	46	23	23	4	3	7	20	11	14	13	-	18	1
=====	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Strongly agree	16	8	8	1	2	2	4	6	5	5	-	5	1
	34.8%	34.8%	34.8%	25.0%	66.7%	28.6%	20.0%	54.5%	35.7%	38.5%		27.8%	100%
Somewhat agree	30	15	15	3	1	5	16	5	9	8	-	13	-
	65.2%	65.2%	65.2%	75.0%	33.3%	71.4%	80.0%	45.5%	64.3%	61.5%		72.2%	-



Q43A. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER		AGE GROUP					ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	197	103	93	55	34	31	47	29	53	21	1	116	6	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Agree [NET]	188	101	86	52	32	30	44	29	49	19	1	113	6	
=====	95.4%	98.1%	92.5%	94.5%	94.1%	96.8%	93.6%	100%	92.5%	90.5%	100.0%	97.4%	100%	
Strongly agree	42	20	22	5	6	11	7	12	8	9	-	22	3	
	22.3%	19.8%	25.6%	9.6%	18.8%	36.7%	15.9%	41.4%	16.3%	47.4%	-	19.5%	50.0%	
Somewhat agree	146	81	64	47	26	19	37	17	41	10	1	91	3	
	77.7%	80.2%	74.4%	90.4%	81.2%	63.3%	84.1%	58.6%	83.7%	52.6%	100.0%	80.5%	50.0%	
Disagree [NET]	9	2	7	3	2	1	3	-	4	2	-	3	-	
=====	4.6%	1.9%	7.5%	5.5%	5.9%	3.2%	6.4%	-	7.5%	9.5%	-	2.6%	-	
Somewhat disagree	8	2	6	3	1	1	3	-	3	2	-	3	-	
	88.9%	100.0%	85.7%	100%	50.0%	100%	100%	-	75.0%	100.0%	-	100.0%	-	
Strongly disagree	1	-	1	-	1	-	-	-	1	-	-	-	-	
	11.1%	-	14.3%	-	50.0%	-	-	-	25.0%	-	-	-	-	



Q43A. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER		AGE GROUP						TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	120	57	63	39	30	24	21	6	35	6	1	77	1	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Agree [NET]	113	55	58	36	29	23	19	6	32	5	1	74	1	
=====	94.2%	96.5%	92.1%	92.3%	96.7%	95.8%	90.5%	100%	91.4%	83.3%	100.0%	96.1%	100%	
Strongly agree	20	6	14	4	6	9	1	-	2	2	-	16	-	
	17.7%	10.9%	24.1%	11.1%	20.7%	39.1%	5.3%		6.2%	40.0%		21.6%		
Somewhat agree	93	49	44	32	23	14	18	6	30	3	1	58	1	
	82.3%	89.1%	75.9%	88.9%	79.3%	60.9%	94.7%	100%	93.8%	60.0%	100.0%	78.4%	100%	
Disagree [NET]	7	2	5	3	1	1	2	-	3	1	-	3	-	
=====	5.8%	3.5%	7.9%	7.7%	3.3%	4.2%	9.5%		8.6%	16.7%		3.9%		
Somewhat disagree	7	2	5	3	1	1	2	-	3	1	-	3	-	
	100%	100.0%	100.0%	100%	100%	100%	100%		100.0%	100.0%		100.0%		



Q43A. Agree or disagree: The Midway City Sanitary District website was easy to navigate and provided me all the information that I was looking for.
 BASE: IF ANSWERED OTHER THAN 'NEVER' TO Q42

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	77	46	30	16	4	7	26	23	18	15	-	39	5
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100%
Agree [NET]	75	46	28	16	3	7	25	23	17	14	-	39	5
=====	97.4%	100.0%	93.3%	100%	75.0%	100%	96.2%	100%	94.4%	93.3%		100.0%	100%
Strongly agree	22	14	8	1	-	2	6	12	6	7	-	6	3
	29.3%	30.4%	28.6%	6.2%		28.6%	24.0%	52.2%	35.3%	50.0%		15.4%	60.0%
Somewhat agree	53	32	20	15	3	5	19	11	11	7	-	33	2
	70.7%	69.6%	71.4%	93.8%	100%	71.4%	76.0%	47.8%	64.7%	50.0%		84.6%	40.0%
Disagree [NET]	2	-	2	-	1	-	1	-	1	1	-	-	-
=====	2.6%		6.7%		25.0%		3.8%		5.6%	6.7%			
Somewhat disagree	1	-	1	-	-	-	1	-	-	1	-	-	-
	50.0%		50.0%				100%			100.0%			
Strongly disagree	1	-	1	-	1	-	-	-	1	-	-	-	-
	50.0%		50.0%		100%				100.0%				



Q44. How frequently do you read Midway City Sanitary District's social media posts?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Monthly or more often	20	7	13	5	1	3	8	3	4	5	1	9	1	16	4	20	-
	5.0%	3.3%	7.0%	6.8%	2.0%	5.6%	7.0%	3.0%	4.2%	6.0%	25.0%	4.6%	5.0%	5.5%	3.7%	5.4%	-
A couple times per year	97	45	52	27	19	16	19	16	25	16	-	54	2	80	17	89	8
	24.2%	21.5%	27.8%	37.0%	38.0%	29.6%	16.5%	15.8%	26.0%	19.0%	-	27.6%	10.0%	27.4%	15.7%	24.2%	25.0%
Rarely	131	77	54	15	19	19	48	30	35	18	-	77	1	95	36	118	13
	32.8%	36.8%	28.9%	20.5%	38.0%	35.2%	41.7%	29.7%	36.5%	21.4%	-	39.3%	5.0%	32.5%	33.3%	32.1%	40.6%
Never	130	66	62	24	11	14	30	45	28	39	3	45	15	85	45	122	8
	32.5%	31.6%	33.2%	32.9%	22.0%	25.9%	26.1%	44.6%	29.2%	46.4%	75.0%	23.0%	75.0%	29.1%	41.7%	33.2%	25.0%
Unsure	22	14	6	2	-	2	10	7	4	6	-	11	1	16	6	19	3
	5.5%	6.7%	3.2%	2.7%	-	3.7%	8.7%	6.9%	4.2%	7.1%	-	5.6%	5.0%	5.5%	5.6%	5.2%	9.4%



Q44. How frequently do you read Midway City Sanitary District's social media posts?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Monthly or more often	20 5.0%	15 4.7%	11 4.2%	3 8.1%	1 4.8%	2 3.5%	1 2.8%	1 16.7%	-	-	1 20.0%	7 5.3%	7 6.4%	3 3.7%	-	1 7.7%	1 8.3%	-	-	1 9.1%	
A couple times per year	97 24.2%	82 25.5%	41 15.6%	22 59.5%	19 90.5%	13 22.8%	8 22.2%	-	4 30.8%	1 50.0%	1 20.0%	10 7.6%	23 21%	34 41%	20 49%	7 54%	2 17%	1 100%	-	-	
Rarely	131 32.8%	109 34.0%	102 38.8%	6 16.2%	1 4.8%	20 35.1%	14 38.9%	2 33.3%	3 23.1%	1 50.0%	1 20.0%	59 45%	32 29%	22 27%	9 22%	4 31%	5 42%	-	-	-	
Never	130 32.5%	100 31.2%	95 36.1%	5 13.5%	-	20 35.1%	12 33.3%	3 50.0%	5 38.5%	-	2 40.0%	50 38%	39 36%	18 22%	9 22%	1 7.7%	4 33%	-	-	9 82%	
Unsure	22 5.5%	15 4.7%	14 5.3%	1 2.7%	-	2 3.5%	1 2.8%	-	1 7.7%	-	-	5 3.8%	8 7.3%	5 6.1%	3 7.3%	-	-	-	-	1 9.1%	



Q44. How frequently do you read Midway City Sanitary District's social media posts?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
			NO																			
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Monthly or more often	20	19	1	-	-	20	-	-	18	1	1	4	-	-	5	1	4	15	5	10	19	1
	5.0%	6.0%	1.7%			6.0%			5.5%	8.3%	1.6%	11%			3.7%	2.2%	4.5%	5.6%	3.8%	7.5%	5.4%	3.6%
A couple times per year	97	83	12	1	1	83	4	10	82	3	12	20	1	1	25	12	13	72	60	12	83	10
	24.2%	26%	20.0%	6.7%	10.0%	25.0%	17.4%	22.2%	25%	25.0%	19.0%	57%	50.0%	16.7%	18.7%	26.1%	14.8%	27.1%	45%	9.0%	23.6%	35.7%
Rarely	131	106	17	4	4	108	5	18	108	2	21	5	-	3	49	16	33	82	52	30	110	12
	32.8%	34%	28.3%	26.7%	40.0%	32.5%	21.7%	40.0%	33%	16.7%	33.3%	14%		50.0%	36.6%	34.8%	37.5%	30.8%	39%	22.6%	31.2%	42.9%
Never	130	91	26	9	4	103	13	14	100	4	26	5	1	2	46	16	30	84	15	69	120	5
	32.5%	29%	43.3%	60.0%	40.0%	31.0%	56.5%	31.1%	31%	33.3%	41.3%	14%	50.0%	33.3%	34.3%	34.8%	34.1%	31.6%	11%	51.9%	34.1%	17.9%
Unsure	22	16	4	1	1	18	1	3	17	2	3	1	-	-	9	1	8	13	1	12	20	-
	5.5%	5.1%	6.7%	6.7%	10.0%	5.4%	4.3%	6.7%	5.2%	16.7%	4.8%	2.9%			6.7%	2.2%	9.1%	4.9%	0.8%	9.0%	5.7%	



Q44. How frequently do you read Midway City Sanitary District's social media posts?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134 100%	73 100.0%	59 100.0%	11 100%	12 100%	18 100%	51 100%	39 100%	32 100.0%	40 100.0%	1 100.0%	57 100.0%	4 100%	
Monthly or more often	5 3.7%	2 2.7%	3 5.1%	1 9.1%	-	2 11.1%	2 3.9%	-	2 6.2%	3 7.5%	-	-	-	
A couple times per year	25 18.7%	13 17.8%	12 20.3%	4 36.4%	2 16.7%	5 27.8%	6 11.8%	8 20.5%	4 12.5%	9 22.5%	-	12 21.1%	-	
Rarely	49 36.6%	31 42.5%	18 30.5%	3 27.3%	4 33.3%	4 22.2%	28 54.9%	10 25.6%	13 40.6%	7 17.5%	-	29 50.9%	-	
Never	46 34.3%	23 31.5%	21 35.6%	3 27.3%	6 50.0%	6 33.3%	9 17.6%	19 48.7%	11 34.4%	18 45.0%	1 100.0%	12 21.1%	4 100%	
Unsure	9 6.7%	4 5.5%	5 8.5%	-	-	1 5.6%	6 11.8%	2 5.1%	2 6.2%	3 7.5%	-	4 7.0%	-	



Q44. How frequently do you read Midway City Sanitary District's social media posts?
 BASE: Total Sample

	GENDER		AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Monthly or more often	1	-	1	1	-	-	-	-	1	-	-	-	-
	2.2%		5.3%	16.7%					14.3%				
A couple times per year	12	5	7	4	2	2	2	2	1	2	-	9	-
	26.1%	19.2%	36.8%	66.7%	33.3%	33.3%	14.3%	15.4%	14.3%	15.4%		34.6%	
Rarely	16	13	3	-	1	3	9	3	3	3	-	10	-
	34.8%	50.0%	15.8%		16.7%	50.0%	64.3%	23.1%	42.9%	23.1%		38.5%	
Never	16	7	8	1	3	1	3	7	2	8	-	6	-
	34.8%	26.9%	42.1%	16.7%	50.0%	16.7%	21.4%	53.8%	28.6%	61.5%		23.1%	
Unsure	1	1	-	-	-	-	-	1	-	-	-	1	-
	2.2%	3.8%						7.7%				3.8%	



Q44. How frequently do you read Midway City Sanitary District's social media posts?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88 100%	47 100.0%	40 100.0%	5 100%	6 100%	12 100%	37 100%	26 100%	25 100.0%	27 100.0%	1 100.0%	31 100.0%	4 100%	
Monthly or more often	4 4.5%	2 4.3%	2 5.0%	-	-	2 16.7%	2 5.4%	-	1 4.0%	3 11.1%	-	-	-	
A couple times per year	13 14.8%	8 17.0%	5 12.5%	-	-	3 25.0%	4 10.8%	6 23.1%	3 12.0%	7 25.9%	-	3 9.7%	-	
Rarely	33 37.5%	18 38.3%	15 37.5%	3 60.0%	3 50.0%	1 8.3%	19 51.4%	7 26.9%	10 40.0%	4 14.8%	-	19 61.3%	-	
Never	30 34.1%	16 34.0%	13 32.5%	2 40.0%	3 50.0%	5 41.7%	6 16.2%	12 46.2%	9 36.0%	10 37.0%	1 100.0%	6 19.4%	4 100%	
Unsure	8 9.1%	3 6.4%	5 12.5%	-	-	1 8.3%	6 16.2%	1 3.8%	2 8.0%	3 11.1%	-	3 9.7%	-	



Q44. How frequently do you read Midway City Sanitary District's social media posts?
 BASE: Total Sample

	GENDER		AGE GROUP					ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Monthly or more often	15	5	10	4	1	1	6	3	2	2	1	9	1	
	5.6%	3.7%	7.8%	6.5%	2.6%	2.8%	9.4%	4.8%	3.1%	4.5%	33.3%	6.5%	6.2%	
A couple times per year	72	32	40	23	17	11	13	8	21	7	-	42	2	
	27.1%	23.5%	31.2%	37.1%	44.7%	30.6%	20.3%	12.9%	32.8%	15.9%	-	30.2%	12.5%	
Rarely	82	46	36	12	15	15	20	20	22	11	-	48	1	
	30.8%	33.8%	28.1%	19.4%	39.5%	41.7%	31.2%	32.3%	34.4%	25.0%	-	34.5%	6.2%	
Never	84	43	41	21	5	8	21	26	17	21	2	33	11	
	31.6%	31.6%	32.0%	33.9%	13.2%	22.2%	32.8%	41.9%	26.6%	47.7%	66.7%	23.7%	68.8%	
Unsure	13	10	1	2	-	1	4	5	2	3	-	7	1	
	4.9%	7.4%	0.8%	3.2%	-	2.8%	6.2%	8.1%	3.1%	6.8%	-	5.0%	6.2%	



Q44. How frequently do you read Midway City Sanitary District's social media posts?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133 100%	63 100.0%	70 100.0%	42 100%	31 100%	24 100%	26 100%	9 100%	37 100.0%	9 100.0%	1 100.0%	83 100.0%	3 100%
Monthly or more often	5 3.8%	3 4.8%	2 2.9%	2 4.8%	1 3.2%	1 4.2%	1 3.8%	-	-	-	1 100.0%	4 4.8%	-
A couple times per year	60 45.1%	24 38.1%	36 51.4%	22 52.4%	15 48.4%	10 41.7%	10 38.5%	3 33.3%	18 48.6%	5 55.6%	-	36 43.4%	1 33.3%
Rarely	52 39.1%	28 44.4%	24 34.3%	10 23.8%	12 38.7%	12 50.0%	13 50.0%	5 55.6%	14 37.8%	4 44.4%	-	34 41.0%	-
Never	15 11.3%	7 11.1%	8 11.4%	8 19.0%	3 9.7%	1 4.2%	2 7.7%	-	5 13.5%	-	-	8 9.6%	2 66.7%
Unsure	1 0.8%	1 1.6%	-	-	-	-	-	1 11.1%	-	-	-	1 1.2%	-



Q44. How frequently do you read Midway City Sanitary District's social media posts?
 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	73	58	20	7	12	38	53	27	35	2	56	13
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Monthly or more often	10	2	8	2	-	-	5	3	2	2	-	5	1
	7.5%	2.7%	13.8%	10.0%			13.2%	5.7%	7.4%	5.7%		8.9%	7.7%
A couple times per year	12	8	4	1	2	1	3	5	3	2	-	6	1
	9.0%	11.0%	6.9%	5.0%	28.6%	8.3%	7.9%	9.4%	11.1%	5.7%		10.7%	7.7%
Rarely	30	18	12	2	3	3	7	15	8	7	-	14	1
	22.6%	24.7%	20.7%	10.0%	42.9%	25.0%	18.4%	28.3%	29.6%	20.0%		25.0%	7.7%
Never	69	36	33	13	2	7	19	26	12	21	2	25	9
	51.9%	49.3%	56.9%	65.0%	28.6%	58.3%	50.0%	49.1%	44.4%	60.0%	100.0%	44.6%	69.2%
Unsure	12	9	1	2	-	1	4	4	2	3	-	6	1
	9.0%	12.3%	1.7%	10.0%		8.3%	10.5%	7.5%	7.4%	8.6%		10.7%	7.7%



Q45. How often would you like to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Weekly	6	2	4	1	-	2	3	-	3	2	-	1	-	4	2	6	-
	1.5%	1.0%	2.1%	1.4%		3.7%	2.6%		3.1%	2.4%		0.5%		1.4%	1.9%	1.6%	
Monthly	102	48	54	39	13	8	23	19	20	12	2	63	5	81	21	98	4
	25.5%	23.0%	28.9%	53.4%	26.0%	14.8%	20.0%	18.8%	20.8%	14.3%	50.0%	32.1%	25.0%	27.7%	19.4%	26.6%	12.5%
A few times per year	214	121	91	25	31	34	72	49	59	43	2	102	8	150	64	196	18
	53.5%	57.9%	48.7%	34.2%	62.0%	63.0%	62.6%	48.5%	61.5%	51.2%	50.0%	52.0%	40.0%	51.4%	59.3%	53.3%	56.2%
Once a year	36	13	22	1	3	6	9	15	6	13	-	14	3	27	9	31	5
	9.0%	6.2%	11.8%	1.4%	6.0%	11.1%	7.8%	14.9%	6.2%	15.5%		7.1%	15.0%	9.2%	8.3%	8.4%	15.6%
Never	18	9	8	4	3	2	4	3	6	4	-	7	1	11	7	16	2
	4.5%	4.3%	4.3%	5.5%	6.0%	3.7%	3.5%	3.0%	6.2%	4.8%		3.6%	5.0%	3.8%	6.5%	4.3%	6.2%
Other	5	4	1	-	-	-	-	5	1	2	-	1	1	4	1	5	-
	1.2%	1.9%	0.5%					5.0%	1.0%	2.4%		0.5%	5.0%	1.4%	0.9%	1.4%	
Unsure	19	12	7	3	-	2	4	10	1	8	-	8	2	15	4	16	3
	4.8%	5.7%	3.7%	4.1%		3.7%	3.5%	9.9%	1.0%	9.5%		4.1%	10.0%	5.1%	3.7%	4.3%	9.4%



Q45. How often would you like to receive information from Midway City Sanitary District?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Weekly	6 1.5%	2 0.6%	2 0.8%	-	-	2 3.5%	2 5.6%	-	-	-	1 20.0%	2 1.5%	1 0.9%	1 1.2%	-	1 7.7%	1 8.3%	-	-	-	
Monthly	102 25.5%	88 27.4%	56 21.3%	19 51.4%	13 61.9%	11 19.3%	8 22.2%	-	2 15.4%	1 50.0%	1 20.0%	22 17%	35 32%	24 29%	11 27%	3 23%	4 33%	1 100%	-	2 18%	
A few times per year	214 53.5%	175 54.5%	154 58.6%	13 35.1%	8 38.1%	31 54.4%	18 50.0%	3 50.0%	9 69.2%	1 50.0%	1 20.0%	73 56%	59 54%	40 49%	25 61%	8 62%	4 33%	-	-	5 45%	
Once a year	36 9.0%	27 8.4%	25 9.5%	2 5.4%	-	6 10.5%	5 13.9%	-	1 7.7%	-	1 20.0%	20 15%	5 4.6%	6 7.3%	3 7.3%	-	1 8.3%	-	-	1 9.1%	
Never	18 4.5%	14 4.4%	13 4.9%	1 2.7%	-	3 5.3%	2 5.6%	1 16.7%	-	-	-	3 2.3%	4 3.7%	6 7.3%	2 4.9%	-	1 8.3%	-	-	2 18%	
Other	5 1.2%	3 0.9%	3 1.1%	-	-	-	-	-	-	-	-	2 1.5%	2 1.8%	-	-	1 7.7%	-	-	-	-	
Unsure	19 4.8%	12 3.7%	10 3.8%	2 5.4%	-	4 7.0%	1 2.8%	2 33.3%	1 7.7%	-	1 20.0%	9 6.9%	3 2.8%	5 6.1%	-	-	1 8.3%	-	-	1 9.1%	



Q45. How often would you like to receive information from Midway City Sanitary District?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE				
	TOTAL	NO OPINION		UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]		TEXT	EMAIL	ENGLISH	SPANISH
		FAV																					
Total	400 100%	315 100%	60 100.0%	15 100%	10 100.0%	332 100.0%	23 100.0%	45 100.0%	325 100%	12 100.0%	63 100.0%	35 100%	2 100.0%	6 100.0%	134 100%	46 100.0%	88 100.0%	266 100.0%	133 100%	133 100%	352 100.0%	28 100.0%	
Weekly	6 1.5%	6 1.9%	-	-	-	6 1.8%	-	-	6 1.8%	-	-	-	-	-	2 1.5%	-	2 2.3%	4 1.5%	1 0.8%	3 2.3%	5 1.4%	-	
Monthly	102 25.5%	89 28%	11 18.3%	2 13.3%	-	94 28.3%	5 21.7%	3 6.7%	92 28%	2 16.7%	8 12.7%	17 49%	1 50.0%	1 16.7%	27 20.1%	9 19.6%	18 20.5%	75 28.2%	37 28%	38 28.6%	90 25.6%	7 25.0%	
A few times per year	214 53.5%	165 52%	36 60.0%	8 53.3%	5 50.0%	177 53.3%	10 43.5%	27 60.0%	169 52%	7 58.3%	38 60.3%	14 40%	-	2 33.3%	73 54.5%	27 58.7%	46 52.3%	141 53.0%	78 59%	63 47.4%	187 53.1%	15 53.6%	
Once a year	36 9.0%	31 9.8%	4 6.7%	-	1 10.0%	27 8.1%	3 13.0%	6 13.3%	29 8.9%	2 16.7%	5 7.9%	2 5.7%	-	-	17 12.7%	4 8.7%	13 14.8%	19 7.1%	9 6.8%	10 7.5%	32 9.1%	2 7.1%	
Never	18 4.5%	5 1.6%	5 8.3%	5 33.3%	3 30.0%	6 1.8%	5 21.7%	7 15.6%	10 3.1%	1 8.3%	7 11.1%	-	1 50.0%	1 16.7%	7 5.2%	3 6.5%	4 4.5%	11 4.1%	6 4.5%	5 3.8%	14 4.0%	4 14.3%	
Other	5 1.2%	5 1.6%	-	-	-	5 1.5%	-	-	5 1.5%	-	-	-	-	-	2 1.5%	2 4.3%	-	3 1.1%	1 0.8%	2 1.5%	5 1.4%	-	
Unsure	19 4.8%	14 4.4%	4 6.7%	-	1 10.0%	17 5.1%	-	2 4.4%	14 4.3%	-	5 7.9%	2 5.7%	-	2 33.3%	6 4.5%	1 2.2%	5 5.7%	13 4.9%	1 0.8%	12 9.0%	19 5.4%	-	



Q45. How often would you like to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Weekly	2	-	2	-	-	2	-	-	1	1	-	-	-	
	1.5%		3.4%			11.1%			3.1%	2.5%				
Monthly	27	15	12	7	2	2	11	5	6	3	1	16	1	
	20.1%	20.5%	20.3%	63.6%	16.7%	11.1%	21.6%	12.8%	18.8%	7.5%	100.0%	28.1%	25.0%	
A few times per year	73	42	31	3	7	10	34	19	21	21	-	31	-	
	54.5%	57.5%	52.5%	27.3%	58.3%	55.6%	66.7%	48.7%	65.6%	52.5%		54.4%		
Once a year	17	8	8	1	1	2	3	8	3	7	-	5	2	
	12.7%	11.0%	13.6%	9.1%	8.3%	11.1%	5.9%	20.5%	9.4%	17.5%		8.8%	50.0%	
Never	7	2	4	-	2	1	1	2	-	4	-	2	1	
	5.2%	2.7%	6.8%		16.7%	5.6%	2.0%	5.1%		10.0%		3.5%	25.0%	
Other	2	1	1	-	-	-	-	2	1	1	-	-	-	
	1.5%	1.4%	1.7%					5.1%	3.1%	2.5%				
Unsure	6	5	1	-	-	1	2	3	-	3	-	3	-	
	4.5%	6.8%	1.7%			5.6%	3.9%	7.7%		7.5%		5.3%		



Q45. How often would you like to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Monthly	9	4	5	4	-	-	3	2	1	1	-	7	-
	19.6%	15.4%	26.3%	66.7%			21.4%	15.4%	14.3%	7.7%		26.9%	
A few times per year	27	16	11	1	5	5	10	6	5	8	-	14	-
	58.7%	61.5%	57.9%	16.7%	83.3%	83.3%	71.4%	46.2%	71.4%	61.5%		53.8%	
Once a year	4	3	1	1	-	1	-	2	-	1	-	3	-
	8.7%	11.5%	5.3%	16.7%		16.7%		15.4%		7.7%		11.5%	
Never	3	1	1	-	1	-	1	-	-	2	-	1	-
	6.5%	3.8%	5.3%		16.7%		7.1%			15.4%		3.8%	
Other	2	1	1	-	-	-	-	2	1	1	-	-	-
	4.3%	3.8%	5.3%					15.4%	14.3%	7.7%			
Unsure	1	1	-	-	-	-	-	1	-	-	-	1	-
	2.2%	3.8%						7.7%				3.8%	



Q45. How often would you like to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Weekly	2	-	2	-	-	2	-	-	1	1	-	-	-	
	2.3%		5.0%			16.7%			4.0%	3.7%				
Monthly	18	11	7	3	2	2	8	3	5	2	1	9	1	
	20.5%	23.4%	17.5%	60.0%	33.3%	16.7%	21.6%	11.5%	20.0%	7.4%	100.0%	29.0%	25.0%	
A few times per year	46	26	20	2	2	5	24	13	16	13	-	17	-	
	52.3%	55.3%	50.0%	40.0%	33.3%	41.7%	64.9%	50.0%	64.0%	48.1%		54.8%		
Once a year	13	5	7	-	1	1	3	6	3	6	-	2	2	
	14.8%	10.6%	17.5%		16.7%	8.3%	8.1%	23.1%	12.0%	22.2%		6.5%	50.0%	
Never	4	1	3	-	1	1	-	2	-	2	-	1	1	
	4.5%	2.1%	7.5%		16.7%	8.3%		7.7%		7.4%		3.2%	25.0%	
Unsure	5	4	1	-	-	1	2	2	-	3	-	2	-	
	5.7%	8.5%	2.5%			8.3%	5.4%	7.7%		11.1%		6.5%		



Q45. How often would you like to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	266 100%	136 100.0%	128 100.0%	62 100%	38 100%	36 100%	64 100%	62 100%	64 100.0%	44 100.0%	3 100.0%	139 100.0%	16 100%		
Weekly	4 1.5%	2 1.5%	2 1.6%	1 1.6%	-	-	3 4.7%	-	2 3.1%	1 2.3%	-	1 0.7%	-		
Monthly	75 28.2%	33 24.3%	42 32.8%	32 51.6%	11 28.9%	6 16.7%	12 18.8%	14 22.6%	14 21.9%	9 20.5%	1 33.3%	47 33.8%	4 25.0%		
A few times per year	141 53.0%	79 58.1%	60 46.9%	22 35.5%	24 63.2%	24 66.7%	38 59.4%	30 48.4%	38 59.4%	22 50.0%	2 66.7%	71 51.1%	8 50.0%		
Once a year	19 7.1%	5 3.7%	14 10.9%	-	2 5.3%	4 11.1%	6 9.4%	7 11.3%	3 4.7%	6 13.6%	-	9 6.5%	1 6.2%		
Never	11 4.1%	7 5.1%	4 3.1%	4 6.5%	1 2.6%	1 2.8%	3 4.7%	1 1.6%	6 9.4%	-	-	5 3.6%	-		
Other	3 1.1%	3 2.2%	-	-	-	-	-	3 4.8%	-	1 2.3%	-	1 0.7%	1 6.2%		
Unsure	13 4.9%	7 5.1%	6 4.7%	3 4.8%	-	1 2.8%	2 3.1%	7 11.3%	1 1.6%	5 11.4%	-	5 3.6%	2 12.5%		



Q45. How often would you like to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Weekly	1	-	1	-	-	-	1	-	1	-	-	-	-	
	0.8%		1.4%				3.8%		2.7%					
Monthly	37	16	21	19	8	4	5	1	6	4	-	26	1	
	27.8%	25.4%	30.0%	45.2%	25.8%	16.7%	19.2%	11.1%	16.2%	44.4%		31.3%	33.3%	
A few times per year	78	41	37	18	20	18	15	6	25	3	1	47	2	
	58.6%	65.1%	52.9%	42.9%	64.5%	75.0%	57.7%	66.7%	67.6%	33.3%	100.0%	56.6%	66.7%	
Once a year	9	2	7	-	2	2	5	-	2	2	-	5	-	
	6.8%	3.2%	10.0%		6.5%	8.3%	19.2%		5.4%	22.2%		6.0%		
Never	6	2	4	4	1	-	-	1	3	-	-	3	-	
	4.5%	3.2%	5.7%	9.5%	3.2%			11.1%	8.1%			3.6%		
Other	1	1	-	-	-	-	-	1	-	-	-	1	-	
	0.8%	1.6%						11.1%				1.2%		
Unsure	1	1	-	1	-	-	-	-	-	-	-	1	-	
	0.8%	1.6%		2.4%								1.2%		



Q45. How often would you like to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Weekly	3	2	1	1	-	-	2	-	1	1	-	1	-	
	2.3%	2.7%	1.7%	5.0%			5.3%		3.7%	2.9%		1.8%		
Monthly	38	17	21	13	3	2	7	13	8	5	1	21	3	
	28.6%	23.3%	36.2%	65.0%	42.9%	16.7%	18.4%	24.5%	29.6%	14.3%	50.0%	37.5%	23.1%	
A few times per year	63	38	23	4	4	6	23	24	13	19	1	24	6	
	47.4%	52.1%	39.7%	20.0%	57.1%	50.0%	60.5%	45.3%	48.1%	54.3%	50.0%	42.9%	46.2%	
Once a year	10	3	7	-	-	2	1	7	1	4	-	4	1	
	7.5%	4.1%	12.1%			16.7%	2.6%	13.2%	3.7%	11.4%		7.1%	7.7%	
Never	5	5	-	-	-	1	3	-	3	-	-	2	-	
	3.8%	6.8%				8.3%	7.9%		11.1%			3.6%		
Other	2	2	-	-	-	-	-	2	-	1	-	-	1	
	1.5%	2.7%						3.8%		2.9%			7.7%	
Unsure	12	6	6	2	-	1	2	7	1	5	-	4	2	
	9.0%	8.2%	10.3%	10.0%		8.3%	5.3%	13.2%	3.7%	14.3%		7.1%	15.4%	



Q46. How would you prefer to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY			EDUCATION LEVEL			GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Mail to your home	171	96	72	22	20	26	48	52	42	49	2	67	11	122	49	163	8
	42.8%	45.9%	38.5%	30.1%	40.0%	48.1%	41.7%	51.5%	43.8%	58.3%	50.0%	34.2%	55.0%	41.8%	45.4%	44.3%	25.0%
Email	142	78	62	30	22	22	36	31	35	19	2	84	2	94	48	132	10
	35.5%	37.3%	33.2%	41.1%	44.0%	40.7%	31.3%	30.7%	36.5%	22.6%	50.0%	42.9%	10.0%	32.2%	44.4%	35.9%	31.2%
Periodic Newsletter	92	54	36	14	6	7	32	31	23	21	1	39	8	67	25	77	15
	23.0%	25.8%	19.3%	19.2%	12.0%	13.0%	27.8%	30.7%	24.0%	25.0%	25.0%	19.9%	40.0%	22.9%	23.1%	20.9%	46.9%
Text message	50	25	25	12	6	9	12	11	7	9	1	32	1	42	8	48	2
	12.5%	12.0%	13.4%	16.4%	12.0%	16.7%	10.4%	10.9%	7.3%	10.7%	25.0%	16.3%	5.0%	14.4%	7.4%	13.0%	6.2%
Social media posts	49	23	26	11	9	9	16	4	18	6	-	22	3	42	7	46	3
	12.2%	11.0%	13.9%	15.1%	18.0%	16.7%	13.9%	4.0%	18.8%	7.1%	-	11.2%	15.0%	14.4%	6.5%	12.5%	9.4%
Public events/Meetings	31	10	21	7	5	6	8	4	9	3	-	17	2	23	8	29	2
	7.8%	4.8%	11.2%	9.6%	10.0%	11.1%	7.0%	4.0%	9.4%	3.6%	-	8.7%	10.0%	7.9%	7.4%	7.9%	6.2%
MCSD website	21	11	10	5	5	1	7	2	4	8	1	7	1	16	5	21	-
	5.2%	5.3%	5.3%	6.8%	10.0%	1.9%	6.1%	2.0%	4.2%	9.5%	25.0%	3.6%	5.0%	5.5%	4.6%	5.7%	-
Radio ads	10	2	8	5	2	1	2	-	3	-	-	7	-	9	1	10	-
	2.5%	1.0%	4.3%	6.8%	4.0%	1.9%	1.7%	-	3.1%	-	-	3.6%	-	3.1%	0.9%	2.7%	-
Other	3	1	2	-	-	1	1	1	1	1	-	-	1	2	1	3	-
	0.8%	0.5%	1.1%	-	-	1.9%	0.9%	1.0%	1.0%	1.2%	-	-	5.0%	0.7%	0.9%	0.8%	-
Unsure	21	11	10	4	1	1	3	11	3	4	-	13	1	18	3	17	4
	5.2%	5.3%	5.3%	5.5%	2.0%	1.9%	2.6%	10.9%	3.1%	4.8%	-	6.6%	5.0%	6.2%	2.8%	4.6%	12.5%



Q46. How would you prefer to receive information from Midway City Sanitary District?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Mail to your home	171 42.8%	130 40.5%	116 44.1%	10 27.0%	4 19.0%	24 42.1%	12 33.3%	3 50.0%	7 53.8%	2 100.0%	4 80.0%	66 50%	47 43%	29 35%	16 39%	3 23%	6 50%	-	-	4 36%	
Email	142 35.5%	116 36.1%	96 36.5%	12 32.4%	8 38.1%	24 42.1%	17 47.2%	2 33.3%	5 38.5%	-	-	44 34%	40 37%	32 39%	17 41%	3 23%	3 25%	-	-	3 27%	
Periodic Newsletter	92 23.0%	75 23.4%	65 24.7%	4 10.8%	6 28.6%	12 21.1%	9 25.0%	1 16.7%	2 15.4%	-	-	41 31%	23 21%	11 13%	8 20%	3 23%	1 8.3%	1 100%	-	4 36%	
Text message	50 12.5%	45 14.0%	27 10.3%	13 35.1%	5 23.8%	3 5.3%	3 8.3%	-	-	-	-	8 6.1%	24 22%	9 11%	8 20%	1 7.7%	-	-	-	-	
Social media posts	49 12.2%	36 11.2%	23 8.7%	8 21.6%	5 23.8%	10 17.5%	6 16.7%	2 33.3%	2 15.4%	-	3 60.0%	10 7.6%	4 3.7%	19 23%	8 20%	2 15%	5 42%	-	-	1 9.1%	
Public events/Meetings	31 7.8%	26 8.1%	17 6.5%	6 16.2%	3 14.3%	4 7.0%	3 8.3%	1 16.7%	-	-	1 20.0%	6 4.6%	4 3.7%	9 11%	7 17%	3 23%	1 8.3%	1 100%	-	-	
MCSD website	21 5.2%	15 4.7%	8 3.0%	5 13.5%	2 9.5%	5 8.8%	4 11.1%	-	-	1 50.0%	-	3 2.3%	3 2.8%	9 11%	-	5 38%	-	-	-	1 9.1%	
Radio ads	10 2.5%	8 2.5%	1 0.4%	4 10.8%	3 14.3%	1 1.8%	-	-	-	1 50.0%	1 20.0%	1 0.8%	4 3.7%	2 2.4%	3 7.3%	-	-	-	-	-	
Other	3 0.8%	3 0.9%	3 1.1%	-	-	-	-	-	-	-	-	-	1 0.9%	2 2.4%	-	-	-	-	-	-	
Unsure	21 5.2%	16 5.0%	15 5.7%	-	1 4.8%	3 5.3%	1 2.8%	1 16.7%	1 7.7%	-	-	9 6.9%	5 4.6%	5 6.1%	1 2.4%	-	-	-	-	1 9.1%	



Q46. How would you prefer to receive information from Midway City Sanitary District?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Mail to your home	171	137	23	7	4	147	10	14	142	4	25	11	-	2	64	21	43	107	36	71	150	12
	42.8%	43%	38.3%	46.7%	40.0%	44.3%	43.5%	31.1%	44%	33.3%	39.7%	31%		33.3%	47.8%	45.7%	48.9%	40.2%	27%	53.4%	42.6%	42.9%
Email	142	110	22	5	5	113	10	19	109	6	27	10	-	4	45	16	29	97	53	44	121	12
	35.5%	35%	36.7%	33.3%	50.0%	34.0%	43.5%	42.2%	34%	50.0%	42.9%	29%		66.7%	33.6%	34.8%	33.0%	36.5%	40%	33.1%	34.4%	42.9%
Periodic Newsletter	92	75	11	5	1	82	4	6	76	4	12	4	-	1	32	17	15	60	22	38	82	5
	23.0%	24%	18.3%	33.3%	10.0%	24.7%	17.4%	13.3%	23%	33.3%	19.0%	11%		16.7%	23.9%	37.0%	17.0%	22.6%	17%	28.6%	23.3%	17.9%
Text message	50	43	5	1	1	41	-	9	40	1	9	12	-	1	20	7	13	30	25	5	44	1
	12.5%	14%	8.3%	6.7%	10.0%	12.3%		20.0%	12%	8.3%	14.3%	34%		16.7%	14.9%	15.2%	14.8%	11.3%	19%	3.8%	12.5%	3.6%
Social media posts	49	36	12	1	-	39	1	9	40	-	9	9	-	1	11	3	8	38	30	8	42	6
	12.2%	11%	20.0%	6.7%		11.7%	4.3%	20.0%	12%		14.3%	26%		16.7%	8.2%	6.5%	9.1%	14.3%	23%	6.0%	11.9%	21.4%
Public events/Meetings	31	25	5	-	1	23	1	7	22	1	8	4	1	2	4	1	3	27	22	5	29	1
	7.8%	7.9%	8.3%		10.0%	6.9%	4.3%	15.6%	6.8%	8.3%	12.7%	11%	50.0%	33.3%	3.0%	2.2%	3.4%	10.2%	17%	3.8%	8.2%	3.6%
MCSD website	21	18	2	1	-	18	2	1	18	1	2	5	-	-	4	2	2	17	12	5	20	-
	5.2%	5.7%	3.3%	6.7%		5.4%	8.7%	2.2%	5.5%	8.3%	3.2%	14%			3.0%	4.3%	2.3%	6.4%	9.0%	3.8%	5.7%	
Radio ads	10	9	1	-	-	10	-	-	9	1	-	4	-	-	4	4	-	6	5	1	8	2
	2.5%	2.9%	1.7%			3.0%			2.8%	8.3%		11%			3.0%	8.7%		2.3%	3.8%	0.8%	2.3%	7.1%
Other	3	2	1	-	-	3	-	-	1	-	2	-	-	-	1	-	1	2	1	1	3	-
	0.8%	0.6%	1.7%			0.9%			0.3%		3.2%				0.7%		1.1%	0.8%	0.8%	0.8%	0.9%	
Unsure	21	15	4	-	2	17	-	4	17	-	4	-	1	-	5	1	4	16	4	12	19	2
	5.2%	4.8%	6.7%		20.0%	5.1%		8.9%	5.2%		6.3%		50.0%		3.7%	2.2%	4.5%	6.0%	3.0%	9.0%	5.4%	7.1%



Q46. How would you prefer to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER				AGE GROUP				PHONE MODE [NET]				ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER			
Total	134	73	59	11	12	18	51	39	32	40	1	57	4			
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%			
Mail to your home	64	36	27	2	7	9	21	24	14	29	1	18	2			
	47.8%	49.3%	45.8%	18.2%	58.3%	50.0%	41.2%	61.5%	43.8%	72.5%	100.0%	31.6%	50.0%			
Email	45	27	17	6	4	7	19	8	13	9	1	22	-			
	33.6%	37.0%	28.8%	54.5%	33.3%	38.9%	37.3%	20.5%	40.6%	22.5%	100.0%	38.6%	-			
Periodic Newsletter	32	20	11	1	2	4	12	13	7	7	-	16	2			
	23.9%	27.4%	18.6%	9.1%	16.7%	22.2%	23.5%	33.3%	21.9%	17.5%	-	28.1%	50.0%			
Text message	20	9	11	2	1	3	8	6	1	5	-	13	1			
	14.9%	12.3%	18.6%	18.2%	8.3%	16.7%	15.7%	15.4%	3.1%	12.5%	-	22.8%	25.0%			
Social media posts	11	7	4	1	-	1	6	3	6	2	-	2	1			
	8.2%	9.6%	6.8%	9.1%	-	5.6%	11.8%	7.7%	18.8%	5.0%	-	3.5%	25.0%			
MCSD website	4	2	2	1	-	1	-	1	-	2	-	1	1			
	3.0%	2.7%	3.4%	9.1%	-	5.6%	-	2.6%	-	5.0%	-	1.8%	25.0%			
Radio ads	4	1	3	2	1	1	-	-	-	-	-	4	-			
	3.0%	1.4%	5.1%	18.2%	8.3%	5.6%	-	-	-	-	-	7.0%	-			
Public events/Meetings	4	1	3	2	-	1	1	-	-	1	-	3	-			
	3.0%	1.4%	5.1%	18.2%	-	5.6%	2.0%	-	-	2.5%	-	5.3%	-			
Other	1	1	-	-	-	1	-	-	1	-	-	-	-			
	0.7%	1.4%	-	-	-	5.6%	-	-	3.1%	-	-	-	-			
Unsure	5	3	2	-	1	-	2	2	-	2	-	3	-			
	3.7%	4.1%	3.4%	-	8.3%	-	3.9%	5.1%	-	5.0%	-	5.3%	-			



Q46. How would you prefer to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
Mail to your home	21	13	8	-	4	3	6	8	4	9	-	8	-	
	45.7%	50.0%	42.1%		66.7%	50.0%	42.9%	61.5%	57.1%	69.2%		30.8%		
Periodic Newsletter	17	11	6	1	2	2	6	6	3	4	-	10	-	
	37.0%	42.3%	31.6%	16.7%	33.3%	33.3%	42.9%	46.2%	42.9%	30.8%		38.5%		
Email	16	9	6	3	2	3	4	3	3	2	-	11	-	
	34.8%	34.6%	31.6%	50.0%	33.3%	50.0%	28.6%	23.1%	42.9%	15.4%		42.3%		
Text message	7	4	3	1	1	-	4	1	-	2	-	5	-	
	15.2%	15.4%	15.8%	16.7%	16.7%		28.6%	7.7%		15.4%		19.2%		
Radio ads	4	1	3	2	1	1	-	-	-	-	-	4	-	
	8.7%	3.8%	15.8%	33.3%	16.7%	16.7%						15.4%		
Social media posts	3	2	1	1	-	-	1	1	1	1	-	1	-	
	6.5%	7.7%	5.3%	16.7%			7.1%	7.7%	14.3%	7.7%		3.8%		
MCSD website	2	1	1	1	-	1	-	-	-	1	-	1	-	
	4.3%	3.8%	5.3%	16.7%		16.7%				7.7%		3.8%		
Public events/Meetings	1	-	1	1	-	-	-	-	-	-	-	1	-	
	2.2%		5.3%	16.7%								3.8%		
Unsure	1	1	-	-	-	-	-	1	-	-	-	1	-	
	2.2%	3.8%						7.7%				3.8%		



Q46. How would you prefer to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER				AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Mail to your home	43	23	19	2	3	6	15	16	10	20	1	10	2	
	48.9%	48.9%	47.5%	40.0%	50.0%	50.0%	40.5%	61.5%	40.0%	74.1%	100.0%	32.3%	50.0%	
Email	29	18	11	3	2	4	15	5	10	7	1	11	-	
	33.0%	38.3%	27.5%	60.0%	33.3%	33.3%	40.5%	19.2%	40.0%	25.9%	100.0%	35.5%	-	
Periodic Newsletter	15	9	5	-	-	2	6	7	4	3	-	6	2	
	17.0%	19.1%	12.5%	-	-	16.7%	16.2%	26.9%	16.0%	11.1%	-	19.4%	50.0%	
Text message	13	5	8	1	-	3	4	5	1	3	-	8	1	
	14.8%	10.6%	20.0%	20.0%	-	25.0%	10.8%	19.2%	4.0%	11.1%	-	25.8%	25.0%	
Social media posts	8	5	3	-	-	1	5	2	5	1	-	1	1	
	9.1%	10.6%	7.5%	-	-	8.3%	13.5%	7.7%	20.0%	3.7%	-	3.2%	25.0%	
Public events/Meetings	3	1	2	1	-	1	1	-	-	1	-	2	-	
	3.4%	2.1%	5.0%	20.0%	-	8.3%	2.7%	-	-	3.7%	-	6.5%	-	
MCSD website	2	1	1	-	-	-	-	1	-	1	-	-	1	
	2.3%	2.1%	2.5%	-	-	-	-	3.8%	-	3.7%	-	-	25.0%	
Other	1	1	-	-	-	1	-	-	1	-	-	-	-	
	1.1%	2.1%	-	-	-	8.3%	-	-	4.0%	-	-	-	-	
Unsure	4	2	2	-	1	-	2	1	-	2	-	2	-	
	4.5%	4.3%	5.0%	-	16.7%	-	5.4%	3.8%	-	7.4%	-	6.5%	-	



Q46. How would you prefer to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]				ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER				
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	100%	100.0%	100.0%	100%
Mail to your home	107	60	45	20	13	17	27	28	28	20	1	49	9	40.2%	44.1%	35.2%	32.3%
Email	97	51	45	24	18	15	17	23	22	10	1	62	2	36.5%	37.5%	35.2%	38.7%
Periodic Newsletter	60	34	25	13	4	3	20	18	16	14	1	23	6	22.6%	25.0%	19.5%	21.0%
Social media posts	38	16	22	10	9	8	10	1	12	4	-	20	2	14.3%	11.8%	17.2%	16.1%
Text message	30	16	14	10	5	6	4	5	6	4	1	19	-	11.3%	11.8%	10.9%	16.1%
Public events/Meetings	27	9	18	5	5	5	7	4	9	2	-	14	2	10.2%	6.6%	14.1%	8.1%
MCSD website	17	9	8	4	5	-	7	1	4	6	1	6	-	6.4%	6.6%	6.2%	6.5%
Radio ads	6	1	5	3	1	-	2	-	3	-	-	3	-	2.3%	0.7%	3.9%	4.8%
Other	2	-	2	-	-	-	1	1	-	1	-	-	1	0.8%	-	1.6%	-
Unsure	16	8	8	4	-	1	1	9	3	2	-	10	1	6.0%	5.9%	6.2%	6.5%



Q46. How would you prefer to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER		AGE GROUP				TEXT MODE			ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	63	70	42	31	24	26	9	37	9	1	83	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Email	53	27	26	17	14	9	9	4	12	1	-	39	1
	39.8%	42.9%	37.1%	40.5%	45.2%	37.5%	34.6%	44.4%	32.4%	11.1%	-	47.0%	33.3%
Mail to your home	36	19	17	10	6	10	7	3	13	1	-	22	-
	27.1%	30.2%	24.3%	23.8%	19.4%	41.7%	26.9%	33.3%	35.1%	11.1%	-	26.5%	-
Social media posts	30	12	18	10	7	7	6	-	9	2	-	19	-
	22.6%	19.0%	25.7%	23.8%	22.6%	29.2%	23.1%	-	24.3%	22.2%	-	22.9%	-
Text message	25	13	12	10	5	6	3	1	5	2	1	17	-
	18.8%	20.6%	17.1%	23.8%	16.1%	25.0%	11.5%	11.1%	13.5%	22.2%	100.0%	20.5%	-
Periodic Newsletter	22	12	10	7	4	1	6	3	7	2	-	11	2
	16.5%	19.0%	14.3%	16.7%	12.9%	4.2%	23.1%	33.3%	18.9%	22.2%	-	13.3%	66.7%
Public events/Meetings	22	6	16	5	5	5	5	2	7	1	-	14	-
	16.5%	9.5%	22.9%	11.9%	16.1%	20.8%	19.2%	22.2%	18.9%	11.1%	-	16.9%	-
MCSD website	12	5	7	4	5	-	3	-	3	2	1	6	-
	9.0%	7.9%	10.0%	9.5%	16.1%	-	11.5%	-	8.1%	22.2%	100.0%	7.2%	-
Radio ads	5	1	4	3	1	-	1	-	3	-	-	2	-
	3.8%	1.6%	5.7%	7.1%	3.2%	-	3.8%	-	8.1%	-	-	2.4%	-
Other	1	-	1	-	-	-	1	-	-	1	-	-	-
	0.8%	-	1.4%	-	-	-	3.8%	-	-	11.1%	-	-	-
Unsure	4	2	2	3	-	-	-	1	1	1	-	2	-
	3.0%	3.2%	2.9%	7.1%	-	-	-	11.1%	2.7%	11.1%	-	2.4%	-



Q46. How would you prefer to receive information from Midway City Sanitary District?
 BASE: Total Sample

	GENDER				AGE GROUP				EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Mail to your home	71	41	28	10	7	7	20	25	15	19	1	27	9	
	53.4%	56.2%	48.3%	50.0%	100%	58.3%	52.6%	47.2%	55.6%	54.3%	50.0%	48.2%	69.2%	
Email	44	24	19	7	4	6	8	19	10	9	1	23	1	
	33.1%	32.9%	32.8%	35.0%	57.1%	50.0%	21.1%	35.8%	37.0%	25.7%	50.0%	41.1%	7.7%	
Periodic Newsletter	38	22	15	6	-	2	14	15	9	12	1	12	4	
	28.6%	30.1%	25.9%	30.0%	-	16.7%	36.8%	28.3%	33.3%	34.3%	50.0%	21.4%	30.8%	
Social media posts	8	4	4	-	2	1	4	1	3	2	-	1	2	
	6.0%	5.5%	6.9%	-	28.6%	8.3%	10.5%	1.9%	11.1%	5.7%	-	1.8%	15.4%	
MCSD website	5	4	1	-	-	-	4	1	1	4	-	-	-	
	3.8%	5.5%	1.7%	-	-	-	10.5%	1.9%	3.7%	11.4%	-	-	-	
Text message	5	3	2	-	-	-	1	4	1	2	-	2	-	
	3.8%	4.1%	3.4%	-	-	-	2.6%	7.5%	3.7%	5.7%	-	3.6%	-	
Public events/Meetings	5	3	2	-	-	-	2	2	2	1	-	-	2	
	3.8%	4.1%	3.4%	-	-	-	5.3%	3.8%	7.4%	2.9%	-	-	15.4%	
Radio ads	1	-	1	-	-	-	1	-	-	-	-	1	-	
	0.8%	-	1.7%	-	-	-	2.6%	-	-	-	-	1.8%	-	
Other	1	-	1	-	-	-	-	1	-	-	-	-	1	
	0.8%	-	1.7%	-	-	-	-	1.9%	-	-	-	-	7.7%	
Unsure	12	6	6	1	-	1	1	8	2	1	-	8	1	
	9.0%	8.2%	10.3%	5.0%	-	8.3%	2.6%	15.1%	7.4%	2.9%	-	14.3%	7.7%	



Q47. For demographic purposes only, which category best describes your gender?
 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY				EDUCATION LEVEL		GEOGRAPHY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Male	209	209	-	29	27	23	72	53	50	47	1	99	12	151	58	193	16
	52.2%	100%		39.7%	54.0%	42.6%	62.6%	52.5%	52.1%	56.0%	25.0%	50.5%	60.0%	51.7%	53.7%	52.4%	50.0%
Female	187	-	187	43	23	31	42	47	46	36	3	95	7	138	49	171	16
	46.8%		100.0%	58.9%	46.0%	57.4%	36.5%	46.5%	47.9%	42.9%	75.0%	48.5%	35.0%	47.3%	45.4%	46.5%	50.0%
I do not identify as either	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1	-
	0.2%									1.2%				0.3%		0.3%	
Prefer not to answer	3	-	-	1	-	-	1	1	-	-	-	2	1	2	1	3	-
	0.8%			1.4%			0.9%	1.0%				1.0%	5.0%	0.7%	0.9%	0.8%	



Q47. For demographic purposes only, which category best describes your gender?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE- FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Male	209 52.2%	163 50.8%	138 52.5%	16 43.2%	9 42.9%	34 59.6%	22 61.1%	3 50.0%	8 61.5%	1 50.0%	4 80.0%	76 58%	49 45%	40 49%	21 51%	9 69%	7 58%	-	-	7 64%	
Female	187 46.8%	156 48.6%	123 46.8%	21 56.8%	12 57.1%	22 38.6%	13 36.1%	3 50.0%	5 38.5%	1 50.0%	1 20.0%	54 41%	60 55%	42 51%	18 44%	4 31%	5 42%	1 100%	-	3 27%	
I do not identify as either	1 0.2%	-	-	-	-	1 1.8%	1 2.8%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 9.1%
Prefer not to answer	3 0.8%	2 0.6%	2 0.8%	-	-	-	-	-	-	-	-	1 0.8%	-	-	2 4.9%	-	-	-	-	-	-



Q47. For demographic purposes only, which category best describes your gender?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	NO FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Male	209	164	33	9	3	175	15	19	183	4	22	16	-	3	73	26	47	136	63	73	184	14
	52.2%	52%	55.0%	60.0%	30.0%	52.7%	65.2%	42.2%	56%	33.3%	34.9%	46%		50.0%	54.5%	56.5%	53.4%	51.1%	47%	54.9%	52.3%	50.0%
Female	187	149	27	5	6	155	7	25	142	6	39	19	2	3	59	19	40	128	70	58	164	14
	46.8%	47%	45.0%	33.3%	60.0%	46.7%	30.4%	55.6%	44%	50.0%	61.9%	54%	100.0%	50.0%	44.0%	41.3%	45.5%	48.1%	53%	43.6%	46.6%	50.0%
I do not identify as either	1	-	-	1	-	-	1	-	-	1	-	-	-	-	1	1	-	-	-	-	1	-
	0.2%			6.7%			4.3%			8.3%					0.7%	2.2%					0.3%	
Prefer not to answer	3	2	-	-	1	2	-	1	-	1	2	-	-	-	1	-	1	2	-	2	3	-
	0.8%	0.6%			10.0%	0.6%		2.2%		8.3%	3.2%				0.7%		1.1%	0.8%		1.5%	0.9%	



Q47. For demographic purposes only, which category best describes your gender?
 BASE: Total Sample

	GENDER		AGE GROUP						PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Male	73	73	-	3	5	9	32	23	16	25	1	29	2	
	54.5%	100.0%		27.3%	41.7%	50.0%	62.7%	59.0%	50.0%	62.5%	100.0%	50.9%	50.0%	
Female	59	-	59	8	7	9	19	15	16	14	-	28	1	
	44.0%		100.0%	72.7%	58.3%	50.0%	37.3%	38.5%	50.0%	35.0%		49.1%	25.0%	
I do not identify as either	1	-	-	-	-	-	-	-	-	1	-	-	-	
	0.7%									2.5%				
Prefer not to answer	1	-	-	-	-	-	-	1	-	-	-	-	1	
	0.7%							2.6%					25.0%	



Q47. For demographic purposes only, which category best describes your gender?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Male	26	26	-	1	2	4	10	9	2	9	-	15	-
	56.5%	100.0%		16.7%	33.3%	66.7%	71.4%	69.2%	28.6%	69.2%		57.7%	
Female	19	-	19	5	4	2	4	4	5	3	-	11	-
	41.3%		100.0%	83.3%	66.7%	33.3%	28.6%	30.8%	71.4%	23.1%		42.3%	
I do not identify as either	1	-	-	-	-	-	-	-	-	1	-	-	-
	2.2%									7.7%			



Q47. For demographic purposes only, which category best describes your gender?
 BASE: Total Sample

	GENDER		AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Male	47	47	-	2	3	5	22	14	14	16	1	14	2
	53.4%	100.0%		40.0%	50.0%	41.7%	59.5%	53.8%	56.0%	59.3%	100.0%	45.2%	50.0%
Female	40	-	40	3	3	7	15	11	11	11	-	17	1
	45.5%		100.0%	60.0%	50.0%	58.3%	40.5%	42.3%	44.0%	40.7%		54.8%	25.0%
Prefer not to answer	1	-	-	-	-	-	-	1	-	-	-	-	1
	1.1%							3.8%					25.0%



Q47. For demographic purposes only, which category best describes your gender?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Male	136	136	-	26	22	14	40	30	34	22	-	70	10	
	51.1%	100.0%		41.9%	57.9%	38.9%	62.5%	48.4%	53.1%	50.0%		50.4%	62.5%	
Female	128	-	128	35	16	22	23	32	30	22	3	67	6	
	48.1%		100.0%	56.5%	42.1%	61.1%	35.9%	51.6%	46.9%	50.0%	100.0%	48.2%	37.5%	
Prefer not to answer	2	-	-	1	-	-	1	-	-	-	-	2	-	
	0.8%			1.6%			1.6%					1.4%		



Q47. For demographic purposes only, which category best describes your gender?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	63	70	42	31	24	26	9	37	9	1	83	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Male	63	63	-	21	17	6	13	5	15	2	-	44	2
	47.4%	100.0%		50.0%	54.8%	25.0%	50.0%	55.6%	40.5%	22.2%		53.0%	66.7%
Female	70	-	70	21	14	18	13	4	22	7	1	39	1
	52.6%		100.0%	50.0%	45.2%	75.0%	50.0%	44.4%	59.5%	77.8%	100.0%	47.0%	33.3%



Q47. For demographic purposes only, which category best describes your gender?
 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Male	73	73	-	5	5	8	27	25	19	20	-	26	8	
	54.9%	100.0%		25.0%	71.4%	66.7%	71.1%	47.2%	70.4%	57.1%		46.4%	61.5%	
Female	58	-	58	14	2	4	10	28	8	15	2	28	5	
	43.6%		100.0%	70.0%	28.6%	33.3%	26.3%	52.8%	29.6%	42.9%	100.0%	50.0%	38.5%	
Prefer not to answer	2	-	-	1	-	-	1	-	-	-	-	2	-	
	1.5%			5.0%			2.6%					3.6%		



Q48. Which of the following age groups best describes you?
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
18-29	73	29	43	73	-	-	-	-	17	2	1	52	1	62	11	70	3
	18.2%	13.9%	23.0%	100%					17.7%	2.4%	25.0%	26.5%	5.0%	21.2%	10.2%	19.0%	9.4%
30-39	50	27	23	-	50	-	-	-	12	7	1	30	-	32	18	47	3
	12.5%	12.9%	12.3%		100%				12.5%	8.3%	25.0%	15.3%		11.0%	16.7%	12.8%	9.4%
40-49	54	23	31	-	-	54	-	-	15	7	-	31	1	35	19	46	8
	13.5%	11.0%	16.6%			100%			15.6%	8.3%		15.8%	5.0%	12.0%	17.6%	12.5%	25.0%
50-64	115	72	42	-	-	-	115	-	36	30	1	46	2	95	20	109	6
	28.8%	34.4%	22.5%				100%		37.5%	35.7%	25.0%	23.5%	10.0%	32.5%	18.5%	29.6%	18.8%
65+	101	53	47	-	-	-	-	101	15	36	1	37	12	62	39	89	12
	25.2%	25.4%	25.1%					100%	15.6%	42.9%	25.0%	18.9%	60.0%	21.2%	36.1%	24.2%	37.5%
Prefer not to answer	7	5	1	-	-	-	-	-	1	2	-	-	4	6	1	7	-
	1.8%	2.4%	0.5%						1.0%	2.4%			20.0%	2.1%	0.9%	1.9%	



Q48. Which of the following age groups best describes you?
 BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	OWN	OWN A SINGLE-FAMILY	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
18-29	73	58	30	16	12	12	7	1	3	1	1	8	30	17	7	4	6	-	-	1
	18.2%	18.1%	11.4%	43.2%	57.1%	21.1%	19.4%	16.7%	23.1%	50.0%	20.0%	6.1%	28%	21%	17%	31%	50%			9.1%
30-39	50	39	30	4	5	10	5	1	4	-	1	14	9	17	6	4	-	-	-	-
	12.5%	12.1%	11.4%	10.8%	23.8%	17.5%	13.9%	16.7%	30.8%		20.0%	11%	8.3%	21%	15%	31%				
40-49	54	44	39	5	-	7	5	1	1	-	1	10	8	18	11	3	2	-	-	2
	13.5%	13.7%	14.8%	13.5%		12.3%	13.9%	16.7%	7.7%		20.0%	7.6%	7.3%	22%	27%	23%	17%			18%
50-64	115	86	78	5	3	20	13	2	4	1	2	41	39	16	13	1	4	-	-	1
	28.8%	26.8%	29.7%	13.5%	14.3%	35.1%	36.1%	33.3%	30.8%	50.0%	40.0%	31%	36%	20%	32%	7.7%	33%			9.1%
65+	101	90	82	7	1	7	5	1	1	-	-	57	21	14	4	1	-	1	-	3
	25.2%	28.0%	31.2%	18.9%	4.8%	12.3%	13.9%	16.7%	7.7%			44%	19%	17%	9.8%	7.7%	100%			27%
Prefer not to answer	7	4	4	-	-	1	1	-	-	-	-	1	2	-	-	-	-	-	-	4
	1.8%	1.2%	1.5%			1.8%	2.8%					0.8%	1.8%							36%



Q48. Which of the following age groups best describes you?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	NO FAV	OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
18-29	73	60	9	2	2	65	1	7	64	2	7	15	-	2	11	6	5	62	42	20	59	7
	18.2%	19%	15.0%	13.3%	20.0%	19.6%	4.3%	15.6%	20%	16.7%	11.1%	43%		33.3%	8.2%	13.0%	5.7%	23.3%	32%	15.0%	16.8%	25.0%
30-39	50	41	8	-	1	39	2	9	36	2	12	4	1	-	12	6	6	38	31	7	40	4
	12.5%	13%	13.3%		10.0%	11.7%	8.7%	20.0%	11%	16.7%	19.0%	11%	50.0%		9.0%	13.0%	6.8%	14.3%	23%	5.3%	11.4%	14.3%
40-49	54	34	14	4	2	36	5	13	33	2	19	4	1	1	18	6	12	36	24	12	43	7
	13.5%	11%	23.3%	26.7%	20.0%	10.8%	21.7%	28.9%	10%	16.7%	30.2%	11%	50.0%	16.7%	13.4%	13.0%	13.6%	13.5%	18%	9.0%	12.2%	25.0%
50-64	115	88	20	6	1	100	7	8	97	4	14	6	-	1	51	14	37	64	26	38	103	9
	28.8%	28%	33.3%	40.0%	10.0%	30.1%	30.4%	17.8%	30%	33.3%	22.2%	17%		16.7%	38.1%	30.4%	42.0%	24.1%	20%	28.6%	29.3%	32.1%
65+	101	89	6	2	4	89	6	6	90	1	10	6	-	2	39	13	26	62	9	53	100	1
	25.2%	28%	10.0%	13.3%	40.0%	26.8%	26.1%	13.3%	28%	8.3%	15.9%	17%		33.3%	29.1%	28.3%	29.5%	23.3%	6.8%	39.8%	28.4%	3.6%
Prefer not to answer	7	3	3	1	-	3	2	2	5	1	1	-	-	-	3	1	2	4	1	3	7	-
	1.8%	1.0%	5.0%	6.7%		0.9%	8.7%	4.4%	1.5%	8.3%	1.6%				2.2%	2.2%	2.3%	1.5%	0.8%	2.3%	2.0%	



Q48. Which of the following age groups best describes you?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
18-29	11	3	8	11	-	-	-	-	1	-	1	9	-	
	8.2%	4.1%	13.6%	100%					3.1%		100.0%	15.8%		
30-39	12	5	7	-	12	-	-	-	2	2	-	8	-	
	9.0%	6.8%	11.9%		100%				6.2%	5.0%		14.0%		
40-49	18	9	9	-	-	18	-	-	7	6	-	5	-	
	13.4%	12.3%	15.3%			100%			21.9%	15.0%		8.8%		
50-64	51	32	19	-	-	-	51	-	16	13	-	22	-	
	38.1%	43.8%	32.2%				100%		50.0%	32.5%		38.6%		
65+	39	23	15	-	-	-	-	39	6	17	-	13	3	
	29.1%	31.5%	25.4%					100%	18.8%	42.5%		22.8%	75.0%	
Prefer not to answer	3	1	1	-	-	-	-	-	-	2	-	-	1	
	2.2%	1.4%	1.7%							5.0%			25.0%	



Q48. Which of the following age groups best describes you?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY			OTHER
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER		
Total	46	26	19	6	6	6	14	13	7	13	-	26	-	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%		
18-29	6	1	5	6	-	-	-	-	1	-	-	5	-	
	13.0%	3.8%	26.3%	100%					14.3%			19.2%		
30-39	6	2	4	-	6	-	-	-	-	-	-	6	-	
	13.0%	7.7%	21.1%		100%							23.1%		
40-49	6	4	2	-	-	6	-	-	3	1	-	2	-	
	13.0%	15.4%	10.5%			100%			42.9%	7.7%		7.7%		
50-64	14	10	4	-	-	-	14	-	2	5	-	7	-	
	30.4%	38.5%	21.1%				100%		28.6%	38.5%		26.9%		
65+	13	9	4	-	-	-	-	13	1	6	-	6	-	
	28.3%	34.6%	21.1%					100%	14.3%	46.2%		23.1%		
Prefer not to answer	1	-	-	-	-	-	-	-	-	1	-	-	-	
	2.2%									7.7%				



Q48. Which of the following age groups best describes you?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88 100%	47 100.0%	40 100.0%	5 100%	6 100%	12 100%	37 100%	26 100%	25 100.0%	27 100.0%	1 100.0%	31 100.0%	4 100%	
18-29	5 5.7%	2 4.3%	3 7.5%	5 100%	-	-	-	-	-	-	1 100.0%	4 12.9%	-	
30-39	6 6.8%	3 6.4%	3 7.5%	-	6 100%	-	-	-	2 8.0%	2 7.4%	-	2 6.5%	-	
40-49	12 13.6%	5 10.6%	7 17.5%	-	-	12 100%	-	-	4 16.0%	5 18.5%	-	3 9.7%	-	
50-64	37 42.0%	22 46.8%	15 37.5%	-	-	-	37 100%	-	14 56.0%	8 29.6%	-	15 48.4%	-	
65+	26 29.5%	14 29.8%	11 27.5%	-	-	-	-	26 100%	5 20.0%	11 40.7%	-	7 22.6%	3 75.0%	
Prefer not to answer	2 2.3%	1 2.1%	1 2.5%	-	-	-	-	-	-	1 3.7%	-	-	1 25.0%	



Q48. Which of the following age groups best describes you?
 BASE: Total Sample

	GENDER			AGE GROUP					ONLINE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
18-29	62	26	35	62	-	-	-	-	16	2	-	43	1	
	23.3%	19.1%	27.3%	100%					25.0%	4.5%		30.9%	6.2%	
30-39	38	22	16	-	38	-	-	-	10	5	1	22	-	
	14.3%	16.2%	12.5%		100%				15.6%	11.4%	33.3%	15.8%		
40-49	36	14	22	-	-	36	-	-	8	1	-	26	1	
	13.5%	10.3%	17.2%			100%			12.5%	2.3%		18.7%	6.2%	
50-64	64	40	23	-	-	-	64	-	20	17	1	24	2	
	24.1%	29.4%	18.0%				100%		31.2%	38.6%	33.3%	17.3%	12.5%	
65+	62	30	32	-	-	-	-	62	9	19	1	24	9	
	23.3%	22.1%	25.0%					100%	14.1%	43.2%	33.3%	17.3%	56.2%	
Prefer not to answer	4	4	-	-	-	-	-	-	1	-	-	-	3	
	1.5%	2.9%							1.6%				18.8%	



Q48. Which of the following age groups best describes you?
 BASE: Total Sample

	GENDER			AGE GROUP					TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
18-29	42	21	21	42	-	-	-	-	14	2	-	25	1	
	31.6%	33.3%	30.0%	100%					37.8%	22.2%		30.1%	33.3%	
30-39	31	17	14	-	31	-	-	-	8	3	1	19	-	
	23.3%	27.0%	20.0%		100%				21.6%	33.3%	100.0%	22.9%		
40-49	24	6	18	-	-	24	-	-	4	-	-	20	-	
	18.0%	9.5%	25.7%			100%			10.8%			24.1%		
50-64	26	13	13	-	-	-	26	-	9	4	-	12	1	
	19.5%	20.6%	18.6%				100%		24.3%	44.4%		14.5%	33.3%	
65+	9	5	4	-	-	-	-	9	2	-	-	7	-	
	6.8%	7.9%	5.7%					100%	5.4%			8.4%		
Prefer not to answer	1	1	-	-	-	-	-	-	-	-	-	-	1	
	0.8%	1.6%											33.3%	



Q48. Which of the following age groups best describes you?
 BASE: Total Sample

	GENDER			AGE GROUP					EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
18-29	20	5	14	20	-	-	-	-	2	-	-	18	-	
	15.0%	6.8%	24.1%	100%					7.4%			32.1%		
30-39	7	5	2	-	7	-	-	-	2	2	-	3	-	
	5.3%	6.8%	3.4%		100%				7.4%	5.7%		5.4%		
40-49	12	8	4	-	-	12	-	-	4	1	-	6	1	
	9.0%	11.0%	6.9%			100%			14.8%	2.9%		10.7%	7.7%	
50-64	38	27	10	-	-	-	38	-	11	13	1	12	1	
	28.6%	37.0%	17.2%				100%		40.7%	37.1%	50.0%	21.4%	7.7%	
65+	53	25	28	-	-	-	-	53	7	19	1	17	9	
	39.8%	34.2%	48.3%					100%	25.9%	54.3%	50.0%	30.4%	69.2%	
Prefer not to answer	3	3	-	-	-	-	-	-	1	-	-	-	2	
	2.3%	4.1%							3.7%				15.4%	



Q49. How would you primarily describe yourself?
 BASE: Total Sample

	GENDER		AGE GROUP						ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Latino/Hispanic	96	50	46	17	12	15	36	15	96	-	-	-	-	70	26	86	10
	24.0%	23.9%	24.6%	23.3%	24.0%	27.8%	31.3%	14.9%	100.0%					24.0%	24.1%	23.4%	31.2%
White/Caucasian	84	47	36	2	7	7	30	36	-	84	-	-	-	58	26	78	6
	21.0%	22.5%	19.3%	2.7%	14.0%	13.0%	26.1%	35.6%		100.0%				19.9%	24.1%	21.2%	18.8%
Black/African American	4	1	3	1	1	-	1	1	-	-	4	-	-	3	1	4	-
	1.0%	0.5%	1.6%	1.4%	2.0%		0.9%	1.0%		100.0%				1.0%	0.9%	1.1%	
Asian/Pacific Islander	196	99	95	52	30	31	46	37	-	-	-	196	-	145	51	181	15
	49.0%	47.4%	50.8%	71.2%	60.0%	57.4%	40.0%	36.6%				100.0%		49.7%	47.2%	49.2%	46.9%
Other	10	5	5	1	-	1	1	6	-	-	-	-	10	9	1	10	-
	2.5%	2.4%	2.7%	1.4%		1.9%	0.9%	5.9%					50.0%	3.1%	0.9%	2.7%	
Prefer not to answer	10	7	2	-	-	-	1	6	-	-	-	-	10	7	3	9	1
	2.5%	3.3%	1.1%				0.9%	5.9%					50.0%	2.4%	2.8%	2.4%	3.1%



Q49. How would you primarily describe yourself?
 BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	OWN	OWN A SINGLE-FAMILY	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400	321	263	37	21	57	36	6	13	2	5	131	109	82	41	13	12	1	-	11
	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Latino/Hispanic	96	67	52	9	6	22	15	2	4	1	1	35	17	23	13	3	2	-	-	3
	24.0%	20.9%	19.8%	24.3%	28.6%	38.6%	41.7%	33.3%	30.8%	50.0%	20.0%	27%	16%	28%	32%	23%	17%			27%
White/Caucasian	84	69	65	2	2	9	5	2	2	-	2	40	17	14	5	2	2	-	-	4
	21.0%	21.5%	24.7%	5.4%	9.5%	15.8%	13.9%	33.3%	15.4%		40.0%	31%	16%	17%	12%	15%	17%			36%
Black/African American	4	2	1	1	-	2	-	-	2	-	-	3	-	1	-	-	-	-	-	-
	1.0%	0.6%	0.4%	2.7%		3.5%			15.4%			2.3%		1.2%						
Asian/Pacific Islander	196	169	132	25	12	22	14	2	5	1	2	46	70	42	22	8	7	1	-	-
	49.0%	52.6%	50.2%	67.6%	57.1%	38.6%	38.9%	33.3%	38.5%	50.0%	40.0%	35%	64%	51%	54%	62%	58%	100%		
Other	10	6	5	-	1	2	2	-	-	-	-	4	3	1	-	-	1	-	-	1
	2.5%	1.9%	1.9%		4.8%	3.5%	5.6%					3.1%	2.8%	1.2%			8.3%			9.1%
Prefer not to answer	10	8	8	-	-	-	-	-	-	-	-	3	2	1	1	-	-	-	-	3
	2.5%	2.5%	3.0%									2.3%	1.8%	1.2%	2.4%					27%



Q49. How would you primarily describe yourself?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Latino/Hispanic	96	70	19	5	2	80	6	10	80	3	13	11	-	-	32	7	25	64	37	27	69	27
	24.0%	22%	31.7%	33.3%	20.0%	24.1%	26.1%	22.2%	25%	25.0%	20.6%	31%			23.9%	15.2%	28.4%	24.1%	28%	20.3%	19.6%	96.4%
White/Caucasian	84	63	13	7	1	69	10	5	72	1	11	2	1	1	40	13	27	44	9	35	84	-
	21.0%	20%	21.7%	46.7%	10.0%	20.8%	43.5%	11.1%	22%	8.3%	17.5%	5.7%	50.0%	16.7%	29.9%	28.3%	30.7%	16.5%	6.8%	26.3%	23.9%	
Black/African American	4	3	1	-	-	4	-	-	2	2	-	1	-	-	1	-	1	3	1	2	4	-
	1.0%	1.0%	1.7%			1.2%			0.6%	16.7%		2.9%			0.7%		1.1%	1.1%	0.8%	1.5%	1.1%	
Asian/Pacific Islander	196	161	26	3	6	163	6	27	155	6	35	21	1	5	57	26	31	139	83	56	175	1
	49.0%	51%	43.3%	20.0%	60.0%	49.1%	26.1%	60.0%	48%	50.0%	55.6%	60%	50.0%	83.3%	42.5%	56.5%	35.2%	52.3%	62%	42.1%	49.7%	3.6%
Other	10	10	-	-	-	8	1	1	9	-	1	-	-	-	3	-	3	7	1	6	10	-
	2.5%	3.2%				2.4%	4.3%	2.2%	2.8%		1.6%				2.2%		3.4%	2.6%	0.8%	4.5%	2.8%	
Prefer not to answer	10	8	1	-	1	8	-	2	7	-	3	-	-	-	1	-	1	9	2	7	10	-
	2.5%	2.5%	1.7%		10.0%	2.4%		4.4%	2.2%		4.8%				0.7%		1.1%	3.4%	1.5%	5.3%	2.8%	



Q49. How would you primarily describe yourself?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Latino/Hispanic	32	16	16	1	2	7	16	6	32	-	-	-	-	
	23.9%	21.9%	27.1%	9.1%	16.7%	38.9%	31.4%	15.4%	100.0%					
White/Caucasian	40	25	14	-	2	6	13	17	-	40	-	-	-	
	29.9%	34.2%	23.7%		16.7%	33.3%	25.5%	43.6%		100.0%				
Black/African American	1	1	-	1	-	-	-	-	-	-	1	-	-	
	0.7%	1.4%		9.1%							100.0%			
Asian/Pacific Islander	57	29	28	9	8	5	22	13	-	-	-	57	-	
	42.5%	39.7%	47.5%	81.8%	66.7%	27.8%	43.1%	33.3%				100.0%		
Other	3	2	1	-	-	-	-	2	-	-	-	-	3	
	2.2%	2.7%	1.7%					5.1%					75.0%	
Prefer not to answer	1	-	-	-	-	-	-	1	-	-	-	-	1	
	0.7%							2.6%					25.0%	



Q49. How would you primarily describe yourself?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
Latino/Hispanic	7	2	5	1	-	3	2	1	7	-	-	-	-
	15.2%	7.7%	26.3%	16.7%		50.0%	14.3%	7.7%	100.0%				
White/Caucasian	13	9	3	-	-	1	5	6	-	13	-	-	-
	28.3%	34.6%	15.8%			16.7%	35.7%	46.2%		100.0%			
Asian/Pacific Islander	26	15	11	5	6	2	7	6	-	-	-	26	-
	56.5%	57.7%	57.9%	83.3%	100%	33.3%	50.0%	46.2%				100.0%	



Q49. How would you primarily describe yourself?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Latino/Hispanic	25	14	11	-	2	4	14	5	25	-	-	-	-	
	28.4%	29.8%	27.5%		33.3%	33.3%	37.8%	19.2%	100.0%					
White/Caucasian	27	16	11	-	2	5	8	11	-	27	-	-	-	
	30.7%	34.0%	27.5%		33.3%	41.7%	21.6%	42.3%		100.0%				
Black/African American	1	1	-	1	-	-	-	-	-	-	1	-	-	
	1.1%	2.1%		20.0%							100.0%			
Asian/Pacific Islander	31	14	17	4	2	3	15	7	-	-	-	31	-	
	35.2%	29.8%	42.5%	80.0%	33.3%	25.0%	40.5%	26.9%				100.0%		
Other	3	2	1	-	-	-	-	2	-	-	-	-	3	
	3.4%	4.3%	2.5%					7.7%					75.0%	
Prefer not to answer	1	-	-	-	-	-	-	1	-	-	-	-	1	
	1.1%							3.8%					25.0%	



Q49. How would you primarily describe yourself?
 BASE: Total Sample

	GENDER		AGE GROUP					ONLINE MODE [NET]		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Latino/Hispanic	64	34	30	16	10	8	20	9	64	-	-	-	-	
	24.1%	25.0%	23.4%	25.8%	26.3%	22.2%	31.2%	14.5%	100.0%					
White/Caucasian	44	22	22	2	5	1	17	19	-	44	-	-	-	
	16.5%	16.2%	17.2%	3.2%	13.2%	2.8%	26.6%	30.6%		100.0%				
Black/African American	3	-	3	-	1	-	1	1	-	-	3	-	-	
	1.1%		2.3%		2.6%		1.6%	1.6%			100.0%			
Asian/Pacific Islander	139	70	67	43	22	26	24	24	-	-	-	139	-	
	52.3%	51.5%	52.3%	69.4%	57.9%	72.2%	37.5%	38.7%				100.0%		
Other	7	3	4	1	-	1	1	4	-	-	-	-	7	
	2.6%	2.2%	3.1%	1.6%		2.8%	1.6%	6.5%					43.8%	
Prefer not to answer	9	7	2	-	-	-	1	5	-	-	-	-	9	
	3.4%	5.1%	1.6%				1.6%	8.1%					56.2%	



Q49. How would you primarily describe yourself?
 BASE: Total Sample

	GENDER		AGE GROUP					TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	133	63	70	42	31	24	26	9	37	9	1	83	3
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
Latino/Hispanic	37	15	22	14	8	4	9	2	37	-	-	-	-
	27.8%	23.8%	31.4%	33.3%	25.8%	16.7%	34.6%	22.2%	100.0%				
White/Caucasian	9	2	7	2	3	-	4	-	-	9	-	-	-
	6.8%	3.2%	10.0%	4.8%	9.7%		15.4%			100.0%			
Black/African American	1	-	1	-	1	-	-	-	-	-	1	-	-
	0.8%		1.4%		3.2%						100.0%		
Asian/Pacific Islander	83	44	39	25	19	20	12	7	-	-	-	83	-
	62.4%	69.8%	55.7%	59.5%	61.3%	83.3%	46.2%	77.8%				100.0%	
Other	1	1	-	1	-	-	-	-	-	-	-	-	1
	0.8%	1.6%		2.4%									33.3%
Prefer not to answer	2	1	1	-	-	-	1	-	-	-	-	-	2
	1.5%	1.6%	1.4%				3.8%						66.7%



Q49. How would you primarily describe yourself?
 BASE: Total Sample

	GENDER		AGE GROUP					EMAIL MODE		ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Latino/Hispanic	27	19	8	2	2	4	11	7	27	-	-	-	-	
	20.3%	26.0%	13.8%	10.0%	28.6%	33.3%	28.9%	13.2%	100.0%					
White/Caucasian	35	20	15	-	2	1	13	19	-	35	-	-	-	
	26.3%	27.4%	25.9%		28.6%	8.3%	34.2%	35.8%		100.0%				
Black/African American	2	-	2	-	-	-	1	1	-	-	2	-	-	
	1.5%		3.4%				2.6%	1.9%			100.0%			
Asian/Pacific Islander	56	26	28	18	3	6	12	17	-	-	-	56	-	
	42.1%	35.6%	48.3%	90.0%	42.9%	50.0%	31.6%	32.1%				100.0%		
Other	6	2	4	-	-	1	1	4	-	-	-	-	6	
	4.5%	2.7%	6.9%			8.3%	2.6%	7.5%					46.2%	
Prefer not to answer	7	6	1	-	-	-	-	5	-	-	-	-	7	
	5.3%	8.2%	1.7%					9.4%					53.8%	



Q50. What is the highest level of education you have completed?
 BASE: Total Sample

	GENDER			AGE GROUP					ETHNICITY				EDUCATION LEVEL			GEOGRAPHY	
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
Some high school	2	1	1	-	-	-	2	-	1	-	-	1	-	2	-	1	1
	0.5%	0.5%	0.5%				1.7%		1.0%			0.5%		0.7%		0.3%	3.1%
High school	20	12	7	6	3	1	4	5	3	5	-	10	2	20	-	20	-
	5.0%	5.7%	3.7%	8.2%	6.0%	1.9%	3.5%	5.0%	3.1%	6.0%		5.1%	10.0%	6.8%		5.4%	
Some college	190	102	86	42	19	22	71	34	51	38	2	89	10	190	-	174	16
	47.5%	48.8%	46.0%	57.5%	38.0%	40.7%	61.7%	33.7%	53.1%	45.2%	50.0%	45.4%	50.0%	65.1%		47.3%	50.0%
Associate's degree	76	34	42	14	10	11	18	22	13	15	1	45	2	76	-	69	7
	19.0%	16.3%	22.5%	19.2%	20.0%	20.4%	15.7%	21.8%	13.5%	17.9%	25.0%	23.0%	10.0%	26.0%		18.8%	21.9%
Bachelor's degree	67	38	29	10	11	9	13	23	17	15	-	32	3	-	67	64	3
	16.8%	18.2%	15.5%	13.7%	22.0%	16.7%	11.3%	22.8%	17.7%	17.9%		16.3%	15.0%		62.0%	17.4%	9.4%
Master's degree	35	18	16	1	6	9	5	14	9	8	1	16	1	-	35	31	4
	8.8%	8.6%	8.6%	1.4%	12.0%	16.7%	4.3%	13.9%	9.4%	9.5%	25.0%	8.2%	5.0%		32.4%	8.4%	12.5%
Doctoral degree	6	2	4	-	1	1	2	2	-	3	-	3	-	-	6	6	-
	1.5%	1.0%	2.1%		2.0%	1.9%	1.7%	2.0%		3.6%		1.5%			5.6%	1.6%	
Prefer not to answer	4	2	2	-	-	1	-	1	2	-	-	-	2	4	-	3	1
	1.0%	1.0%	1.1%			1.9%		1.0%	2.1%				10.0%	1.4%		0.8%	3.1%



Q50. What is the highest level of education you have completed?
 BASE: Total Sample

	TOTAL	HOME TYPE										HOUSEHOLD SIZE									
		OWN [NET]	OWN A SINGLE-FAMILY HOME	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE-FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT AN APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	-	11 100%	
Some high school	2 0.5%	-	-	-	-	1 1.8%	-	-	1 7.7%	-	-	-	1 0.9%	1 1.2%	-	-	-	-	-	-	
High school	20 5.0%	12 3.7%	7 2.7%	2 5.4%	3 14.3%	3 5.3%	1 2.8%	-	1 7.7%	1 50.0%	-	5 3.8%	7 6.4%	4 4.9%	3 7.3%	-	1 8.3%	-	-	-	
Some college	190 47.5%	155 48.3%	114 43.3%	24 64.9%	17 81.0%	26 45.6%	17 47.2%	3 50.0%	5 38.5%	1 50.0%	4 80.0%	55 42%	54 50%	41 50%	21 51%	8 62%	6 50%	-	-	5 45%	
Associate's degree	76 19.0%	62 19.3%	55 20.9%	6 16.2%	1 4.8%	12 21.1%	7 19.4%	-	5 38.5%	-	1 20.0%	26 20%	18 17%	15 18%	8 20%	4 31%	4 33%	-	-	1 9.1%	
Bachelor's degree	67 16.8%	55 17.1%	52 19.8%	3 8.1%	-	10 17.5%	8 22.2%	1 16.7%	1 7.7%	-	-	26 20%	19 17%	16 20%	4 9.8%	-	-	1 100%	-	1 9.1%	
Master's degree	35 8.8%	29 9.0%	27 10.3%	2 5.4%	-	5 8.8%	3 8.3%	2 33.3%	-	-	-	16 12%	10 9.2%	4 4.9%	4 9.8%	1 7.7%	-	-	-	-	
Doctoral degree	6 1.5%	6 1.9%	6 2.3%	-	-	-	-	-	-	-	-	3 2.3%	-	1 1.2%	1 2.4%	-	1 8.3%	-	-	-	
Prefer not to answer	4 1.0%	2 0.6%	2 0.8%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4 36%	



Q50. What is the highest level of education you have completed?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	TOTAL	FAV	NO OPINION	UNFAV	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
Some high school	2	1	1	-	-	1	-	1	-	1	1	-	-	-	2	-	2	-	-	-	2	-
	0.5%	0.3%	1.7%			0.3%		2.2%		8.3%	1.6%			1.5%		2.3%				0.6%		
High school	20	17	3	-	-	16	1	3	17	1	2	2	-	-	10	5	5	10	5	5	18	1
	5.0%	5.4%	5.0%			4.8%	4.3%	6.7%	5.2%	8.3%	3.2%	5.7%		7.5%	10.9%	5.7%	3.8%	3.8%	3.8%	5.1%	3.6%	
Some college	190	148	28	7	7	159	9	22	158	6	26	23	-	4	57	18	39	133	80	53	163	17
	47.5%	47%	46.7%	46.7%	70.0%	47.9%	39.1%	48.9%	49%	50.0%	41.3%	66%		66.7%	42.5%	39.1%	44.3%	50.0%	60%	39.8%	46.3%	60.7%
Associate's degree	76	57	15	3	1	62	3	11	61	2	13	5	1	-	21	9	12	55	25	30	68	4
	19.0%	18%	25.0%	20.0%	10.0%	18.7%	13.0%	24.4%	19%	16.7%	20.6%	14%	50.0%		15.7%	19.6%	13.6%	20.7%	19%	22.6%	19.3%	14.3%
Bachelor's degree	67	55	10	2	-	60	3	4	56	-	11	2	1	1	21	5	16	46	15	31	60	3
	16.8%	17%	16.7%	13.3%		18.1%	13.0%	8.9%	17%		17.5%	5.7%	50.0%	16.7%	15.7%	10.9%	18.2%	17.3%	11%	23.3%	17.0%	10.7%
Master's degree	35	30	2	1	2	28	4	3	27	2	6	3	-	1	17	6	11	18	8	10	31	3
	8.8%	9.5%	3.3%	6.7%	20.0%	8.4%	17.4%	6.7%	8.3%	16.7%	9.5%	8.6%		16.7%	12.7%	13.0%	12.5%	6.8%	6.0%	7.5%	8.8%	10.7%
Doctoral degree	6	5	-	1	-	5	1	-	3	-	3	-	-	-	4	3	1	2	-	2	6	-
	1.5%	1.6%		6.7%		1.5%	4.3%		0.9%		4.8%			3.0%	6.5%	1.1%	0.8%		1.5%	1.7%		
Prefer not to answer	4	2	1	1	-	1	2	1	3	-	1	-	-	-	2	-	2	2	-	2	4	-
	1.0%	0.6%	1.7%	6.7%		0.3%	8.7%	2.2%	0.9%		1.6%			1.5%		2.3%	0.8%		1.5%	1.1%		



Q50. What is the highest level of education you have completed?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134 100%	73 100.0%	59 100.0%	11 100%	12 100%	18 100%	51 100%	39 100%	32 100.0%	40 100.0%	1 100.0%	57 100.0%	4 100%	
Some high school	2 1.5%	1 1.4%	1 1.7%	-	-	-	2 3.9%	-	1 3.1%	-	-	1 1.8%	-	
High school	10 7.5%	6 8.2%	4 6.8%	2 18.2%	1 8.3%	-	2 3.9%	4 10.3%	2 6.2%	5 12.5%	-	2 3.5%	1 25.0%	
Some college	57 42.5%	33 45.2%	23 39.0%	6 54.5%	2 16.7%	4 22.2%	33 64.7%	11 28.2%	13 40.6%	14 35.0%	-	29 50.9%	1 25.0%	
Associate's degree	21 15.7%	9 12.3%	12 20.3%	2 18.2%	3 25.0%	2 11.1%	4 7.8%	10 25.6%	5 15.6%	7 17.5%	1 100.0%	8 14.0%	-	
Bachelor's degree	21 15.7%	12 16.4%	9 15.3%	1 9.1%	3 25.0%	7 38.9%	6 11.8%	4 10.3%	7 21.9%	6 15.0%	-	8 14.0%	-	
Master's degree	17 12.7%	9 12.3%	7 11.9%	-	2 16.7%	4 22.2%	3 5.9%	8 20.5%	3 9.4%	6 15.0%	-	7 12.3%	1 25.0%	
Doctoral degree	4 3.0%	2 2.7%	2 3.4%	-	1 8.3%	-	1 2.0%	2 5.1%	-	2 5.0%	-	2 3.5%	-	
Prefer not to answer	2 1.5%	1 1.4%	1 1.7%	-	-	1 5.6%	-	-	1 3.1%	-	-	-	1 25.0%	



Q50. What is the highest level of education you have completed?
 BASE: Total Sample

	GENDER		AGE GROUP					LANDLINE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
High school	5	2	3	2	-	-	1	2	-	3	-	2	-
	10.9%	7.7%	15.8%	33.3%			7.1%	15.4%		23.1%		7.7%	
Some college	18	9	8	2	2	2	8	3	3	3	-	12	-
	39.1%	34.6%	42.1%	33.3%	33.3%	33.3%	57.1%	23.1%	42.9%	23.1%		46.2%	
Associate's degree	9	4	5	1	-	2	1	5	2	3	-	4	-
	19.6%	15.4%	26.3%	16.7%		33.3%	7.1%	38.5%	28.6%	23.1%		15.4%	
Bachelor's degree	5	3	2	1	1	1	2	-	1	1	-	3	-
	10.9%	11.5%	10.5%	16.7%	16.7%	16.7%	14.3%		14.3%	7.7%		11.5%	
Master's degree	6	6	-	-	2	1	1	2	1	1	-	4	-
	13.0%	23.1%			33.3%	16.7%	7.1%	15.4%	14.3%	7.7%		15.4%	
Doctoral degree	3	2	1	-	1	-	1	1	-	2	-	1	-
	6.5%	7.7%	5.3%		16.7%		7.1%	7.7%		15.4%		3.8%	



Q50. What is the highest level of education you have completed?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	88	47	40	5	6	12	37	26	25	27	1	31	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
Some high school	2	1	1	-	-	-	2	-	1	-	-	1	-	
	2.3%	2.1%	2.5%				5.4%		4.0%			3.2%		
High school	5	4	1	-	1	-	1	2	2	2	-	-	1	
	5.7%	8.5%	2.5%		16.7%		2.7%	7.7%	8.0%	7.4%			25.0%	
Some college	39	24	15	4	-	2	25	8	10	11	-	17	1	
	44.3%	51.1%	37.5%	80.0%		16.7%	67.6%	30.8%	40.0%	40.7%		54.8%	25.0%	
Associate's degree	12	5	7	1	3	-	3	5	3	4	1	4	-	
	13.6%	10.6%	17.5%	20.0%	50.0%		8.1%	19.2%	12.0%	14.8%	100.0%	12.9%		
Bachelor's degree	16	9	7	-	2	6	4	4	6	5	-	5	-	
	18.2%	19.1%	17.5%		33.3%	50.0%	10.8%	15.4%	24.0%	18.5%		16.1%		
Master's degree	11	3	7	-	-	3	2	6	2	5	-	3	1	
	12.5%	6.4%	17.5%			25.0%	5.4%	23.1%	8.0%	18.5%		9.7%	25.0%	
Doctoral degree	1	-	1	-	-	-	-	1	-	-	-	1	-	
	1.1%		2.5%					3.8%				3.2%		
Prefer not to answer	2	1	1	-	-	1	-	-	1	-	-	-	1	
	2.3%	2.1%	2.5%			8.3%			4.0%				25.0%	



Q50. What is the highest level of education you have completed?
 BASE: Total Sample

	GENDER		AGE GROUP				ONLINE MODE [NET]			ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	266	136	128	62	38	36	64	62	64	44	3	139	16	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
High school	10	6	3	4	2	1	2	1	1	-	-	8	1	
	3.8%	4.4%	2.3%	6.5%	5.3%	2.8%	3.1%	1.6%	1.6%			5.8%	6.2%	
Some college	133	69	63	36	17	18	38	23	38	24	2	60	9	
	50.0%	50.7%	49.2%	58.1%	44.7%	50.0%	59.4%	37.1%	59.4%	54.5%	66.7%	43.2%	56.2%	
Associate's degree	55	25	30	12	7	9	14	12	8	8	-	37	2	
	20.7%	18.4%	23.4%	19.4%	18.4%	25.0%	21.9%	19.4%	12.5%	18.2%		26.6%	12.5%	
Bachelor's degree	46	26	20	9	8	2	7	19	10	9	-	24	3	
	17.3%	19.1%	15.6%	14.5%	21.1%	5.6%	10.9%	30.6%	15.6%	20.5%		17.3%	18.8%	
Master's degree	18	9	9	1	4	5	2	6	6	2	1	9	-	
	6.8%	6.6%	7.0%	1.6%	10.5%	13.9%	3.1%	9.7%	9.4%	4.5%	33.3%	6.5%		
Doctoral degree	2	-	2	-	-	1	1	-	-	1	-	1	-	
	0.8%		1.6%			2.8%	1.6%			2.3%		0.7%		
Prefer not to answer	2	1	1	-	-	-	-	1	1	-	-	-	1	
	0.8%	0.7%	0.8%					1.6%	1.6%				6.2%	



Q50. What is the highest level of education you have completed?
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE	ETHNICITY				
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
High school	5	2	3	1	2	1	1	-	-	-	-	5	-	
	3.8%	3.2%	4.3%	2.4%	6.5%	4.2%	3.8%					6.0%		
Some college	80	36	44	32	15	15	15	3	26	5	1	46	2	
	60.2%	57.1%	62.9%	76.2%	48.4%	62.5%	57.7%	33.3%	70.3%	55.6%	100.0%	55.4%	66.7%	
Associate's degree	25	11	14	5	4	7	7	1	4	2	-	18	1	
	18.8%	17.5%	20.0%	11.9%	12.9%	29.2%	26.9%	11.1%	10.8%	22.2%		21.7%	33.3%	
Bachelor's degree	15	10	5	3	6	-	2	4	4	2	-	9	-	
	11.3%	15.9%	7.1%	7.1%	19.4%		7.7%	44.4%	10.8%	22.2%		10.8%		
Master's degree	8	4	4	1	4	1	1	1	3	-	-	5	-	
	6.0%	6.3%	5.7%	2.4%	12.9%	4.2%	3.8%	11.1%	8.1%			6.0%		



Q50. What is the highest level of education you have completed?
 BASE: Total Sample

	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
High school	5	4	-	3	-	-	1	1	1	-	-	3	1	
	3.8%	5.5%		15.0%			2.6%	1.9%	3.7%			5.4%	7.7%	
Some college	53	33	19	4	2	3	23	20	12	19	1	14	7	
	39.8%	45.2%	32.8%	20.0%	28.6%	25.0%	60.5%	37.7%	44.4%	54.3%	50.0%	25.0%	53.8%	
Associate's degree	30	14	16	7	3	2	7	11	4	6	-	19	1	
	22.6%	19.2%	27.6%	35.0%	42.9%	16.7%	18.4%	20.8%	14.8%	17.1%		33.9%	7.7%	
Bachelor's degree	31	16	15	6	2	2	5	15	6	7	-	15	3	
	23.3%	21.9%	25.9%	30.0%	28.6%	16.7%	13.2%	28.3%	22.2%	20.0%		26.8%	23.1%	
Master's degree	10	5	5	-	-	4	1	5	3	2	1	4	-	
	7.5%	6.8%	8.6%			33.3%	2.6%	9.4%	11.1%	5.7%	50.0%	7.1%		
Doctoral degree	2	-	2	-	-	1	1	-	-	1	-	1	-	
	1.5%		3.4%			8.3%	2.6%			2.9%		1.8%		
Prefer not to answer	2	1	1	-	-	-	-	1	1	-	-	-	1	
	1.5%	1.4%	1.7%					1.9%	3.7%				7.7%	



Q51. How many people, including yourself, live in your household?
 BASE: Total Sample

	GENDER		AGE GROUP					ETHNICITY			EDUCATION LEVEL			GEOGRAPHY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	NON- COLLEGE	COLLEGE	WESTMINSTER	UNINC
Total	400	209	187	73	50	54	115	101	96	84	4	196	20	292	108	368	32
	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%
1-2	131	76	54	8	14	10	41	57	35	40	3	46	7	86	45	120	11
	32.8%	36.4%	28.9%	11.0%	28.0%	18.5%	35.7%	56.4%	36.5%	47.6%	75.0%	23.5%	35.0%	29.5%	41.7%	32.6%	34.4%
3	109	49	60	30	9	8	39	21	17	17	-	70	5	80	29	104	5
	27.2%	23.4%	32.1%	41.1%	18.0%	14.8%	33.9%	20.8%	17.7%	20.2%	-	35.7%	25.0%	27.4%	26.9%	28.3%	15.6%
4	82	40	42	17	17	18	16	14	23	14	1	42	2	61	21	73	9
	20.5%	19.1%	22.5%	23.3%	34.0%	33.3%	13.9%	13.9%	24.0%	16.7%	25.0%	21.4%	10.0%	20.9%	19.4%	19.8%	28.1%
5	41	21	18	7	6	11	13	4	13	5	-	22	1	32	9	39	2
	10.2%	10.0%	9.6%	9.6%	12.0%	20.4%	11.3%	4.0%	13.5%	6.0%	-	11.2%	5.0%	11.0%	8.3%	10.6%	6.2%
6	13	9	4	4	4	3	1	1	3	2	-	8	-	12	1	12	1
	3.2%	4.3%	2.1%	5.5%	8.0%	5.6%	0.9%	1.0%	3.1%	2.4%	-	4.1%	-	4.1%	0.9%	3.3%	3.1%
7	12	7	5	6	-	2	4	-	2	2	-	7	1	11	1	10	2
	3.0%	3.3%	2.7%	8.2%	-	3.7%	3.5%	-	2.1%	2.4%	-	3.6%	5.0%	3.8%	0.9%	2.7%	6.2%
8	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1
	0.2%	-	0.5%	-	-	-	-	1.0%	-	-	-	0.5%	-	-	0.9%	-	3.1%
Prefer not to answer	11	7	3	1	-	2	1	3	3	4	-	-	4	10	1	10	1
	2.8%	3.3%	1.6%	1.4%	-	3.7%	0.9%	3.0%	3.1%	4.8%	-	-	20.0%	3.4%	0.9%	2.7%	3.1%



Q51. How many people, including yourself, live in your household?
 BASE: Total Sample

	HOME TYPE										HOUSEHOLD SIZE									
	OWN OWN	OWN A SINGLE- FAMILY	OWN A CONDO OR TOWNHOME	OWN A MOBILE HOME	RENT [NET]	RENT A SINGLE- FAMILY HOME	RENT A CONDO OR TOWNHOME	RENT A APARTMENT	RENT A MOBILE HOME	OTHER	1-2	3	4	5	6	7	8	9+	PNTA	
Total	400 100%	321 100%	263 100.0%	37 100.0%	21 100.0%	57 100%	36 100.0%	6 100.0%	13 100.0%	2 100.0%	5 100%	131 100%	109 100%	82 100%	41 100%	13 100%	12 100%	1 100%	- 100%	11 100%
1-2	131 32.8%	105 32.7%	101 38.4%	4 10.8%	- 33.3%	19 25.0%	9 25.0%	3 50.0%	6 46.2%	1 50.0%	2 40.0%	131 100%	-	-	-	-	-	-	-	-
3	109 27.2%	91 28.3%	73 27.8%	12 32.4%	6 28.6%	12 21.1%	7 19.4%	1 16.7%	4 30.8%	-	-	-	109 100%	-	-	-	-	-	-	-
4	82 20.5%	69 21.5%	45 17.1%	14 37.8%	10 47.6%	11 19.3%	7 19.4%	2 33.3%	2 15.4%	-	-	-	-	82 100%	-	-	-	-	-	-
5	41 10.2%	33 10.3%	27 10.3%	4 10.8%	2 9.5%	6 10.5%	5 13.9%	-	-	1 50.0%	1 20.0%	-	-	-	41 100%	-	-	-	-	-
6	13 3.2%	9 2.8%	5 1.9%	2 5.4%	2 9.5%	3 5.3%	3 8.3%	-	-	-	1 20.0%	-	-	-	-	13 100%	-	-	-	-
7	12 3.0%	6 1.9%	5 1.9%	1 2.7%	-	5 8.8%	4 11.1%	-	1 7.7%	-	1 20.0%	-	-	-	-	-	12 100%	-	-	-
8	1 0.2%	1 0.3%	1 0.4%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 100%	-	-	-
Prefer not to answer	11 2.8%	7 2.2%	6 2.3%	-	1 4.8%	1 1.8%	1 2.8%	-	-	-	-	-	-	-	-	-	-	-	-	11 100%



Q51. How many people, including yourself, live in your household?
 BASE: Total Sample

	FAVORABILITY OF MCSD					INITIAL SATISFACTION OF MCSD			WASTEWATER SATISFACTION			CR&R SATISFACTION			PHONE [NET]	MODE			LANGUAGE			
	NO OPINION		UNFAV UNSURE			STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE	STFD	UNSTFD	UNSURE		LANDLINE	MOBILE	ONLINE [NET]	TEXT	EMAIL	ENGLISH	SPANISH
	TOTAL	FAV																				
Total	400	315	60	15	10	332	23	45	325	12	63	35	2	6	134	46	88	266	133	133	352	28
	100%	100%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%
1-2	131	110	15	4	2	115	10	6	116	3	12	4	-	3	54	17	37	77	22	55	124	4
	32.8%	35%	25.0%	26.7%	20.0%	34.6%	43.5%	13.3%	36%	25.0%	19.0%	11%		50.0%	40.3%	37.0%	42.0%	28.9%	17%	41.4%	35.2%	14.3%
3	109	89	13	4	3	99	3	7	100	-	9	12	-	1	44	15	29	65	28	37	93	7
	27.2%	28%	21.7%	26.7%	30.0%	29.8%	13.0%	15.6%	31%		14.3%	34%		16.7%	32.8%	32.6%	33.0%	24.4%	21%	27.8%	26.4%	25.0%
4	82	61	16	1	4	68	1	13	61	3	18	13	2	1	20	7	13	62	45	17	69	10
	20.5%	19%	26.7%	6.7%	40.0%	20.5%	4.3%	28.9%	19%	25.0%	28.6%	37%	100.0%	16.7%	14.9%	15.2%	14.8%	23.3%	34%	12.8%	19.6%	35.7%
5	41	31	8	1	1	26	2	13	22	2	17	3	-	1	7	2	5	34	22	12	33	5
	10.2%	9.8%	13.3%	6.7%	10.0%	7.8%	8.7%	28.9%	6.8%	16.7%	27.0%	8.6%		16.7%	5.2%	4.3%	5.7%	12.8%	17%	9.0%	9.4%	17.9%
6	13	11	2	-	-	9	2	2	8	3	2	2	-	-	3	2	1	10	8	2	11	1
	3.2%	3.5%	3.3%			2.7%	8.7%	4.4%	2.5%	25.0%	3.2%	5.7%			2.2%	4.3%	1.1%	3.8%	6.0%	1.5%	3.1%	3.6%
7	12	6	4	2	-	9	1	2	9	-	3	1	-	-	1	1	-	11	6	5	11	-
	3.0%	1.9%	6.7%	13.3%		2.7%	4.3%	4.4%	2.8%		4.8%	2.9%			0.7%	2.2%		4.1%	4.5%	3.8%	3.1%	
8	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	1	1	-	1	-
	0.2%	0.3%				0.3%			0.3%									0.4%	0.8%		0.3%	
Prefer not to answer	11	6	2	3	-	5	4	2	8	1	2	-	-	-	5	2	3	6	1	5	10	1
	2.8%	1.9%	3.3%	20.0%		1.5%	17.4%	4.4%	2.5%	8.3%	3.2%				3.7%	4.3%	3.4%	2.3%	0.8%	3.8%	2.8%	3.6%



Q51. How many people, including yourself, live in your household?
 BASE: Total Sample

	GENDER			AGE GROUP					PHONE MODE [NET]		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	134	73	59	11	12	18	51	39	32	40	1	57	4	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
1-2	54	35	18	2	4	3	20	25	15	18	1	17	3	
	40.3%	47.9%	30.5%	18.2%	33.3%	16.7%	39.2%	64.1%	46.9%	45.0%	100.0%	29.8%	75.0%	
3	44	19	25	6	2	5	24	6	6	11	-	27	-	
	32.8%	26.0%	42.4%	54.5%	16.7%	27.8%	47.1%	15.4%	18.8%	27.5%	-	47.4%	-	
4	20	12	8	-	4	6	4	6	7	5	-	8	-	
	14.9%	16.4%	13.6%	-	33.3%	33.3%	7.8%	15.4%	21.9%	12.5%	-	14.0%	-	
5	7	3	4	1	1	2	2	1	2	2	-	3	-	
	5.2%	4.1%	6.8%	9.1%	8.3%	11.1%	3.9%	2.6%	6.2%	5.0%	-	5.3%	-	
6	3	1	2	1	1	1	-	-	-	1	-	2	-	
	2.2%	1.4%	3.4%	9.1%	8.3%	5.6%	-	-	-	2.5%	-	3.5%	-	
7	1	1	-	-	-	-	1	-	-	1	-	-	-	
	0.7%	1.4%	-	-	-	-	2.0%	-	-	2.5%	-	-	-	
Prefer not to answer	5	2	2	1	-	1	-	1	2	2	-	-	1	
	3.7%	2.7%	3.4%	9.1%	-	5.6%	-	2.6%	6.2%	5.0%	-	-	25.0%	



Q51. How many people, including yourself, live in your household?
 BASE: Total Sample

	GENDER			AGE GROUP					LANDLINE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	46	26	19	6	6	6	14	13	7	13	-	26	-
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	
1-2	17	11	6	-	3	1	5	8	2	7	-	8	-
	37.0%	42.3%	31.6%		50.0%	16.7%	35.7%	61.5%	28.6%	53.8%		30.8%	
3	15	8	7	3	1	1	8	2	1	3	-	11	-
	32.6%	30.8%	36.8%	50.0%	16.7%	16.7%	57.1%	15.4%	14.3%	23.1%		42.3%	
4	7	5	2	-	1	3	-	3	3	-	-	4	-
	15.2%	19.2%	10.5%		16.7%	50.0%		23.1%	42.9%			15.4%	
5	2	-	2	1	1	-	-	-	-	-	-	2	-
	4.3%		10.5%	16.7%	16.7%							7.7%	
6	2	1	1	1	-	1	-	-	-	1	-	1	-
	4.3%	3.8%	5.3%	16.7%		16.7%				7.7%		3.8%	
7	1	1	-	-	-	-	1	-	-	1	-	-	-
	2.2%	3.8%					7.1%			7.7%			
Prefer not to answer	2	-	1	1	-	-	-	-	1	1	-	-	-
	4.3%		5.3%	16.7%					14.3%	7.7%			



Q51. How many people, including yourself, live in your household?
 BASE: Total Sample

	GENDER			AGE GROUP					MOBILE MODE		ETHNICITY		
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER
Total	88	47	40	5	6	12	37	26	25	27	1	31	4
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%
1-2	37	24	12	2	1	2	15	17	13	11	1	9	3
	42.0%	51.1%	30.0%	40.0%	16.7%	16.7%	40.5%	65.4%	52.0%	40.7%	100.0%	29.0%	75.0%
3	29	11	18	3	1	4	16	4	5	8	-	16	-
	33.0%	23.4%	45.0%	60.0%	16.7%	33.3%	43.2%	15.4%	20.0%	29.6%	-	51.6%	-
4	13	7	6	-	3	3	4	3	4	5	-	4	-
	14.8%	14.9%	15.0%	-	50.0%	25.0%	10.8%	11.5%	16.0%	18.5%	-	12.9%	-
5	5	3	2	-	-	2	2	1	2	2	-	1	-
	5.7%	6.4%	5.0%	-	-	16.7%	5.4%	3.8%	8.0%	7.4%	-	3.2%	-
6	1	-	1	-	1	-	-	-	-	-	-	1	-
	1.1%	-	2.5%	-	16.7%	-	-	-	-	-	-	3.2%	-
Prefer not to answer	3	2	1	-	-	1	-	1	1	1	-	-	1
	3.4%	4.3%	2.5%	-	-	8.3%	-	3.8%	4.0%	3.7%	-	-	25.0%



Q51. How many people, including yourself, live in your household?
 BASE: Total Sample

	GENDER		AGE GROUP						ONLINE MODE [NET]			ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER		
Total	266	136	128	62	38	36	64	62	64	44	3	139	16		
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%		
1-2	77	41	36	6	10	7	21	32	20	22	2	29	4		
	28.9%	30.1%	28.1%	9.7%	26.3%	19.4%	32.8%	51.6%	31.2%	50.0%	66.7%	20.9%	25.0%		
3	65	30	35	24	7	3	15	15	11	6	-	43	5		
	24.4%	22.1%	27.3%	38.7%	18.4%	8.3%	23.4%	24.2%	17.2%	13.6%	-	30.9%	31.2%		
4	62	28	34	17	13	12	12	8	16	9	1	34	2		
	23.3%	20.6%	26.6%	27.4%	34.2%	33.3%	18.8%	12.9%	25.0%	20.5%	33.3%	24.5%	12.5%		
5	34	18	14	6	5	9	11	3	11	3	-	19	1		
	12.8%	13.2%	10.9%	9.7%	13.2%	25.0%	17.2%	4.8%	17.2%	6.8%	-	13.7%	6.2%		
6	10	8	2	3	3	2	1	1	3	1	-	6	-		
	3.8%	5.9%	1.6%	4.8%	7.9%	5.6%	1.6%	1.6%	4.7%	2.3%	-	4.3%	-		
7	11	6	5	6	-	2	3	-	2	1	-	7	1		
	4.1%	4.4%	3.9%	9.7%	-	5.6%	4.7%	-	3.1%	2.3%	-	5.0%	6.2%		
8	1	-	1	-	-	-	-	1	-	-	-	1	-		
	0.4%	-	0.8%	-	-	-	-	1.6%	-	-	-	0.7%	-		
Prefer not to answer	6	5	1	-	-	1	1	2	1	2	-	-	3		
	2.3%	3.7%	0.8%	-	-	2.8%	1.6%	3.2%	1.6%	4.5%	-	-	18.8%		



Q51. How many people, including yourself, live in your household?
 BASE: Total Sample

	GENDER		AGE GROUP						TEXT MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	63	70	42	31	24	26	9	37	9	1	83	3	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
1-2	22	13	9	5	8	3	6	-	7	2	-	12	1	
	16.5%	20.6%	12.9%	11.9%	25.8%	12.5%	23.1%	-	18.9%	22.2%	-	14.5%	33.3%	
3	28	16	12	11	5	3	4	5	7	1	-	20	-	
	21.1%	25.4%	17.1%	26.2%	16.1%	12.5%	15.4%	55.6%	18.9%	11.1%	-	24.1%	-	
4	45	16	29	16	11	9	7	2	11	4	1	28	1	
	33.8%	25.4%	41.4%	38.1%	35.5%	37.5%	26.9%	22.2%	29.7%	44.4%	100.0%	33.7%	33.3%	
5	22	8	14	4	5	6	7	-	8	2	-	12	-	
	16.5%	12.7%	20.0%	9.5%	16.1%	25.0%	26.9%	-	21.6%	22.2%	-	14.5%	-	
6	8	6	2	3	2	1	1	1	3	-	-	5	-	
	6.0%	9.5%	2.9%	7.1%	6.5%	4.2%	3.8%	11.1%	8.1%	-	-	6.0%	-	
7	6	3	3	3	-	2	1	-	1	-	-	5	-	
	4.5%	4.8%	4.3%	7.1%	-	8.3%	3.8%	-	2.7%	-	-	6.0%	-	
8	1	-	1	-	-	-	-	1	-	-	-	1	-	
	0.8%	-	1.4%	-	-	-	-	11.1%	-	-	-	1.2%	-	
Prefer not to answer	1	1	-	-	-	-	-	-	-	-	-	-	1	
	0.8%	1.6%	-	-	-	-	-	-	-	-	-	-	33.3%	



Q51. How many people, including yourself, live in your household?
 BASE: Total Sample

	GENDER		AGE GROUP						EMAIL MODE		ETHNICITY			
	TOTAL	MALE	FEMALE	18-29	30-39	40-49	50-64	65+	LATINO/ HISPANIC	WHITE/ CAUCASIAN	BLACK/ AFRICAN AMERICAN	ASIAN/ PACIFIC ISLANDER	OTHER	
Total	133	73	58	20	7	12	38	53	27	35	2	56	13	
	100%	100.0%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	
1-2	55	28	27	1	2	4	15	32	13	20	2	17	3	
	41.4%	38.4%	46.6%	5.0%	28.6%	33.3%	39.5%	60.4%	48.1%	57.1%	100.0%	30.4%	23.1%	
3	37	14	23	13	2	-	11	10	4	5	-	23	5	
	27.8%	19.2%	39.7%	65.0%	28.6%		28.9%	18.9%	14.8%	14.3%		41.1%	38.5%	
4	17	12	5	1	2	3	5	6	5	5	-	6	1	
	12.8%	16.4%	8.6%	5.0%	28.6%	25.0%	13.2%	11.3%	18.5%	14.3%		10.7%	7.7%	
5	12	10	-	2	-	3	4	3	3	1	-	7	1	
	9.0%	13.7%		10.0%		25.0%	10.5%	5.7%	11.1%	2.9%		12.5%	7.7%	
6	2	2	-	-	1	1	-	-	-	1	-	1	-	
	1.5%	2.7%			14.3%	8.3%				2.9%		1.8%		
7	5	3	2	3	-	-	2	-	1	1	-	2	1	
	3.8%	4.1%	3.4%	15.0%			5.3%		3.7%	2.9%		3.6%	7.7%	
Prefer not to answer	5	4	1	-	-	1	1	2	1	2	-	-	2	
	3.8%	5.5%	1.7%			8.3%	2.6%	3.8%	3.7%	5.7%			15.4%	



VERBATIM RESPONSES
QUESTION 1 (Other)

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 1 (Other)

Male, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *TikTok*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *TikTok*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *TikTok*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *TikTok*

Male, 18-29, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *Reddit & TikTok*



Female, 65+, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *Radio and TV*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *Message*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *Neighbors*

Male, Prefer not to answer, Other, Non-college, Westminster, Rent a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *None of your business*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *TikTok*

Male, 40-49, White/Caucasian, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *TikTok*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *TikTok*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Please indicate which, if any, of these social apps and websites you use regularly. Select all that apply.

Answer: *Reddit*

VERBATIM RESPONSES
QUESTION 6 (Other)

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 6 (Other)

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally. Select all that apply.

Answer: *Mattress pick up*

Male, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally. Select all that apply.

Answer: *Merit based hiring practices not dei*

Male, 50-64, Latino/Hispanic, Non-college, Unincorporated, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally. Select all that apply.

Answer: *Community dumping. TV's and large items being left on street. Do they know about pickup services available??*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally. Select all that apply.

Answer: *Bulky/large item pickup*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally. Select all that apply.

Answer: *Slow it down, as garbage often falls into the street and is not picked up*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally. Select all that apply.

Answer: *Waste of money*

Male, 40-49, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally. Select all that apply.

Answer: *Expand trash collection service convenience, like (more) large items, e-waste, etc.*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally. Select all that apply.

Answer: *Volunteer experience for youth*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally. Select all that apply.

Answer: *Large item disposal - mattress, rug, etc.*

I do not identify as either, Prefer not to answer, White/Caucasian, Non-college, Westminster, Own a condo or townhome, Household size: Prefer not to answer, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Now we have a list of priorities for Midway City Sanitary District. Please indicate which priorities are the most important to you personally. Select all that apply.

Answer: *just pick up my trash on time*

VERBATIM RESPONSES
QUESTION 8 (Other)

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 8 (Other)

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally. Select all that apply.

Answer: *Picking up mattresses*

Female, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally. Select all that apply.

Answer: *Fix the horrible sewer smells along Westminster*

Male, 50-64, Latino/Hispanic, Non-college, Unincorporated, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally. Select all that apply.

Answer: *Outreach for awareness of large item pickup service. Keep our neighborhoods clean!*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally. Select all that apply.

Answer: *Pushing its clients to their green agenda and changing us more for less service*



Female, 50-64, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Now we have a list of some projects and initiatives of Midway City Sanitary District. Please indicate which are important to you personally. Select all that apply.

Answer: *Large item pickup*



VERBATIM RESPONSES

QUESTION 9

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 9 (Other)

Female, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: A sanitary sewer lateral is the pipe that carries the wastewater from your home (toilets, sinks, showers, laundry, etc.) to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?

Answer: *Homeowner*

Male, 30-39, Latino/Hispanic, Non-college, Unincorporated, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: A sanitary sewer lateral is the pipe that carries the wastewater from your home (toilets, sinks, showers, laundry, etc.) to the public sanitary sewer main that is typically in the middle of your street. Who do you think is responsible for maintaining your home's sewer lateral pipe?

Answer: *I am*

VERBATIM RESPONSES

QUESTION 11

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 11

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They do a good job*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It's been good so far for our family*

Male, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Very nice people on the phone*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Nothing negative has come out of it*



Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Have minimal issues*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Except for plumbing issues I've had, everything else works without me worrying about it.*

Male, 30-39, White/Caucasian, Non-college, Westminster, Own a mobile home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *We have never had an issue*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Yes*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *No problems I have lived in my home 25 years my ho*

Female, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Good enough*

Female, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I like the services*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I've had no issues with the sewer and waste water in my apartment*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Top quality service at low rates. Service and community outreach have drastically improved of the past 10 years.*

Male, 65+, Prefer not to answer, Non-college, Westminster, Own a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems*

Female, 40-49, Asian/Pacific Islander, College, Unincorporated, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Unsure*

Female, 50-64, Other, Non-college, Westminster, Own a condo or townhome, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I've had no issues*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *There are no back ups*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No main line backups*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Because my drains work fabulous*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues that I can think of*

Female, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Provide as with good services*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have had no problems*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *They do their jobs well*

Male, 40-49, Asian/Pacific Islander, College, Unincorporated, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *N/a*

Male, 65+, Prefer not to answer, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Yes*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I rarely have a problem and when I have a need or problem it is addressed and taken care of.*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I haven't had a problem*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They fix any issue right away*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Because the service works without any difficulties.*

Female, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They are very good at what they do*

Male, 30-39, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *The smell from the canal on Hoover and Hazard has grown more and more pungent in the last couple of weeks. Every time I take my child to school the smell is really strong*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Never had a problem*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It is pretty reliable*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Helpful*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They have always responded to my questions*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *So far things have run well*

Male, 50-64, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *There were no issues the entire time I have lived here*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I don't any have issues*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Services are top-tier*

Female, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Sewage smells for many years along Westminster blvd persist even after all the construction*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *We have a reliable system*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *The employees are treated well*

Female, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Helpful when needed*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a condo or townhome, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Does not seem to have any issues*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *With regular maintenance we have no problems.*

Female, 30-39, White/Caucasian, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *As of yet. No issues with sewer and waste water being removed or cleared from property. No leaks. No pooling. No clogs.*

Male, 65+, Prefer not to answer, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues to date*

Male, 40-49, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Excellent customer service*

Female, 65+, Other, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They seem to be doing maintenance on our streets routinely*

Male, Prefer not to answer, Prefer not to answer, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Sewer works*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Staying involved in all aspects with the safety and wellbeing of the community.*

Male, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *N/a*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They are professional*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It has been reliable for me, also I've had no problems*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *We've not had a problem with either since we moved here in 2002*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *All has been working well for the 53 years I have lived in Westminster*

Female, 65+, Other, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Our system is reliable and any contacts to midway city sanitary are handled in a professional and helpful manner by their employees.*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *City has no issue from sewer or wastewater.*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues in the many years I've been a resident*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a mobile home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Working properly*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They complete their jobs efficiently*

Male, 65+, Other, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Because I've yet to encounter any major issues regarding water supply at my house.*

Male, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *We have clean water and no waste backup*

Male, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No spills and immediate responses to concerns.*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have had no problems with it*

Male, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I've never had it back up into my house*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They have done well*

Female, 40-49, Latino/Hispanic, Non-college, Unincorporated, Own a single-family home, Household size: Prefer not to answer, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Haven't had issues*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Don't know*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I've not had any problems however; my neighbors have*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I haven't had any issues so far*

Male, 40-49, Latino/Hispanic, College, Unincorporated, Own a condo or townhome, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works, we don't feel it*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *No issues or problems. Floodwaters aren't under this entity so*

Male, 50-64, Latino/Hispanic, Non-college, Unincorporated, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No worries. Works well.*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I don't have any problems with the main, our only issue has been with tree roots growing into our lateral.*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Nothing bad to say*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Everything seems to be working properly*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Pretty good*

Female, 30-39, White/Caucasian, College, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsatisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No answer*

Male, 18-29, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I've never had an issue with the sewage and it doesn't "back up", so I assume the sanitary district is doing what it is supposed to.*

Female, 65+, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No waist of water sewer is good*



Female, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems*

Male, 40-49, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *My toilet flushes without issue*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a mobile home, Household size: 5, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *City has no sewer issues*

Female, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Provide great help*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *Not sure*

Female, 18-29, Asian/Pacific Islander, Non-college, Unincorporated, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Have seen crews work on the sewer lines*

Male, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Have no issues so far*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Streets of the city are clean*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Idk*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Owned this house for 30 years. never had a sewer leak or backup on the property or in the house*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Lived here since 2018. No problems.*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I never have a problem with it.*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems with service*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I didn't have wastewater problem for long time*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems at a reasonable rate*

Female, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Professional and helpful*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They have always responded to everything I asked.*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *It's maintained*

Male, 40-49, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: Prefer not to answer, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Limit the amount of trash cans I use or charge me extra, not satisfied about*

Male, 65+, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *There have been no issues to date*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *N/a*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues, all works well.*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *N/a*

Male, 50-64, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues*

Male, 50-64, Latino/Hispanic, Non-college, Unincorporated, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Have seen crews maintaining the sewer lines in the street*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Prompt service*

Female, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Knock on wood, I have had no problem*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Very efficient & functional system at fair rates*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Rent a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *N/a*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *We have not experienced a problem.*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It has been working well for over a decade*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 7, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Something is getting done*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsure

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have had no problems*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *We have running water*

Male, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Other than the occasional flush truck in the middle of the street, they are invisible, just getting the job done correctly.*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They get the job done*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Zero issues*

Female, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Don't have problems with this*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I haven't experienced any problems.*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues that I know of*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *There are no negative effects*

Female, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have had no issues*

Female, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I've had no problems with my system*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Response*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Haven't had a problem*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *We don't have any serious issue for the 30 years*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Its working so well*

Male, 30-39, Asian/Pacific Islander, College, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems so far*

Female, 40-49, White/Caucasian, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They are always on time*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Pretty dependable*

Male, 50-64, Latino/Hispanic, College, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It's working well*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have contacted their office for different reasons on different occasions and have been treated really well and respectfully, sanitation truck drivers are very courteous and friendly. This is one of the best public companies I've ever dealt with.*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No idea*

Female, 50-64, Latino/Hispanic, Non-college, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Everything is okay*

Male, Prefer not to answer, Other, Non-college, Westminster, Rent a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Never had a problem.*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It has been good and safe*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Reliable*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Great*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have no problems.*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *We haven't had problems so can only think something is being done correctly*

Male, 65+, Other, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Because it always works*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Had no problems*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No back ups*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *N/a*



Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I've had no issues*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Has been reliable for me*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Because I don't have to think about them*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Reliable and helpful*

Female, 65+, White/Caucasian, College, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Haven't heard or seen of any issues.*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Issues are addressed pretty fast*

Female, 65+, White/Caucasian, Non-college, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Probably because we haven't had any problems*

Male, Prefer not to answer, Prefer not to answer, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I've had no issues*

Female, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have never had a problem*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Owned this house for 30 years. never had a sewer leak or backup on the property or in the house.*

Female, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *There have been no problems or issues with the service.*

Female, 65+, White/Caucasian, Non-college, Unincorporated, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsure

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Haven't had issues*

Male, 65+, White/Caucasian, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have used the district for 40+ years and never had a problem.*

Female, 65+, White/Caucasian, Non-college, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have not had any problems*

Male, 65+, Prefer not to answer, College, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I don't know for sure but I think midway city sanitary district helps to keep the public safe.*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I've lived here since 1969 and never had a problem with it.*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a mobile home, Household size: 7, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Haven't experienced any problems*

Female, 40-49, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Seems to be flowing smoothly. Low back ups*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *You flush and it goes away....Simple*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Environment*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *So far I have had no problems. I have lived in my home for 57 years.*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It is doing a good job since I have j*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Good*

Female, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I do not see any backed up sewer and that is great*

Male, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *System and services are good*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Top quality service at low rates*

Male, 65+, White/Caucasian, Non-college, Westminster, Rent a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They're a perfectly run entity.*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Separate from sewer lines*

Male, 40-49, White/Caucasian, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues yet*

Female, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Have not had any issues*

Female, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Do not recall*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues*

Male, 40-49, Other, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I'm somewhat satisfied. Keep costs down and good customer service.*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Haven't had any complaints*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They are quick at responding*

Female, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Good at their job*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Doing enough*

Male, 65+, White/Caucasian, Non-college, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Get the job done*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I flush. It leaves my house no problem*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *I am not too sure*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Services are great*

Female, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Prompt service*

Female, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Because I don't notice it!*

Male, 40-49, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Never had an issue in 15 years*

Female, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Pick up on time/on scheduled date*

Male, Prefer not to answer, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: Prefer not to answer, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No comment*

Female, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Seems like my toilet flushes fine*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems, no worries.*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No smells no leaks*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works*

Male, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Very good*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues at my house*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I haven't had any issues so they must be doing a good job*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *We've never had a clog or back-up from the street.*

Female, 50-64, White/Caucasian, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Because it is working well.*

Female, 65+, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *The job is done well*

Female, 50-64, Prefer not to answer, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Haven't had any problems so far*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Limits the amount of trash cans I use*

Male, 65+, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *City streets are clean*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No complaints*

Male, 50-64, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It seems they fix right away any issue*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Haven't had a problem*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues so far*

Female, 30-39, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Its been safe and good*

Male, 30-39, White/Caucasian, College, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Safe and secure*

Female, 65+, Asian/Pacific Islander, College, Unincorporated, Own a single-family home, Household size: 8, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Yes*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *Yes it seems pretty good*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Yes I'm satisfied*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Yes, it has given no issues*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Never been a problem*

Female, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Its good*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Its not bad*

Female, 30-39, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works great for me*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Its been great for me*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Not bad*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *This is not too much of a huge situation*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Not been bad for us*

Female, 18-29, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Making everything better*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsatisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Its working for us*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have no issues with it*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *Yes they're doing it well*

Female, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No complaints*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It is working for us*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *There are no issues*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Its good*

Male, 40-49, Latino/Hispanic, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues*

Female, 30-39, Latino/Hispanic, College, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Everything is good*

Male, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems*

Male, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They are doing a great job*

Male, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Good*

Male, 18-29, Latino/Hispanic, Non-college, Unincorporated, Own a single-family home, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works, we don't feel it*

Male, 65+, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works and we don't feel that its dirty water*

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *No problems with service*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Its good*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues.*

Male, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have no issues with the services.*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I am satisfied*

Male, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues*

Female, 18-29, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Idk*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Its okay*

Female, 40-49, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It is a reliable system*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Because my trash gets picked up and my poops get disappeared*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsure

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Haven't had any issues personally*

Male, 30-39, Latino/Hispanic, Non-college, Unincorporated, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Consistency of service and response time to problem*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They fixed the issue within 24 hours*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 7, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *As long as there are no major issues they must be doing their jobs satisfactorily and I have no complaints*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They fixed the issue within 24 hours.*

Male, 30-39, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Never had an issue/never had to call and complain*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Because I'm totally unaware of it*

Female, 50-64, Latino/Hispanic, College, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Haven't had any plumbing issue yet since moving here*

Male, 18-29, Black/African American, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Haven't had any plumbing issue yet since moving here*

Female, 65+, Other, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Because I haven't had any backups*

Female, Prefer not to answer, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *If I've ever had an issue, it's always been taken care of.*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Satisfied with their work*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have never had any issues.*

Male, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have had no issues since being a resident.*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No complaints*

Male, 50-64, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have never had issues.*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *My neighbors have had problems but not myself.*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have never had any issues.*

Male, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They do their job correctly.*

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They always do their job well.*

Female, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *There are immediate responses to any concerns.*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They get the job done and solve our problems.*

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *The are a solid company that does the job right.*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They have a solid service.*

Male, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They have excellent customer service.*

Male, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *There haven't been any issues so far.*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works well for my household*

Female, 30-39, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works for us*

Male, 18-29, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No one I know has had issues*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works for me*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsure

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works for my household*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *It works for us*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works for us*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works for my household*

Female, 40-49, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No issues*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Its good*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It is good for you*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It is great for your household*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works for us*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It is great*

Female, 40-49, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 5, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Cleanliness is key*

Male, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Reliable*

Male, 18-29, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Never had issues with it*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Provide good services*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I don't know*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?



Answer: *Always do a good job*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works well*

Female, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *There were no issues*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Never had backups*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Dirty. Water*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Consistently good*

Female, 30-39, Black/African American, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Its good*

Male, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Done well*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Never ran into issues*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *We don't feel like its sewer water*

Female, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Never got any sewage backed up*

Male, 30-39, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Top quality experience*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No problems*

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Good*

Male, 18-29, Other, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Good idea to reuse*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It is ok*

Female, 40-49, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Have had no issues so far*

Male, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Not that great*

Male, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It works we don't feel it*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *They do a solid job with their service.*

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have never had any issues and they are responsive.*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *No negative effects*

VERBATIM RESPONSES
QUESTION 12

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 12

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *I have met seen them*

Female, 50-64, Black/African American, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Could do a better job.*

Female, 65+, Black/African American, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *After reading this I really wasn't aware they managed the sewer lines/waste. The water really smells terrible in my house.*

Prefer not to answer, 18-29, Asian/Pacific Islander, Non-college, Westminster, Rent a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Water has a bad smell, specifically in lower level of home*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: Satisfied

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It was okay*

Female, 30-39, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *It is ok*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Could be better*

Male, 40-49, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 6, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Not doing a good job*

Female, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Not the greatest*

Female, 50-64, Latino/Hispanic, Non-college, Unincorporated, Rent a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *Toilet clogging*

Male, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a mobile home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *There should be more recycling of gray water.*

I do not identify as either, Prefer not to answer, White/Caucasian, Non-college, Westminster, Own a condo or townhome, Household size: Prefer not to answer, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide sewer and wastewater services for your household?

Answer: *If your saying that they're responsible for the sewer all it takes is a quarter inch of rain and the neighborhood floods*

VERBATIM RESPONSES

QUESTION 14

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 14

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Nothing to complain about*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It's been a solid service but definitely needs improvement*

Male, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Need green can exchange*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *There are no complaints*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Good job*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I understand the sorting and the reasons for it.*

Male, 30-39, White/Caucasian, Non-college, Westminster, Own a mobile home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *We were able to get another trashcan when needed but one of them is cracked*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Reliable. Can call and have large items picked up*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: 3 bins are clear to understand and I post the yearly calendar for reminder of what goes in what

Female, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: Consistent with their jobs

Female, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: Happy with the system

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: No issues

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: Organic program was implemented with flawlessly with no financial impact to the community.

Male, 65+, Prefer not to answer, Non-college, Westminster, Own a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No problems*

Female, 50-64, Other, Non-college, Westminster, Own a condo or townhome, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I've had no issues*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I think they need larger green waste containers*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Regular pick ups*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Because they're very consistent with pick up*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Needed and long overdue*

Female, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Pick up the trash regularly*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Give us new cans*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Maintained a good system*

Male, 40-49, Asian/Pacific Islander, College, Unincorporated, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *Mostly okay*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Are they in charge of creating compost and giving it back to the community in the form of fertilizer?*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *For general cleaning*

Male, 65+, Prefer not to answer, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Yes*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It's well*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *We have clean streets*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Separation of trash is easy*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Because the "system" works smoothly.*

Female, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Responsive to my needs*

Male, 30-39, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The compost diversion has been great*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Dependable system*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No problems for now*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They respond to any questions we have*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Are always improving*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *Reliable*

Male, 50-64, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The staff do a good job*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Good for the environment*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They are constant*

Female, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Trash collectors have broken my green bin twice by dropping it and then complain they won't pick up again til it's fixed. I don't have time to keep calling for replacement s. If they break it, they should be responsible to bring a replacement.*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Address issues in a timely fashion*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Exchange bins are provided*

Female, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The recycling crew does very well*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a condo or townhome, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They are doing their job and very responsive when you call*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *Weekly collection on time*

Female, 30-39, White/Caucasian, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *We can have a compost option bin*

Male, 40-49, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Excellent customer service*

Female, 65+, Other, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *We have three different cans to separate our trash. They inform us as to how to use each can on a yearly basis.*

Male, Prefer not to answer, Prefer not to answer, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Very good curbside service on pickup day without any debris left over in cans or on streets*

Female, 30-39, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They keep the streets clean*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Always informed about public safety*

Male, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *N/a*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Help the future generations*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Pretty reliable*



Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They offer bins and have encouraged recycling for a long time*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *All has worked well for the past 53 years I have lived here*

Female, 65+, Other, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They are responsive to any questions or requests we have.*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Trash collections are not delayed after holidays.*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a mobile home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Regular service*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The streets are clean*

Male, 65+, Other, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I've had nothing but smooth pick ups and drop off with trash collecting since I moved here. No issues resulting in them rejecting or forgetting to pick mine up or any problems at all for that matter.*

Male, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *On time pickups and immediate responses when I call about a missed pickup and bulk pickups.*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Have had no problems in that area*

Male, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Had a bad driver who would drop my can off blocking my driveway*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I am happy with the services they provide*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Don't know*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Works well*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Consistency, responsiveness and efficiency*

Male, 40-49, Latino/Hispanic, College, Unincorporated, Own a condo or townhome, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Provide bins when broken, scheduled pick up is easy*

Male, 40-49, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Mostly okay service*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I would prefer easier ways to help me recycle... in home bins that can be set out by a can*

Male, 50-64, Latino/Hispanic, Non-college, Unincorporated, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Because I don't have to think about it.*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *Keeps clean environment*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They are always on the schedule that has been provided and I don't know what else we could ask.*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *There were no problems with the services*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Everything seems to be working properly*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I put the cans out, they get emptied. simple*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They are always helpful*

Female, 30-39, White/Caucasian, College, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsatisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No answer*

Male, 18-29, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Trash collection is pretty reliable. The only complaint I have is that the truck sometimes breaks branches off of my tree but that is more of an issue of street design.*

Female, 65+, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I am able to help by separating waste/organics in my household*

Female, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Collection all on one day*

Male, 40-49, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Regular good service*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a mobile home, Household size: 5, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Always collect*

Female, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Keeps area clean*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It is smooth*

Female, 18-29, Asian/Pacific Islander, Non-college, Unincorporated, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *Informed about public safety*

Male, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Well- staffed*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Good services*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Very good for environment*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Consistent*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Regular timely pick up. need smaller containers*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Need to do more to accomplish goals*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Because my trash is always picked up. The drivers are very polite and accommodating. You take mattresses. You do large residential pickups.*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It meet personal, community and wider needs.*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Never misses collection*

Female, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Always aware of public safety*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They do a great job and always improving.*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Different bins for each*

Male, 65+, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Problems have never arose*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: N/a

Female, 50-64, Black/African American, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I said somewhat. could pick up trash more frequently.*

Male, 50-64, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They get most of the trash*

Male, 50-64, Latino/Hispanic, Non-college, Unincorporated, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Instructions are clear in what can be recycled and pick up is always good*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Exceeded expectations*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Reliable, efficient, fair rates*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Rent a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *N/a*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Giving the option for 3 distinct cans*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 7, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It done*

Female, 65+, Other, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No comment*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsure

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They provided the trash cans for the separate categories, but I wish they were of a smaller volume*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I sort my trash but not sure where it goes from the bin*

Male, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They can be counted on to be on schedule, pleasant to deal with on the phone.*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Giving the option for 3 distinct cans*

Female, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *Free large item pickup*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I haven't experienced any problems with it*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No issues*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No complaints yet*

Female, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I am unsure if the collection services are displaying of green and recyclables differently in an environmentally friendly way*



Female, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Services have been prompt.*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Pretty good*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Streets are always clean*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Prompt and exchange bins once requested*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its doing a great job*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Job well done*

Male, 30-39, Asian/Pacific Islander, College, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Good service despite not using it often*

Female, 40-49, White/Caucasian, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They come as scheduled*

Male, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Other than the trash cans being abused by drivers and not changed out regularly, everything is good*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *High-quality services*

Male, 50-64, Latino/Hispanic, College, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The collection staff does a good job*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The drivers are very courteous and friendly and make sure to put waste containers back immediately*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The staff are helpful*

Female, 50-64, Latino/Hispanic, Non-college, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Unsure*



Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Keeping the city clean*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Reliable*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Great performance*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No problems*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: Providing three containers, pick up is on schedule and at least two are picked up in the morning, the crew does their best to maneuver cul-de-sacs

Male, 65+, Other, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: It's easy

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: Adequate

Female, 65+, Black/African American, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: They are very helpful for me and always have addressed any problems I have had.

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: Always collect

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *N/a*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *If they miss a pick up, they will send someone out*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They are responsive to my needs*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Respond quickly*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Give enough bins for recycling and green waste. Although the green bin can be bigger like the blue bins.*

Female, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I feel it is effective*

Female, 65+, White/Caucasian, College, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They have done a good job educating the customers about the separation off trash and the reasons. They also provide additional trash cans when needed.*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Good*

Female, 65+, White/Caucasian, Non-college, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No problems*

Female, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Because they pick up my trash*

Male, Prefer not to answer, Prefer not to answer, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They're responsive to me needs*

Female, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Because we have organic and recycling. I assume it's all going where it's supposed to*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They're both efficient and reliable.*

Female, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They were one of the first in the area to separate green waste and recycling. They did it before the mandated deadline.*

Female, 65+, White/Caucasian, Non-college, Unincorporated, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsure

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They're very consistent*

Female, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The recycling guidelines are much more flexible in this city as compared to other cities.*

Male, 65+, White/Caucasian, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I have used the district for 40+ years and never had a problem.*

Prefer not to answer, 18-29, Asian/Pacific Islander, Non-college, Westminster, Rent a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Reliable*

Male, 50-64, White/Caucasian, College, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Providing a bin is adequate*

Male, 65+, Prefer not to answer, College, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No problems*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *To help with the future generations.*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Over the years we have changed the way we dispose of items and now they are separated in bins and it seems like it has improved.*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a mobile home, Household size: 7, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No problems experienced*

Female, 40-49, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They provide a container that is empty enough for me to fit my compost in*

Female, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They provide appropriate containers for weekly pickup. I do wish pressure is put on those households you never use the green or blue barrels.*

Female, 40-49, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *When I had an issue of no pick up, the company scheduled a driver to pick up trash same day. When cans are in need of replacement it is easy to get a new one. Christmas tree pick up allows enough time for families to take the tree down*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Trash can limits or restrictions*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They pick up weekly*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Environment*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Very dependable.*

Female, 65+, Prefer not to answer, Non-college, Westminster, Rent a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Show up every week*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *Consistency*

Male, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Very reliable*

Female, 40-49, White/Caucasian, College, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Reliable pick up, helpful customer service with large item disposal*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Provide fast service*

Male, 65+, White/Caucasian, Non-college, Westminster, Rent a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They make everything easy*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Separate.*

Female, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *A simple process, cannot understand why people don't comply*

Female, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Like how consistent they are*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *On time and*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Large item pickup for free*

Male, 40-49, Other, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Once again I'm somewhat satisfied. The office people are kind and helpful. I've had multiple issues of not having my trash picked up.*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Customer service has been good*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Great customer service*

Female, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They are helpful and have addressed any problems I have had*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Don't know*

Male, 65+, White/Caucasian, Non-college, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Yes*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Trash pickup is very consistent*

Prefer not to answer, 65+, Prefer not to answer, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Needs to be done.*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Makes sure the trash is picked up*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Pretty reliable*

Female, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They listen and respond on the same day if early enough.*

Female, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They show up at a regular time*

Male, 40-49, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Works well, in the rare event of a missed collection then customer service is helpful to send someone out the next day*

Female, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Ontime/on schedule*



Female, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I think it's great we have a green bin. I would like to know more transparency about where that organic matter goes and what the sanitation district is doing to ensure that all material is organic. In addition, I would like to know where the recycling is*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No problems, good service*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Helping the environment*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It's convenient*

Male, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Everything is done well*

Male, 30-39, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It's easy*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No issues at my house*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Again had no problems*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The bulk pickup and trash services are great. I just miss the older trash barrels that were made a little larger and more robust. The newest ones are cheaper and seem to warp easily.*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It gets done on schedule*

Female, 50-64, White/Caucasian, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The collection staff work hard to collect our waste efficiently.*

Female, 65+, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Not too sure*

Female, 50-64, Prefer not to answer, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Most of the time they do a good job. Our recycle person has an attitude and likes to put our can in the neighbors driveway, so we have to make sure it is put between the other two cans, to prevent him from doing that.*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Great customer service*

Male, 65+, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Trash collection is pretty reliable*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Providing color trash bin to separate recyclable and organic wash*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No complaints*

Male, 50-64, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Easy separation of trash*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Brought out new cans when they were damaged*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Dependable*

Female, 30-39, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Keeping our city clean*

Male, 30-39, White/Caucasian, College, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Good services*

Female, 65+, Asian/Pacific Islander, College, Unincorporated, Own a single-family home, Household size: 8, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *They are organized*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Yes I am satisfied it is organized*

Female, 30-39, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its organized*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It is good*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its great*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It is good, its working fine*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Yes its been great*

Female, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Fast service and clean everything up*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its not an effect*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 7, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I don't know*

Female, 30-39, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Does no harm to me*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its mid*

Female, 30-39, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Keeping our streets clean*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It works for me*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Not really*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its great*

Female, 18-29, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Because its been up to my expectations*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsatisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It works for us*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Very efficient*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Yes especially the work they do with the bins*

Female, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *On time every week*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It works*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Consistent*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No issues*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *There is no*

Male, 40-49, Latino/Hispanic, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No issues*

Female, 30-39, Latino/Hispanic, College, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Everything is good*

Male, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No problems*

Male, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No problems*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Yes*

Male, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It's good*

Male, 18-29, Latino/Hispanic, Non-college, Unincorporated, Own a single-family home, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its Nicole*

Male, 65+, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No issues*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They are doing everything they can*

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No problems with service*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Idk*

Female, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Everything is good*

Male, 50-64, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No issues with the services.*



Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its trash*

Male, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No issues*

Female, 18-29, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Helping the environment*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its good*

Female, 40-49, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *It's a decent service but needs improvements.*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Because the poops disappear and the trash gets picked up*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsure

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Sometimes it over flows*

Male, 30-39, Latino/Hispanic, Non-college, Unincorporated, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They provide the green container and the blue one*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Very quick and efficient service I received*

Female, 50-64, Latino/Hispanic, Non-college, Unincorporated, Rent a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They encourage recycling*

Male, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a mobile home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Not piling up*

Female, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I have not heard any bad stories of things that happened there*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The service was done as per request.*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I'm up every week and they do a good job of emptying the cans*

Female, 50-64, Latino/Hispanic, College, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Keeping our city and street clean*

Male, 18-29, Black/African American, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Everything is taken care, the trash and waste management is taken care of*

Female, Prefer not to answer, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Three different trash cans and they pick it up regularly*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They keep the streets clean.*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *Very reliable*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They are responsive and solve all of our problems.*

Male, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The streets are kept clean.*

Male, 50-64, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They do maintenance on the streets regularly.*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The city has no issues with sewers or wastewater.*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The neighborhood is always kept clean.*

Male, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They maintain the neighborhood.*

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Streets always look clean and organized.*

Female, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It is great for the environment.*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Very reliable service.*



Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They pick up on time and responsive.*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The compost program is great.*

Male, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They always keep the streets clean.*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It handles well*

Male, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *A very reliable service*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It is great*

Female, 30-39, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its a great way to save the environment*

Male, 18-29, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Had no issues*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I am satisfied*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsure



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Yes I am satisfied because it is good for the environment as well as my household*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Idk it works*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Good for the environment*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its good for the environment*

Female, 40-49, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Collects on time*



Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its good*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Good for the environment*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its not that bad*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its good and works*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *Bin environment*

Female, 40-49, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 5, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Fast service*

Male, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Consistent*

Male, 18-29, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Reliable and consistent*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Provide good services*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Always do a good job*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Great for the environment*

Female, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They collect trash on time*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Regular pickups*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Consistently good*



Female, 30-39, Black/African American, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Yes it does not make a difference*

Male, 18-29, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Gets done on time*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *We don't feel anything*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Never forgot a pickup*

Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?



Answer: *Its a unique thing*

Female, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Always consistent and clean*

Male, 30-39, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Never had any issues*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No problems*

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No issue*

Male, 18-29, Other, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its okay*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It works for my family*

Female, 40-49, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Sometimes late*

Male, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *It works so idc*

Male, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Don't have a problem*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Its good*

Male, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Keep streets clean.*

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Their organics program is phenomenal.*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you satisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No complaints yet.*

VERBATIM RESPONSES
QUESTION 15

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 15

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Recently received a shakedown letter demanding payment for multiple blue containers when originally was told that a 2nd recyclable container was free of charge. Seems money is more important than the mission.*

Male, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Charging extra for one extra can for pick up. Why? already at the home picking up two cans*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Being charged for a second black container, and my containers are damaged*

Female, 40-49, Latino/Hispanic, Non-college, Unincorporated, Own a single-family home, Household size: Prefer not to answer, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *If you go up and down the streets in midway city you see nothing but curbside trash and home furnishings your drivers should make note and send letters to customers or send drivers to come pick up the items our city is looking like trash for allowing home*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Smaller trash bins now and again charging more for that service*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I don't believe that much of the recycling actually get recycled*

Male, 40-49, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: Prefer not to answer, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They are charging extra for the amount of trash cans I need*

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *The truck sometimes breaks branches off of my tree*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Several times we have had to call into the office because one of our cans was skipped by the driver.*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Sporadic pickups*

Female, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They dump cans away from my house and in the middle of the street leave a lot of trash in the street*

Male, Prefer not to answer, Other, Non-college, Westminster, Rent a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Seen black can truck pickup blue & green cans multiple times. Would like to see more stuff recycled even if it is not profitable.*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *I would rather put everything in one can*



Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Not enough capacity for a double lot*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Unnecessary waste of money.*

Female, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *When dropping down the bins most of the time they are dropped away from the house and when trash fall from the bins when they are emptying them they do not pick up.*

Male, 40-49, White/Caucasian, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Miss pick ups and problems with items being taken for disposal*

Male, 40-49, Asian/Pacific Islander, Non-college, Unincorporated, Own a single-family home, Household size: 6, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a



Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Also not good*

Female, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Unsure, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *No idea*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 7, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *They will not provide additional bins without additional charge*

I do not identify as either, Prefer not to answer, White/Caucasian, Non-college, Westminster, Own a condo or townhome, Household size: Prefer not to answer, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Because they don't come at a consistent time.*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Not very frequent*



Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why are you unsatisfied with the job the Midway City Sanitary District is doing to provide trash and recycling and green waste/organics collection services for your household?

Answer: *Gross*

VERBATIM RESPONSES
QUESTION 22

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 22

Male, 40-49, Asian/Pacific Islander, College, Unincorporated, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why was your interaction with MCSD field personnel [poor/very poor]?

Answer: *Rude*

Male, 40-49, White/Caucasian, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Why was your interaction with MCSD field personnel [poor/very poor]?

Answer: *Rude driver*

VERBATIM RESPONSES
QUESTION 31

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 31

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *All ad long a sit benefits us without hindering nature*

Male, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Bin exchange*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Battery drop off*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Turning compost into fertilizer, road improvements*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *'can't think of any.*



Male, 30-39, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Compost and collection*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Hard to say*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Not sure?*

Female, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Bulky item pick up*

Male, 40-49, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Bulk pickup*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a



Question: What additional programs would you pay more for?

Answer: *N/a*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Big stuff collection*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *More frequent large item pickup*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Bulky items, such as an old fiberglass jacuzzi*

Male, 50-64, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *None*

Female, 65+, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: What additional programs would you pay more for?

Answer: *Bulk pick up*



Female, 18-29, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 7, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Junk pick up*

Female, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Pickup trash 2x week, clean trash bins, help maintaining sewer connections*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Don't know*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: What additional programs would you pay more for?

Answer: *Bin exchange*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Bulky items more offer*

Female, 65+, Black/African American, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a



Question: What additional programs would you pay more for?

Answer: *Shred days and bulk pick up items*

Female, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Na*

Male, 65+, White/Caucasian, Non-college, Unincorporated, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *I trust the board on this.*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Unsure would have to see/read about them*

Male, 40-49, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *E-waste*

Male, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Hazardous waste pickup would be a helpful addition.*



Female, 50-64, White/Caucasian, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *I am not sure what additional programs you have in mind for us.*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Electronic waste*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Depends on the program*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Mattress & rug pick-up & disposal*

Male, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Collection*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Bin exchange*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: What additional programs would you pay more for?

Answer: *Bin exchange*

Female, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Educational programs*

Male, 18-29, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Compost collection*

Male, 18-29, Latino/Hispanic, Non-college, Unincorporated, Own a single-family home, Household size: 7, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: What additional programs would you pay more for?

Answer: *Bin exchange*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: What additional programs would you pay more for?

Answer: *Bin exchange*



Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Not sure*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Unsure

Question: What additional programs would you pay more for?

Answer: *Bulky items pick up*

Female, 50-64, Latino/Hispanic, Non-college, Unincorporated, Rent a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Don't know*

Female, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Bulk pick ups*

Female, 65+, Other, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Automatic pickup for trash left on the street*

Female, 40-49, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: What additional programs would you pay more for?

Answer: *Battery pick up*

Male, 50-64, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Large bulky and heavy items.*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Junk and heavy items pick ups.*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Heavy and larger items*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Collecting large and heavy items.*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: What additional programs would you pay more for?

Answer: *Bin exchange*



Male, 18-29, Latino/Hispanic, College, Westminster, Own a condo or townhome, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: What additional programs would you pay more for?

Answer: *Cleanup programs*

Female, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Food*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What additional programs would you pay more for?

Answer: *Bin you exchange*

Female, 18-29, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: What additional programs would you pay more for?

Answer: *Bin exchange*

Female, 30-39, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: What additional programs would you pay more for?

Answer: *Bin exchange*

Male, 30-39, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: What additional programs would you pay more for?

Answer: *Large heavy bulky items.*

VERBATIM RESPONSES
QUESTION 37 (Other)

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 37 (Other)

Male, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Mail*

Male, 30-39, White/Caucasian, Non-college, Westminster, Own a mobile home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Possibly a flyer in the mail*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Postal mail info*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Mail*



Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *MCSD yearly calendar*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *US Mail*

Male, 40-49, Latino/Hispanic, Non-college, Westminster, Own a condo or townhome, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *City events*

Female, 65+, Other, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Signs on the trucks*

Male, Prefer not to answer, Prefer not to answer, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.



Answer: *A mailer for compost distribution*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Annual calendar*

Male, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *City events*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Direct mail*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *The occasional mailer and the annual calendar*

Female, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: Satisfied



Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *On the trucks*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Word of mouth*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Mail*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Just being in tune with what happens in the city*

Female, 40-49, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Flyer*



Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Periodic mailings*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Yearly calendar*

Female, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Mailings*

Male, 65+, Other, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Mailers*

Female, 65+, Black/African American, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Mailers*



Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Mailings*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Calendar*

Female, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Flyers*

Male, 50-64, White/Caucasian, College, Westminster, Own a condo or townhome, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Mailers*

Male, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a



Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Mailer to home, I think an old calendar*

Female, 65+, Prefer not to answer, Non-college, Westminster, Rent a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Mail*

Male, 40-49, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 5, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Just the trucks and bins*

Male, 65+, Asian/Pacific Islander, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Handout*

Male, 30-39, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Getting fliers in the mail*

Male, 50-64, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Flyers*

I do not identify as either, Prefer not to answer, White/Caucasian, Non-college, Westminster, Own a condo or townhome, Household size: Prefer not to answer, MCSD Favorability: Unfavorable, Initial MCSD Satisfaction: Unsatisfied, Wastewater Satisfaction: Unsatisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Nowhere*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Calendar they send every year*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Aside from a property bill, where have you seen information about Midway City Sanitary District recently?
Select all that apply.

Answer: *Calendar*



VERBATIM RESPONSES
QUESTION 38 (Other)

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 38 (Other)

Male, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What kind of events are you interested in? Select all that apply.

Answer: *Electronic waste*

Male, 65+, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What kind of events are you interested in? Select all that apply.

Answer: *What is an annual compost event?*

Male, 50-64, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: What kind of events are you interested in? Select all that apply.

Answer: *Electronic and hazard waste pickup*

Female, 65+, Prefer not to answer, Non-college, Westminster, Rent a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: What kind of events are you interested in? Select all that apply.

Answer: *large items pick up*

Female, 50-64, Latino/Hispanic, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Unsure, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: What kind of events are you interested in? Select all that apply.

Answer: *Education events for community*



VERBATIM RESPONSES
QUESTION 40 (Other)

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 40 (Other)

Male, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Which of the following topics do you want to hear about from Midway City Sanitary District? Select all that apply.

Answer: *How they are moving away from the climate change agenda and dei*

Female, 65+, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: Which of the following topics do you want to hear about from Midway City Sanitary District? Select all that apply.

Answer: *Important issues*

Female, 65+, Prefer not to answer, Non-college, Westminster, Rent a single-family home, Household size: Prefer not to answer, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: Which of the following topics do you want to hear about from Midway City Sanitary District? Select all that apply.

Answer: *All topics*

VERBATIM RESPONSES
QUESTION 45 (Other)

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 45 (Other)

Female, 65+, Latino/Hispanic, Non-college, Westminster, Rent a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: How often would you like to receive information from Midway City Sanitary District?

Answer: *When really important*

Male, 65+, White/Caucasian, College, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: How often would you like to receive information from Midway City Sanitary District?

Answer: *As needed*

Male, 65+, Other, Non-college, Westminster, Rent a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: How often would you like to receive information from Midway City Sanitary District?

Answer: *Only when necessary*

Male, 65+, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 1-2, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: How often would you like to receive information from Midway City Sanitary District?

Answer: *As needed*

Male, 65+, Asian/Pacific Islander, Non-college, Westminster, Own a single-family home, Household size: 6, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: How often would you like to receive information from Midway City Sanitary District?

Answer: *Its depends*



VERBATIM RESPONSES
QUESTION 46 (Other)

Midway City Sanitary District – Customer Opinion Survey

Verbatim Responses: Question 46 (Other)

Male, 40-49, Latino/Hispanic, College, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: No opinion, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Satisfied, CR&R Satisfaction: n/a

Question: How would you prefer to receive information from Midway City Sanitary District? Please select your top two preferences.

Answer: *Inside the monthly bill*

Female, 65+, Other, Non-college, Westminster, Own a single-family home, Household size: 3, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: How would you prefer to receive information from Midway City Sanitary District? Please select your top two preferences.

Answer: *Calendar*

Female, 50-64, White/Caucasian, Non-college, Westminster, Own a single-family home, Household size: 4, MCSD Favorability: Favorable, Initial MCSD Satisfaction: Satisfied, Wastewater Satisfaction: Unsure, CR&R Satisfaction: n/a

Question: How would you prefer to receive information from Midway City Sanitary District? Please select your top two preferences.

Answer: *Loved the calendar*

