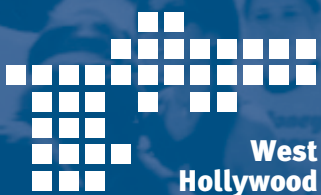


CITY OF WEST HOLLYWOOD

# Community Report



West  
Hollywood

*speaks*

Influence / Our Future!

Prepared for the  
City of West Hollywood  
by Sara Kocher Consulting  
and Cathryn Berger Kaye Consulting



# City of West Hollywood

The West Hollywood Community Study *was conducted in collaboration with the City of West Hollywood by Sara Kocher Consulting and Cathryn Berger Kaye Consulting in 2006.*

## City Hall

8300 Santa Monica Boulevard  
West Hollywood, California 90069  
(323) 848-6400  
[www.weho.org](http://www.weho.org)

For more information about the report, please call (323) 848-6510  
TTY for hearing impaired  
(323) 848-6496

## City Council

John Heilman	<i>Mayor</i>
Sal Guarriello	<i>Mayor Pro Tempore</i>
John J. Duran	<i>Councilmember</i>
Abbe Land	<i>Councilmember</i>
Jeffrey Prang	<i>Councilmember</i>
Paul Arevalo	<i>City Manager</i>
Anil Gandhi	<i>Director of Finance</i>
Lloyd Long	<i>Director of Human Services</i>

## Human Services Commission

Steven Davis	<i>Chair</i>
Peter Mackler	<i>Vice-Chair</i>
Gary Augeri	
Ruth Cislowski	
Deb Farmer	
Charles Henry	
Shirley Roberts	

## Social Services Division and Budget & Compensation Division Team

Judith Wright	<i>Budget &amp; Compensation Division Manager</i>
Daphne Dennis	<i>Social Services Manager</i>
David Giugni	<i>Social Services Supervisor</i>
Leslie Isenberg	<i>Social Services Program Administrator</i>
Corey Roskin	<i>Social Services Specialist</i>
Kim Patterson	<i>Administrative Staff Assistant</i>

### Cover photos

large: Crowd scene at APLA's annual AIDS walk at the Pacific Design Center

### small, top to bottom:

- 1) West Hollywood City Hall
- 2) Children of West Hollywood employees at "Take your children to work day"
- 3) Kings Road Park
- 4) Seniors dance at a holiday celebration
- 5) Keith Haring sculpture in the median strip

Photography by Mikel Gerle  
and Sue Schumacher

Design by Gretchen Goetz



## WEST HOLLYWOOD SPEAKS

### Executive Summary



*“This is an educated and progressive constituency which views government as an entity that can solve problems and help with quality of life, rather than some other communities that view what is done by the government with great suspicion. People believe there is a role for government and support the decisions made.”*



## WEST HOLLYWOOD COMMUNITY STUDY EXECUTIVE SUMMARY

West Hollywood Speaks, a series of community meetings and a community attitude survey, invited residents to express their views on a wide range of issues of local importance. The study results show that the people who make up the City and the manner in which they live has changed little over time. West Hollywood remains a community of adults, most of whom live alone in units which they rent. Gay men (37%) and Seniors (21%) continue to be the largest demographic groups. The City's residential tenancy is stable--people have lived in the City for 13 years, on average, but housing costs are rising, from an average of \$832 for rent and utilities in 2000 to \$1,091 in 2006, reflecting national trends. One quarter of the City's residents use public transportation at least three times per month and the City's central location and walkability are highly valued. The significant health issues affecting residents include HIV/AIDS, which affects 10% of the households, and mobility impairments, affecting 11%, mostly Seniors. Rent control, social services, transportation programs, law enforcement, and cultural events continue to be the City-supported efforts most valued by residents. Residents have both high regard for the City and high expectations for its ability to preserve this "small town in a big city."

The community attitude survey was distributed to 4,000 households in November of 2005 and 610 usable surveys were returned. This represents a return rate of 15%, which is similar to the return rate obtained for the 1998 survey (16%). With a sample of this size, the margin of error is plus or minus 4%. The study is part of an ongoing effort to track the opinions and demographic characteristics of West Hollywood residents. Comparisons to the results of previous surveys are made throughout the report and include the 1998 Community Needs Assessment (SS1998), the 2000 Customer Satisfaction Survey (WH2000), and the 2000 Census (CEN2000). The percentage of the community represented by each focus group is reported in Table 1.

Table 1: Target Populations

### Percent of population of West Hollywood represented in each target population.

	WH2006	CEN2000	WH2000	SS1998	SS1994	CEN1990
Gay or Bisexual men	39%		41%	33%	28%	
Seniors	21%	19%	16%	18%	22%	20%
Families with children	7%	6%	5%	9%	10%	7%
Immigrants from the former Soviet Union	8%	9%	5%	8%	14%	12%
Women	43%	45%	39%	41%	45%	47%
Households affected by HIV/AIDS	10%		12%	14%	9%	
People living with disabilities	23%	24%	17%	20%	23%	22%

DEMOGRAPHICS

Survey respondents were asked to provide some personal information about their household and themselves to allow analysis of communitywide response rates and the compilation of responses for subgroups within the community, such as Seniors or families with children.

The responses to the survey were fairly evenly divided among the three areas of the City: west of La Cienega (38%), east of La Cienega and west of Crescent Heights (32%), and east of Crescent Heights and West of La Brea (30%), as shown in Table 2. These results were similar to those of previous surveys.

Immigration and related issues were the topics of several questions. Citywide, 8% of the respondents emigrated from the former Soviet Union, 4% from Western Europe, 3% from Latin America, and 5% from other countries. Estimates developed based on the 2000 Census suggest that citywide about 9% of the households emigrated from the former Soviet Union, while about 2% emigrated from Latin America.

The main language people speak in the home is English (90%), with Russian (7%) as the second largest alternative language. These results are similar to the 1998 and 2000 community surveys. Most of the respondents (96%) are U.S. citizens.

Most of the respondents work full time (58%) and 19% are retired. These results are lower than the results of the 2000 Census and are similar to the results of the 1998 survey.

Table 2: Demographics			
<b>Which of the following best describes the area in which you live?</b>			
	WH2006	WH2000	SS1998
West of La Cienega	38%	39%	38%
East of La Cienega, W. of Crescent Heights	32%	33%	32%
East of Crescent Heights, W. of La Brea	30%	28%	30%
<b>Did you immigrate to the United States from another country? If YES, from ____ in 19 ____ .</b>			
	WH2006	Average Length of Residence	
Former Soviet Republic	8%	18 years	
Western Europe	4%	39 years	
Latin America	3%	34 years	
Other	5%	37 years	
<b>What is the main language you speak at home?</b>			
	WH2006	WH2000	SS1998
English	90%	90%	89%
Russian	7%	5%	8%
Spanish	1%	1%	2%
Other	2%	4%	2%
<b>Are you a citizen of the United States?</b>			
	WH2006	WH2000	SS1998
Yes	96%	94%	89%
<b>What is your current working situation?</b>			
	WH2006	CEN2000	SS1998
Working full time	58%	66%	56%
Retired	19%	15%	14%
Other	24%	19%	30%
<b>Are you:</b>			
	WH2006	CEN2000	SS1998
Male	57%	55%	58%
Female	43%	45%	41%
<b>Are you transgender?</b>			
	WH2006		SS1998
Yes	1%		1%

Table 3: Demographics

**How old are you?**

	WH2006	CEN2000	SS1998
18-24	2%	4%	3%
25-34	18%	27%	26%
35-44	27%	25%	29%
45-54	18%	16%	15%
55-64	14%	9%	9%
65-80	16%	16%	14%
80+	5%	3%	4%

**How many years of education have you completed?**

	WH2006	CEN2000	SS1998
Less than 12 years	2%	24%	2%
Completed high school	5%		6%
Some college	24%	60%	28%
4-year college degree	39%		29%
Graduate education	29%	16%	34%

**What is your racial or ethnic background?**

	WH2006	CEN2000	SS1998
African-American	2%	3%	2%
Latino/Latina	5%	7%	6%
Other Anglo/White/Caucasian	87%	84%	84%
Native American	0%	0%	2%
Asian or Pacific Islander	4%	3%	2%
Other	1%	2%	4%

**Do you identify yourself as:**

	WH2006	WH2000	SS1998
Bisexual	3%	3%	6%
Gay male	37%	41%	35%
Heterosexual	55%	54%	56%
Lesbian	4%	3%	3%

**What is the approximate annual income (before taxes) for your household?**

	WH2006	CEN2000	SS1998
LT \$25,000 a year	24%	33%	32%
\$25,000-\$49,999	22%	28%	29%
\$50,000-\$99,999	31%	26%	28%
\$100,000 or more	23%	14%	11%

Gender was the topic of two questions. Over half (57%) of the respondents are male, while 43% are female. One percent of the population is transgender.

Two percent of the respondents were under 24 (see Table 3). Eighteen percent of the respondents were from the 25-34 age range.

The 35-44 age range accounted for 27% of the responses, the 45-54 age range accounted for 18%, and the 55-64 age range accounted for 14%. Sixteen percent are between 65 and 80 years of age and 5% are over 80 years of age. Except for the 25-34 age range, the results were similar to those of other surveys.

Most of the respondents (92%) had at least some college education. This is higher than the 2000 Census data, but similar to the results of the 1998 survey.

The respondents reported their racial or ethnic background. Five percent are Latino/Latina, while 87% are from other Anglo/White/Caucasian races. Asian or Pacific Islanders accounted for 4% of the sample, African-Americans for 2%, and other races/ethnicities for 1%. These results are similar to the 2000 Census.

Gay males accounted for 37% of the sample, Heterosexuals for 55%, Lesbians for 4%, and Bisexuals for 3%. These results are similar to those of the previous surveys conducted by the City.

The respondents were asked to report their annual household income before taxes. Those who live with a roommate/housemate were asked to only count their own income.

Twenty-four percent of the respondents reported annual incomes of less than \$25,000. Annual incomes between \$25,000 and \$50,000 were reported by 22%, annual incomes between \$50,000 and \$100,000 were reported by 31%, and annual incomes over \$100,000 were reported by 23%.

Compared to the 2000 census, fewer households reported incomes under \$50,000 and more households reported annual incomes of over \$50,000. This would be expected, given that the median income of residents of Los Angeles County (the smallest available comparative unit) increased nine percent between 1999 and 2004, from \$42,189 to \$45,958.

Overall, analysis of the demographic data suggests that the households that responded to the survey are representative of the community as a whole. The responses were proportionally divided across the areas of the City, immigrant populations, gender, age, racial/ethnic background, sexual orientation, and income when compared to the 2000 Census or previous surveys. Compared to the 2000 Census, there were fewer full-time workers and more college educated residents.

## PROGRAMS AND SERVICES

Four of the survey questions addressed community programs and services. The survey respondents assigned importance and satisfaction ratings to 21 programs and services, described the two most important social service needs of their household, responded to a list of potential household health issues, and listed needs of the household related to health issues (see Table 4).

Importance ratings were computed for the 21 programs and services by calculating the percentage of respondents who assigned a rating of 4 or 5 on the five-point scale. Three community programs and services were rated as important by over 80% of the respondents communitywide: law enforcement services (89%), disaster and emergency preparedness measures (85%), and neighborhood crime prevention programs (83%). Importance ratings were also calculated for each of the six target populations. Table 4 shows the five top ranked programs for each target population.

The respondents identified health issues that affected their household. Thirty-one percent of the households reported one or more health issues. The most frequently reported health issues were mobility impairments (11%), HIV/AIDS (10%), hearing or sight impairments (9%), and mental or emotional disabilities (6%).

Respondents were asked to list particular health related needs of their household. The most frequently requested services included affordable medical care, counseling, and health insurance.

Table 4: Programs & Services

**Top ranked programs and services by target population.**

After-school programs & summer day camp for children  
 Assistance in resolving landlord/tenant disputes  
 Childcare  
 Counseling/emotional support  
 Disaster and emergency preparedness measures  
 Drug/alcohol abuse counseling/treatment  
 Expand and enhance the library facility and services  
 Food or meals for residents with special needs  
 HIV prevention and transmission information  
 Job training and/or placement  
 Law enforcement services  
 Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride  
 Measures to control rents and preserve the current stock of rental units  
 Neighborhood crime prevention programs  
 Park and recreation programs  
 Preservation and development of additional affordable housing  
 Programs for at-risk youth  
 Public arts programs  
 Revitalization of deteriorated commercial areas  
 Services and shelter for homeless people  
 Special events, festivals & community gatherings

	Communitywide	Gay or Bisexual men	Families w/ children	HH affected by HIV/AIDS	Immigrants from the FSU	People living w/ disabilities	Seniors	Women
		*						
			*					
	*	*	*	*	*	*	*	*
			*					
	*	*	*	*		*	*	*
				*				
	*	*	*	*	*	*	*	*
				*	*	*	*	*
	*	*	*	*	*	*	*	*
		*						
	*	*						*

**Is your household affected by one of these health issues?**

Health Issue	% Communitywide
HIV/AIDS	10%
Hearing or sight impairment	9%
Mobility impairment	11%
Learning disability	1%
Developmental disability	0%
Mental or emotional disability	6%
Other medical disability	5%

**Please list particular social services needs of your household related to health issues.**

Most Frequently Requested Services

- Affordable medical care
- Counseling
- Health insurance
- Transportation
- Environmental services
- Escorted transportation
- Fitness services
- Disabled access improvements
- In-home services



## TRANSPORTATION SERVICES

A series of questions examined transportation services. Seven transit options were evaluated for frequency of use and quality of service. Respondents also reported transit destinations, indicated ways to increase transit use, and suggested how to improve transportation services. Based on the responses, estimates of transit use were developed for the community and for each of the target populations, as shown in Table 5.

Table 5: Transit Services

### Percent of households that use transit 3 or more days per month:

Communitywide	23%
Gay or Bisexual men	18%
Seniors	42%
Families with children	17%
Immigrants from the former Soviet Union	57%
Women	24%
Households affected by HIV/AIDS	26%
People living with disabilities	39%

## HOUSING SITUATION

The housing situation of the respondents was assessed through several questions. The questions addressed residency, type of housing, and number of people in the home.

On the average, the respondents have lived in the City for 13 years (see Table 6) and in their current housing unit for 10 years. Nationwide, the average duration of residence for home owners is eight years, while the average duration of residence for renters is two years (US Census Bureau, 1998).

Most of the respondents (64%) live in apartments or duplexes, while others live in condominiums or townhouses (27%) or single family homes (9%). Most of the respondents rent their residence without subsidy (58%), while others either own their residence (35%) or rent with a government subsidy (6%). The majority of the respondents live alone (55%) or with one other person (37%).

Seven percent of the households include children. Based on the survey results, it is estimated that about 2500 children (18 years of age and younger) currently live in West Hollywood. The respondents from households with children tend to differ from other City households in three ways: they are more likely to be immigrants and heterosexual, and are less likely to be over 65.

A subset of questions specifically targeted renters. As reported by the survey respondents, the average monthly rent in West Hollywood is \$1,021 and the average monthly cost of utilities is \$70 resulting in an average monthly gross rent of \$1,091. The 2000 Census reported an average monthly gross rent of \$832.

Table 6: Housing Situation

**About how many years have you lived in West Hollywood?**

	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Average Years	13	12	9

**About how many years have you lived in your current housing unit?**

	<b>WH2006</b>
Average Years	10

	<b>WH2006</b>	<b>Nationwide</b>
Average Years - Owners	11	8
Average Years - Renters	9	2

**What kind of housing do you live in?**

	<b>WH2006</b>	<b>CEN2000</b>	<b>SS1998</b>
Apartment or duplex	64%	93%	65%
Condominium or townhouse	27%		24%
Detached single family home	9%	7%	8%
Other	1%	0%	3%

**How many people live in your home, including yourself?**

	<b>WH2006</b>	<b>CEN2000</b>	<b>SS1998</b>
1 person	55%	61%	56%
2 people	37%	30%	33%
3 people	5%	6%	8%
4 or more	3%	3%	3%

**Percent of households w/ children.**

	<b>WH2006</b>	<b>CEN2000</b>	<b>SS1998</b>
	7%	6%	9%

**Estimated number of children 18 years and younger in West Hollywood: 2500.**

**Ages of children.**

	<b>WH2006</b>	<b>CEN2000</b>	<b>SS1998</b>
Under 5	30%	29%	41%
5 to 12	36%	44%	41%
13 and over	34%	27%	19%

**If you rent housing, what is the monthly rent?**

	<b>WH2006</b>
Average	\$1,021
Minimum	\$123
Maximum	\$4,000

**If you rent housing, what additional amount do you pay for basic utilities (such as electricity, natural gas, water, and sewer) in an average month?**

	<b>WH2006</b>
Average	\$70
Minimum	\$17
Maximum	\$400

**Average rent plus utilities.**

	<b>WH2006</b>	<b>CEN2000</b>
	\$1,091	\$832

## LIKES & DISLIKES

Residents were invited to describe what they liked best and least about living in West Hollywood. The respondents generated a list of over 900 characteristics that they liked about West Hollywood and about 700 characteristics that they did not like (see Table 7).

Many respondents listed multiple reasons to like West Hollywood: “West Hollywood is quiet. There are lots of great places for shopping in walking distance. It’s easy to find answers from city hall.” The most frequent responses fell into the general categories of central location (8%), safe and quiet (6%), and sense of community (6%). Additional themes appearing in 4% or more of the responses included pedestrian oriented, clean and well kept, and charming and fun. West Hollywood’s reputation for being gay friendly, cultural diversity, and nearness to amenities were each identified in 3% of the comments.

In response to the question, “What do you like least about living in West Hollywood,” traffic and circulation accounted for 10% of the complaints. Lack of parking generated 5% of the negative comments and noise accounted for 3%.

Table 7: Likes & Dislikes

### What do you like best about living in West Hollywood?

Likes	% Responses
Central location	8%
Safe & quiet	6%
Sense of community	6%
Pedestrian oriented	4%
Clean & well-kept	4%
Charming & fun	4%
Gay friendly	3%
Cultural diversity	3%
Near amenities	3%

### What do you like least about living in West Hollywood?

Dislikes	% Responses
Traffic & circulation	10%
Lack of parking	5%
Noise	3%

## ONE VOICE: WEST HOLLYWOOD COMMON THEMES

Five common themes emerged in focus groups, stakeholder interviews, and the community meeting held as part of the West Hollywood Speaks study. The following summaries address these themes: “small town in a big city,” social services, affordable housing, traffic and parking, and the arts.

## Small Town In A Big City

“Strong commitment and caring from the West Hollywood governing bodies and staff that extends to the community makes this City special.”

What do you like best? Is it the pedestrian friendly, vibrant life style, with a concern for small businesses, and a sense of “running into the same person three times in one day”? Do you like the outdoor cafes, the ability to “call City Hall and get a response within an hour”? Repeatedly, West Hollywood community members describe the “little parts of the City that add up to the sum total of West Hollywood.” There is “a palpable community spirit” that emanates from “diverse stakeholders” who all “have a voice, if you want one.” Plus, this is a small town that relishes its identity as a “beacon of freedom and diversity, preserving Gay and Lesbian pride.” What makes West Hollywood a cozy small town? “It’s easy to be who you are in West Hollywood.” With this “universal concern and commitment to quality of life issues” the City established and set a course. How will the City “maintain the course that preserves this small town in a big city” persona?

This is “an educated and progressive constituency which views government as an entity that can solve problems and help with quality of life, rather than some other communities that view what is done by the government with great suspicion. People believe there is a role for government and support the decisions made.” This philosophy extends from the elected officials to the population. “People expect a great deal from the officials and provide ample latitude for the City Council to help solve problems.” And yet, the government knows better than to act alone: they “want to involve community in decision making.” The City is founded on relationships, whether with community members or social service agencies, and risks are taken to expand and improve programs provided through these relationships.

This small town has made and celebrates recent huge strides. The Santa Monica Boulevard beautification and Gateway projects show “exceptional management of major developments, particularly for a City of this size.” The West Hollywood Book Fair is growing each year, and the other hallmark celebrations, even though they grow and can attract huge crowds, still are “West Hollywood in identity. People come here to be among us.” The diverse populations also crave what any small town wants: more togetherness, more good will. There is a desire for more opportunities to build community: “Invite and encourage men to attend women’s events,” “encourage non-Russians to attend the Russian festival,” “introduce residents to businesses with A Taste of West Hollywood,” “have two different City Commissions plan an event together,” and “create more outdoor space where we can exercise and play as a community.”

What is in store? Demographic change and development are viewed as “inevitable.” How growth is accomplished lies at the core of this small town these days, particularly with these concerns:

- the speed and scope of development
- how to make mixed use development meet the needs of diverse populations and include space for non-profit organizations and social services providers
- community safety
- preservation, so the City “stays West Hollywood, and doesn’t become East Beverly Hills”



- increase in wealthier populations “with less investment in the City’s life style and traditional populations”
- “making sure the City does ‘smart growth’ to avoid becoming too congested with too many buildings, not enough green space, and traffic congestion. Also that long time businesses and residents don’t get pushed out because rents become too high.”

With its location, some of the best restaurants and hotels in the county, and its well-known reputation for exceptional services, is there any wonder why West Hollywood faces the challenges of success? Being a small town nestled in this huge metropolis has always been a curiosity for some, a reality for many. “Being part of how we change will keep us a small town.”

## **Social Services**

“The City really does a good job of assessing the needs, listening to constituents, and being creative about ways to meet the needs.”

The City provides significant funds for social services with very favorable response. The constituents want to ensure that the City continues to examine how monies are allocated, and even “consider the truly hard questions regarding whether services are integrated or duplicated.” Essential to the City’s success are partnerships, and solid ones do exist, so whether working with social service agencies or other local cities to determine the best approach to meeting needs of homeless populations, or collaborating with the Sheriff’s Department “to promote an increase in public safety,” City officials nurture these relationships. Community members wonder if social services agencies can afford to locate in the City or surrounding areas and cite this as a challenge for the future.

There is consensus in the City to assist Seniors to age in place, and to provide services that will support and maintain a high quality of life. Ideas abound on what to provide, including: visitors and callers, health programs, meal services, assistance with household chores, shopping partners, computer access, intergenerational programs, and one-on-one outreach to encourage participation in the numerous programs and activities offered.

The importance of the following services was mentioned repeatedly by people in all different demographic groups:

- In-home assistance including health care, handy worker help, and pet care
- Services for people who are homeless
- Door-through-door transportation assistance
- HIV prevention education
- Substance abuse education and treatment
- Case management
- Assistance with advocacy and government entitlement programs
- Job placement

With all the City provides, the community wants to be certain that the populace knows and takes advantage of all that is offered. Ideas include having a City Services Fair, creating kiosks in prime locations, and having “a 311-phone number to call in for what’s happening.” “Getting the word out in the timeliest way possible to advertise City programs and activities” is also recommended. This active, engaged community wants even more people to participate.

## Affordable Housing

“Everyone in West Hollywood should have quality, stable, affordable housing.”

There is agreement that affordable housing is a priority for the City and also agreement that numerous challenges face the City in this regard. How do we retain and develop housing, provide ongoing opportunities for the community to stay informed, and acknowledge we all desire a similar outcome? Affordable housing is seen as a particular need for specific low and middle income populations: Seniors, people who are disabled, Gays and Lesbians (including those who are Seniors), and people living with HIV or AIDS. Having affordable housing for the West Hollywood workforce was mentioned repeatedly so that “people who are invested in the City can live in the City.”

The integration of affordable housing into market rate developments is “a winning combination,” with a nod to the importance of “making the concept of rental properties attractive to developers” who are also viewed as “likely partners to help solve the housing problem.” Concern was expressed for retaining the uniqueness of the City, as seen for example in “courtyard housing which encourages people to meet and relate.”

People want to know. The community has questions about the future: rent control, Section 8, repercussions for wayward landlords, and whether or not “first time buyers stand a chance in West Hollywood.” The City “has to find a way to communicate with everyone, and not just by mail. These are quality of life issues people are going to be facing.” So how can the City go to the people? Ideas go beyond “just large forums at two parks” to include “house parties or area meetings attended by City staff.” “Many people think these changes are being done to them and not for them.” A well-informed community is one that is invested in the future, rather than suspicious of it.

## Traffic and Parking

“There are times I don't use my car from Friday to Monday!”  
 “Parking, parking, parking!”

People who live or work in West Hollywood frequently voice concerns about traffic congestion and parking. The populace wants more solutions for problems that arise when they want to get from here to there. They also want to be able to park once they arrive, and they want their guests to be able to park as well. “Some of my friends won't drive here.” Suggestions anyone?

Street traffic:	one-way streets, more bike lanes, street cars, wider streets, better traffic flow, more speed bumps in residential areas
Parking:	download two guest parking passes per month; markers on streets to guide cars not to take up two spaces; hotels supplying several parking spaces for adjacent residents; require new developments to have at least one parking space per bedroom; full use hours of parking structures
Walking:	a City walking path
Services:	frequent shuttle buses on the Boulevard and the Strip day and night to get people out of their cars

## Arts: Keeping the Creative City Creative!

“West Hollywood could be a vibrant place where culture, arts, learning, and shared community events are a priority.”

In the gathering of information for this study, the first person who mentioned that “the City would benefit from a multi-purpose cultural use center for the arts” said, “No one will probably talk about this.” How completely erroneous! This comment was repeated again and again. City residents truly desire a “West Hollywood theater and cultural center,” a “Lesbian Arts Center”, a “world class civic auditorium,” “a commercial venture with hotels, recording studio, and theater,” and a venue to host and house conferences and coming-together events.

There is a desire to be able “to study, work and live in an arts community,” and “to expand all kinds of art expression that welcomes people to come for residencies that enrich our ideas about art.” This speaks to wanting the City “to enable the *doing* of arts and crafts - not just be a place for their exhibition.” How can the City bring the arts alive? Imagine:

- an Arts and Crafts Festival similar to the Book Fair
- a program for artists and a common gallery
- a monthly street Art Fair
- studio space for artists and teachers of art
- a City hosted West Hollywood Film Festival
- an Artist on the Boulevard program on weekends
- a Russian theatre and dance company
- art activities - music, dance, theatre - that nurture the talent of young people
- summer art camps

There is “great talent already here” within City limits. Having a forum and showcase for what is at the heart of the Creative City can only bring benefits and “may even provide increased revenue.”

## IDEAS

The following ideas were suggested by residents who participated in the West Hollywood Speaks community study.

### City Services

- Dial 311: a City Hotline to find out what is going on
- Build a convention/cultural arts center for more economic and cultural vitality
- Kiosks in convenient locales where information about events, child care resources, political happenings can be easily accessed
- Set aside space for nonprofits in new commercial developments
- Quarterly World Café conversations
- Monthly networking meeting hosted by different Commissions or City agencies
- Close off alternate alley way exits and place small green space/parks at the ends
- Download two guest parking passes per month from the Internet
- Handy Person service for residents who need in-home assistance
- Door-through-door assistance to and from public transportation

### **Health and Well-Being**

- An individual pledge campaign to prevent the spread of AIDS
- Comprehensive health and social service center
- Safety tips shown on Cable TV
- Sponsor a 10K Run or Marathon

### **Families, Children & Youth**

- West Hollywood Education Foundation
- West Hollywood K-12 Charter School
- Classes about adoption, particularly gay adoption, and parenting
- Skills for Life events for teens and youth, including hearing from adult community members who have experience, stories to share and advice

### **Good Will**

- Rainbow flags throughout West Hollywood to let people know where they are
- Yearly “West Hollywood Residents Day in the Park” – a party for all
- Celebrate City’s incorporation with more local history
- Two different City boards work together to plan a community event
- Small block parties to bring neighbors together





## WEST HOLLYWOOD SPEAKS

### Community-Wide Findings

*“With its location, some of the best restaurants and hotels in the county, and its well-known reputation for exceptional services, is there any wonder why West Hollywood faces the challenges of success? Being a small town nestled in this huge metropolis has always been a curiosity for some, a reality for many. Being part of how we change will keep us a small town.”*





## WEST HOLLYWOOD COMMUNITY SURVEY COMMUNITYWIDE RESULTS

West Hollywood Speaks, a community survey, invited residents to express their views on a wide range of issues of local importance. The survey included a section in which residents rated the importance of 21 community programs and services, such as law enforcement services, programs for at-risk youth, and special events. The survey respondents were also asked to indicate their satisfaction with the quality of these services and to indicate the most important social services needs of their household. The survey included questions focusing on public transit and housing, along with a section addressing community demographics. The final questions on the survey asked residents what they liked best and least about living in West Hollywood.

The survey packet included a four-page survey, a postage paid return envelope, and a cover letter that described the purpose of the survey. It was mailed to 4,000 households in November of 2005 and 610 usable surveys were returned by the deadline. This represents a return rate of 15%, which is similar to the return rate obtained for the 1998 survey (16%). With a sample of this size, the margin of error is plus or minus 4%. That is, the percentages shown in this report are expected to be within 4% of the percentages that would be obtained if all community residents had responded to the survey. See Appendix B for more information on the margin of error.

The survey is part of an ongoing effort to track the opinions and demographic characteristics of West Hollywood residents. Comparisons to the results of previous surveys are made throughout the report and include the 1998 Community Needs Assessment (SS1998), the 2000 Customer Satisfaction Survey (WH2000), and the 2000 Census (CEN2000).

### PROGRAMS AND SERVICES

Four of the survey questions addressed community programs and services. The survey respondents assigned importance and satisfaction ratings to 21 programs and services, described the two most important social services needs of their household, responded to a list of potential household health issues, and listed needs of the household related to health issues.

## Programs and Services Ratings

The first question on the survey asked residents to rate the importance of the City's financial support for 21 community programs and services. The survey respondents also indicated their satisfaction with the City's current performance. Both importance and satisfaction ratings were made using a five-point scale that ranged from low (1) to moderate (3) to high (5).

Importance ratings were computed for the 21 programs and services by calculating the percentage of respondents who assigned a rating of 4 or 5 on the five-point scale. Three community programs and services were rated as important by over 80% of the respondents: law enforcement services (89%), disaster and emergency preparedness measures (85%), and neighborhood crime prevention programs (83%). These same three services were rated as important by over 80% of the respondents to the 2000 Customer Satisfaction Survey.

Nine of the community programs and services were rated as important by between 60% and 80% of the survey respondents: revitalization of deteriorated commercial areas (72%), HIV prevention and transmission information (71%), measures to control rents and preserve the stock of rental units (71%), assistance in resolving landlord/tenant disputes (69%), expand and enhance library facility and services (64%), low cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (64%), park and recreation programs (63%), food or meals for residents with special needs (63%), and preservation and development of additional affordable housing (62%).

Satisfaction ratings for the same programs and services were computed by calculating the percentage of respondents that assigned a rating of 3 or greater on the five-point rating scale. All of the community programs and services were rated as satisfactory by over half of the respondents. Seven of the community programs and services were rated satisfactory by 85% or more of the respondents: HIV prevention and transmission information (92%), food or meals for residents with special needs (88%), law enforcement services (88%), after-school programs and summer day camp for children (87%), park and recreation programs (87%), special events, festivals, and community gatherings (87%), and low-cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (85%).

Seven of the community programs and services were rated as satisfactory by between 75% and 85% of the survey respondents: childcare (82%), counseling/emotional support (82%), neighborhood crime prevention programs (80%), drug/alcohol abuse counseling (79%), assistance in resolving landlord/tenant disputes (76%), expand and enhance the library facility and services (76%), and public arts programs (76%).

Both the importance and satisfaction ratings are presented in the graph that accompanies Question 1 as percent important and percent satisfied. Also included is a detailed table of the programs and services showing the percentage of respondents who rated the programs as low, moderate, and high in importance and satisfaction.

## **Household Social Services Needs**

An open-ended question asked the respondents to list the two most important social services needs of their household. A total of 304 households generated 539 responses to this question. The results are presented in the table that accompanies Question 2. The most frequently mentioned social services were legal services (14%), medical services (11%), and law enforcement/crime prevention (9%). In addition, senior and disability services, counseling and emotional support, and affordable housing were mentioned by 6% of the respondents; homeless services and rent control measures were mentioned by 5%; childcare, landlord/tenant dispute resolution, and transportation assistance were mentioned by 4%; and home delivered meals and job training and placement were mentioned by 3%.

## **Household Health Issues and Related Needs**

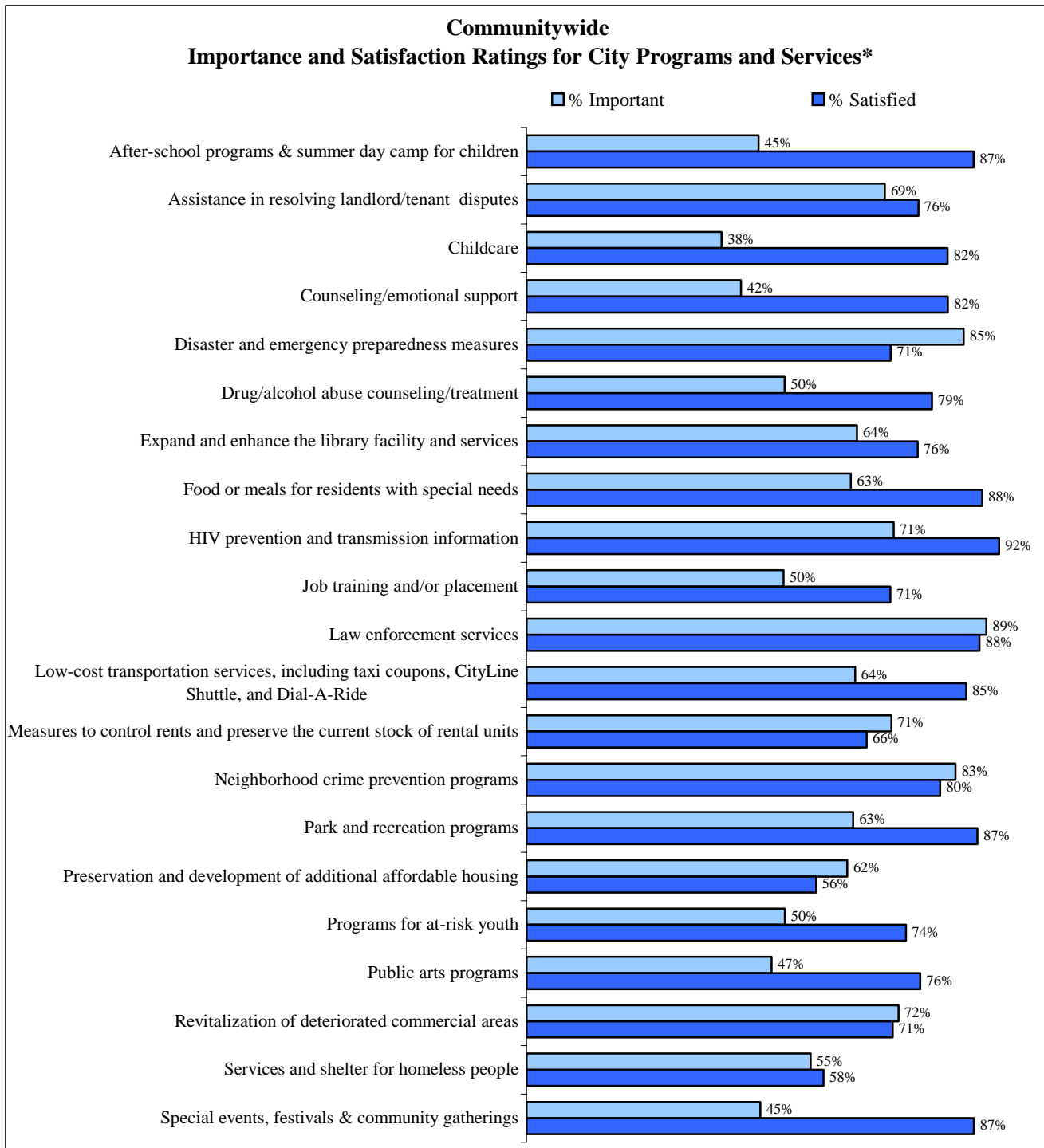
The respondents were asked to identify health issues that affected their household. Thirty-one percent of the households reported one or more health issues. The main health issues identified were mobility impairments (11%), HIV/AIDS (10%), hearing or sight impairments (9%), and mental or emotional disability (6%). Other health issues identified by 1% or less of the respondents included learning disabilities, developmental disabilities, heart disease, diabetes, and respiratory disorders (see Question 3).

Respondents were asked to list any particular health related needs of their household, and 90 people identified specific needs. These health needs (presented in Question 4) included affordable medical care (21%), counseling (13%), and health insurance (13%). Other health needs mentioned by less than 10% of the respondents were transportation, environmental services, escorted transportation, fitness services, disabled access improvements, and in-home services.



Programs & Services

**QUESTION 1: Please indicate the importance of the City’s financial support for each of the programs or services listed below and your satisfaction with the City’s current performance by circling the numbers that best represent your views.**



\*Note: % Important reflects a rating of 4 or 5 on a five point scale. % Satisfied reflects a rating of 3 or better on a five point scale.

## Programs & Services

<b>Importance</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	21%	10%	24%	19%	26%
Assistance in resolving landlord/tenant disputes	6%	5%	19%	21%	49%
Childcare	25%	10%	27%	18%	20%
Counseling/emotional support	16%	11%	31%	21%	20%
Disaster and emergency preparedness measures	1%	2%	12%	21%	64%
Drug/alcohol abuse counseling/treatment	12%	9%	29%	25%	25%
Expand and enhance the library facility and services	5%	7%	24%	25%	39%
Food or meals for residents with special needs	7%	8%	23%	30%	33%
HIV prevention and transmission information	6%	6%	17%	21%	50%
Job training and/or placement	11%	11%	29%	25%	25%
Law enforcement services	1%	2%	7%	23%	67%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	6%	6%	24%	23%	41%
Measures to control rents and preserve the current stock of rental units	11%	6%	13%	13%	58%
Neighborhood crime prevention programs	1%	2%	13%	22%	61%
Park and recreation programs	3%	6%	28%	29%	34%
Preservation and development of additional affordable housing	14%	7%	17%	20%	42%
Programs for at-risk youth	10%	9%	31%	25%	25%
Public arts programs	9%	11%	33%	23%	24%
Revitalization of deteriorated commercial areas	4%	5%	19%	28%	44%
Services and shelter for homeless people	13%	9%	23%	27%	28%
Special events, festivals & community gatherings	13%	11%	31%	21%	24%
<b>Satisfaction</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	3%	10%	53%	16%	18%
Assistance in resolving landlord/tenant disputes	11%	13%	29%	28%	19%
Childcare	7%	11%	44%	18%	19%
Counseling/emotional support	7%	11%	39%	27%	15%
Disaster and emergency preparedness measures	10%	19%	39%	18%	14%
Drug/alcohol abuse counseling/treatment	12%	10%	32%	31%	16%
Expand and enhance the library facility and services	11%	13%	36%	25%	15%
Food or meals for residents with special needs	3%	9%	34%	33%	21%
HIV prevention and transmission information	3%	6%	24%	38%	30%
Job training and/or placement	14%	15%	35%	22%	13%
Law enforcement services	3%	9%	23%	37%	27%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	6%	8%	31%	30%	24%
Measures to control rents and preserve the current stock of rental units	17%	17%	27%	18%	20%
Neighborhood crime prevention programs	8%	12%	34%	29%	18%
Park and recreation programs	4%	8%	31%	34%	22%
Preservation and development of additional affordable housing	20%	24%	35%	13%	8%
Programs for at-risk youth	9%	18%	48%	19%	7%
Public arts programs	9%	14%	35%	29%	13%
Revitalization of deteriorated commercial areas	11%	18%	39%	21%	11%
Services and shelter for homeless people	19%	23%	36%	15%	6%
Special events, festivals & community gatherings	8%	6%	24%	29%	34%

Programs & Services

**QUESTION 2. What are the two most important social services needs of your household?**

Service	% Response*
Legal services	14%
Medical services	11%
Law enforcement/crime prevention	9%
Senior & disabled services	6%
Counseling/emotional support	6%
Affordable housing	6%
Homeless services/shelter & food	5%
Rent control measures	5%
Childcare	4%
Landlord/tenant dispute resolution	4%
Transportation assistance	4%
Home delivered meals	3%
Job training and/or placement	3%

\*Note: 304 Households generated 539 responses to this question. % Response is based on 539 responses. Only those categories accounting for 3% or more of the total (when divided by 539) are reported.

**QUESTION 3. Is your household affected by one of these health issues?**

Health Issue	% Communitywide*
HIV/AIDS	10%
Hearing or sight impairment	9%
Mobility impairment	11%
Learning disability	1%
Developmental disability	0%
Mental or emotional disability	6%
Other medical disability	5%

Other medical disabilities noted consisted primarily of heart disease, diabetes & respiratory disorders.

\*Note: 31% of the households reported one or more health issues. % Communitywide is based on the total number of surveys returned (610), in order to reflect the incidence of health issues citywide. % Communitywide sums to more than 31% because some households reported multiple health issues.

**QUESTION 4. Please list particular social services needs of your household related to health issues.**

Requested Service	% Response*
Affordable medical care	21%
Counseling	13%
Health insurance	13%
Transportation	9%
Environmental services	8%
Escorted transportation	8%
Fitness services	8%
Disabled access improvements	6%
In-home services	6%

\*Note: % Response is based on 90 responses. Only those categories accounting for 6% or more of the total are reported.

## TRANSPORTATION SERVICES

A series of questions examined transportation services. Seven transit options were evaluated for frequency of use and quality of service. Respondents also reported transit destinations, indicated ways to increase transit use, and suggested how to improve transportation services.

### **Frequency of Use and Quality of Service**

The survey respondents were asked to report how often they used each of seven transit options. The options evaluated included the CityLine Shuttle, Dial-A-Ride, Taxi Coupons, Access Services, the MTA Bus, the DASH Bus, and the Red Line Metro (see Question 5).

The most frequently used transportation services (listed in order of amount of use) were the MTA Bus, the Red Line Metro, the DASH Bus, and the CityLine Shuttle. About 17% of the households report using the MTA Bus regularly (more than 3 times per month). The DASH Bus, the Red Line Metro, and the CityLine Shuttle are each used by about 8% of the households regularly (more than 3 times per month). Some households use more than one type of public transit; 23% of the households report regular use of one or more type of transit.

Three of these transportation services are need based. Dial-A-Ride and Taxi Coupons are available to people with disabilities and Seniors, while Access Services are available to people with disabilities. Seven percent of the households city-wide report regular use of taxi coupons, while both Dial-A-Ride and Access Services are each used by 2% of the households regularly. For Senior households, the regular use of Taxi Coupons increases to 35%, while the regular use of Dial-A-Ride increases to 17%. For households that include people with disabilities, the regular use of Taxi Coupons increases to 22%, while the regular use of both Dial-A-Ride and Access Services increases to 10%.

Ratings of the quality of the transportation services are presented in the table that accompanies Question 6. Each of these transportation services were rated as good or very good by over 50% of the transit users. Two services were rated as good or very good by 80% or more of the transit users: the Red Line Metro (82%) and the DASH Bus (80%).

### **Transit Destinations**

The transit users were asked to identify their destinations. There were 471 responses to this question from 283 households. The most frequent transit destinations were shopping and errands (26%), medical appointments (19%), and work (17%). Other destinations included special events, additional recreational venues (such as movies, restaurants, bars, and the beach), and the car mechanic (see Question 7).

### **Ways to Increase Transit Use and How to Improve Transportation Services**

The respondents selected the three most important things that could be used to encourage more use of transportation services from a list of 10 options (see Question 8). The improvements identified by over 25% of the respondents include providing better information about routes and times (38%), increasing the frequency of transit service runs (34%), and providing better connections between transit services (25%). About one-third (36%) of the

respondents indicated that nothing would get them to use public transit more often, because they prefer to drive.

An open-ended question encouraged respondents to list ways to improve City transportation services. Most of the suggestions for improving transit services echoed the list of potential upgrades provided in Question 8. Other suggestions included adding light rail and subway lines, expanding the hours of operation (especially of the DASH Bus and CityLine Shuttle), and improving traffic flow with bike lanes, transit lanes and smarter signals (see Question 9).

Transportation Services

**QUESTION 5. How often do you use each of the following transportation services?**

	I have never used it	2 or less days per month	Between 3 and 10 days per month	10 or more days per month	Not aware of this service
<b>CityLine Shuttle</b>	75%	13%	5%	2%	5%
<b>Dial A Ride</b>	84%	3%	2%	0%	11%
<b>Taxi Coupons</b>	74%	6%	5%	2%	13%
<b>Access Services</b>	85%	3%	2%	0%	11%
<b>MTA Bus</b>	56%	25%	6%	11%	2%
<b>DASH Bus</b>	72%	15%	5%	4%	4%
<b>Red Line Metro</b>	68%	21%	5%	3%	3%

**Percent of households that use transit 3 or more days per month: 23%**

**QUESTION 6. How would you rate the quality of these transportation services?**

	Poor	Fair	Good	Very Good
<b>CityLine Shuttle</b>	5%	25%	43%	27%
<b>Dial A Ride</b>	15%	18%	44%	24%
<b>Taxi Coupons</b>	18%	15%	35%	31%
<b>Access Services</b>	23%	23%	33%	20%
<b>MTA Bus</b>	9%	29%	44%	19%
<b>DASH Bus</b>	2%	19%	41%	39%
<b>Red Line Metro</b>	3%	14%	46%	36%

**QUESTION 7. If you use transit services, where do you go?**

	% Communitywide*
Medical appointments	19%
Shopping & errands	26%
Work	17%
Other destinations	15%

**Other destinations listed in descending order of frequency**

- Special events
- Movies, restaurants
- Car mechanic
- Bars, beach
- School
- Downtown
- Visit friends
- Airport, train station

\*Note: Respondents could check more than one destination. % Communitywide is based on the total number of surveys (610).

Transportation Services

**QUESTION 8. Please place a checkmark next to the THREE MOST IMPORTANT things West Hollywood could do to encourage you to use transit services more often.**

Suggestions	% Communitywide*	Suggestions for expansion of transit services listed in descending order of frequency
Provide better information about routes/times	38%	Beverly Hills & west
Nothing, I prefer to drive	36%	Red Line Metro
Increase how frequently the transit services run	34%	Downtown
Better connections between transit services	25%	North Hollywood & north
Nothing, I prefer to walk or bicycle	20%	Airport
Expand transit services to additional areas	16%	Doheny
Reduce the cost of transit	12%	Hollywood & east
Increase the helpfulness of transit drivers	9%	LA & south
Assistance getting to and from the transit vehicle	5%	Add "Nightlife Shuttle"
Assistance getting into and out of the transit vehicle	4%	

\*Note: Respondents were asked to check three suggestions. % Communitywide is the number of responses to each suggestion divided by the sample size (610 households), and thus will sum to more than 100%.

**QUESTION 9. How else can the City improve transportation services?**

Most of the suggestions for improving transit services echoed the list of potential upgrades provided in Question 8. Other suggestions are listed below in descending order of frequency.

- Add light rail & subway lines
- Expand hours of operation, especially of DASH & CityLine
- Improve traffic flow with bike lanes, transit lanes & smarter signals
- Upgrade the cleanliness & comfort of buses and bus stops
- Provide more personalized services for people with special needs
- Improve reliability & punctuality

SALES TAX

The City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Question 10 asked if the City should increase sales taxes to provide more of these sorts of services to City residents. An increase in the City's sales tax was supported by 26% of the households. If there were a sales tax increase, most of the respondents (89%) felt that the money should go to the City of West Hollywood rather than Los Angeles County (see Question 11).



Sales Tax

**QUESTION 10. Currently, the City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Should the City increase sales taxes, which are part of the General Fund, to provide more of these sorts of services to City residents?**

Yes	26%
No	74%

**QUESTION 11. If sales taxes were to increase by half a percent, would you prefer to see the funds go to Los Angeles County or to the City of West Hollywood?**

Los Angeles County	11%
City of West Hollywood	89%

HOUSING SITUATION

The housing situation of the respondents was assessed through several questions. The questions addressed residency, type of housing, and number of people in the home. Several of these questions appear in other data sets. The results of previous surveys appear in the tables and include the 1998 Community Needs Assessment (SS1998), the 2000 Customer Satisfaction Survey (WH2000), and the 2000 Census (CEN2000). Comparisons are discussed in the text only when the survey results differ substantially.

The boundaries of the City of West Hollywood are irregular and some non-residents received surveys. Non-residents were eliminated from the analysis, except for those who work or own a business in the City (see Question 12). On the average, the respondents have lived in the City for 13 years (see Question 13) and in their current housing unit for 10 years (see Question 14).

Most of the respondents (64%) live in apartments or duplexes, while others live in condominiums or townhouses (27%) or single family homes (9%), as shown in Question 15. Most of the respondents rent their residence without subsidy (58%), while others either own their residence (35%) or rent with a government subsidy (6%), as shown in Question 19.

The majority of the respondents live alone (55%) or with one other person (37%), as shown in Question 16. Adults who live together (Question 18) tend to be domestic partners or spouses (33%) rather than housemates (19%). Seven percent of the households include children (see Question 17). Most of the families with children have a single child (59%). The ages of the children are relatively evenly distributed.

Three questions specifically targeted renters. As reported by the survey respondents, the average monthly rent in West Hollywood is \$1,021 (see Question 20) and the average monthly cost of utilities is \$70 (see Question 21), resulting in an average monthly gross rent of \$1,091. The 2000 Census reported an average monthly gross rent of \$832.

Renters were asked to rate the condition of various features of their rental housing (see Question 22A). Smoke detectors were rated in good condition by 63% of the renters and interior paint was rated in good condition by 48%. The renters felt most comfortable asking

their landlord to repair or replace smoke detectors, plumbing, doors windows and screens, and bathroom fixtures (see Question 22B).

About one-third of the households that returned the survey contributed additional comments about housing issues in West Hollywood. The responses accounting for 2% or more of the total are shown in the table that accompanies Question 23. Of these households, 25% encouraged the City to continue to create and preserve affordable housing. Comments ranged from “provide more better-quality, affordable housing instead of new unaffordable units,” to “please work on keeping rents affordable for disabled people such as myself.” The next most frequent response encouraged the City to enforce property maintenance standards, which accounted for 21% of the responses. Representative comments included “I’ve noticed that renters that have lived here for 25 plus years and are therefore paying low rent are not helped as quickly as newer renters. It’s not fair. Their requests should be serviced just as fast as other tenants,” and “The City must find a way to offer incentives to landlords to improve property and be fair to tenants, as well.”

Twelve percent of the responses related to preserving the existing scale and character of residential areas. Comments included “Historic homes and apartments should be preserved, not torn down to make way for condos.” Other topics addressed by over 5% of the households who responded to the question supported requiring adequate parking, strengthening the rent control ordinance, and eliminating the rent control ordinance. Five percent of the respondents complimented existing City housing programs.

Housing Situation

**QUESTION 12. Are you a resident of West Hollywood?**

Yes	100%
No	0%

**QUESTION 13. If so, about how many years have you lived in West Hollywood?\***

	Average Years
WH2006	13
WH2000	12
SS1998	9

**QUESTION 14. About how many years have you lived in your current housing unit?**

	Average Years
WH2006	10

**QUESTION 15. What kind of housing do you live in?\***

	WH2006	CEN2000	SS1998
Apartment or duplex	64%	93%	65%
Condominium or townhouse	27%		24%
Detached single family home	9%	7%	8%
Other	1%	0%	3%

\*Note: Where available, comparison data from four sources is included: the most current survey (WH2006), the survey conducted in 2000 (WH2000), the 2000 Census (CEN2000), and the 1998 Social Services survey (SS1998).

## Housing Situation

### QUESTION 16. How many people live in your home, including yourself?

	WH2006	CEN2000	SS1998
1 person	55%	61%	56%
2 people	37%	30%	33%
3 people	5%	6%	8%
4 or more people	3%	3%	3%

### QUESTION 17. Please list the ages of children 18 years or younger who live in your household.

	WH2006	CEN2000	SS1998
Percent of households w/ children	7%	6%	9%

Ages of children	WH2006	CEN2000	SS1998
Under 5	30%	29%	41%
5 to 12	36%	44%	41%
13 and over	34%	27%	19%

Number of children	% Response*
1 child	59%
2 children	32%
3 or more children	10%

\*Note: based on a sample of 41 children.

### QUESTION 18. Do you live with another adult?

I live by myself	53%
I live with my domestic partner/spouse	33%
I live with a roommate/housemate	10%
Other	4%

Common responses in the "Other" category included relatives, such as parents or adult children, and pets.

### QUESTION 19. Please check what best describes your housing situation.

	WH2006	CEN2000	SS1998
I own my own residence or share ownership	35%	22%	28%
I rent under a government housing subsidy program (HUD building, Section 8, West Hollywood Housing Corporation)	6%		
I rent my residence (no housing subsidy)	58%		
Other	0%		

Housing Situation

**QUESTION 20. If you rent housing, what is the monthly rent?**

Average	\$1,021
Minimum	\$123
Maximum	\$4,000

**QUESTION 21. If you rent housing, what additional amount do you pay for basic utilities (such as electricity, natural gas, water, and sewer) in an average month?**

Average	\$70
Minimum	\$17
Maximum	\$400

	<b>WH2006</b>	<b>CEN2000</b>
Average rent plus utilities	\$1,091	\$832

**QUESTION 22A. Please rate the quality of these items in your rental housing unit.**

**QUESTION 22B. Would you feel comfortable asking your landlord to repair or replace this item, if it were in poor condition?**

% Good		% Yes	% No
38%	Doors, windows and screens	64%	36%
38%	Carpeting and flooring	55%	45%
41%	Window coverings	56%	44%
36%	Plumbing	75%	25%
37%	Bathroom fixtures	63%	37%
48%	Interior paint	55%	45%
63%	Smoke detectors	75%	25%

**QUESTION 23. Do you have any additional comments about housing issues in West Hollywood?**

	Topics	% Responses*
	Create & preserve affordable housing	32%
	Enforce property maintenance standards	21%
Preserve the existing scale & character of residential areas		12%
	Require adequate parking	7%
	Eliminate the rent control ordinance	6%
	Current programs are appreciated	5%

\*Note: % Responses is the number of responses divided by the total responses to this question (208 households). Only those responses accounting for at least 5% of the total are included here.

COMMUNITY DEMOGRAPHICS

Survey respondents were asked to provide some personal information about their household and themselves. This information allows the responses of different segments of the community, such as Seniors or families with children, to be compiled separately. The inclusion of demographic data also allows analysis of response rates, which helps determine if the survey responses are representative of the community as a whole.

**Demographic Data**

Two of the questions addressed where the responding households were located in West Hollywood. The responses were fairly evenly divided among the three areas of the City: west of La Cienega (38%), east of La Cienega and west of Crescent Heights (32%), and east of Crescent Heights and West of La Brea (30%), as shown in Question 24. These results were similar to those of previous surveys.

Most of the respondents live in either the 90069 (49%) or 90046 (43%) zip code areas (see Question 25).

Immigration and related issues were the topics of several questions. Citywide, 8% of the respondents emigrated from the former Soviet Union, 4% from Western Europe, 3% from Latin America, and 5% from other countries (see Question 26). Estimates developed based on the 2000 Census suggest that citywide about 9% of the households emigrated from the former Soviet Union, while about 2% emigrated from Latin America.

Demographics			
<b>Q24. Which of the following best describes the area in which you live?</b>			
	WH2006	WH2000	SS1998
West of La Cienega	38%	39%	38%
East of La Cienega, W. of Crescent Heights	32%	33%	32%
East of Crescent Heights, W. of La Brea	30%	28%	30%
<b>Q25. What zip code do you live in?</b>			
	90069	90046	90048
	49%	43%	8%
<b>Q26. Did you immigrate to the United States from another country?</b>			
<b>Q27. If yes, from _____ in 19____ .</b>			
	WH2006	Average Length of Residence	
Former Soviet Republic	8%	18 years	
Western Europe	4%	39 years	
Latin America	3%	34 years	
Other	5%	37 years	
<b>Q28. What is the main language you speak at home?</b>			
	WH2006	WH2000	SS1998
English	90%	90%	89%
Russian	7%	5%	8%
Spanish	1%	1%	2%
Other	2%	4%	2%
<b>Q29. Are you a citizen of the United States?</b>			
	WH2006	WH2000	SS1998
Yes	96%	94%	89%

## Demographics

**Q30. Do you work in the City of W. Hollywood?**

	WH2006	WH2000	SS1998
Yes	17%	24%	22%

**Q31. Do you own a business in the City of West Hollywood?**

	WH2006	WH2000
Yes	7%	12%

**Q32. What is your current working situation?**

	WH2006	CEN2000	SS1998
Working full time	58%	66%	56%
Working part-time	11%	8%	12%
Unemployed, seeking work	4%	3%	5%
Unemployed, not seeking work	1%		2%
Full-time homemaker	1%		1%
Retired	19%	15%	14%
Student	1%		2%
Other	5%	8%	8%

**Q33. Are you:**

	WH2006	CEN2000	SS1998
Male	57%	55%	58%
Female	43%	45%	41%

**Q34. Are you transgender?**

	WH2006		SS1998
Yes	1%		1%

**Q35. How old are you?**

	WH2006	CEN2000	SS1998
18-24	2%	4%	3%
25-34	18%	27%	26%
35-44	27%	25%	29%
45-54	18%	16%	15%
55-64	14%	9%	9%
65-80	16%	16%*	14%
80+	5%	3%*	4%

\*Note: In Census 2000, age categories are 65-85 and 85+

The main language people speak in the home is English (90%), with Russian (7%) as the second largest alternative language. These results are similar to the 1998 and 2000 community surveys.

As shown in Question 29, most of the respondents (96%) are U.S. citizens, and this percent is higher than the 2000 Census or previous survey.

Questions 30 through 32 addressed employment status. Seventeen percent of the survey respondents work in West Hollywood, which is somewhat lower than the percentage found in previous surveys (see Question 30).

Of the survey respondents, 7% own businesses in the City (see Question 31).

Most of the respondents work full time (58%), while 19% are retired, 11% are working part-time, and 4% are unemployed seeking work. These results are lower than the results of the 2000 Census and are similar to the results of the 1998 survey.

Gender was the topic of two questions. Over half (57%) of the respondents are male, while 43% are female (see Question 33). One percent of the population is transgender (see Question 34).

Few (2%) of the respondents were under 24, as would be expected from the results of previous surveys. Eighteen percent of the respondents were from the 25-34 age range, which is lower than results of previous surveys (see Question 35).

The 35-44 age range accounted for 27% of the responses, the 45-54 age range accounted for 18%, and the 55-64 age



range accounted for 14%. Sixteen percent are between 65 and 80 years of age and 5% are over 80 years of age.

The educational status of the respondents is presented in Question 36. Most of the respondents (92%) had at least some college, with 39% having a college degree and 29% having a graduate education. This is higher than the 2000 Census data, but similar to the results of the 1998 survey.

The respondents reported their racial or ethnic background in Question 37. Five percent are Latino/Latina, while 87% are from other Anglo/White/Caucasian races. Asian or Pacific Islanders accounted for 4% of the sample, African-Americans for 2%, and others for 1%. These results are similar to the 2000 Census and the 1998 survey.

The sexual orientation of the respondents is presented in Question 38. Gay males accounted for 37% of the sample, Heterosexuals for 55%, Lesbians for 4%, and Bisexuals for 3%. These results are similar to those of the previous surveys conducted by the City.

The respondents were asked to report their annual household income before taxes (see Question 39). Twenty-four percent of the respondents reported annual incomes of less than \$25,000. Annual incomes between \$25,000 and \$50,000 were reported by 22%, incomes between \$50,000 and \$100,000 were reported by 31%, and incomes over \$100,000 were reported by 23%.

Compared to the 2000 census, fewer households reported incomes under \$50,000 and more households reported annual incomes of over \$50,000. This would be expected, given that the median income of residents of Los

Demographics			
<b>Q36. How many years of education have you completed?</b>			
	<b>WH2006</b>	<b>CEN2000</b>	<b>SS1998</b>
Less than 12 years	2%	24%	2%
Completed high school	5%		6%
Some college	24%	60%	28%
4-year college degree	39%		29%
Graduate education	29%	16%	34%
<b>Q37. What is your racial or ethnic background?</b>			
	<b>WH2006</b>	<b>CEN2000</b>	<b>SS1998</b>
African-American	2%	3%	2%
Latino/Latina	5%	7%	6%
Other Anglo/White/Caucasian	87%	84%	84%
Native American	0%	0%	2%
Asian or Pacific Islander	4%	3%	2%
Other	1%	2%	4%
<b>Q38. Do you identify yourself as:</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Bisexual	3%	3%	6%
Gay male	37%	41%	35%
Heterosexual	55%	54%	56%
Lesbian	4%	3%	3%
<b>Q39. What is the approximate annual income (before taxes) for your household?</b>			
	<b>WH2006</b>	<b>CEN2000</b>	<b>SS1998</b>
LT \$10,000 a year	8%	13%	10%
\$10,000-\$14,999	6%	7%	9%
\$15,000-\$24,999	9%	13%	13%
\$25,000-\$34,999	9%	12%	13%
\$35,000-\$49,999	13%	16%	16%
\$50,000-\$74,999	20%	17%	16%
\$75,000-\$99,999	11%	9%	12%
\$100,000-\$149,999	12%	7%	11%
\$150,000 or more	11%	7%	
<b>Q40. Do you live on a fixed income?</b>			
<b>WH2006</b>			
Yes 31%			

Angeles County (the smallest available comparative unit) increased nine percent between 1999 and 2004, from \$42,189 to \$45,958.

Thirty-one percent of the respondents live on a fixed income.

### **Demographic Evaluation**

Overall, analysis of the demographic data suggests that the households that responded to the survey are representative of the community as a whole. The responses were proportionally divided across the areas of the City, gender, age, racial/ethnic background, sexual orientation, and income when compared to the 2000 Census or previous surveys. Compared to the 2000 Census, there were fewer full-time workers and more college educated residents.

## LIKES AND DISLIKES

The final questions on the survey asked residents what they liked best and least about living in West Hollywood. The respondents generated a list of over 900 characteristics that they liked about West Hollywood and about 700 characteristics that they did not like.

Many respondents listed multiple reasons to like West Hollywood: “Central location allows me to walk, bike, and use public transit. Can get to any part of city easily. Like the mix of cultures in WeHo. Appreciate liberal politics of city.” The most frequent responses fell into the general categories of central location (8%), safe and quiet (6%), and sense of community (6%). Additional themes appearing in 4% or more of the responses included pedestrian oriented, clean and well kept, and charming and fun. West Hollywood’s reputation for being gay friendly, cultural diversity, and nearness to amenities were each identified in 3% of the comments.

The following quotes are representative of the overall tone of the comments. “Everything I need seems to be located within one mile. It’s convenient, clean and has a real sense of community. And thank God for rent control!” “West Hollywood is quiet. There are lots of great places for shopping in walking distance. It’s easy to find answers from city hall.” “The neighborhood and community feel of living in a small town, but one that is open to diverse types of people.” “I love the location and everything around me. It’s a fun and exciting place to live!”

In response to the question, “What do you like least about living in West Hollywood,” traffic and circulation accounted for 10% of the complaints. Lack of parking generated 5% of the negative comments and noise accounted for 3%.

### Likes & Dislikes

#### Q41. What do you like best about living in West Hollywood?

Likes	% Responses*
Central location	8%
Safe & quiet	6%
Sense of community	6%
Pedestrian oriented	4%
Clean & well-kept	4%
Charming & fun	4%
Gay friendly	3%
Cultural diversity	3%
Near amenities	3%

#### Q42. What do you like least about living in West Hollywood?

Dislikes	% Responses*
Traffic & circulation	10%
Lack of parking	5%
Noise	3%

\*Note: % Responses is the number of responses divided by the total responses to this question (1614 responses). Some respondents provided multiple responses. Only those responses accounting for 3% or more of the total are reported.



## WEST HOLLYWOOD SPEAKS

### Target Population Findings



*“The City really does a good job of assessing social services needs, listening to constituents, and being creative about ways to meet the needs.”*

## WEST HOLLYWOOD SPEAKS

*Target Population Findings:*

# Gay/Bisexual Men

*“West Hollywood has a global reputation as a ‘Mecca for Gay men.’ While social services provided are valued and recognized as completely essential, it is the general convenience and lifestyle that this constituency values.”*



## PROFILE OF GAY OR BISEXUAL MEN

### OUTCOMES OF FOCUS GROUPS, INTERVIEWS, AND THE COMMUNITY FORUM

“Social services are available.” “We can speak to City officials, or send an email and they respond.” “This is a walkable community with entertainment, community involvement” and “a constant improvement of our environment.” “We’re trendy, stylish – the place to be!”

West Hollywood is seen as a “Mecca for Gay men,” a place to live openly, freely, where “same sex couples can walk hand in hand or with arms wrapped around a waist.” West Hollywood has a “global reputation” that is “the envy of the Gay male community!” While social services provided are valued and recognized as essential, this constituency values the City’s convenience and lifestyle, particularly:

- growth of businesses eastward
- Santa Monica Boulevard redevelopment
- West Hollywood Book Fair
- the Crystal Meth Forums
- rent control
- Gay Pride Week
- Halloween Festival
- New Year’s Eve

City politics and financial acuity are seen as two key factors that contribute to overall satisfaction with varied services. West Hollywood is described as having an “educated populace” that leads to an “activist mentality” and people who are generally more able than in other and larger cities especially, to “make sure we have access to City government.” People want to live in or visit the City: “we have no airport, no freeways, and West Hollywood is still a desirable destination.” While providing services to residents over guests and visitors is seen as essential, there is acknowledgment that the shops, restaurants, hotels, and nightlife increase City revenue.

Three key topics emerge as concerns: affordable housing and development, crime and safety, and health. Keeping social services and health care providers close enough for easy access is vital for this population with two particular issues: 1) with high rent costs, many service providers are locating outside the City, and 2) as the Gay male population ages, and for existing elder Gay male residents, having ease of access is even more necessary. Respondents raised questions about medical marijuana, particularly, how to keep reputable establishments open. The City also needs to continue attention and programming “toward substance abuse, especially crystal meth and alcohol,” perhaps by “developing initiatives to make access, particularly for illegal drugs, increasingly scarce” and provide continued forums to keep this issue visible. The desire is for ongoing “get tough on meth” policies and programs. The relationship between drug use and the increase of people who are homeless in the community also is described as needing an appropriate response from the City. Even the time of day when services might be accessed might provide a fresh way of interfacing with both gay

adults and youth, who are described as “night-time populations,” so perhaps more agencies having hours of operation to match hours of need would be advisable.

Is the City meeting the needs of the diverse population within the Gay male community? While social services such as HIV testing and support groups of all kinds remain essential, there may be ways to engage men “who may not utilize these services but would welcome other kinds of opportunities to participate in life-enhancing programs.” While the City “helps people most in need, attention can also be paid to helping people have a more fulfilling life, even if they don’t need those services, as happens with the Book Fair.” As a City, the possibility exists to provide more events for Gay men that “aren’t about alcohol or drugs, but provide a healthier way to meet people.”

### **Other Perspectives**

Having a diverse, community accepting of all lifestyles is seen as “essential” and of paramount importance to retain the “true West Hollywood identity.” Keep our “Gay friendly society.”

There is a resounding applause for “the widening of Santa Monica Boulevard, a mini-Champs D’Elysee, with cafes and indoor/outdoor dining. This is a hip, inviting place to be.” This “entertainment center establishes us in southern California.”

There is a consensus to aggressively address crystal meth through education and outreach. This includes more attention “and surveillance at bars and other night spots men congregate.” With youth, the need is for “realistic hands on education program for Gay male and Lesbian youth” about both AIDS and meth. “Make education ‘hip’ so a youth will stop and say to a friend who brags about doing meth, ‘What the hell’s wrong with you? That’s stupid and not hip.’” This “younger generation never had a friend die of AIDS or lose a friend to meth.”

West Hollywood’s activist mentality is seen as a plus and a must if there is a continued “conservative, fundamentalist movement in this country. When initiatives are aimed at our Gay and Lesbian populations, we need the community to mount campaign after campaign to protect the rights of all.”

Halloween and Gay Pride week end remain valued happenings for most residents, in that they “showcase the lively diversity of City residents and the community.” While some express an interest in making these events “more of a community happening and less commercial,” the common call is for these to maintain their celebratory spirit.

West Hollywood “is an anchor for both the Gay community and the Russian community,” so continuing to find and create opportunities for “interaction and exchange of ideas and cultures makes perfect sense.”



## OVERVIEW OF SURVEY RESULTS

Gay or Bisexual men make up 39% of the sample. This is similar to the results obtained in the surveys conducted in 1998 and 2000. The 2000 Census does not report data based on sexual identity.

Statistical analyses were conducted to identify how the responses of the Gay or Bisexual men differed from those of the rest of the community. See Appendix B for more information on the statistical tests used in the analysis. Statistical tests were not performed on the open-ended questions. The significant differences between the Gay or Bisexual men and remainder of the sample are summarized below.

Gay or Bisexual men differed from the rest of the sample on the ratings of two of the community programs and services and on one of the household health issues. The Gay or Bisexual men assigned lower importance ratings to the child related services (childcare and after-school programs and summer day camp) than did the rest of the community. The Gay or Bisexual men were more likely to report that someone in their household was affected by HIV/AIDS compared to the rest of the community.

Gay or Bisexual men differed from the rest of the community on three of the transit related questions. They were less likely to use taxi coupons or to want assistance getting into and out of transit vehicles. They were more likely to say that they prefer to walk or bicycle rather than use transit services.

The housing situation of the Gay or Bisexual men differed from the rest of the community on three items. On the average, the Gay or Bisexual men have lived in their current housing unit for fewer years. They have fewer children living in the home. The Gay or Bisexual men tend to rate the condition of their rental-housing unit somewhat higher than the rest of the community, although the only significant difference is a higher rating for the condition of interior paint.

Gay or Bisexual men differ from the rest of the sample on a number of background characteristics. They are less likely to have immigrated to the US from another country and more likely to speak English in the home. They are more likely to be working full or part time and less likely to be living on a fixed income. They have higher incomes and are more likely to be between the ages of 35 and 65, compared to the rest of the sample.

The community survey invited residents to express their views on a wide range of issues of local importance. The results of the survey are reported as percents. Gay or Bisexual men account for 212 of the survey respondents. With a sample of this size, the margin of error is plus or minus 7%.

## PROGRAMS AND SERVICES

Four of the survey questions addressed community programs and services. The survey respondents assigned importance and satisfaction ratings to 21 programs and services, described the two most important social services needs of their household, responded to a list of potential household health issues, and listed needs of the household related to health issues.

### Programs and Services Ratings

The first question on the survey asked the Gay or Bisexual Men to rate the importance of the City's financial support for 21 community programs and services. The survey respondents also indicated their satisfaction with the City's current performance. Both importance and satisfaction ratings were made using a five-point scale that ranged from low (1) to moderate (3) to high (5).

Importance ratings were computed for the 21 programs and services by calculating the percentage of respondents who assigned a rating of 4 or 5 on the five-point scale. Three community programs and services were rated as important by over 80% of the respondents: law enforcement services (87%), disaster and emergency preparedness measures (82%), and neighborhood crime prevention programs (82%).

Six of the community programs and services were rated as important by between 60% and 80% of the survey respondents: HIV prevention and transmission information (80%), revitalization of deteriorated commercial areas (78%), assistance in resolving landlord/tenant disputes (72%), measures to control rents and preserve the stock of rental units (69%), food or meals for residents with special needs (63%), and expand and enhance library facility and services (61%).

Satisfaction ratings for the same programs and services were computed by calculating the percentage of respondents that assigned a rating of 3 or greater on the five-point rating scale. All of the community programs and services were rated as satisfactory by over half of the respondents. Five of the community programs and services were rated satisfactory by 85% or more of the respondents: after-school programs and summer day camp for children (91%), HIV prevention and transmission information (89%), special events, festivals, and community gatherings (89%), food or meals for residents with special needs (88%), and park and recreation programs (86%).

Nine of the community programs and services were rated as satisfactory by between 75% and 85% of the survey respondents: law enforcement services (83%), drug/alcohol abuse counseling (83%), low-cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (83%), childcare (81%), counseling/emotional support (80%), public arts programs (79%), neighborhood crime prevention programs (78%), programs for at-risk youth (77%), and assistance in resolving landlord/tenant disputes (75%).

Both the importance and satisfaction ratings are presented in the graph that accompanies Question 1 as percent important and percent satisfied. Also included is a detailed table of the programs and services showing the percentage of respondents who rated the programs as low, moderate, and high in importance and satisfaction.

### **Household Social Services Needs**

An open-ended question asked the Gay or Bisexual men to list the two most important social services needs of their household. A total of 99 households generated 178 responses to this question. The results are presented in the table that accompanies Question 2. The most frequently mentioned social services were legal services (12%), medical services (10%), counseling/emotional support (9%), and law enforcement/crime prevention (8%). In addition, affordable housing, homeless services, landlord/tenant dispute resolution, and rent control measures were mentioned by 6% of the respondents; senior and disability services were mentioned by 5%; and HIV prevention information, transportation assistance, public arts/special events, HIV/AIDS services, and home delivered meals were mentioned by 3%.

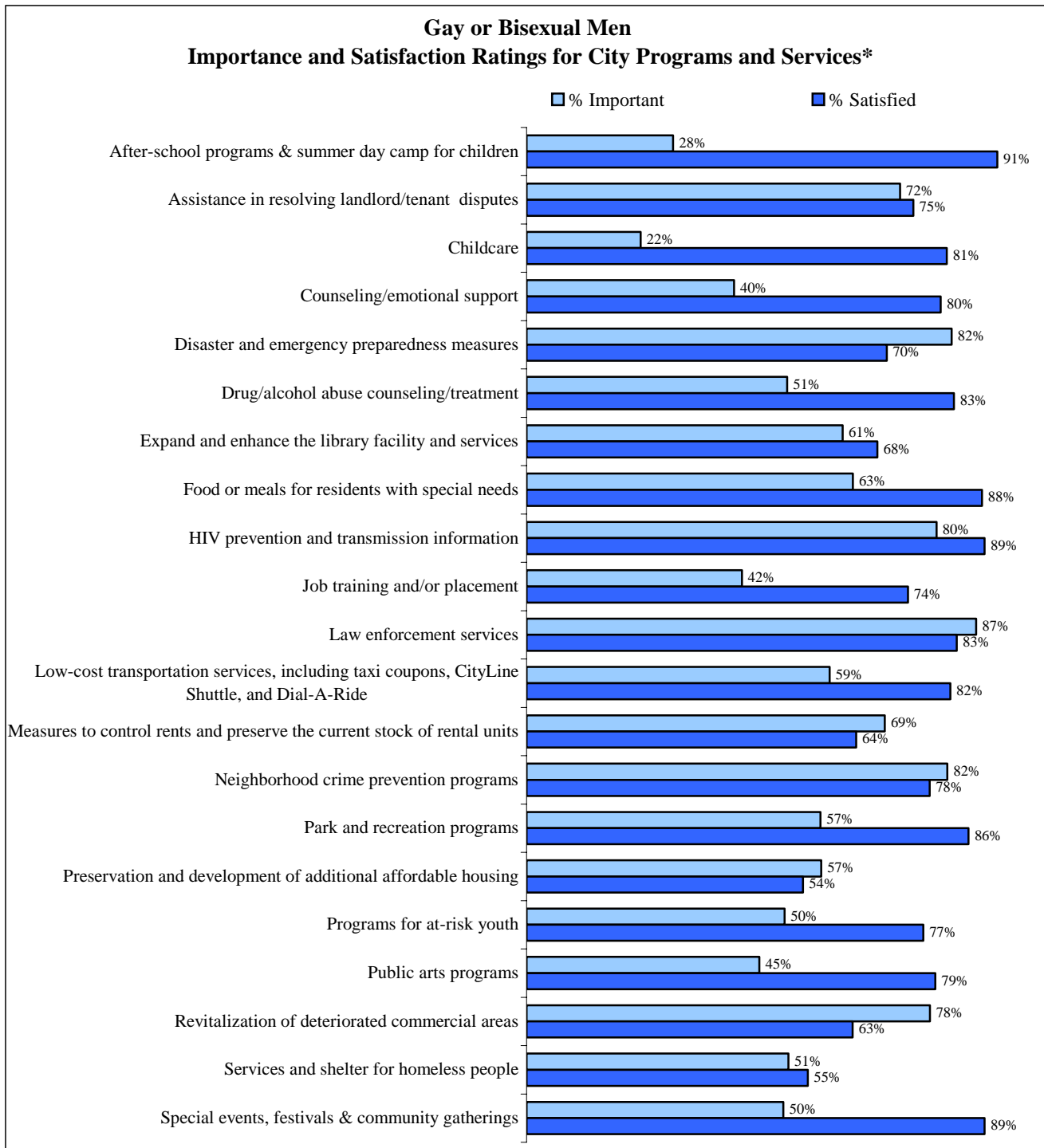
### **Household Health Issues and Related Needs**

The Gay or Bisexual men were asked to identify health issues that affected their household. Thirty-nine percent of the households reported one or more health issues. The main health issues identified were HIV/AIDS (26%), mobility impairments (8%), hearing or sight impairments (6%), mental or emotional disability (6%), and learning disability (2%). Other health issues identified by 1% or less of the respondents included heart disease, diabetes, and respiratory disorders (see Question 3).

Respondents were asked to list any particular health related needs of their household, and 33 people identified specific needs. These health needs (presented in Question 4) included counseling, affordable medical care, transportation, health insurance, and fitness services.

Programs & Services

**QUESTION 1: Please indicate the importance of the City’s financial support for each of the programs or services listed below and your satisfaction with the City’s current performance by circling the numbers that best represent your views.**



\*Note: % Important reflects a rating of 4 or 5 on a five point scale. % Satisfied reflects a rating of 3 or better on a five point scale.

## Programs & Services

<b>Importance</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	31%	14%	26%	11%	18%
Assistance in resolving landlord/tenant disputes	8%	3%	16%	23%	49%
Childcare	35%	16%	27%	12%	10%
Counseling/emotional support	15%	13%	32%	23%	17%
Disaster and emergency preparedness measures	1%	2%	16%	20%	62%
Drug/alcohol abuse counseling/treatment	10%	7%	33%	23%	27%
Expand and enhance the library facility and services	7%	9%	23%	29%	33%
Food or meals for residents with special needs	5%	10%	22%	33%	31%
HIV prevention and transmission information	3%	4%	13%	23%	57%
Job training and/or placement	12%	14%	33%	25%	17%
Law enforcement services	2%	2%	8%	22%	65%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	9%	8%	24%	26%	33%
Measures to control rents and preserve the current stock of rental units	13%	5%	12%	18%	52%
Neighborhood crime prevention programs	2%	2%	14%	24%	58%
Park and recreation programs	4%	6%	34%	30%	27%
Preservation and development of additional affordable housing	16%	6%	21%	21%	36%
Programs for at-risk youth	10%	10%	30%	31%	19%
Public arts programs	8%	11%	36%	26%	19%
Revitalization of deteriorated commercial areas	5%	4%	12%	30%	48%
Services and shelter for homeless people	16%	9%	24%	28%	23%
Special events, festivals & community gatherings	11%	8%	31%	23%	26%
<b>Satisfaction</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	4%	4%	57%	13%	22%
Assistance in resolving landlord/tenant disputes	14%	11%	31%	24%	20%
Childcare	11%	7%	44%	19%	19%
Counseling/emotional support	8%	12%	42%	29%	9%
Disaster and emergency preparedness measures	12%	18%	46%	14%	10%
Drug/alcohol abuse counseling/treatment	13%	4%	39%	29%	14%
Expand and enhance the library facility and services	11%	21%	37%	20%	11%
Food or meals for residents with special needs	3%	9%	34%	34%	21%
HIV prevention and transmission information	4%	7%	27%	34%	28%
Job training and/or placement	12%	14%	36%	23%	15%
Law enforcement services	5%	11%	26%	35%	23%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	6%	12%	33%	30%	19%
Measures to control rents and preserve the current stock of rental units	18%	18%	28%	21%	15%
Neighborhood crime prevention programs	9%	13%	34%	29%	15%
Park and recreation programs	6%	8%	33%	35%	18%
Preservation and development of additional affordable housing	23%	23%	30%	12%	11%
Programs for at-risk youth	3%	20%	49%	22%	6%
Public arts programs	9%	12%	38%	32%	9%
Revitalization of deteriorated commercial areas	15%	22%	32%	21%	10%
Services and shelter for homeless people	20%	25%	36%	15%	4%
Special events, festivals & community gatherings	7%	4%	24%	33%	32%

Programs & Services

**QUESTION 2. What are the two most important social services needs of your household?**

Service	% Response*
Legal services	12%
Medical services	10%
Counseling/emotional support	9%
Law enforcement/crime prevention	8%
Affordable housing	6%
Homeless services/shelter & food	6%
Landlord/tenant dispute resolution	6%
Rent control measures	6%
Senior & disabled services	5%
HIV prevention information	3%
Transportation assistance	3%
Public arts/special events	3%
HIV/AIDS Services	3%
Home delivered meals	3%

\*Note: 99 Households generated 178 responses to this question. % Response is based on 178 responses. Only those categories accounting for 3% or more of the total (when divided by 178) are reported.

**QUESTION 3. Is your household affected by one of these health issues?**

Health Issue	% Households*
HIV/AIDS	26%
Hearing or sight impairment	6%
Mobility impairment	8%
Learning disability	2%
Developmental disability	0%
Mental or emotional disability	6%
Other medical disability	3%

Other medical disabilities noted consisted primarily of heart disease, diabetes & respiratory disorders.

\*Note: 39% of these households reported one or more health issues. % Households is based on the total number of surveys returned by Gay or Bisexual men (212) and sums to more than 39% because some households reported multiple health issues.

**QUESTION 4. Please list particular social services needs of your household related to health issues.**

Responses are listed in descending order of frequency*
Counseling
Affordable medical care
Transportation
Health insurance
Fitness services

\*Note: Based on 33 responses. Only those categories accounting for 10% or more of the total are reported.

## TRANSPORTATION SERVICES

A series of questions examined transportation services. Seven transit options were evaluated for frequency of use and quality of service. Respondents also reported transit destinations, indicated ways to increase transit use, and suggested how to improve transportation services.

### **Frequency of Use and Quality of Service**

The Gay or Bisexual men were asked to report how often they used each of seven transit options. The options evaluated included the CityLine Shuttle, Dial-A-Ride, Taxi Coupons, Access Services, the MTA Bus, the DASH Bus, and the Red Line Metro (see Question 5).

The most frequently used transportation services (listed in order of amount of use) were the MTA Bus, the Red Line Metro, the DASH Bus, and the CityLine Shuttle. About 14% of the households report using the MTA Bus regularly (more than 3 times per month). The Red Line Metro (9%), the DASH Bus (6%), and the CityLine Shuttle (4%) are each used regularly (more than 3 times per month) by more than 4% of the households. Some households use more than one type of public transit; 18% of the households report regular use of one or more types of transit.

Three of these transportation services are need based. Dial-A-Ride and Taxi Coupons are available to people with disabilities and Seniors, while Access Services are available to people with disabilities. Two percent of the Gay or Bisexual male households report regular use of Taxi Coupons, 1% use Access Services regularly and less than 1% use Dial-A-Ride regularly.

Ratings of the quality of the transportation services are presented in the table that accompanies Question 6. Most of these transportation services were rated as good or very good by over 50% of the transit users. Two services were rated as good or very good by 70% or more of the transit users: the Red Line Metro (82%) and the DASH Bus (73%).

### **Transit Destinations**

The transit users were asked to identify their destinations. The most frequent transit destinations were shopping and errands (20%), work (19%), and medical appointments (12%). Other destinations included special events, additional recreational venues (such as movies, restaurants, bars, and the beach), downtown, social occasions, and the car mechanic (see Question 7).

### **Ways to Increase Transit Use and How to Improve Transportation Services**

The Gay or Bisexual men selected the three most important things that be done to encourage more use of transportation services from a list of 10 options (see Question 8). The improvements identified by over 25% of the respondents include providing better information about routes and times (33%), increasing the frequency of transit service runs (33%), and providing better connections between transit services (25%). Over one-third (42%) of the respondents indicated that nothing would get them to use public transit more often, because they prefer to drive.



An open-ended question encouraged respondents to list ways to improve City transportation services. Most of the suggestions for improving transit services echoed the list of potential upgrades provided in Question 8. Other suggestions included improving traffic flow with bike lanes, transit lanes and smarter signals; adding light rail and subway lines; expanding the hours of operation (especially of the DASH Bus and CityLine Shuttle); and upgrading the cleanliness and comfort of buses and bus stops (see Question 9).

Transportation Services

**QUESTION 5. How often do you use each of the following transportation services?**

	I have never used it	2 or less days per month	Between 3 and 10 days per month	10 or more days per month	Not aware of this service
<b>CityLine Shuttle</b>	76%	16%	3%	1%	4%
<b>Dial A Ride</b>	88%	2%	0%	0%	10%
<b>Taxi Coupons</b>	85%	2%	2%	0%	11%
<b>Access Services</b>	88%	2%	1%	0%	10%
<b>MTA Bus</b>	56%	28%	6%	8%	2%
<b>DASH Bus</b>	76%	15%	3%	3%	2%
<b>Red Line Metro</b>	69%	19%	6%	3%	2%

**Percent of households that use transit 3 or more days per month: 18%**

**QUESTION 6. How would you rate the quality of these transportation services?**

	Poor	Fair	Good	Very Good
<b>CityLine Shuttle</b>	6%	32%	35%	26%
<b>Dial A Ride</b>	0%	33%	67%	0%
<b>Taxi Coupons</b>	25%	25%	38%	13%
<b>Access Services</b>	17%	50%	33%	0%
<b>MTA Bus</b>	12%	35%	35%	17%
<b>DASH Bus</b>	3%	24%	43%	30%
<b>Red Line Metro</b>	7%	11%	41%	41%

**QUESTION 7. If you use transit services, where do you go?**

	% Households*	Other destinations listed in descending order of frequency
Medical appointments	12%	Special events
Shopping & errands	20%	Bars, beach
Work	19%	Movies, restaurants
Other destinations	16%	Downtown
		Social occasions
		Car mechanic

\*Note: Respondents could check more than one destination. % Households is based on the total number of surveys (212).

Transportation Services

**QUESTION 8. Please place a checkmark next to the THREE MOST IMPORTANT things West Hollywood could do to encourage you to use transit services more often.**

Suggestions	% Households*
Provide better information about routes/times	33%
Increase how frequently the transit services run	33%
Better connections between transit services	25%
Reduce the cost of transit	10%
Expand transit services to additional areas	17%
Assistance getting to and from the transit vehicle	2%
Assistance getting into and out of the transit vehicle	0%
Increase the helpfulness of transit drivers	10%
Nothing, I prefer to drive	42%
Nothing, I prefer to walk or bicycle	27%

\*Note: Respondents were asked to check three suggestions. % Households is the number of responses to each suggestion divided by the sample size (212 households) and thus will sum to more than 100%.

**QUESTION 9. How else can the City improve transportation services?**

Most of the suggestions for improving transit services echoed the list of potential upgrades provided in Question 8. Some of the other suggestions are listed below in descending order of frequency.

- Improve traffic flow with bike lanes, transit lanes & smarter signals
- Add light rail & subway lines
- Expand hours of operation, especially of DASH & CityLine
- Upgrade the cleanliness & comfort of buses and bus stops

SALES TAX

The City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Question 10 asked if the City should increase sales taxes to provide more of these sorts of services to City residents. An increase in the City’s sales tax was supported by 25% of the Gay or Bisexual male households. If there were a sales tax increase, most of the respondents (93%) felt that the money should go to the City of West Hollywood rather than Los Angeles County (see Question 11).

Sales Tax

**QUESTION 10. Currently, the City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Should the City increase sales taxes, which are part of the General Fund, to provide more of these sorts of services to City residents?**

Yes	25%
No	75%

**QUESTION 11. If sales taxes were to increase by half a percent, would you prefer to see the funds go to Los Angeles County or to the City of West Hollywood?**

Los Angeles County	7%
City of West Hollywood	93%

HOUSING SITUATION

On the average, the respondents have lived in the City for 11 years (see Question 13) and in their current housing unit for 8 years (see Question 14).

Most of the Gay or Bisexual male respondents (62%) live in apartments or duplexes, while others live in condominiums or townhouses (28%) or single family homes (9%), as shown in Question 15. Most of the respondents rent their residence without subsidy (59%), while others either own their residence (39%) or rent with a government subsidy (2%).

The majority of the respondents live alone (62%) or with one other person (36%), as shown in Question 16. Adults who live together (Question 18) tend to be domestic partners or spouses (27%) rather than housemates (12%). Less than one percent of the households include children (see Question 17).

Three questions specifically targeted renters. The average monthly rent in West Hollywood reported by these survey respondents is \$1,085 (see Question 20) and the average monthly cost of utilities is \$79 (see Question 21), resulting in an average monthly gross rent of \$1,163. The 2000 Census reported an average monthly gross rent of \$832.

Renters were asked to rate the condition of various features of their rental housing (see Question 22A). Smoke detectors were rated in good condition by 66% of the renters and interior paint was rated in good condition by 57%. The renters felt most comfortable asking their landlord to repair or replace plumbing, smoke detectors, and doors windows and screens (see Question 22B).

About one-third of the households that returned the survey contributed additional comments about housing issues in West Hollywood. The responses accounting for 10% or more of the total are shown in the table that accompanies Question 23. Of these households, 34% encouraged the City to continue to create and preserve affordable housing and rent control. The next most frequent response related to preserving the existing scale and character of residential areas, which accounted for 15% of the responses. Fourteen percent of the responses encouraged the City to enforce property maintenance standards.

Housing Situation

**QUESTION 12. Are you a resident of West Hollywood?**

Yes	100%
No	0%

**QUESTION 13. If so, about how many years have you lived in West Hollywood?\***

	Average Years
WH2006	11
WH2000	10
SS1998	8

**QUESTION 14. About how many years have you lived in your current housing unit?**

	Average Years
WH2006	8

**QUESTION 15. What kind of housing do you live in?\***

	WH2006	SS1998
Apartment or duplex	62%	57%
Condominium or townhouse	28%	34%
Detached single family home	9%	7%
Other	1%	0%

\*Note: Where available, comparison data from four sources is included: the most current survey (WH2006), the survey conducted in 2000 (WH2000), the 2000 Census (CEN2000), and the 1998 Social Services survey (SS1998).

## Housing Situation

### QUESTION 16. How many people live in your home, including yourself?

	WH2006	SS1998
1 person	62%	57%
2 people	36%	41%
3 people	2%	2%
4 or more people	0%	0%

### QUESTION 17. Please list the ages of children 18 years or younger who live in your household.

	WH2006	WH2000	SS1998
Percent of households w/ children	0%	1%	0%

Ages of children	% Response*
Under 5	0%
5 to 12	100%
13 and over	0%

Number of children	% Response*
1 child	100%
2 children	0%
3 or more children	0%

\*Note: Based on a sample of 1 child.

### QUESTION 18. Do you live with another adult?

	WH2006	SS1998
I live by myself	60%	56%
I live with my domestic partner/spouse	27%	
I live with a roommate/housemate	12%	
Other	1%	

Common responses in the "Other" category included relatives, such as parents or adult children.

### QUESTION 19. Please check what best describes your housing situation.

	WH2006	SS1998
I own my own residence or share ownership	39%	36%
I rent under a government housing subsidy program (HUD building, Section 8, West Hollywood Housing Corporation)	2%	4%
I rent my residence (no housing subsidy)	59%	59%
Other	0%	2%

Housing Situation

**QUESTION 20. If you rent housing, what is the monthly rent?**

Average	\$1,085
Minimum	\$219
Maximum	\$4,000

**QUESTION 21. If you rent housing, what additional amount do you pay for basic utilities (such as electricity, natural gas, water, and sewer) in an average month?**

Average	\$79
Minimum	\$20
Maximum	\$400

	<b>WH2006</b>
Average rent plus utilities	\$1,163

**QUESTION 22A. Please rate the quality of these items in your rental housing unit.**

**QUESTION 22B. Would you feel comfortable asking your landlord to repair or replace this item, if it were in poor condition?**

% Good		% Yes	% No
42%	Doors, windows and screens	70%	30%
42%	Carpeting and flooring	60%	40%
44%	Window coverings	61%	39%
34%	Plumbing	79%	21%
36%	Bathroom fixtures	62%	38%
57%	Interior paint	59%	41%
66%	Smoke detectors	75%	25%

**QUESTION 23. Do you have any additional comments about housing issues in West Hollywood?**

Topics	% Response*
Create & preserve affordable housing and rent control.	34%
Preserve the existing scale & character of residential areas.	15%
Enforce property maintenance standards.	14%

\*Note: % Response is the number of responses divided by the total responses to this question (86). Only those responses accounting for at least 10% of the total are included here.

COMMUNITY DEMOGRAPHICS

Survey respondents were asked to provide some personal information about their household and themselves. This information allows the responses of different segments of the community, such as the Gay or Bisexual men, to be compiled separately. The inclusion of demographic data also allows analysis of response rates, which helps determine if the survey responses are representative of the community as a whole.

Two of the questions addressed where the responding Gay or Bisexual male households were located in West Hollywood. The responses were fairly evenly divided among the three areas of the City: west of La Cienega (38%), east of La Cienega and west of Crescent Heights (33%), and east of Crescent Heights and West of La Brea (30%), as shown in Question 24. These results were similar to those of previous surveys.

Most of the respondents live in either the 90069 (51%) or 90046 (45%) zip code areas (see Question 25).

Immigration and related issues were the topic of four of the questions. According to Question 26, about 7% of the respondents emigrated from another country, which is similar to the results of the 1998 and 2000 community surveys.

Of this 7%, most of the immigrants came from Western Europe (44%), Latin America (19%) or the former Soviet Union (6%). The average length of residence was longest for the immigrants from Western Europe (38 years) and shortest for the immigrants from the former Soviet Republic (less than one year).

Demographics			
<b>Q24. Which of the following best describes the area in which you live?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
West of La Cienega	38%	45%	45%
East of La Cienega, W. of Crescent Heights	33%	32%	32%
East of Crescent Heights, W. of La Brea	30%	23%	23%
<b>Q25. What zip code do you live in?</b>			
	<b>90069</b>	<b>90046</b>	<b>90048</b>
	51%	45%	4%
<b>Q26. Did you immigrate to the United States from another country?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	7%	10%	11%
<b>Q27. If YES, from _____ in 19 ____ .*</b>			
	<b>Percent</b>	<b>Average Length of Residence</b>	
Former Soviet Republic	6%	less than 1 year	
Latin America	19%	29 years	
Western Europe	44%	38 years	
Other	31%	31 years	
*Note: Based on a sample of 16.			
<b>Q28. What is the main language you speak at home?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
English	99%	99%	98%
Russian	0%	1%	1%
Spanish	0%	0%	0%
Other	0%	0%	1%
<b>Q29. Are you a citizen of the United States?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	96%	95%	96%

Demographics

**Q30. Do you work in the City of W. Hollywood?**

	WH2006	WH2000	SS1998
Yes	22%	29%	28%

**Q31. Do you own a business in the City of West Hollywood?**

	WH2006	WH2000
Yes	9%	13%

**Q32. What is your current working situation?**

	WH2006	WH2000	SS1998
Working full time	74%	76%	69%
Working part-time	8%	7%	9%
Unemployed, seeking work	3%	4%	4%
Unemployed, not seeking work	2%	1%	2%
Full-time homemaker	0%	0%	0%
Retired	7%	6%	6%
Student	1%	0%	2%
Other	6%	6%	8%

**Q33. Are you:**

	WH2006	WH2000	SS1998
Male	100%	100%	100%
Female	0%	0%	0%

**Q34. Are you transgender?**

	WH2006
Yes	0%

**Q35. How old are you?**

	WH2006	WH2000	SS1998
18-24	0%	1%	2%
25-34	14%	20%	25%
35-44	41%	41%	42%
45-54	24%	25%	19%
55-64	10%	9%	7%
65-80	9%	4%	5%
80+	0%	0%	0%

The main language people speak in the home is English (99%) (see Question 28). These results are similar to the 1998 and 2000 community surveys.

As shown in Question 29, most of the respondents (96%) are U.S. citizens, and this percent is similar to previous surveys.

Questions 30 through 32 addressed employment status. Twenty-two percent of the Gay or Bisexual male survey respondents work in West Hollywood (see Question 30).

Of the survey respondents, 9% own businesses in the City (see Question 31).

Most of the respondents work full time (74%), while 8% are working part-time, 7% are retired, and 3% are unemployed seeking work. These results are similar to the results of previous surveys.

Gender was the topic of two questions. By definition, all of the respondents are male (see Question 33). Less than one percent of this population is transgender (see Question 34).

Few of the respondents were under 24, as would be expected from the results of previous surveys. Fourteen percent of the respondents were from the 25-34 age range, which is somewhat lower than results of previous surveys (see Question 35).

The 35-44 age range accounted for 41% of the responses, the 45-54 age range accounted for 24%, and the 55-64 age range accounted for 10%. Nine percent are between 65 and 80 years of age and less than 1% are over 80 years of age.



The educational status of the respondents is presented in Question 36. Most of the respondents (98%) reported at least some college, with 43% holding a college degree and 32% reporting graduate education. This is similar to the results of previous surveys.

The respondents reported their racial or ethnic background in Question 37. Five percent are Latino, while 88% are from other Anglo/White/Caucasian races. Asian or Pacific Islanders accounted for 4% of the sample, African-Americans for 1%, and others for 1%. These results are similar to previous surveys.

The sexual orientation of the respondents is presented in Question 38. Gay males accounted for 95% of the sample and Bisexuals for 5%.

The respondents were asked to report their annual household income before taxes. Those who live with a roommate/housemate were asked to only count their own income. Eleven percent of the respondents reported annual incomes of less than \$25,000. Fifty-five percent reported annual incomes between \$25,000 and \$100,000. Thirty-four percent reported annual incomes over \$100,000.

Compared to previous surveys, more households reported annual incomes of over \$100,000. The number of households with incomes under \$25,000 was similar to the 2000 survey results.

Eighteen percent of the respondents live on a fixed income.

Demographics			
<b>Q36. How many years of education have you completed?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Less than 12 years	0%	1%	1%
Completed high school	2%	2%	4%
Some college	23%	28%	24%
4-year college degree	43%	35%	33%
Graduate education	32%	34%	38%
<b>Q37. What is your racial or ethnic background?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
African-American	1%	2%	0%
Latino/Latina	5%	6%	5%
Other Anglo/White/Caucasian	88%	84%	86%
Native American	0%	1%	3%
Asian or Pacific Islander	4%	3%	2%
Other	1%	4%	2%
<b>Q38. Do you identify yourself as:</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Bisexual	5%	0%	12%
Gay male	95%	100%	88%
Heterosexual	0%	0%	0%
Lesbian	0%	0%	0%
<b>Q39. What is the approximate annual income (before taxes) for your household?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
LT \$10,000 a year	5%	2%	6%
\$10,000-\$14,999	2%	4%	3%
\$15,000-\$24,999	4%	6%	12%
\$25,000-\$34,999	6%	11%	12%
\$35,000-\$49,999	13%	19%	15%
\$50,000-\$74,999	21%	23%	20%
\$75,000-\$99,999	15%	15%	15%
\$100,000-\$149,999	17%	20%	16%
\$150,000 or more	17%		
<b>Q40. Do you live on a fixed income?</b>			
	<b>WH2006</b>		
Yes	18%		

## LIKES AND DISLIKES

The final questions on the survey asked residents what they liked best and least about living in West Hollywood. The respondents generated a list of over 330 characteristics that they liked about West Hollywood and about 260 characteristics that they did not like.

Many respondents listed multiple reasons to like West Hollywood. The most frequent responses fell into the general categories of sense of community (7%), central location (8%), gay friendly (6%), and pedestrian orientation (6%). Additional themes appearing in 3% or more of the responses included safe and quiet, clean and well kept, cultural diversity, City government, and near amenities.

In response to the question, “What do you like least about living in West Hollywood,” traffic and circulation accounted for 9% of the complaints. Lack of parking generated 5% of the negative comments. Development/gentrification, noise, and housing costs accounted for 3%.

### Likes & Dislikes

#### Q41. What do you like best about living in West Hollywood?

Likes	% Response*
Sense of Community	7%
Central location	7%
Gay friendly	6%
Pedestrian orientation	6%
Safe & quiet	5%
Clean & well-kept	4%
Cultural diversity	3%
City government	3%
Near Amenities	3%

#### Q42. What do you like least about living in West Hollywood?

Dislikes	% Response*
Traffic & circulation	9%
Lack of parking	5%
Development/gentrification	3%
Noise	3%
Housing costs	3%

\*Note: % Response is the number of responses divided by the total responses to this question (591 responses). Some respondents provided multiple responses. Only those responses accounting for 3% or more of the total are reported.

## WEST HOLLYWOOD SPEAKS

*Target Population Findings:*

# Seniors



*“There is consensus in the City to assist Seniors to age in place, and to provide services that will support and maintain a high quality of life.”*

## PROFILE OF SENIORS

### OUTCOMES OF FOCUS GROUPS, INTERVIEWS, AND THE COMMUNITY FORUM

“People who don’t live in West Hollywood envy what we have here. For Seniors, West Hollywood is the best city in the country.”

According to Seniors living in West Hollywood, benefits abound. From the City Council, to the social services provided, to numerous “small town” conveniences, to the existence of the Senior Advisory Board, this is a community that extends itself beyond most others in regard for Seniors.

When considering highlights of West Hollywood city-life, the following are included:

- transportation of all kinds
- access to three libraries and book stores
- diversity
- a walking city
- programs at Plummer Park
- acknowledgement of Veterans
- convenience of shopping
- friendly society, including being Gay-friendly
- human services that care about Seniors
- attention given to them by City staff
- excellent Sheriff and fire and emergency services contributing to “feeling safe and secure.”

Many Seniors are involved in City life; they proudly attest to their contributions to the City, from participating in Senior Center activities, to serving on Commissions, Boards and holding elected positions. “This City encourages Seniors to participate.” They appreciate the renovation of Santa Monica Boulevard, the City’s “greening efforts,” and the eastside projects. Seniors value the range of cultural opportunities, including the West Hollywood Book Fair, Senior Health Fair, Summer Sounds, and festivals where they can participate in City life. Of special note are the occasions when they are honored and valued, which occurred with the two Veteran memorials, the new Senior Center, the publishing of Senior Moments. West Hollywood social service programs are noted as providing exceptional assistance, such as meals on wheels, the LIFE program, Jewish Family Services, and the Los Angeles Free Clinic.

Seniors have a wish list for changes that will provide further enhancements to their quality of life. They discuss concerns regarding affordable housing, transportation and the ability to “age in place.” Rent control is seen as a foundation for the City that needs protection. To increase a sense of safety there is a call for even “more Sheriffs on the street,” “more lights on small streets,” signs to “keep bicycles off sidewalks,” and better traffic light control because “some lights change too fast to cross the street safely.” Issues of affordability extend beyond housing to having, for example, a more affordable large market for groceries. Assistance would be appreciated to help Seniors maneuver through forms and documents required for federal government programs. Job opportunities for Seniors are also desired; “as more businesses

thrive, opportunities for Senior employment should be available to the existing pool of well-educated Seniors.”

There is a concern that some Seniors may remain uninformed despite the City’s outreach and even with all the available programs, “Seniors can have a hard time initiating involvement; they won’t come unless they are brought to the program or know somebody.” A “more direct outreach to individual Seniors may work and will “really pay dividends: people involved in programs are by and large healthier and more active through having a connection with other people.”

### **Other Perspectives**

All sectors of the City discuss the need for optimum care of West Hollywood Seniors. There is consensus that the current population of Seniors merit services and programs that offer them a stable and improved quality of life. Suggestions were made for in-home care, “Senior to Senior Telephone Friend,” and “handy-man” City service, Senior companions to help with shopping and errands, and for a retirement home in West Hollywood.

The idea of creating programs which integrate Seniors and younger people emerges as “a reasonable and doable idea,” with many variations on the theme. Plummer Park is seen as “an ideal place to bring together Seniors and teens.” Whether helping youth with homework or providing friendship for elders, the potential exists for mutual benefits. Another pairing up, “a mentoring program of Seniors with young adults in their mid- to late 20s, could “really take advantage of people’s life experience and exuberance in a reciprocal manner.” These partnerships could also “break down cultural barriers and augment direct services the City could never otherwise provide.”

Computers for Seniors would be “good for all,” this would be “most helpful to connect with the Senior Center from home.” “Having a computer if you are frail could provide community connection without having to leave home.”

Concern was expressed about emergency preparedness for Seniors. “Having a plan to know where people are, who has family or not and determining how to reach each Senior needs to be part of a comprehensive City-wide emergency plan that Seniors could opt into and register for.”

## OVERVIEW OF SURVEY RESULTS

Households represented by Seniors 65 years of age and over accounted for 21% of the sample. This is similar to the percentage (18%) reported by the 2000 Census.

Statistical analyses were conducted to identify how the responses of Seniors differed from those of the rest of the community. See Appendix B for more information on the statistical comparisons. Significant differences between Seniors and remainder of the sample are summarized below.

Two of the City programs and services are more important to the Seniors, compared to the rest of the community. These two programs are food or meals for residents with special needs and

low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride. Fifty-four percent of the Senior households report one or more health issues. The Seniors are more likely to report hearing or sight impairments and mobility impairments than the rest of the community.

Four-two percent of the Seniors use transit services three or more days per month. Compared to the rest of the community, Seniors are more likely to use all of the transportation services except the Red Line Metro. They are also more likely to use transit services for medical appointments and shopping and errands.

Compared to other respondents, the Seniors find assistance getting to and from transit vehicles, assistance getting into and out of transit vehicles, and increased helpfulness of transit drivers to be important in encouraging increased use of public transportation.

Seniors have lived in West Hollywood and in their current housing unit longer than the other residents of West Hollywood. Seniors who are renters pay less for rent and utilities and are more likely to rent under a government subsidy program than other residents.

Seniors differ from the rest of the sample on a number of background characteristics. They are more likely to have immigrated to the US and more likely to speak a language other than English in the home. They are less likely to be working full or part time, and more likely to be living on a fixed income. Seniors are more likely to be women and heterosexual. They are less likely to have a college degree. They are more likely to have incomes under \$25,000 and less likely to have incomes over \$100,000 than the rest of the community.

The community survey invited residents to express their views on a wide range of issues of local importance. The results of the survey are reported as percents. Seniors account for 125 of the survey respondents. With a sample of this size, the margin of error is about plus or minus 10%.

## PROGRAMS AND SERVICES

Four of the survey questions addressed community programs and services. The survey respondents assigned importance and satisfaction ratings to 21 programs and services, described the two most important social services needs of their household, responded to a list of potential household health issues, and listed needs of the household related to health issues.

### **Programs and Services Ratings**

The first question on the survey asked Senior residents to rate the importance of the City's financial support for 21 community programs and services. The survey respondents also indicated their satisfaction with the City's current performance. Both importance and satisfaction ratings were made using a five-point scale that ranged from low (1) to moderate (3) to high (5).

Importance ratings were computed for the 21 programs and services by calculating the percentage of respondents who assigned a rating of 4 or 5 on the five-point scale. Three

community programs and services were rated as important by over 80% of the Senior respondents: law enforcement services (91%), neighborhood crime prevention programs (88%), and disaster and emergency preparedness measures (81%).

Nine of the community programs and services were rated as important by between 60% and 80% of the Senior survey respondents: HIV prevention and transmission information (77%), low cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (76%), assistance in resolving landlord/tenant disputes (75%), measures to control rents and preserve the stock of rental units (74%), food or meals for residents with special needs (73%), revitalization of deteriorated commercial areas (70%), preservation and development of additional affordable housing (68%), expand and enhance library facility and services (67%), and park and recreation programs (60%).

Satisfaction ratings for the same programs and services were computed by calculating the percentage of respondents that assigned a rating of 3 or greater on the five-point rating scale. All of the community programs and services were rated as satisfactory by over half of the Senior respondents. Eight of the community programs and services were rated satisfactory by 85% or more of the Senior respondents: HIV prevention and transmission information (95%), childcare (92%), law enforcement services (92%), park and recreation programs (92%), low-cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (89%), food or meals for residents with special needs (88%), expand and enhance the library facility and services (88%), and special events, festivals, and community gatherings (85%).

Eight of the community programs and services were rated as satisfactory by between 75% and 85% of the Senior respondents: counseling/emotional support (84%), neighborhood crime prevention programs (84%), assistance in resolving landlord/tenant disputes (80%), programs for at-risk youth (77%), public arts programs (76%), revitalization of deteriorated commercial areas (76%), measures to control rent and preserve the current stock of rental units (75%), and job training and/or placement (75%).

Both the importance and satisfaction ratings are presented in the graph that accompanies Question 1 as percent important and percent satisfied. Also included is a detailed table of the programs and services showing the percentage of respondents who rated the programs as low, moderate, and high in importance and satisfaction.

### **Household Social services needs**

An open-ended question asked the respondents to list the two most important social services needs of their household. A total of 56 Senior households generated 99 responses to this question. The results are presented in the table that accompanies Question 2. The most frequently mentioned social services were senior and disability services (14%), medical services (14%), legal services (13%), and home delivered meals (10%). In addition, law enforcement/crime prevention and transportation assistance were mentioned by 8% of the respondents; affordable housing was mentioned by 7%; rent control was mentioned by 4%; and in-home assistance and traffic and parking were mentioned by 3%.

## **Household Health Issues and Related Needs**

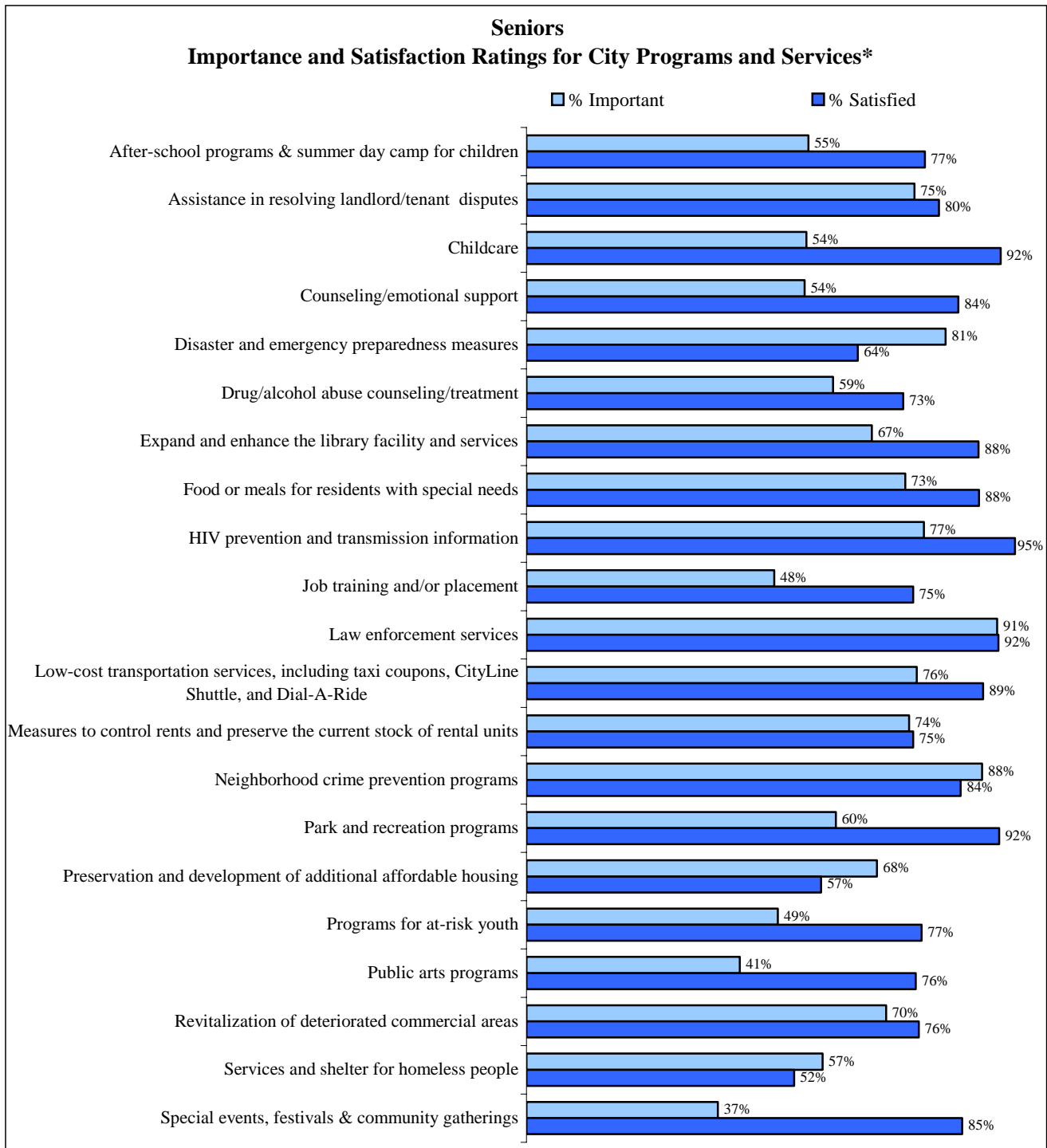
The Senior respondents were asked to identify health issues that affected their household. Fifty-four percent of the households reported one or more health issues. The main health issues identified were mobility impairments (35%) and hearing or sight impairments (30%), as shown in Question 3.

Respondents were asked to list any particular health related needs of their household, and 23 people identified specific needs. The health needs listed by 10% or more of the Seniors (presented in Question 4) included transportation, in-home services, escorted transportation, affordable medical care, and disabled access improvements.



Programs & Services

**QUESTION 1: Please indicate the importance of the City’s financial support for each of the programs or services listed below and your satisfaction with the City’s current performance by circling the numbers that best represent your views.**



\*Note: % Important reflects a rating of 4 or 5 on a five point scale. % Satisfied reflects a rating of 3 or better on a five point scale.

## Programs & Services

<b>Importance</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	13%	4%	28%	20%	35%
Assistance in resolving landlord/tenant disputes	3%	2%	19%	18%	57%
Childcare	19%	9%	19%	24%	30%
Counseling/emotional support	13%	7%	26%	26%	28%
Disaster and emergency preparedness measures	4%	4%	10%	15%	66%
Drug/alcohol abuse counseling/treatment	9%	7%	24%	23%	36%
Expand and enhance the library facility and services	5%	4%	24%	25%	42%
Food or meals for residents with special needs	1%	5%	20%	24%	49%
HIV prevention and transmission information	4%	8%	11%	24%	53%
Job training and/or placement	12%	6%	34%	19%	29%
Law enforcement services	1%	3%	4%	24%	67%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	4%	4%	17%	17%	59%
Measures to control rents and preserve the current stock of rental units	10%	4%	11%	13%	61%
Neighborhood crime prevention programs	0%	3%	9%	28%	60%
Park and recreation programs	3%	7%	30%	28%	32%
Preservation and development of additional affordable housing	12%	8%	12%	20%	48%
Programs for at-risk youth	6%	9%	36%	21%	28%
Public arts programs	11%	16%	31%	18%	23%
Revitalization of deteriorated commercial areas	7%	2%	21%	30%	40%
Services and shelter for homeless people	15%	11%	17%	28%	30%
Special events, festivals & community gatherings	21%	8%	34%	18%	20%
<b>Satisfaction</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	5%	18%	41%	27%	9%
Assistance in resolving landlord/tenant disputes	4%	16%	22%	36%	22%
Childcare	0%	8%	36%	40%	16%
Counseling/emotional support	3%	14%	32%	32%	19%
Disaster and emergency preparedness measures	12%	24%	31%	17%	17%
Drug/alcohol abuse counseling/treatment	8%	19%	31%	27%	15%
Expand and enhance the library facility and services	9%	3%	29%	26%	32%
Food or meals for residents with special needs	4%	8%	37%	29%	22%
HIV prevention and transmission information	0%	5%	16%	42%	37%
Job training and/or placement	18%	7%	39%	25%	11%
Law enforcement services	1%	7%	20%	39%	32%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	7%	4%	30%	30%	29%
Measures to control rents and preserve the current stock of rental units	12%	13%	29%	19%	26%
Neighborhood crime prevention programs	11%	5%	28%	32%	25%
Park and recreation programs	0%	8%	25%	32%	35%
Preservation and development of additional affordable housing	18%	25%	32%	16%	9%
Programs for at-risk youth	7%	17%	53%	17%	7%
Public arts programs	10%	14%	33%	29%	14%
Revitalization of deteriorated commercial areas	9%	15%	37%	28%	11%
Services and shelter for homeless people	19%	29%	29%	13%	10%
Special events, festivals & community gatherings	8%	7%	23%	34%	28%

Programs & Services

**QUESTION 2. What are the two most important social services needs of your household?**

Service	% Response*
Medical services	14%
Senior & disabled services	14%
Legal services	13%
Home delivered meals	10%
Law enforcement/crime prevention	8%
Transportation assistance	8%
Affordable housing	7%
Rent control measures	4%
In-home assistance	3%
Traffic & parking issues	3%

\*Note: 56 Households generated 99 responses to this question. % Response is based on 99 responses. Only those categories accounting for 3% or more of the total (when divided by 99) are reported.

**QUESTION 3. Is your household affected by one of these health issues?**

Health Issue	% Households*
HIV/AIDS	2%
Hearing or sight impairment	30%
Mobility impairment	35%
Learning disability	1%
Developmental disability	0%
Mental or emotional disability	2%
Other medical disability	13%

Other medical disabilities noted consisted primarily of heart disease, diabetes & respiratory disorders.

\*Note: 54% of these households reported one or more health issues. % Households is based on the total number of surveys returned by Seniors (125) and sums to more than 54% because some households reported multiple health issues.

**QUESTION 4. Please list particular social services needs of your household related to health issues.**

Responses are listed in descending order of frequency*
Transportation
In-home services
Escorted transportation
Affordable medical care
Disabled access improvements

\*Note: Based on 23 responses. Only those categories accounting for 10% or more of the total are reported.

## TRANSPORTATION SERVICES

A series of questions examined transportation services. Seven transit options were evaluated for frequency of use and quality of service. Respondents also reported transit destinations, indicated ways to increase transit use, and suggested how to improve transportation services.

### Frequency of Use and Quality of Service

The survey respondents were asked to report how often they used each of seven transit options. The options evaluated included the CityLine Shuttle, Dial-A-Ride, Taxi Coupons, Access Services, the MTA Bus, the DASH Bus, and the Red Line Metro (see Question 5).

The transportation services most frequently used by Seniors (listed in order of amount of use) were the MTA Bus, Taxi Coupons, the DASH Bus, and the CityLine Shuttle. About 35% of the households report using the MTA Bus regularly (more than 3 times per month). Taxi Coupons, the DASH Bus, and the CityLine Shuttle are each used by over 20% of the Senior households regularly. Some households use more than one type of public transit; 42% of the Senior households report regular use of one or more types of transit.

Three of these transportation services are need based. Dial-A-Ride and Taxi Coupons are available to people with disabilities and Seniors, while Access Services are available to people with disabilities. Twenty-seven percent of the Senior households report regular use of taxi coupons, while Access Services are used by 7% and Dial-A-Ride by 4% of the households regularly.

Ratings of the quality of the transportation services are presented in the table that accompanies Question 6. Most of these transportation services were rated as good or very good by over 50% of the transit users. Two services were rated as good or very good by over 80% of the transit users: the DASH Bus (87%) and the Red Line Metro (81%).

### Transit Destinations

The Senior transit users were asked to identify their destinations. The most frequent transit destinations were medical appointments (46%), shopping and errands (39%), and work (8%). Other destinations included social occasions, movies and restaurants, the car mechanic, and school (see Question 7).

### Ways to Increase Transit Use and How to Improve Transportation Services

The respondents selected the three most important things that could be used to encourage more use of transportation services from a list of 10 options (see Question 8). The improvements identified by over 25% of the Senior respondents include providing better information about routes and times (36%) and increasing the frequency of transit service runs (31%). About one-third (31%) of the respondents indicated that nothing would get them to use public transit more often, because they prefer to drive.

An open-ended question encouraged respondents to list ways to improve City transportation services. Most of the suggestions for improving transit services echoed the list of potential

upgrades provided in Question 8. Other suggestions included improve reliability and punctuality and provide more personalized services for people with special needs (see Question 9).

**Transportation Services**

**QUESTION 5. How often do you use each of the following transportation services?**

	I have never used it	2 or less days per month	Between 3 and 10 days per month	10 or more days per month	Not aware of this service
<b>CityLine Shuttle</b>	60%	14%	15%	5%	4%
<b>Dial A Ride</b>	73%	14%	2%	2%	8%
<b>Taxi Coupons</b>	48%	17%	19%	8%	8%
<b>Access Services</b>	76%	11%	7%	0%	7%
<b>MTA Bus</b>	42%	20%	9%	26%	3%
<b>DASH Bus</b>	56%	17%	12%	11%	4%
<b>Red Line Metro</b>	76%	9%	6%	5%	5%

**Percent of households that use transit 3 or more days per month: 42%**

**QUESTION 6. How would you rate the quality of these transportation services?**

	Poor	Fair	Good	Very Good
<b>CityLine Shuttle</b>	3%	30%	36%	30%
<b>Dial A Ride</b>	12%	24%	41%	24%
<b>Taxi Coupons</b>	21%	13%	31%	36%
<b>Access Services</b>	31%	25%	25%	19%
<b>MTA Bus</b>	7%	32%	39%	23%
<b>DASH Bus</b>	0%	13%	40%	47%
<b>Red Line Metro</b>	0%	18%	36%	45%

**QUESTION 7. If you use transit services, where do you go?**

	% Households*	<b>Other destinations listed in descending order of frequency</b>
Medical appointments	46%	Social occasions
Shopping & errands	39%	Movies, restaurants
Work	8%	Car mechanic
Other destinations	13%	School

\*Note: Respondents could check more than one destination. % Households is based on the total number of surveys (125).

## Transportation Services

**QUESTION 8. Please place a checkmark next to the THREE MOST IMPORTANT things West Hollywood could do to encourage you to use transit services more often.**

Suggestions	% Households*
Provide better information about routes/times	36%
Increase how frequently the transit services run	36%
Better connections between transit services	22%
Reduce the cost of transit	14%
Expand transit services to additional areas	14%
Assistance getting to and from the transit vehicle	15%
Assistance getting into and out of the transit vehicle	14%
Increase the helpfulness of transit drivers	18%
Nothing, I prefer to drive	31%
Nothing, I prefer to walk or bicycle	8%

\*Note: Respondents were asked to check three suggestions. % Households is the number of responses to each suggestion divided by the sample size (125 households) and thus will sum to more than 100%.

**QUESTION 9. How else can the City improve transportation services?**

Most of the suggestions for improving transit services echoed the list of potential upgrades provided in Question 8. Some of the other suggestions are listed below in descending order of frequency.

- Improve reliability & punctuality
- Increase the helpfulness of transit drivers
- Provide more personalized services for people with special needs

## SALES TAX

The City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Question 10 asked if the City should increase sales taxes to provide more of these sorts of services to City residents. An increase in the City's sales tax was supported by 24% of the Senior households. If there were a sales tax increase, most of the respondents (87%) felt that the money should go to the City of West Hollywood rather than Los Angeles County (see Question 11).

Sales Tax

**QUESTION 10. Currently, the City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Should the City increase sales taxes, which are part of the General Fund, to provide more of these sorts of services to City residents?**

Yes	24%
No	76%

**QUESTION 11. If sales taxes were to increase by half a percent, would you prefer to see the funds go to Los Angeles County or to the City of West Hollywood?**

Los Angeles County	13%
City of West Hollywood	87%

HOUSING SITUATION

On the average, the Senior respondents have lived in the City for 22 years (see Question 13) and in their current housing unit for 18 years (see Question 14).

Most of the Senior respondents (61%) live in apartments or duplexes, while others live in condominiums or townhouses (28%) or single family homes (9%), as shown in Question 15. Most of the respondents rent their residence without subsidy (46%), while others either own their residence (35%) or rent with a government subsidy (18%).

The majority of the Senior respondents live alone (53%) or with one other person (43%), as shown in Question 16. Adults who live together (Question 18) tend to be domestic partners or spouses (38%) rather than housemates (6%). One percent of the households include children (see Question 17).

Three questions specifically targeted renters. As reported by the survey respondents, the average monthly rent in West Hollywood is \$771 (see Question 20) and the average monthly cost of utilities is \$49 (see Question 21), resulting in an average monthly gross rent of \$820. The 2000 Census reported an average monthly gross rent of \$832.

Renters were asked to rate the condition of various features of their rental housing (see Question 22A). Smoke detectors were rated in good condition by 73% of the renters and the other features were rated in good condition by over 40%. The renters felt most comfortable asking their landlord to repair or replace plumbing, smoke detectors, bathroom fixtures, and doors windows and screens (see Question 22B).

About one-third of the households that returned the survey contributed additional comments about housing issues in West Hollywood. The responses accounting for 10% or more of the total are shown in the table that accompanies Question 23. Of these Senior households, 33% encouraged the City to continue to create and preserve affordable housing and rent control. The next most frequent response encouraged the City to enforce property maintenance standards, which accounted for 26% of the responses. Fifteen percent of the responses related to providing adequate parking and to preserving the existing scale and character of residential areas.

## Housing Situation

### QUESTION 12. Are you a resident of West Hollywood?

Yes	100%
No	0%

### QUESTION 13. If so, about how many years have you lived in West Hollywood?\*

	Average Years
WH2006	22
WH2000	26
SS1998	16

### QUESTION 14. About how many years have you lived in your current housing unit?

	Average Years
WH2006	18

### QUESTION 15. What kind of housing do you live in?\*

	WH2006	SS1998
Apartment or duplex	61%	70%
Condominium or townhouse	28%	21%
Detached single family home	9%	4%
Other	2%	3%

\*Note: Where available, comparison data from four sources is included: the most current survey (WH2006), the survey conducted in 2000 (WH2000), the 2000 Census (CEN2000), and the 1998 Social Services survey (SS1998).



## Housing Situation

### QUESTION 16. How many people live in your home, including yourself?

	WH2006	SS1998
1 person	53%	65%
2 people	43%	33%
3 people	3%	2%
4 or more people	1%	0%

### QUESTION 17. Please list the ages of children 18 years or younger who live in your household.

	WH2006	WH2000	SS1998
Percent of households w/ children	1%	2%	1%

Ages of children	% Response*
Under 5	0%
5 to 12	100%
13 and over	0%

Number of children	% Response*
1 child	0%
2 children	100%
3 or more children	0%

\*Note: Based on a sample of 2 children.

### QUESTION 18. Do you live with another adult?

	WH2006	SS1998
I live by myself	51%	64%
I live with my domestic partner/spouse	38%	
I live with a roommate/housemate	6%	
Other	6%	

Common responses in the "Other" category included relatives, such as parents or adult children.

### QUESTION 19. Please check what best describes your housing situation.

	WH2006	SS1998
I own my own residence or share ownership	35%	26%
I rent under a government housing subsidy program (HUD building, Section 8, West Hollywood Housing Corporation)	18%	18%
I rent my residence (no housing subsidy)	46%	55%
Other	1%	1%

Housing Situation

**QUESTION 20. If you rent housing, what is the monthly rent?**

Average	\$771
Minimum	\$123
Maximum	\$2,950

**QUESTION 21. If you rent housing, what additional amount do you pay for basic utilities (such as electricity, natural gas, water, and sewer) in an average month?**

Average	\$49
Minimum	\$17
Maximum	\$150

	<b>WH2006</b>
Average rent plus utilities	\$820

**QUESTION 22A. Please rate the quality of these items in your rental housing unit.**

**QUESTION 22B. Would you feel comfortable asking your landlord to repair or replace this item, if it were in poor condition?**

% Good		% Yes	% No
57%	Doors, windows and screens	76%	24%
58%	Carpeting and flooring	65%	35%
52%	Window coverings	70%	30%
48%	Plumbing	85%	15%
42%	Bathroom fixtures	78%	22%
46%	Interior paint	63%	38%
73%	Smoke detectors	79%	21%

**QUESTION 23. Do you have any additional comments about housing issues in West Hollywood?**

Topics	% Response*
Create & preserve affordable housing and rent control.	33%
Enforce property maintenance standards.	26%
Require adequate parking.	15%
Preserve the existing scale & character of residential areas.	15%

\*Note: % Response is the number of responses divided by the total responses to this question (27). Only those responses accounting for at least 10% of the total are included here.

COMMUNITY DEMOGRAPHICS

Survey respondents were asked to provide some personal information about their household and themselves. This information allows the responses of different segments of the community, such as Seniors or families with children, to be compiled separately. The inclusion of demographic data also allows analysis of response rates, which helps determine if the survey responses are representative of the community as a whole.

Two of the questions addressed where the responding households were located in West Hollywood. The responses of Seniors were fairly evenly divided among the three areas of the City: west of La Cienega (47%), east of La Cienega and west of Crescent Heights (31%), and east of Crescent Heights and West of La Brea (22%), as shown in Question 24.

Most of the respondents live in either the 90069 (54%) or 90046 (34%) zip code areas (see Question 25).

Immigration and related issues was the topic of four of the questions. According to Question 26, about 40% of the Senior respondents emigrated from another country, which is similar to the 1998 survey.

Most of the Senior immigrants came from the former Soviet Union (54%), Western Europe (17%), or Latin America (6%). The average length of residence was longest for the immigrants from Western Europe (58 years) and shortest for the immigrants from the former Soviet Republic (21 years).

The main language people speak in the home is English (75%), with Russian

Demographics			
<b>Q24. Which of the following best describes the area in which you live?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
West of La Cienega	47%	30%	27%
East of La Cienega, W. of Crescent Heights	31%	36%	38%
East of Crescent Heights, W. of La Brea	22%	34%	34%
<b>Q25. What zip code do you live in?</b>			
	<b>90069</b>	<b>90046</b>	<b>90048</b>
	54%	34%	12%
<b>Q26. Did you immigrate to the United States from another country?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	40%	27%	42%
<b>Q27. If YES, from ____ in 19 __ .*</b>			
	<b>Percent</b>	<b>Average Length of Residence</b>	
Former Soviet Republic	52%	21 years	
Latin America	6%	48 years	
Western Europe	17%	58 years	
Other	25%	47 years	
*Note: Based on a sample of 48.			
<b>Q28. What is the main language you speak at home?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
English	75%	89%	78%
Russian	21%	8%	19%
Spanish	2%	0%	3%
Other	3%	3%	0%
<b>Q29. Are you a citizen of the United States?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	98%	99%	89%

## Demographics

**Q30. Do you work in the City of W. Hollywood?**

	WH2006	WH2000	SS1998
Yes	8%	7%	8%

**Q31. Do you own a business in the City of West Hollywood?**

	WH2006	WH2000
Yes	4%	2%

**Q32. What is your current working situation?**

	WH2006	WH2000	SS1998
Working full time	13%	13%	13%
Working part-time	6%	11%	12%
Unemployed, seeking work	1%	3%	2%
Unemployed, not seeking work	1%	0%	1%
Full-time homemaker	1%	0%	0%
Retired	76%	73%	68%
Student	0%	0%	1%
Other	2%	0%	4%

**Q33. Are you:\***

	WH2006	WH2000	SS1998
Male	45%	46%	44%
Female	55%	49%	53%
Transgender		4%	3%

**Q34. Are you transgender?\***

	WH2006
Yes	1%

\*Note: Question format was changed in WH2006 version of the survey.

**Q35. How old are you?**

	WH2006	WH2000	SS1998
65-80	75%	64%	79%
80+	25%	36%	21%

(21%) as the second largest alternative language (see Question 28). These results are similar to the 1998 community survey.

As shown in Question 29, most of the respondents (98%) are U.S. citizens.

Questions 30 through 32 addressed employment status. Eight percent of the Senior respondents work in West Hollywood, which is similar to the percentage found in previous surveys (see Question 30).

Of the survey respondents, 4% own businesses in the City (see Question 31).

Most of the respondents are retired (76%), while 13% work full time, 6% are working part-time, and 1% are unemployed seeking work. These results are similar to previous surveys.

Gender was the topic of two questions. Over half (55%) of the respondents are female, while 45% are male (see Question 33). Less than one percent of the population is transgender (see Question 34).

Seventy-five percent of the Seniors are between 65 and 80 years of age and 25% are over 80 years of age.

The educational status of the respondents is presented in Question 36. Most of the Senior respondents (76%) had at least some college, with 21% having a college degree and 23% having a graduate education. This is similar to the results of the 1998 survey.

The respondents reported their racial or ethnic background in Question 37. Three percent are Latino/Latina, while 94% are from other Anglo/White/Caucasian races. Asian or Pacific Islanders accounted for 2% of the sample, and African-Americans for 1%. These results are similar to previous surveys.

The sexual orientation of the respondents is presented in Question 38. Gay males accounted for 17% of the sample, Heterosexuals for 79%, Lesbians for 0%, and Bisexuals for 4%. These results are similar to those of the previous surveys conducted by the City.

The respondents were asked to report their annual household income before taxes. Those who live with a roommate/housemate were asked to only count their own income. Forty-eight percent of the Senior respondents reported annual incomes of less than \$25,000. Forty-eight percent reported annual incomes between \$25,000 and \$100,000. Four percent reported annual incomes over \$100,000.

Compared to previous surveys, more Senior households reported annual incomes of between \$25,000 and \$100,000.

Seventy-six percent of the respondents live on a fixed income.

Demographics			
<b>Q36. How many years of education have you completed?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Less than 12 years	7%	8%	8%
Completed high school	17%	28%	15%
Some college	32%	36%	39%
4-year college degree	21%	10%	15%
Graduate education	23%	19%	24%
<b>Q37. What is your racial or ethnic background?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
African-American	1%	0%	0%
Latino/Latina	3%	0%	5%
Other Anglo/White/Caucasian	94%	86%	87%
Native American	1%	7%	5%
Asian or Pacific Islander	2%	0%	1%
Other	0%	7%	3%
<b>Q38. Do you identify yourself as:</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Bisexual	4%	5%	10%
Gay male	17%	11%	6%
Heterosexual	79%	82%	82%
Lesbian	0%	1%	2%
<b>Q39. What is the approximate annual income (before taxes) for your household?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
LT \$10,000 a year	20%	14%	14%
\$10,000-\$14,999	17%	19%	28%
\$15,000-\$24,999	21%	24%	20%
\$25,000-\$34,999	13%	16%	11%
\$35,000-\$49,999	8%	11%	11%
\$50,000-\$74,999	13%	4%	5%
\$75,000-\$99,999	4%	4%	6%
\$100,000-\$149,999	2%	8%	5%
\$150,000 or more	2%		
<b>Q40. Do you live on a fixed income?</b>			
	<b>WH2006</b>		
Yes	76%		

## LIKES AND DISLIKES

The final questions on the survey asked residents what they liked best and least about living in West Hollywood. The respondents generated a list of over 140 characteristics that they liked about West Hollywood and about 110 characteristics that they did not like.

Many respondents listed multiple reasons to like West Hollywood. The most frequent responses fell into the general categories of central location (11%) and near amenities (5%). Additional themes appearing in 4% or more of the responses included safe and quiet, and sense of community, and clean and well kept. Rent control, cultural diversity, and friendly people were each identified in 3% of the comments.

In response to the question, “What do you like least about living in West Hollywood,” traffic and circulation accounted for 9% of the complaints. Untidy and unclean, the mix of cultures, and lack of parking generated 4% of the negative comments.

### Likes & Dislikes

#### Q41. What do you like best about living in West Hollywood?

Likes	% Response*
Central location	11%
Near Amenities	5%
Safe & quiet	4%
Sense of Community	4%
Clean & well-kept	4%
Rent control	3%
Cultural diversity	3%
Friendly people	3%

#### Q42. What do you like least about living in West Hollywood?

Dislikes	% Response*
Traffic & circulation	9%
Untidy & unclean	4%
Mix of cultures	4%
Lack of parking	4%

\*Note: % Response is the number of responses divided by the total responses to this question (254 responses). Some respondents provided multiple responses. Only those responses accounting for 3% or more of the total are reported.

## WEST HOLLYWOOD SPEAKS

*Target Population Findings:*

# Families with children

*“West Hollywood offers opportunities and an atmosphere that will continue to attract families. Keeping the City affordable increases the chances that families of all income levels can enjoy this desirable lifestyle.”*



## PROFILE OF FAMILIES WITH CHILDREN

### OUTCOMES OF FOCUS GROUPS, INTERVIEWS, AND THE COMMUNITY FORUM

“Kids used to live primarily on the east side; now they are spread throughout the City.”

The City has a history of considering and addressing needs of parents, children, and youth. An array of events, programs and opportunities are met with great appreciation and recognition of the benefits for all involved. Many of the activities offered fall within these categories:

- Programs for schools -- grants and funds are available for special programs
- Events for families with children such as the annual Kid’s Fair or poetry contest that was part of the Martin Luther King Jr. celebration
- Support for ongoing programs such as Light Up the Library, Saturdays in the Park and scheduled events for youth at Plummer Park
- Activities for children integrated into more adult events such as the Halloween Kids Carnival and the West Hollywood Book Fair

What contributes to this success? First and foremost, “the City chooses to commit financial resources to help support efforts at schools” with “an array of programs and opportunities that enrich and enliven everyone involved.” The monthly Children’s Roundtable meeting “provides a lively and valuable forum for networking opportunities that enable participants to expand services that meet genuine needs of families.” Attended by representatives of local schools, service providers, City staff from various agencies, and parents and concerned citizens, this exchange allows for “growth and extension of programs and projects into the community.” Through this and other sources – mailers, banners, flyers -- families receive information that give them choices about what to attend, “which leads to increased participation in more City functions.”

Since “improvement leads to more improvement,” what is needed to better serve this population? Extend and expand child care and after-school programs for working parents, an increase in affordable housing for families, and continued and increased funding for schools top the list. Establishing a West Hollywood Education Foundation with City, local business, and community support “to fund crucial programs in public schools” is seen as a next step. Discussion of a West Hollywood Charter K-12 school and even a West Hollywood school district separate from the Los Angeles Unified School District are considered within the realm of possibility. Still more programming for children and families is desired. Outdoor physical activity, such as sports programs, and “more recreational areas and parks to play and congregate” are repeatedly mentioned, and more support for school programs particularly in light of “concerns about physical activities and health of children and their families.” While City Parks and Recreation services are described as “well-delivered,” parents request more, in particular for young children of nursery school age through kindergarten, and teens.

Yes, teens live in West Hollywood, though they describe themselves as small in number. The City designs and offers programs for this age group, “more options than there were several years ago.” Youth would especially like City-sponsored recreation in two areas: sports and



arts/entertainment. They want activities that develop skills and talents over time, as would occur through sports leagues and dance and acting troupes. They also want a night life. The City being so “geared toward the adult population, doesn’t have safe places for youth to congregate and socialize.” Venues for more typical youth-oriented activities, like bowling, movies and underage clubs are lacking.

West Hollywood offers opportunities and an atmosphere that will continue to attract families. Keeping the City affordable increases the chances that families of all income levels can enjoy this desirable lifestyle. As the City continues to “build on a foundation of tolerance, acceptance, social action, and accessibility through open communication, all will benefit: children, families, and every member of this thriving community.”

### **Other Perspectives**

“It’s wonderful to hear the sounds of children in West Hollywood.” West Hollywood’s diversity offers children a “real world way to think about others, and protect the rights of all populations.” A “family-friendly outreach is needed for this growing population, since a community without children is a dying community.”

Support for adolescents through mentoring and tutoring programs and expanded activities is seen as “a must.” Whether Gay or straight, immigrant or not, from Gay, Lesbian or straight parents, teens are seen as particularly vulnerable and “needing solid guidance through scheduled programs and consistent relationships.” The City “can offer ways to guide youth through the labyrinth of hard decisions about drug and alcohol use,” and “questions of identity and healthy choices.” Offering “skills for life” events, including hearing from adult community members who have experience, stories to share, and advice is worthwhile. Providing these programs and even “scholarships for higher and continuing education can make a huge difference in their lives.”

“We can increase ways for youth to participate in service opportunities in West Hollywood, and understand about volunteering.” Different ideas were recommended, from involvement in community events, like the Book Fair, to establishing a reciprocal program where “youth and elders mentor each other.”

## OVERVIEW OF SURVEY RESULTS

Families with children account for 7% of the households in West Hollywood. The sample size is representative of conditions in West Hollywood; in the 2000 Census, families with children account for 6% of the households in West Hollywood.

Statistical analyses were conducted to identify how the responses of the families with children differed from those of the rest of the community. See Appendix B for more information on the statistical comparisons. Significant differences between the families with children and remainder of the sample are summarized below.

Compared to other households, families with children rated two of the Community Programs and Services as more important: after-school programs and summer day camp for children and childcare. These families were also more satisfied with programs that provided food and

meals for residents with special needs. Fifteen percent of the families with children report health issues in the home, which is lower than other households.

There were no significant differences between the two groups with respect to the transit related items.

The housing situation of the families with children differed from the rest of the community on two items. The household size of families with children is larger than the rest of the community. These respondents are more likely to be living with a domestic partner or spouse, when compared to other City residents.

Families with children differ from the rest of the sample on three of the background characteristics. Families with children were more likely than others to have immigrated to the US. The person completing the survey was more likely to be heterosexual and less likely to be over 65, compared to other respondents.

The community survey invited residents to express their views on a wide range of issues of local importance. In the remainder of the report, results are reported as percents. Families with children account for 41 of the survey responses. With a sample of this size, the margin of error is about plus or minus 10%. Care should be taken when comparing the results of this sample to those of previous years because of the small sample size.

## PROGRAMS AND SERVICES

Four of the survey questions addressed community programs and services. The survey respondents assigned importance and satisfaction ratings to 21 programs and services, described the two most important social services needs of their household, responded to a list of potential household health issues, and listed needs of the household related to health issues.

### **Programs and Services Ratings**

The first question on the survey asked families with children to rate the importance of the City's financial support for 21 community programs and services. The survey respondents also indicated their satisfaction with the City's current performance. Both importance and satisfaction ratings were made using a five-point scale that ranged from low (1) to moderate (3) to high (5).

Importance ratings were computed for the 21 programs and services by calculating the percentage of respondents who assigned a rating of 4 or 5 on the five-point scale. Three community programs and services were rated as important by over 80% of the families with children: neighborhood crime prevention programs (93%), law enforcement services (92%), and disaster and emergency preparedness measures (86%).

Ten of the community programs and services were rated as important by between 60% and 80% of the respondents from families with children: after-school programs and summer day camp for children (76%), park and recreation programs (75%), expand and enhance library facility and services (68%), revitalization of deteriorated commercial areas (68%), childcare

(67%), HIV prevention and transmission information (67%), measures to control rents and preserve the stock of rental units (67%), low cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (64%), preservation and development of additional affordable housing (64%), and services and shelter for homeless people (61%).

Satisfaction ratings for the same programs and services were computed by calculating the percentage of respondents that assigned a rating of 3 or greater on the five-point rating scale. Nine of the community programs and services were rated satisfactory by 85% or more of the families with children: HIV prevention and transmission information (100%), food or meals for residents with special needs (100%), law enforcement services (100%), disaster and emergency preparedness measures (94%), park and recreation programs (91%), low-cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (91%), counseling/emotional support (86%), neighborhood crime prevention programs (86%), and drug/alcohol abuse counseling (85%).

Seven of the community programs and services were rated as satisfactory by between 75% and 85% of the survey respondents: public arts programs (81%), special events, festivals, and community gatherings (81%), services and shelters for homeless people (81%), revitalization of deteriorated commercial areas (79%), programs for at-risk youth (77%), assistance in resolving landlord/tenant disputes (75%), and after-school programs and summer day camp for children (75%).

Both the importance and satisfaction ratings are presented in the graph that accompanies Question 1 as percent important and percent satisfied. Also included is a detailed table of the programs and services showing the percentage of respondents who rated the programs as low, moderate, and high in importance and satisfaction.

### **Household Social Service Needs**

An open-ended question asked the respondents to list the two most important social services needs of their household. A total of 26 households generated 44 responses to this question. The results are presented in the table that accompanies Question 2. The most frequently mentioned social services were childcare (30%), child and youth programs (9%), park and recreation programs (9%), and rent control measures (9%). In addition, affordable housing, senior and disability services, and medical services were mentioned by 7% of the respondents; and homeless services and legal services were mentioned by 5%.

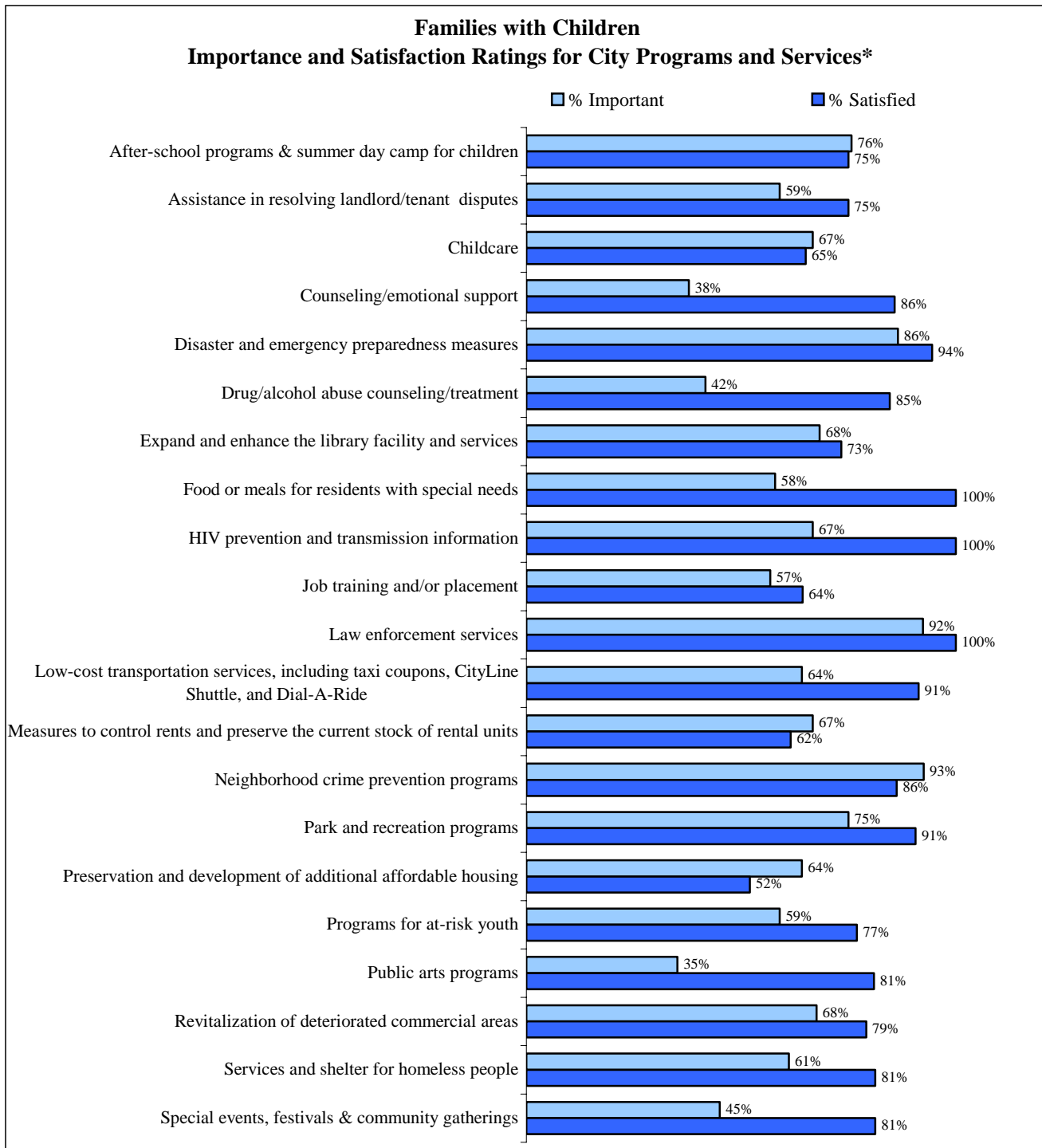
### **Household Health Issues and Related Needs**

The families with children were asked to identify health issues that affected their household. Fifteen percent of the households reported one or more health issues. The main health issues identified were hearing or sight impairments (7%), mental or emotional disability (5%), and learning disabilities (2%), as shown in Question 3.

Respondents were asked to list any particular health related needs of their household, and five families identified specific needs. These health related needs (presented in Question 4) included child safety, affordable medical care, air quality/noise abatement, fitness services, and health insurance.

Programs & Services

**QUESTION 1: Please indicate the importance of the City’s financial support for each of the programs or services listed below and your satisfaction with the City’s current performance by circling the numbers that best represent your views.**



\*Note: % Important reflects a rating of 4 or 5 on a five point scale. % Satisfied reflects a rating of 3 or better on a five point scale.

## Programs & Services

<b>Importance</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	3%	3%	19%	27%	49%
Assistance in resolving landlord/tenant disputes	3%	5%	33%	15%	44%
Childcare	10%	8%	15%	13%	54%
Counseling/emotional support	22%	11%	30%	5%	32%
Disaster and emergency preparedness measures	3%	3%	8%	16%	70%
Drug/alcohol abuse counseling/treatment	19%	11%	28%	3%	39%
Expand and enhance the library facility and services	2%	7%	22%	32%	37%
Food or meals for residents with special needs	11%	11%	21%	32%	26%
HIV prevention and transmission information	14%	6%	14%	11%	56%
Job training and/or placement	11%	8%	24%	22%	35%
Law enforcement services	0%	0%	8%	26%	67%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	3%	8%	26%	23%	41%
Measures to control rents and preserve the current stock of rental units	10%	5%	18%	3%	64%
Neighborhood crime prevention programs	3%	0%	5%	20%	73%
Park and recreation programs	3%	0%	23%	15%	60%
Preservation and development of additional affordable housing	8%	10%	18%	18%	46%
Programs for at-risk youth	8%	10%	23%	21%	38%
Public arts programs	16%	14%	35%	11%	24%
Revitalization of deteriorated commercial areas	5%	0%	27%	30%	38%
Services and shelter for homeless people	11%	3%	25%	31%	31%
Special events, festivals & community gatherings	20%	8%	28%	15%	30%
<b>Satisfaction</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	5%	20%	35%	15%	25%
Assistance in resolving landlord/tenant disputes	20%	5%	25%	40%	10%
Childcare	10%	25%	25%	0%	40%
Counseling/emotional support	7%	7%	29%	14%	43%
Disaster and emergency preparedness measures	0%	6%	50%	11%	33%
Drug/alcohol abuse counseling/treatment	8%	8%	15%	31%	38%
Expand and enhance the library facility and services	10%	17%	30%	23%	20%
Food or meals for residents with special needs	0%	0%	14%	29%	57%
HIV prevention and transmission information	0%	0%	12%	24%	65%
Job training and/or placement	21%	14%	21%	14%	29%
Law enforcement services	0%	0%	17%	45%	38%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	0%	9%	30%	9%	52%
Measures to control rents and preserve the current stock of rental units	12%	27%	23%	8%	31%
Neighborhood crime prevention programs	3%	10%	28%	31%	28%
Park and recreation programs	3%	6%	25%	28%	38%
Preservation and development of additional affordable housing	16%	32%	20%	24%	8%
Programs for at-risk youth	8%	15%	38%	15%	23%
Public arts programs	0%	19%	48%	14%	19%
Revitalization of deteriorated commercial areas	13%	8%	46%	17%	17%
Services and shelter for homeless people	0%	19%	50%	6%	25%
Special events, festivals & community gatherings	9%	9%	19%	25%	38%

Programs & Services

**QUESTION 2. What are the two most important social services needs of your household?**

Service	% Response*
Childcare	30%
Child & youth programs	9%
Park & recreation programs	9%
Rent control measures	9%
Affordable housing	7%
Senior & disabled services	7%
Medical services	7%
Homeless services/shelter & food	5%
Legal services	5%

\*Note: 26 Households generated 44 responses to this question. % Response is based on 44 responses. Only those categories accounting for 3% or more of the total (when divided by 44) are reported.

**QUESTION 3. Is your household affected by one of these health issues?**

Health Issue	% Households*
HIV/AIDS	0%
Hearing or sight impairment	7%
Mobility impairment	0%
Learning disability	2%
Developmental disability	0%
Mental or emotional disability	5%
Other medical disability	5%

\*Note: 15% of these households reported one or more health issues. % Households is based on the total number of surveys returned by families with children (41) and sums to more than 15% because some households reported multiple health issues.

**QUESTION 4. Please list particular social services needs of your household related to health issues.**

Responses are listed in descending order of frequency*
Child safety
Affordable medical care
Air Quality/Noise Abatement
Fitness services
Health insurance

\*Note: Based on 5 responses.

## TRANSPORTATION SERVICES

A series of questions examined transportation services. Seven transit options were evaluated for frequency of use and quality of service. Respondents also reported transit destinations, indicated ways to increase transit use, and suggested how to improve transportation services.

### **Frequency of Use and Quality of Service**

The survey respondents were asked to report how often they used each of seven transit options. The options evaluated included the CityLine Shuttle, Dial-A-Ride, Taxi Coupons, Access Services, the MTA Bus, the DASH Bus, and the Red Line Metro (see Question 5).

The transportation services most frequently used by families with children (listed in order of amount of use) were the DASH Bus, the MTA Bus, the CityLine Shuttle, and the Red Line Metro. About 17% of the households report using the DASH Bus regularly (more than 3 times per month). The MTA Bus and the CityLine Shuttle are each used by about 10% of the households regularly, while the Red Line Metro is regularly used by about 6% of the households. Some households use more than one type of public transit; 17% of the households report regular use of one or more types of transit.

Three of these transportation services are need based. Dial-A-Ride and Taxi Coupons are available to people with disabilities and Seniors, while Access Services are available to people with disabilities. Three percent of the households with children report regular use of taxi coupons, while neither Dial-A-Ride nor Access Services were regularly used by these households.

Ratings of the quality of the transportation services are presented in the table that accompanies Question 6. Each of these transportation services were rated as good or very good by over 50% of the transit users. Three of the regularly used services were rated as good or very good by 70% or more of the transit users: the CityLine Shuttle (76%), the Red Line Metro (75%), and the DASH Bus (73%).

### **Transit Destinations**

The transit users were asked to identify their destinations. The most frequent transit destinations were shopping and errands (27%), work (27%), and medical appointments (12%). Other destinations included school and the car mechanic (see Question 7).

### **Ways to Increase Transit Use and How to Improve Transportation Services**

The respondents selected the three most important things that could be used to encourage more use of transportation services from a list of 10 options (see Question 8). The only improvement identified by over 25% of the respondents was providing better information about routes and times (29%). About one-half (46%) of the respondents indicated that nothing would get them to use public transit more often, because they prefer to drive.

An open-ended question encouraged respondents to list ways to improve City transportation services. Most of the suggestions for improving transit services echoed the list of potential

upgrades provided in Question 8. Other suggestions included adding light rail and subway lines, and expanding the hours of operation (especially of the DASH Bus and CityLine Shuttle) (see Question 9).

**Transportation Services**

**QUESTION 5. How often do you use each of the following transportation services?**

	I have never used it	2 or less days per month	Between 3 and 10 days per month	10 or more days per month	Not aware of this service
<b>CityLine Shuttle</b>	75%	11%	3%	6%	6%
<b>Dial A Ride</b>	80%	6%	0%	0%	14%
<b>Taxi Coupons</b>	69%	8%	0%	3%	19%
<b>Access Services</b>	85%	0%	0%	0%	15%
<b>MTA Bus</b>	61%	29%	5%	5%	0%
<b>DASH Bus</b>	67%	14%	6%	11%	3%
<b>Red Line Metro</b>	74%	20%	6%	0%	0%

**Percent of households that use transit 3 or more days per month: 17%**

**QUESTION 6. How would you rate the quality of these transportation services?**

	Poor	Fair	Good	Very Good
<b>CityLine Shuttle</b>	13%	13%	63%	13%
<b>Dial A Ride</b>	0%	0%	75%	25%
<b>Taxi Coupons</b>	0%	33%	17%	50%
<b>Access Services</b>	0%	0%	50%	50%
<b>MTA Bus</b>	0%	38%	31%	31%
<b>DASH Bus</b>	0%	27%	18%	55%
<b>Red Line Metro</b>	0%	25%	50%	25%

**QUESTION 7. If you use transit services, where do you go?**

	% Households*	Other destinations listed in descending order of frequency
Medical appointments	12%	School
Shopping & errands	27%	Car mechanic
Work	27%	
Other destinations	15%	

\*Note: Respondents could check more than one destination. % Households is based on the total number of surveys (41).



Transportation Services

**QUESTION 8. Please place a checkmark next to the THREE MOST IMPORTANT things West Hollywood could do to encourage you to use transit services more often.**

Suggestions	% Households*
Provide better information about routes/times	29%
Increase how frequently the transit services run	22%
Better connections between transit services	12%
Reduce the cost of transit	22%
Expand transit services to additional areas	17%
Assistance getting to and from the transit vehicle	2%
Assistance getting into and out of the transit vehicle	2%
Increase the helpfulness of transit drivers	7%
Nothing, I prefer to drive	46%
Nothing, I prefer to walk or bicycle	24%

\*Note: Respondents were asked to check three suggestions. % Households is the number of responses to each suggestion divided by the sample size (41 households) and thus will sum to more than 100%.

**QUESTION 9. How else can the City improve transportation services?**

Most of the suggestions for improving transit services echoed the list of potential upgrades provided in Question 8. Some of the other suggestions are listed below in descending order of frequency.

- Add light rail & subway lines
- Expand hours of operation, especially of DASH & CityLine

SALES TAX

The City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Question 10 asked if the City should increase sales taxes to provide more of these sorts of services to City residents. An increase in the City’s sales tax was supported by 26% of the families with children. If there were a sales tax increase, most of the respondents (84%) felt that the money should go to the City of West Hollywood rather than Los Angeles County (see Question 11).

Sales Tax

**QUESTION 10. Currently, the City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Should the City increase sales taxes, which are part of the General Fund, to provide more of these sorts of services to City residents?**

Yes	26%
No	74%

**QUESTION 11. If sales taxes were to increase by half a percent, would you prefer to see the funds go to Los Angeles County or to the City of West Hollywood?**

Los Angeles County	16%
City of West Hollywood	84%

HOUSING SITUATION

On the average, the respondents from families with children have lived in the City for 14 years (see Question 13) and in their current housing unit for 10 years (see Question 14).

Most of the families with children (73%) live in apartments or duplexes, while others live in condominiums or townhouses (15%) or single family homes (12%), as shown in Question 15. Most of the respondents rent their residence without subsidy (62%), while others either own their residence (36%) or rent with a government subsidy (3%).

The majority of the respondents live with one other person (22%) or two other people (39%), as shown in Question 16. Adults who live together (Question 18) tend to be domestic partners or spouses (69%) rather than housemates (0%). By definition, all of the households include children (see Question 17). Most of these families have a single child (59%). The ages of the children are relatively evenly distributed.

Three questions specifically targeted renters. As reported by the survey respondents, the average monthly rent in West Hollywood is \$1,140 (see Question 20) and the average monthly cost of utilities is \$104 (see Question 21), resulting in an average monthly gross rent of \$1,244. The 2000 Census reported an average monthly gross rent of \$832.

Renters were asked to rate the condition of various features of their rental housing (see Question 22A). Smoke detectors were rated in good condition by 50% of the renters. The renters felt most comfortable asking their landlord to repair or replace smoke detectors, plumbing, and bathroom fixtures (see Question 22B).

About one-third of the households that returned the survey contributed additional comments about housing issues in West Hollywood. The responses accounting for 10% or more of the total are shown in the table that accompanies Question 23. Many of these households encouraged the City to continue to create and preserve affordable housing and rent control.

## Housing Situation

### QUESTION 12. Are you a resident of West Hollywood?

Yes	100%
No	0%

### QUESTION 13. If so, about how many years have you lived in West Hollywood?\*

	Average Years
WH2006	14
WH2000	8
SS1998	7

### QUESTION 14. About how many years have you lived in your current housing unit?

	Average Years
WH2006	10

### QUESTION 15. What kind of housing do you live in?\*

	WH2006	SS1998
Apartment or duplex	73%	67%
Condominium or townhouse	15%	16%
Detached single family home	12%	16%
Other	0%	0%

\*Note: Where available, comparison data from four sources is included: the most current survey (WH2006), the survey conducted in 2000 (WH2000), the 2000 Census (CEN2000), and the 1998 Social Services survey (SS1998).

Housing Situation

**QUESTION 16. How many people live in your home, including yourself?**

	WH2006	SS1998
1 person	0%	0%
2 people	22%	15%
3 people	39%	36%
4 or more people	39%	49%

**QUESTION 17. Please list the ages of children 18 years or younger who live in your household.**

	WH2006	WH2000	SS1998
Percent of households w/ children	100%	100%	100%

Ages of children	% Response*
Under 5	30%
5 to 12	36%
13 and over	34%

Number of children	% Response*
1 child	59%
2 children	32%
3 or more children	10%

\*Note: Based on a sample of 67 children.

**QUESTION 18. Do you live with another adult?**

	WH2006	SS1998
I live by myself	18%	22%
I live with my domestic partner/spouse	69%	
I live with a roommate/housemate	0%	
Other	13%	

Common responses in the "Other" category included relatives, such as parents or adult children.

**QUESTION 19. Please check what best describes your housing situation.**

	WH2006	SS1998
I own my own residence or share ownership	36%	33%
I rent under a government housing subsidy program (HUD building, Section 8, West Hollywood Housing Corporation)	3%	4%
I rent my residence (no housing subsidy)	62%	56%
Other	0%	7%

Housing Situation

**QUESTION 20. If you rent housing, what is the monthly rent?**

Average	\$1,140
Minimum	\$367
Maximum	\$2,070

**QUESTION 21. If you rent housing, what additional amount do you pay for basic utilities (such as electricity, natural gas, water, and sewer) in an average month?**

Average	\$104
Minimum	\$20
Maximum	\$400

	<b>WH2006</b>
Average rent plus utilities	\$1,244

**QUESTION 22A. Please rate the quality of these items in your rental housing unit.**

**QUESTION 22B. Would you feel comfortable asking your landlord to repair or replace this item, if it were in poor condition?**

% Good		% Yes	% No
35%	Doors, windows and screens	55%	45%
36%	Carpeting and flooring	59%	41%
30%	Window coverings	45%	55%
26%	Plumbing	61%	39%
26%	Bathroom fixtures	61%	39%
33%	Interior paint	55%	45%
50%	Smoke detectors	73%	27%

**QUESTION 23. Do you have any additional comments about housing issues in West Hollywood?**

- Create & preserve affordable housing and rent control.
- City policies favor renters over landlords.
- Enforce property maintenance standards.

\*Note: % Response is the number of responses divided by the total responses to this question (14). Only those responses accounting for at least 10% of the total are included here.

COMMUNITY DEMOGRAPHICS

Survey respondents were asked to provide some personal information about their household and themselves. This information allows the responses of different segments of the community, such as Seniors or families with children, to be compiled separately. The inclusion of demographic data also allows analysis of response rates, which helps determine if the survey responses are representative of the community as a whole.

Two of the questions addressed where the responding households were located in West Hollywood. The responses were divided among the three areas of the City: west of La Cienega (48%), east of La Cienega and west of Crescent Heights (20%), and east of Crescent Heights and West of La Brea (33%), as shown in Question 24.

Most of the respondents live in either the 90069 (40%) or 90046 (50%) zip code areas (see Question 25).

Immigration and related issues was the topic of four of the questions. According to Question 26, about 41% of the families with children emigrated from another country, which is lower than the results of previous surveys.

Most of the immigrants came from the former Soviet Union (75%) or Latin America (8%). The average length of residence was about 15 years.

The main language people speak in the home is English (78%), with Russian (13%) as the second largest alternative language (see Question 28). Speaking English in the home has increased from previous surveys.

Demographics			
<b>Q24. Which of the following best describes the area in which you live?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
West of La Cienega	48%	30%	25%
East of La Cienega, W. of Crescent Heights	20%	26%	31%
East of Crescent Heights, W. of La Brea	33%	44%	43%
<b>Q25. What zip code do you live in?</b>			
	<b>90069</b>	<b>90046</b>	<b>90048</b>
	40%	50%	10%
<b>Q26. Did you immigrate to the United States from another country?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	41%	57%	59%
<b>Q27. If YES, from _____ in 19 ____.*</b>			
	<b>Percent</b>	<b>Average Length of Residence</b>	
Former Soviet Republic	75%	15 years	
Latin America	8%	15 years	
Western Europe	0%	less than 1 year	
Other	17%	33 years	
*Note: Based on a sample of 19.			
<b>Q28. What is the main language you speak at home?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
English	78%	56%	53%
Russian	13%	22%	31%
Spanish	5%	19%	13%
Other	5%	3%	4%
<b>Q29. Are you a citizen of the United States?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	90%	68%	56%

Demographics

**Q30. Do you work in the City of W. Hollywood?**

	WH2006	WH2000	SS1998
Yes	30%	24%	22%

**Q31. Do you own a business in the City of West Hollywood?**

	WH2006	WH2000
Yes	8%	8%

**Q32. What is your current working situation?**

	WH2006	WH2000	SS1998
Working full time	63%	47%	67%
Working part-time	15%	22%	13%
Unemployed, seeking work	3%	7%	2%
Unemployed, not seeking work	0%	2%	0%
Full-time homemaker	8%	7%	6%
Retired	0%	2%	2%
Student	3%	12%	6%
Other	10%	2%	6%

**Q33. Are you:\***

	WH2006	WH2000	SS1998
Male	40%	34%	38%
Female	60%	66%	60%
Transgender		0%	2%

**Q34. Are you transgender?\***

	WH2006
Yes	3%

\*Note: Question format was changed in WH2006 survey.

**Q35. How old are you?**

	WH2006	WH2000	SS1998
18-24	3%	11%	2%
25-34	18%	45%	32%
35-44	40%	25%	43%
45-54	33%	9%	15%
55-64	5%	7%	6%
65-80	3%	4%	2%
80+	0%	0%	0%

As shown in Question 29, most of the respondents (90%) are U.S. citizens, and this percent is higher than previous surveys.

Questions 30 through 32 addressed employment status. Thirty percent of the survey respondents work in West Hollywood, which is somewhat higher than the percentage found in previous surveys (see Question 30).

Of the survey respondents, 8% own businesses in the City (see Question 31).

Most of the respondents work full time (63%), while 15% are working part-time, and 3% are unemployed seeking work. These results are similar to previous surveys.

Gender was the topic of two questions. Over half (60%) of the respondents are female, while 40% are male (see Question 33). Three percent of the population is transgender (see Question 34).

Few (3%) of the respondents were under 24. Eighteen percent of the respondents were from the 25-34 age range, which is lower than results of previous surveys (see Question 35).

The 35-44 age range accounted for 40% of the responses, the 45-54 age range accounted for 33%, and the 55-64 age range accounted for 5%. Three percent are between 65 and 80 years of age.

The educational status of the respondents is presented in Question 36. Most of the respondents (83%) had at least some college, with 37% having a college degree and 17% having a graduate education.

The respondents reported their racial or ethnic background in Question 37. Fourteen percent are Latino/Latina, while 73% are from other Anglo/White/Caucasian races. Asian or Pacific Islanders accounted for 8% of the sample, and African-Americans for 2%.

The sexual orientation of the respondents is presented in Question 38. Gay males accounted for 3% of the sample, Heterosexuals for 94%, Lesbians for 0%, and Bisexuals for 3%. These results are similar to those of the previous surveys conducted by the City.

The respondents were asked to report their annual household income before taxes. Those who live with a roommate/housemate were asked to only count their own income. Twenty-nine percent of the families with children reported annual incomes of less than \$25,000. Forty-eight percent reported annual incomes between \$25,000 and \$100,000. Twenty-four percent reported annual incomes over \$100,000.

Thirty-three percent of the respondents live on a fixed income.

Demographics			
<b>Q36. How many years of education have you completed?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Less than 12 years	7%	2%	4%
Completed high school	10%	10%	11%
Some college	29%	33%	36%
4-year college degree	37%	29%	11%
Graduate education	17%	26%	38%
<b>Q37. What is your racial or ethnic background?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
African-American	5%	3%	4%
Latino/Latina	14%	29%	19%
Other Anglo/White/Caucasian	73%	63%	72%
Native American	0%	2%	0%
Asian or Pacific Islander	8%	0%	0%
Other	0%	3%	6%
<b>Q38. Do you identify yourself as:</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Bisexual	3%	8%	5%
Gay male	3%	6%	2%
Heterosexual	94%	85%	93%
Lesbian	0%	2%	0%
<b>Q39. What is the approximate annual income (before taxes) for your household?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
LT \$10,000 a year	8%	18%	8%
\$10,000-\$14,999	8%	14%	12%
\$15,000-\$24,999	13%	20%	14%
\$25,000-\$34,999	5%	7%	18%
\$35,000-\$49,999	11%	11%	10%
\$50,000-\$74,999	21%	16%	12%
\$75,000-\$99,999	11%	5%	16%
\$100,000-\$149,999	13%	9%	12%
\$150,000 or more	11%		
<b>Q40. Do you live on a fixed income?</b>			
	<b>WH2006</b>		
Yes	33%		



## LIKES AND DISLIKES

The final questions on the survey asked residents what they liked best and least about living in West Hollywood. The respondents generated a list of over 67 characteristics that they liked about West Hollywood and about 48 characteristics that they did not like.

Many families with children listed multiple reasons to like West Hollywood. The most frequent responses fell into the general categories of safe and quiet (8%), central location (6%), charming and fun (5%), and cultural diversity (4%). Additional themes appearing in 3% or more of the responses included sense of community, City government, near amenities, clean and well kept, rent control, pedestrian orientation, and friendly people.

In response to the question, “What do you like least about living in West Hollywood,” traffic and circulation accounted for 11% of the complaints and lack of parking generated 8%. Other negative comments included housing costs (4%), mix of cultures (3%), and homeless presence (3%).

### Likes & Dislikes

#### Q41. What do you like best about living in West Hollywood?

Likes	% Response*
Safe & quiet	8%
Central location	6%
Charming & fun	5%
Cultural diversity	4%
Sense of Community	3%
Other	3%
City government	3%
Near Amenities	3%
Clean & well-kept	3%
Rent control	3%
Pedestrian orientation	3%
Friendly people	3%

#### Q42. What do you like least about living in West Hollywood?

Dislikes	% Response*
Traffic & circulation	11%
Lack of parking	8%
Housing costs	4%
Mix of cultures	3%
Homeless presence	3%

\*Note: % Response is the number of responses divided by the total responses to this question (115 responses). Some respondents provided multiple responses. Only those responses accounting for 3% or more of the total are reported.

## WEST HOLLYWOOD SPEAKS

*Target Population Findings:*

# Immigrants from the former Soviet Union



*“The Russian immigrant community praises strong rent control, the Gateway Project, friendly Sheriffs and City officials, and having the best social services programs in Southern California.”*

## PROFILE OF IMMIGRANTS FROM THE FORMER SOVIET UNION

### OUTCOMES OF FOCUS GROUPS, INTERVIEWS, AND THE COMMUNITY FORUM

“There has been a growing impact of the Russian immigrant community in the political life of West Hollywood.”

Participation in the life of West Hollywood is touted as a major accomplishment for the Russian community as is the presence and appreciation of Russian culture. The Russian Advisory Board and City Hall’s “open door policy” are met with significant approval. Also deemed as most favorable is the process of City governance and management. The Russian immigrant community praises strong rent control, the Gateway Project, “friendly Sheriffs and City officials,” and “having the best social service programs in southern California.” They recognize the duality of West Hollywood – eastside and westside – and believe the City “strives to make the City better for all.”

Services that meet the needs and concerns of the Russian immigrant population include:

- Russian speaking staff in City Hall
- Having the only Russian Advisory Board in Los Angeles County, and the only one east of New York City
- Russian Cultural events
- Russian art exhibit
- Inclusion in the West Hollywood Book Fair
- The Conversation Café, affording non-English and English speaking participants opportunities to converse and learn about real people and their lives
- The Russian Veteran’s Memorial
- Services and advocacy provided by the Russian Community Center

What remains as priorities for change? Eastside development is a key issue, with much discussion of the desire for the east side of the City to be renovated to be as beautiful as the westside. Housing remains a critical concern, with affordability at the top of the list; this impacts current residents and especially affects Seniors. Renters express the need for improved relations with landlords. Transportation could be improved with increased frequency of busses, information about routes and timing, and more bus stops.

While it was stated that “you can live here without speaking English,” isolation is not the intention. Russians and non-Russians express a desire that “people associate with each other,” particularly by having more occasions for an exchange of culture with other West Hollywood residents. Among the suggestions are City sponsored education programs particularly with regard to religion, nationality, and sexual orientation. Also of note is the hidden Russian talent and expertise that could be brought forth in City events, and also an English-Russian language newspaper.

Specific suggestions to improve quality of life include having more Russian-speaking firefighters, Sheriffs and City officials. Immigrants express interest in regular meetings to provide answers to questions about housing and social services.

### **Other Perspectives**

“What programs and activities merit being kept and promoted?” Russians want to keep Gay and Lesbian Pride events and “our World Famous Halloween” along with programs that promote Russian culture to youth. And reinstate Project Unity-type programs for ongoing forums for cultural and education exchange.

The desire to “age in place” is a concern also expressed community-wide to help provide resources so people can stay in their homes as long as possible. Other questions emerge regarding maintaining secure rents and generally ensuring the City remains affordable.

The presence of the Russian Advisory Board is seen as an outstanding marker for City progress, however, also valued is that “there are Russian members on Public Safety, on Rent Stabilization, and serving elsewhere so there is more give and take, more involvement by the Russian community in the total community.”

City-wide, residents want increased programming for young children and teens about Russian culture. A specific concern regarding Russian youth is how “these teens in particular will run into the same problems as American born youth; we can have programs that reach them and teach them” about culture, and options to make healthy life choices.

Many respondents describe the importance of the City promoting and developing habits of healthy living for residents. This could include having increased opportunities for physical exercise and learning to make smart decisions about nutrition.

The value of Russian cultural events is echoed in all constituent groups, as well as the desire for more. Ideas have been offered such as having a library to serve the Russian speaking population, and finding ways for more involvement by the entire community in diverse cultural events.

## **OVERVIEW OF SURVEY RESULTS**

Eight percent of the responses to the survey were from households that include immigrants from the former Soviet Union. Estimates developed based on the 2000 Census suggest that citywide about 9% of the households emigrated from the former Soviet Union. Thus, the survey data is representative of conditions in West Hollywood.

Statistical analyses were conducted to identify how the responses of the immigrants from the former Soviet Union differ from those of the rest of the community. See Appendix B for more information on the statistical comparisons. Significant differences between the immigrants from the former Soviet Union and remainder of the sample are summarized below.

Compared to other City residents, immigrants from the former Soviet Union assign higher ratings to several of the Community Programs and Services: after-school programs and

summer day camp for children, childcare, job training and/or placement, measures to control rents and preserve the current stock of rental units, and programs for at-risk youth. They are also more satisfied with the program to expand and enhance the library facility and services, compared to other survey respondents.

Fifty-seven percent of the immigrants from the former Soviet Union use transit three or more days per month. These residents are more likely to use all of the transportation services, except the Red Line Metro, more often than the other City residents. The immigrants from the former Soviet Union are also more likely to use transit services for medical appointments and shopping and errands. To encourage use of transit services, these respondents request assistance getting to and from transit vehicles.

The housing situation of the immigrants from the former Soviet Union differed from the rest of the community on several items. The people who emigrated from the former Soviet Union are more likely to live in an apartment or duplex and less likely to live in a condo or detached single family home, than the rest of the sample. They are also more likely to live with a domestic partner or spouse. These respondents are more likely to rent under a government housing subsidy program and their monthly rent is lower.

The people who emigrated from the former Soviet Union differ from the rest of the sample on some of the background characteristics. Compared to other City residents, they are more likely to speak Russian in the home. They are less likely to be working part or full time. They are more likely to have incomes under \$25,000 and to be living on a fixed income. The immigrants from the former Soviet Union are more likely to be seniors (over 65) and less likely to be young (under 35). Finally, they are more likely to be heterosexual, compared to other City residents.

The community survey invited residents to express their views on a wide range of issues of local importance. In the remainder of the report, results are reported as percents. Immigrants from the former Soviet Union accounted for 44 of the survey responses. With a sample of this size, the margin of error is about plus or minus 10%. Care should be taken when comparing the results of this sample to those of previous years because of the small, but representative, sample size.

## PROGRAMS AND SERVICES

Four of the survey questions addressed community programs and services. The survey respondents assigned importance and satisfaction ratings to 21 programs and services, described the two most important social services needs of their household, responded to a list of potential household health issues, and listed needs of the household related to health issues.

### **Programs and Services Ratings**

The first question on the survey asked the immigrants from the former Soviet Union to rate the importance of the City's financial support for 21 community programs and services. The survey respondents also indicated their satisfaction with the City's current performance. Both

importance and satisfaction ratings were made using a five-point scale that ranged from low (1) to moderate (3) to high (5).

Importance ratings were computed for the 21 programs and services by calculating the percentage of respondents who assigned a rating of 4 or 5 on the five-point scale. Six community programs and services were rated as important by over 80% of the immigrants from the former Soviet Union: neighborhood crime prevention programs (94%), measures to control rents and preserve the stock of rental units (90%), disaster and emergency preparedness measures (88%), job training and/or placement (83%), law enforcement services (81%), and low cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (81%).

Ten of the community programs and services were rated as important by between 60% and 80% of the immigrants from the former Soviet Union: assistance in resolving landlord/tenant disputes (79%), food or meals for residents with special needs (77%), preservation and development of additional affordable housing (76%), childcare (74%), programs for at-risk youth (73%), drug/alcohol abuse counseling/treatment (71%), counseling/emotional support (69%), after-school programs and summer day camp for children (65%), park and recreation programs (64%), and services and shelter for homeless people (63%).

Satisfaction ratings for the same programs and services were computed by calculating the percentage of respondents that assigned a rating of 3 or greater on the five-point rating scale. Nine of the community programs and services were rated satisfactory by 85% or more of the respondents: low-cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (100%), expand and enhance the library facility and services (97%), food or meals for residents with special needs (93%), park and recreation programs (93%), special events, festivals, and community gatherings (92%), revitalization of deteriorated commercial areas (92%), HIV prevention and transmission information (92%), neighborhood crime prevention programs (89%), and law enforcement services (88%).

Five of the community programs and services were rated as satisfactory by between 75% and 85% of the immigrants from the former Soviet Union: childcare (82%), assistance in resolving landlord/tenant disputes (79%), counseling/emotional support (76%), drug/alcohol abuse counseling (75%), and preservation and development of additional affordable housing (75%).

Both the importance and satisfaction ratings are presented in the graph that accompanies Question 1 as percent important and percent satisfied. Also included is a detailed table of the programs and services showing the percentage of respondents who rated the programs as low, moderate, and high in importance and satisfaction.

## **Household Social Service Needs**

An open-ended question asked the immigrants from the former Soviet Union to list the two most important social services needs of their household. A total of 18 households generated 32 responses to this question. The results are presented in the table that accompanies Question 2. The most frequently mentioned social services were medical services (19%), legal services (13%), affordable housing (9%), and law enforcement/crime prevention (9%). In addition, rent control measures, child and youth programs, and employment services were mentioned by 6% of the respondents.

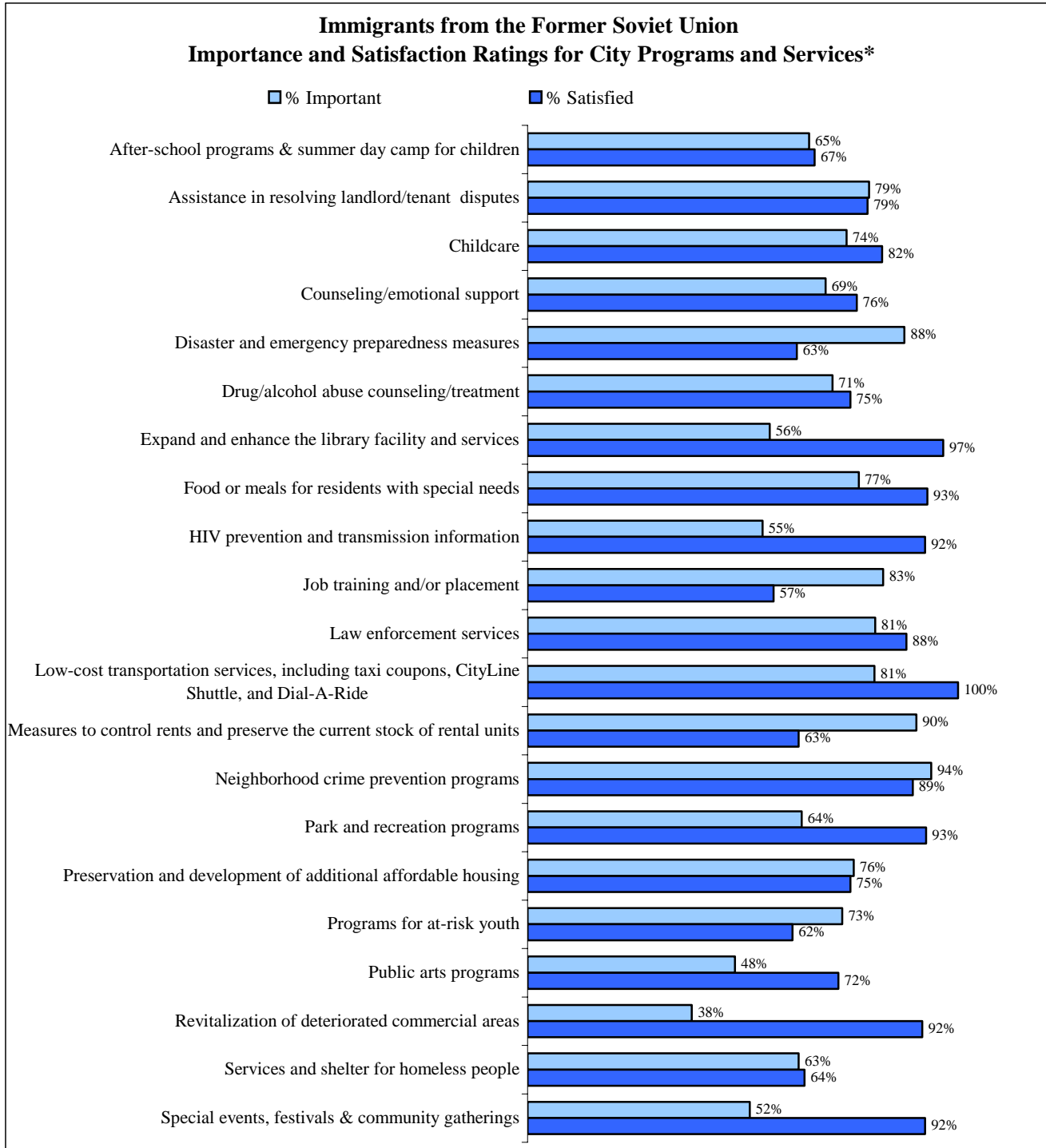
## **Household Health Issues and Related Needs**

The respondents were asked to identify health issues that affected their household. Thirty-six percent of the immigrants from the former Soviet Union reported one or more health issues. The main health issues identified were mobility impairments (20%), hearing or sight impairments (20%), and mental or emotional disability (5%). Other health issues identified by 2% or less of the respondents included learning disabilities, heart disease, diabetes, and respiratory disorders (see Question 3).

Respondents were asked to list any particular health related needs of their household, and 2 people identified specific needs. These health needs (presented in Question 4) included in-home services and escorted transportation.

Programs & Services

**QUESTION 1: Please indicate the importance of the City’s financial support for each of the programs or services listed below and your satisfaction with the City’s current performance by circling the numbers that best represent your views.**



\*Note: % Important reflects a rating of 4 or 5 on a five point scale. % Satisfied reflects a rating of 3 or better on a five point scale.



## Programs & Services

<b>Importance</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	0%	0%	35%	27%	38%
Assistance in resolving landlord/tenant disputes	0%	3%	17%	21%	59%
Childcare	7%	0%	19%	33%	41%
Counseling/emotional support	4%	8%	19%	35%	35%
Disaster and emergency preparedness measures	0%	4%	8%	13%	75%
Drug/alcohol abuse counseling/treatment	8%	8%	13%	33%	38%
Expand and enhance the library facility and services	3%	13%	28%	25%	31%
Food or meals for residents with special needs	0%	4%	19%	23%	54%
HIV prevention and transmission information	5%	14%	27%	18%	36%
Job training and/or placement	0%	4%	13%	30%	52%
Law enforcement services	0%	8%	12%	23%	58%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	3%	0%	17%	17%	64%
Measures to control rents and preserve the current stock of rental units	0%	3%	6%	13%	77%
Neighborhood crime prevention programs	0%	6%	0%	28%	66%
Park and recreation programs	9%	3%	24%	33%	30%
Preservation and development of additional affordable housing	6%	6%	12%	24%	52%
Programs for at-risk youth	0%	4%	23%	27%	46%
Public arts programs	11%	15%	26%	26%	22%
Revitalization of deteriorated commercial areas	10%	5%	48%	24%	14%
Services and shelter for homeless people	11%	4%	22%	22%	41%
Special events, festivals & community gatherings	13%	0%	35%	32%	19%
<b>Satisfaction</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	7%	27%	53%	0%	13%
Assistance in resolving landlord/tenant disputes	11%	11%	47%	16%	16%
Childcare	6%	12%	53%	12%	18%
Counseling/emotional support	6%	18%	35%	24%	18%
Disaster and emergency preparedness measures	6%	31%	19%	13%	31%
Drug/alcohol abuse counseling/treatment	17%	8%	8%	42%	25%
Expand and enhance the library facility and services	3%	0%	24%	38%	34%
Food or meals for residents with special needs	0%	7%	21%	36%	36%
HIV prevention and transmission information	0%	8%	15%	54%	23%
Job training and/or placement	14%	29%	29%	21%	7%
Law enforcement services	0%	12%	32%	32%	24%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	0%	0%	24%	40%	36%
Measures to control rents and preserve the current stock of rental units	7%	30%	15%	26%	22%
Neighborhood crime prevention programs	5%	5%	16%	32%	42%
Park and recreation programs	4%	4%	30%	37%	26%
Preservation and development of additional affordable housing	13%	13%	54%	21%	0%
Programs for at-risk youth	23%	15%	54%	8%	0%
Public arts programs	17%	11%	22%	33%	17%
Revitalization of deteriorated commercial areas	0%	8%	58%	25%	8%
Services and shelter for homeless people	7%	29%	36%	7%	21%
Special events, festivals & community gatherings	4%	4%	23%	46%	23%

Programs & Services

**QUESTION 2. What are the two most important social services needs of your household?**

Service	% Response*
Medical services	19%
Legal services	13%
Affordable housing	9%
Law enforcement/crime prevention	9%
Rent control measures	6%
Child & youth programs	6%
Employment services	6%

\*Note: 18 Households generated 32 responses to this question. % Response is based on 32 responses. Only those categories accounting for 3% or more of the total (when divided by 32) are reported.

**QUESTION 3. Is your household affected by one of these health issues?**

Health Issue	% Households*
HIV/AIDS	0%
Hearing or sight impairment	20%
Mobility impairment	20%
Learning disability	2%
Developmental disability	0%
Mental or emotional disability	5%
Other medical disability	11%

Other medical disabilities noted consisted primarily of heart disease, diabetes & respiratory disorders.

\*Note: 36% of these households reported one or more health issues. % Households is based on the total number of surveys returned by Immigrants from the former Soviet Union (44) and sums to more than 36% because some households reported multiple health issues.

**QUESTION 4. Please list particular social services needs of your household related to health issues.**

Responses are listed in descending order of frequency*
In-home services
Escorted transportation

\*Note: Based on 2 responses.

## TRANSPORTATION SERVICES

A series of questions examined use of transportation services. Seven transit options were evaluated for frequency of use and quality of service. Respondents also reported transit destinations, indicated ways to increase transit use, and suggested how to improve transportation services.

### **Frequency of Use and Quality of Service**

The survey respondents were asked to report how often they used each of seven transit options. The options evaluated included the CityLine Shuttle, Dial-A-Ride, Taxi Coupons, Access Services, the MTA Bus, the DASH Bus, and the Red Line Metro (see Question 5).

The transportation services most frequently used by the immigrants from the former Soviet Union (listed in order of amount of use) were Taxi Coupons, the CityLine Shuttle, the MTA Bus, and the DASH Bus. About 48% of the households report using Taxi Coupons regularly (more than 3 times per month). Other regular usage rates included 46% for the CityLine Shuttle, 44% for the MTA Bus, and 35% for the DASH Bus. Some households use more than one type of public transit; 57% of the households report regular use of one or more types of transit.

Three of these transportation services are need based. Dial-A-Ride and Taxi Coupons are available to people with disabilities and Seniors, while Access Services are available to people with disabilities. Forty-eight percent of the immigrants from the former Soviet Union reported regular use of taxi coupons, while both Dial-A-Ride and Access Services are each used regularly by 15% of the households.

Ratings of the quality of the transportation services are presented in the table that accompanies Question 6. Each of these transportation services were rated as good or very good by over 50% of the transit users. Four services were rated as good or very good by 80% or more of the transit users: the Red Line Metro (100%), Taxi Coupons (88%), the DASH Bus (84%), and Dial-A-Ride (80%).

### **Transit Destinations**

The transit users were asked to identify their destinations. The most frequent transit destinations were medical appointments (64%), shopping and errands (50%), and work (11%).

### **Ways to Increase Transit Use and How to Improve Transportation Services**

The respondents indicated the three most important things that could be done to increase use of transportation services from a list of 10 options (see Question 8). The improvements identified by over 25% of the immigrants from the former Soviet Union include increasing the frequency of transit service (50%) and reduce the cost of transit services (25%). About one-fifth (18%) of the respondents indicated that nothing would get them to use public transit more often, because they prefer to drive.

Transportation Services

**QUESTION 5. How often do you use each of the following transportation services?**

	I have never used it	2 or less days per month	Between 3 and 10 days per month	10 or more days per month	Not aware of this service
<b>CityLine Shuttle</b>	30%	20%	33%	13%	3%
<b>Dial A Ride</b>	60%	15%	10%	5%	10%
<b>Taxi Coupons</b>	24%	18%	36%	12%	9%
<b>Access Services</b>	45%	30%	10%	5%	10%
<b>MTA Bus</b>	22%	30%	7%	37%	4%
<b>DASH Bus</b>	30%	37%	15%	15%	4%
<b>Red Line Metro</b>	81%	19%	0%	0%	0%

**Percent of households that use transit 3 or more days per month: 57%**

**QUESTION 6. How would you rate the quality of these transportation services?**

	Poor	Fair	Good	Very Good
<b>CityLine Shuttle</b>	0%	20%	27%	53%
<b>Dial A Ride</b>	0%	20%	40%	40%
<b>Taxi Coupons</b>	0%	12%	47%	41%
<b>Access Services</b>	11%	22%	33%	33%
<b>MTA Bus</b>	6%	19%	50%	25%
<b>DASH Bus</b>	0%	15%	38%	46%
<b>Red Line Metro</b>	0%	0%	33%	67%

**QUESTION 7. If you use transit services, where do you go?**

	% Households*	Other destinations listed in descending order of frequency
Medical appointments	64%	Social occasions
Shopping & errands	50%	Cemetery
Work	11%	
Other destinations	11%	

\*Note: Respondents could check more than one destination. % Households is based on the total number of surveys (44).

Transportation Services

**QUESTION 8. Please place a checkmark next to the THREE MOST IMPORTANT things West Hollywood could do to encourage you to use transit services more often.**

Suggestions	% Households*
Provide better information about routes/times	23%
Increase how frequently the transit services run	50%
Better connections between transit services	20%
Reduce the cost of transit	25%
Expand transit services to additional areas	20%
Assistance getting to and from the transit vehicle	16%
Assistance getting into and out of the transit vehicle	11%
Increase the helpfulness of transit drivers	7%
Nothing, I prefer to drive	18%
Nothing, I prefer to walk or bicycle	0%

\*Note: Respondents were asked to check three suggestions. % Households is the number of responses to each suggestion divided by the sample size (44 households) and thus will sum to more than 100%.

**QUESTION 9. How else can the City improve transportation services?**

Most of the suggestions for improving transit services echoed the list of potential upgrades provided in Question 8. Some of the other suggestions are listed below in descending order of frequency.

- Add more routes
- Provide more personalized services for people with special needs
- Improve reliability & punctuality

SALES TAX

The City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Question 10 asked if the City should increase sales taxes to provide more of these sorts of services to City residents. An increase in the City’s sales tax was supported by 22% of the immigrants from the former Soviet Union. If there were a sales tax increase, most of the respondents (84%) felt that the money should go to the City of West Hollywood rather than Los Angeles County (see Question 11).

Sales Tax

**QUESTION 10. Currently, the City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Should the City increase sales taxes, which are part of the General Fund, to provide more of these sorts of services to City residents?**

Yes	22%
No	78%

**QUESTION 11. If sales taxes were to increase by half a percent, would you prefer to see the funds go to Los Angeles County or to the City of West Hollywood?**

Los Angeles County	16%
City of West Hollywood	84%

HOUSING SITUATION

On the average, the immigrants from the former Soviet Union have lived in the City for 12 years (see Question 13) and in their current housing unit for 9 years (see Question 14).

Most of the immigrants from the former Soviet Union (85%) live in apartments or duplexes, while others live in condominiums or townhouses (10%), as shown in Question 15. Most of the respondents rent their residence with subsidy (55%), while others either own their residence (13%) or rent without a government subsidy (33%).

The majority of the respondents live with one other person (57%) or alone (29%), as shown in Question 16. Adults who live together (Question 18) tend to be domestic partners or spouses (56%) rather than housemates (2%). Fourteen percent of the households include children (see Question 17). Most of the families with children have two children (50%). The ages of the children are relatively evenly distributed.

Three questions specifically targeted renters. As reported by the survey respondents, the average monthly rent in West Hollywood is \$601 (see Question 20) and the average monthly cost of utilities is \$61 (see Question 21), resulting in an average monthly gross rent of \$662. The 2000 Census reported an average monthly gross rent of \$832.

Renters were asked to rate the condition of various features of their rental housing (see Question 22A). Smoke detectors were rated in good condition by 79% of the renters; and doors, windows and screens and carpeting and floors were rated in good condition by 72%. The renters felt most comfortable asking their landlord to repair or replace plumbing, smoke detectors, plumbing, and bathroom fixtures (see Question 22B).

Some of the households that returned the survey contributed additional comments about housing issues in West Hollywood. The responses are shown in the table that accompanies Question 23. The immigrants from the former Soviet Union encouraged the City to continue to create and preserve affordable housing and rent control. They also believed it was important to preserve the existing scale and character of residential areas.

Housing Situation

**QUESTION 12. Are you a resident of West Hollywood?**

Yes	100%
No	0%

**QUESTION 13. If so, about how many years have you lived in West Hollywood?\***

	Average Years
WH2006	12
WH2000	7
SS1998	5

**QUESTION 14. About how many years have you lived in your current housing unit?**

	Average Years
WH2006	9

**QUESTION 15. What kind of housing do you live in?\***

	WH2006	SS1998
Apartment or duplex	85%	88%
Condominium or townhouse	10%	6%
Detached single family home	0%	0%
Other	5%	4%

\*Note: Where available, comparison data from four sources is included: the most current survey (WH2006), the survey conducted in 2000 (WH2000), the 2000 Census (CEN2000), and the 1998 Social Services survey (SS1998).

## Housing Situation

### QUESTION 16. How many people live in your home, including yourself?

	WH2006	SS1998
1 person	29%	13%
2 people	57%	40%
3 people	2%	23%
4 or more people	12%	24%

### QUESTION 17. Please list the ages of children 18 years or younger who live in your household.

	WH2006	WH2000	SS1998
Percent of households w/ children	14%	42%	33%

Ages of children	% Response*
Under 5	18%
5 to 12	45%
13 and over	36%

Number of children	% Response*
1 child	33%
2 children	50%
3 or more children	17%

\*Note: Based on a sample of 11 children.

### QUESTION 18. Do you live with another adult?

	WH2006	SS1998
I live by myself	32%	36%
I live with my domestic partner/spouse	56%	
I live with a roommate/housemate	2%	
Other	10%	

Common responses in the "Other" category included relatives, such as parents or adult children.

### QUESTION 19. Please check what best describes your housing situation.

	WH2006	SS1998
I own my own residence or share ownership	13%	6%
I rent under a government housing subsidy program (HUD building, Section 8, West Hollywood Housing Corporation)	55%	32%
I rent my residence (no housing subsidy)	33%	62%
Other	0%	0%



Housing Situation

**QUESTION 20. If you rent housing, what is the monthly rent?**

Average	\$601
Minimum	\$179
Maximum	\$1,500

**QUESTION 21. If you rent housing, what additional amount do you pay for basic utilities (such as electricity, natural gas, water, and sewer) in an average month?**

Average	\$61
Minimum	\$20
Maximum	\$200

	<b>WH2006</b>
Average rent plus utilities	\$662

**QUESTION 22A. Please rate the quality of these items in your rental housing unit.**

**QUESTION 22B. Would you feel comfortable asking your landlord to repair or replace this item, if it were in poor condition?**

% Good		% Yes	% No
72%	Doors, windows and screens	63%	38%
72%	Carpeting and flooring	52%	48%
69%	Window coverings	61%	39%
62%	Plumbing	80%	20%
63%	Bathroom fixtures	70%	30%
57%	Interior paint	58%	42%
79%	Smoke detectors	78%	22%

**QUESTION 23. Do you have any additional comments about housing issues in West Hollywood?**

---

Create & preserve affordable housing and rent control.  
 Preserve the existing scale & character of residential areas.

COMMUNITY DEMOGRAPHICS

Survey respondents were asked to provide some personal information about their household and themselves. This information allows the responses of different segments of the community, such as Seniors or families with children, to be compiled separately. The inclusion of demographic data also allows analysis of response rates, which helps determine if the survey responses are representative of the community as a whole.

Two of the questions addressed where the responding households were located in West Hollywood. The immigrants from the former Soviet Union were divided among the three areas of the City: west of La Cienega (26%), east of La Cienega and west of Crescent Heights (26%), and east of Crescent Heights and West of La Brea (47%), as shown in Question 24.

Most of the respondents live in either the 90069 (26%) or 90046 (72%) zip code areas (see Question 25).

Immigration and related issues was the topic of four of the questions. By definition, 100% of the immigrants from the former Soviet Union emigrated from another country (see Question 26).

The average length of residence for the immigrants from the former Soviet Republic was 18 years.

The main language people speak in the home is Russian (95%), with English (5%) as the second largest alternative language (see Question 28). These results are similar to the 1998 and 2000 community surveys.

Demographics			
<b>Q24. Which of the following best describes the area in which you live?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
West of La Cienega	26%	19%	11%
East of La Cienega, W. of Crescent Heights	26%	19%	14%
East of Crescent Heights, W. of La Brea	47%	63%	75%
<b>Q25. What zip code do you live in?</b>			
	<b>90069</b>	<b>90046</b>	<b>90048</b>
	26%	72%	2%
<b>Q26. Did you immigrate to the United States from another country?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	100%	100%	100%
<b>Q27. If YES, from _____ in 19 ____.*</b>			
	<b>Percent</b>	<b>Average Length of Residence</b>	
Former Soviet Republic	100%	18 years	
*Note: Based on a sample of 44.			
<b>Q28. What is the main language you speak at home?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
English	5%	8%	0%
Russian	95%	90%	100%
Spanish	0%	0%	0%
Other	0%	2%	0%
<b>Q29. Are you a citizen of the United States?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	93%	49%	31%

## Demographics

**Q30. Do you work in the City of W. Hollywood?**

	WH2006	WH2000	SS1998
Yes	7%	19%	6%

**Q31. Do you own a business in the City of West Hollywood?**

	WH2006	WH2000
Yes	2%	5%

**Q32. What is your current working situation?**

	WH2006	WH2000	SS1998
Working full time	24%	39%	32%
Working part-time	2%	11%	9%
Unemployed, seeking work	0%	7%	14%
Unemployed, not seeking work	2%	2%	0%
Full-time homemaker	5%	0%	0%
Retired	62%	27%	32%
Student	2%	9%	7%
Other	2%	5%	7%

**Q33. Are you:**

	WH2006	WH2000	SS1998
Male	50%	43%	51%
Female	50%	55%	49%
Transgender		2%	0%

**Q34. Are you transgender?**

	WH2006
Yes	0%

\*Note: Question format was changed in WH2006 survey.

**Q35. How old are you?**

	WH2006	WH2000	SS1998
18-24	0%	9%	4%
25-34	3%	28%	18%
35-44	15%	16%	10%
45-54	10%	12%	10%
55-64	8%	7%	16%
65-80	51%	21%	40%
80+	13%	7%	2%

As shown in Question 29, most of the immigrants from the former Soviet Union (93%) are U.S. citizens, and this percent is substantially higher than previous surveys.

Questions 30 through 32 addressed employment status. Seven percent of the survey respondents work in West Hollywood (see Question 30).

Of the survey respondents, 2% own businesses in the City (see Question 31).

Most of the immigrants from the former Soviet Union are retired (62%), while 24% work full time and 2% are working part-time. Compared to past surveys, the percent who are retired has increased substantially.

Gender was the topic of two questions. Half (50%) of the respondents are male, and 50% are female (see Question 33). None of this population is transgender (see Question 34).

None of the respondents who were immigrants from the former Soviet Union were under 24. Three percent of the respondents were from the 25-34 age range, which is lower than results of previous surveys (see Question 35).

The 35-44 age range accounted for 15% of the responses, the 45-54 age range accounted for 10%, and the 55-64 age range accounted for 8%. Fifty-one percent are between 65 and 80 years of age and 13% are over 80 years of age.

The educational status of the respondents is presented in Question 36. Most of the respondents (72%) had at least some college, with 29% having a college degree and 26% having a graduate education. This is similar to the results of previous surveys.

The respondents reported their racial or ethnic background in Question 37. One hundred percent of immigrants from the former Soviet Union listed themselves as belonging to the Anglo/White/Caucasian race.

The sexual orientation of the respondents is presented in Question 38. Gay males accounted for 0% of the sample, Heterosexuals for 88%, Lesbians for 0%, and Bisexuals for 13%.

The immigrants from the former Soviet Union were asked to report their annual household income before taxes. Those who live with a roommate/housemate were asked to only count their own income. Seventy-three percent of the respondents reported annual incomes of less than \$25,000. Twenty-four percent reported annual incomes between \$25,000 and \$100,000. Three percent reported annual incomes over \$100,000.

These income results are similar to the results from the West Hollywood Community Survey in 2000.

Seventy-five percent of the respondents live on a fixed income.

Demographics			
<b>Q36. How many years of education have you completed?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Less than 12 years	14%	7%	4%
Completed high school	14%	14%	16%
Some college	17%	19%	24%
4-year college degree	29%	33%	16%
Graduate education	26%	28%	41%
<b>Q37. What is your racial or ethnic background?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
African-American	0%	0%	2%
Latino/Latina	0%	0%	0%
Other Anglo/White/Caucasian	100%	89%	92%
Native American	0%	0%	0%
Asian or Pacific Islander	0%	0%	0%
Other	0%	11%	6%
<b>Q38. Do you identify yourself as:</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Bisexual	13%	5%	7%
Gay male	0%	5%	0%
Heterosexual	88%	91%	93%
Lesbian	0%	0%	0%
<b>Q39. What is the approximate annual income (before taxes) for your household?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
LT \$10,000 a year	34%	26%	10%
\$10,000-\$14,999	13%	33%	15%
\$15,000-\$24,999	26%	14%	33%
\$25,000-\$34,999	3%	16%	17%
\$35,000-\$49,999	8%	5%	8%
\$50,000-\$74,999	11%	0%	6%
\$75,000-\$99,999	3%	5%	2%
\$100,000-\$149,999	3%		
\$150,000 or more	0%	2%	0%
<b>Q40. Do you live on a fixed income?</b>			
	<b>WH2006</b>		
Yes	75%		

## LIKES AND DISLIKES

The final questions on the survey asked residents what they liked best and least about living in West Hollywood. The respondents generated a list of about 30 characteristics that they liked about West Hollywood and about 20 characteristics that they did not like.

Many immigrants from the former Soviet Union listed multiple reasons to like West Hollywood: The most frequent responses fell into the general categories of Russian culture (18%), safe and quiet (7%), and clean and well-kept (7%). Additional themes appearing in 4% or more of the responses included central location, friendly people, near to amenities, and shopping and restaurants.

In response to the question, “What do you like least about living in West Hollywood,” untidy and unclean, housing costs, and homeless presence were each identified in 7% of the negative comments and lack of department stores accounted for 4%.

### Likes & Dislikes

#### Q41. What do you like best about living in West Hollywood?

Likes	% Response*
Russian culture	18%
Safe & quiet	7%
Clean & well-kept	7%
Central location	4%
Friendly people	4%
Near Amenities	4%
Shopping & restaurants	4%

#### Q42. What do you like least about living in West Hollywood?

Dislikes	% Response*
Untidy & unclean	7%
Housing costs	7%
Homeless presence	7%
Lack of department stores	4%

\*Note: % Response is the number of responses divided by the total responses to this question (45 responses). Some respondents provided multiple responses. Only those responses accounting for 3% or more of the total are reported.

## WEST HOLLYWOOD SPEAKS

*Target Population Findings:*

# Women

*“Women are looking for ways in which the diverse groups in the community can be connected – whether it is through the arts, political action, community service, or social activities.”*



## PROFILE OF WOMEN

### OUTCOMES OF FOCUS GROUPS, INTERVIEWS, AND THE COMMUNITY FORUM

“Women like to live in West Hollywood: on weekends they like to go to the gym, shop and walk to great restaurants. And they want to feel safe. They’re moving here for good reason.”

Women do see West Hollywood as a desirable place to live, offering many amenities

- safety, with “visible law enforcement”
- clean, well-maintained city
- centrally located
- access to public and human services
- sense of “community with a small town feel”
- progressive politics
- near cultural amenities of theatre, arts, music
- diversity
- City-sponsored events, with many specifically noted, including Saturdays in the Park, Gay Pride, Dyke March, New Year’s Eve, Human Rights Speaker Series, Women in Leadership Awards, and the Book Fair.
- positive opportunities to participate in different ways culturally and politically
- Boards and Commission that allow for representation and participation so being proactive is possible

This list comes about, according to the voices of women constituents, through being a “financially solvent, even a rich city, that has a solid tax base.” Recent projects such as the renovated Santa Monica Boulevard, and the Millennium and Gateway Projects demonstrate the City is moving to maximize opportunity and improve the environs. Also, this is “a small city with, generally, an educated population.” There is apparent “commitment of City staff and the populace, to advance a fairly cohesive political philosophy” where “residents feel they can participate.” There are both “many professionals—lawyers, doctors, social workers, entertainment folks— alongside many human service organizations – NCJW, Free Clinic, Jewish Family Services, APLA, PATH. This is not occurring everywhere.”

To maintain the desirability of the City requires an investment in affordable housing and “better integration of diverse groups into the overall life of West Hollywood.” The entire community, including women, would benefit from “more cultural venues where the arts can be advanced and performance arts be presented right here within the boundaries of the City.” Arts and crafts should also be thought of as representing all levels of participation, with the “doing” of art made possible with City sponsored studio space and public exhibits, not simply by having galleries within City limits. Women, Lesbian and straight, also want more social outlets, to participate in stimulating and engaging events and “not get lost talking to themselves on computers,” but feeling their place is also within the hub of West Hollywood.

General concerns for City growth, land use and transportation and parking all come up in discussion as does the maintenance of community safety. However, when the conversation

turns to specific women-related topics, there is agreement that “more needs to be known about the women in West Hollywood – who are we?” By knowing the status of women in West Hollywood, “including demographics and employment information,” the City could “target programs and social services at this population.

Incentives are “needed for women and Lesbian owned businesses.” There is ample room on the “political landscape for women as elected and appointed officials” to include their “creative insights.” Age also comes into play in addressing the needs of women here. The City has a history worth continuing: “nurturing young Lesbians and Gay males, particularly through outreach and education opportunities to replace any idea of being a ‘throwaway’ with a feeling of worth.” As young adults entering independence and the workforce, women are identified as “having bread and butter issues: housing and employment,” while “elder women may need daily services for household maintenance or errands.” There is a need for “increased funding and education for all women regarding health and finances.” For women who need or want to enter the job market, support services can include job training, mental health services, and advocacy or assistance with federal programs. Transgender women, in particular, cite job training and placement as well as education for businesses as a priority. A central repository of information that applies to women, with City Hall being a place to gather and make this knowledge available would be an advantage to this constituent group.

### **Other Perspectives**

“What are other people being interviewed talking about?” Constituent groups want to know. Each group wants “the other” to participate in their events, interests, issues – all toward being a more cohesive single community. This is across the board, with women articulating this viewpoint most succinctly by stating, “How do we get men to be interested in what we are doing? We absolutely want to have shared experiences.”

Women have many roles including parents, elders, and caretakers of elders. There is agreement that many people in LGBT or aging communities “don’t have children or advocates for health care and other needs; as health goes people are not able to advocate for themselves” and the City may be the entity “that has to watch out for their needs.”

Concern for all things green and growing comes up for all groups, and women repeatedly describe appreciation for pocket parks, gardens, and the renovation of Santa Monica Boulevard. They also want West Hollywood to become a model City for caring for the environment.

## OVERVIEW OF SURVEY RESULTS

Women account for 43% of the survey respondents. Statistical analyses were conducted to identify how the responses of women differed from those of the rest of the community. See Appendix B for more information on the statistical comparisons. Significant differences between the women and the remainder of the sample are summarized below.

The women’s ratings of programs and services differed from those of the male respondents in several ways. The women rated the following programs as more important: after-school programs and summer day camp for children, childcare, low-cost transportation services, and



services and shelter for homeless people. They were also more satisfied with programs to provide assistance in resolving landlord / tenant disputes and low-cost transportation services.

Overall, women and men were equally likely to use public transportation, but women were more likely to use taxi coupons. In order to encourage more use of transit services, more women requested assistance getting into and out of transit vehicles. The women were less likely to say that nothing would encourage more transit use because they prefer to walk or bicycle than were the men.

With respect to housing situation, the women have lived in their current housing unit longer than have the men and the women are more likely to live alone.

The female respondents differed from the male respondents on five of the demographic characteristics. Women were less likely to be working part or full time. They were more likely to have incomes less than \$25,000 and to be living on a fixed income. More of the women were heterosexual and more were over 65, compared to the men.

The community survey invited residents to express their views on a wide range of issues of local importance. In the remainder of the report, results are reported as percents. Women accounted for 260 of the survey responses. With a sample of this size, the margin of error is plus or minus 7%.

## PROGRAMS AND SERVICES

Four of the survey questions addressed community programs and services. The survey respondents assigned importance and satisfaction ratings to 21 programs and services, described the two most important social services needs of their household, responded to a list of potential household health issues, and listed needs of the household related to health issues.

### **Programs and Services Ratings**

The first question on the survey asked the Women residents to rate the importance of the City's financial support for 21 community programs and services. The survey respondents also indicated their satisfaction with the City's current performance. Both importance and satisfaction ratings were made using a five-point scale that ranged from low (1) to moderate (3) to high (5).

Importance ratings were computed for the 21 programs and services by calculating the percentage of respondents who assigned a rating of 4 or 5 on the five-point scale. Three community programs and services were rated as important by over 80% of the women respondents: law enforcement services (91%), disaster and emergency preparedness measures (87%), and neighborhood crime prevention programs (87%).

Ten of the community programs and services were rated as important by between 60% and 80% of the female survey respondents: revitalization of deteriorated commercial areas (72%), measures to control rents and preserve the stock of rental units (72%), HIV prevention and transmission information (69%), assistance in resolving landlord/tenant disputes (69%), low cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (69%),

park and recreation programs (69%), expand and enhance library facility and services (68%), preservation and development of additional affordable housing (68%), food or meals for residents with special needs (67%), and services and shelter for homeless people (64%).

Satisfaction ratings for the same programs and services were computed by calculating the percentage of respondents that assigned a rating of 3 or greater on the five-point rating scale. Eight of the community programs and services were rated satisfactory by 85% or more of these respondents: HIV prevention and transmission information (95%), park and recreation programs (92%), food or meals for residents with special needs (91%), law enforcement services (90%), low-cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (90%), special events, festivals, and community gatherings (89%), assistance in resolving landlord/tenant disputes (86%), and childcare (85%).

Eight of the community programs and services were rated as satisfactory by between 75% and 85% of the women: neighborhood crime prevention programs (84%), after-school programs and summer day camp for children (82%), counseling/emotional support (81%), drug/alcohol abuse counseling (81%), expand and enhance the library facility and services (79%), and public arts programs (79%), programs for at-risk youth (79%), and revitalization of deteriorated commercial areas (78%).

Both the importance and satisfaction ratings are presented in the graph that accompanies Question 1 as percent important and percent satisfied. Also included is a detailed table of the programs and services showing the percentage of respondents who rated the programs as low, moderate, and high in importance and satisfaction.

### **Household Social Service Needs**

An open-ended question asked the women respondents to list the two most important social services needs of their household. A total of 142 households generated 253 responses to this question. The results are presented in the table that accompanies Question 2. The most frequently mentioned social services were legal services (14%), medical services (13%), and law enforcement/crime prevention (8%). In addition, senior and disability services, homeless services, affordable housing, and childcare were mentioned by 5% or more of the female respondents; counseling/ emotional support, home delivered meals, and rent control measures were mentioned by 4%; child and youth programs, transportation assistance, landlord/tenant dispute resolution, and job training and placement were mentioned by 3%.

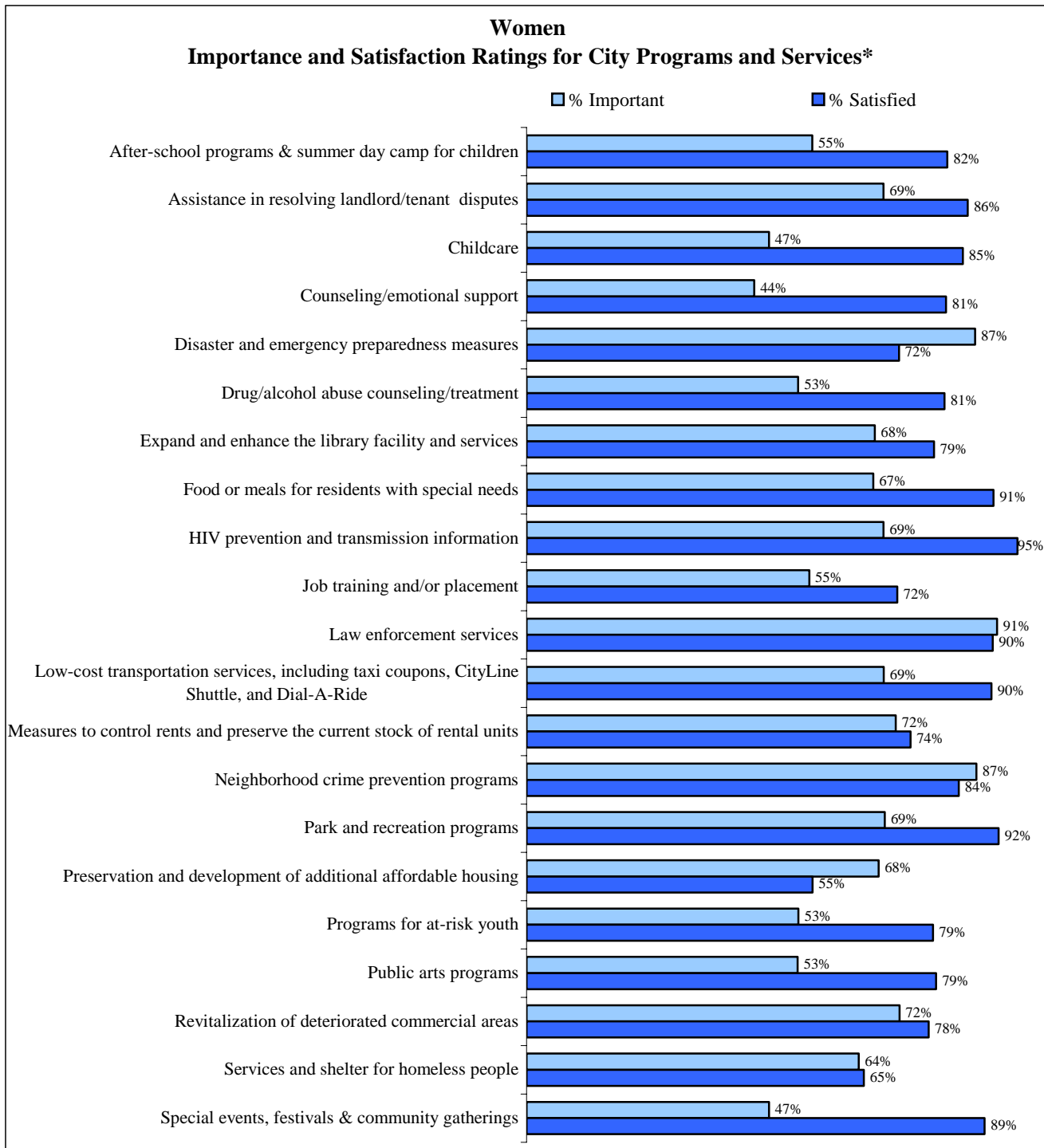
### **Household Health Issues and Related Needs**

The women respondents were asked to identify health issues that affected their household. Twenty-seven percent of the households reported one or more health issues. The main health issues identified were mobility impairments (13%), hearing or sight impairments (10%), and mental or emotional disability (5%), as shown in Question 3.

Respondents were asked to list any particular health related needs of their household, and 31 women identified specific needs. The health needs (presented in Question 4) listed by more than 10% of the women included affordable medical care, transportation, escorted transportation, in-home services, and health insurance.

Programs & Services

**QUESTION 1: Please indicate the importance of the City’s financial support for each of the programs or services listed below and your satisfaction with the City’s current performance by circling the numbers that best represent your views.**



\*Note: % Important reflects a rating of 4 or 5 on a five point scale. % Satisfied reflects a rating of 3 or better on a five point scale.

## Programs & Services

<b>Importance</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	16%	7%	22%	24%	31%
Assistance in resolving landlord/tenant disputes	5%	5%	21%	22%	47%
Childcare	21%	6%	26%	22%	25%
Counseling/emotional support	17%	9%	30%	21%	23%
Disaster and emergency preparedness measures	2%	2%	9%	21%	66%
Drug/alcohol abuse counseling/treatment	13%	10%	24%	24%	29%
Expand and enhance the library facility and services	4%	4%	25%	22%	45%
Food or meals for residents with special needs	7%	5%	21%	32%	35%
HIV prevention and transmission information	6%	7%	17%	20%	50%
Job training and/or placement	9%	11%	25%	27%	27%
Law enforcement services	0%	2%	6%	22%	69%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	3%	5%	23%	22%	47%
Measures to control rents and preserve the current stock of rental units	9%	6%	13%	10%	61%
Neighborhood crime prevention programs	0%	3%	10%	22%	65%
Park and recreation programs	2%	7%	22%	28%	41%
Preservation and development of additional affordable housing	13%	7%	13%	17%	51%
Programs for at-risk youth	9%	9%	29%	21%	32%
Public arts programs	7%	11%	29%	23%	29%
Revitalization of deteriorated commercial areas	4%	6%	18%	28%	45%
Services and shelter for homeless people	11%	7%	18%	30%	35%
Special events, festivals & community gatherings	11%	12%	31%	20%	27%
<b>Satisfaction</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	3%	16%	47%	18%	16%
Assistance in resolving landlord/tenant disputes	3%	11%	31%	31%	24%
Childcare	8%	8%	38%	23%	23%
Counseling/emotional support	8%	10%	34%	24%	24%
Disaster and emergency preparedness measures	10%	18%	33%	23%	16%
Drug/alcohol abuse counseling/treatment	9%	10%	28%	36%	17%
Expand and enhance the library facility and services	12%	9%	33%	31%	15%
Food or meals for residents with special needs	3%	7%	38%	32%	20%
HIV prevention and transmission information	1%	4%	20%	42%	33%
Job training and/or placement	17%	11%	39%	22%	11%
Law enforcement services	2%	7%	18%	43%	30%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	6%	4%	25%	30%	35%
Measures to control rents and preserve the current stock of rental units	14%	11%	31%	17%	26%
Neighborhood crime prevention programs	5%	11%	32%	30%	22%
Park and recreation programs	2%	6%	30%	35%	27%
Preservation and development of additional affordable housing	18%	26%	34%	15%	6%
Programs for at-risk youth	8%	13%	54%	17%	8%
Public arts programs	7%	13%	35%	29%	16%
Revitalization of deteriorated commercial areas	8%	14%	41%	25%	13%
Services and shelter for homeless people	17%	18%	37%	20%	8%
Special events, festivals & community gatherings	6%	6%	21%	25%	42%

## Programs & Services

### QUESTION 2. What are the two most important social services needs of your household?

Service	% Response*
Legal services	14%
Medical services	13%
Law enforcement/crime prevention	8%
Senior & disabled services	7%
Homeless services/shelter & food	6%
Affordable housing	5%
Childcare	5%
Counseling/emotional support	4%
Home delivered meals	4%
Rent control measures	4%
Child & youth programs	3%
Transportation assistance	3%
Landlord/tenant dispute resolution	3%
Job training and/or placement	3%

\*Note: 142 Households generated 253 responses to this question. % Response is based on 253 responses. Only those categories accounting for 3% or more of the total (when divided by 253) are reported.

### QUESTION 3. Is your household affected by one of these health issues?

Health Issue	% Households*
HIV/AIDS	2%
Hearing or sight impairment	10%
Mobility impairment	13%
Learning disability	2%
Developmental disability	1%
Mental or emotional disability	5%
Other medical disability	6%

Other medical disabilities noted consisted primarily of heart disease, diabetes & respiratory disorders.

\*Note: 27% of the households reported one or more health issues. % Households is based on the total number of surveys returned by women (261) and sums to more than 27% because some households reported multiple health issues.

### QUESTION 4. Please list particular social services needs of your household related to health issues.

Responses are listed in descending order of frequency*
Affordable medical care
Transportation
Escorted transportation
In-home services
Health insurance

\*Note: Based on 31 responses. Only those categories accounting for 10% or more of the total are reported.

## TRANSPORTATION SERVICES

A series of questions examined transportation services. Seven transit options were evaluated for frequency of use and quality of service. Respondents also reported transit destinations, indicated ways to increase transit use, and suggested how to improve transportation services.

### **Frequency of Use and Quality of Service**

The survey respondents were asked to report how often they used each of seven transit options. The options evaluated included the CityLine Shuttle, Dial-A-Ride, Taxi Coupons, Access Services, the MTA Bus, the DASH Bus, and the Red Line Metro (see Question 5).

The transportation services most frequently used by women (listed in order of amount of use) were the MTA Bus, Taxi Coupons, the DASH Bus, and the CityLine Shuttle. About 18% of the women report using the MTA Bus regularly (more than 3 times per month). Taxi Coupons, the DASH Bus, and the CityLine Shuttle are each used regularly by about 10% of the women. Some households use more than one type of public transit; 24% of the women report regular use of one or more types of transit.

Three of these transportation services are need based. Dial-A-Ride and Taxi Coupons are available to people with disabilities and Seniors, while Access Services are available to people with disabilities. Eleven percent of the women report regular use of taxi coupons, while both Dial-A-Ride and Access Services are each used by 3% of these households regularly.

Ratings of the quality of the transportation services are presented in the table that accompanies Question 6. Each of these transportation services were rated as good or very good by over 50% of the female transit users. Three services were rated as good or very good by 70% or more of the women transit users: the DASH Bus (85%), the Red Line Metro (79%), and the CityLine Shuttle (71%).

### **Transit Destinations**

The women were asked to identify their destinations. The most frequent transit destinations were shopping and errands (29%), medical appointments (23%), and work (13%). Other destinations included movies and restaurants, car mechanic, school, airport or train station, and social occasions (see Question 7).

### **Ways to Increase Transit Use and How to Improve Transportation Services**

The women respondents identified the three most important things that would encourage more use of transportation services from a list of 10 options (see Question 8). The improvements identified by over 25% of the women respondents include providing better information about routes and times (42%) and increasing the frequency of transit service (34%). About one-third (32%) of the respondents indicated that nothing would get them to use public transit more often, because they prefer to drive.

An open-ended question encouraged respondents to list ways to improve City transportation services. Most of the suggestions for improving transit services echoed the list of potential

upgrades provided in Question 8. Other suggestions included upgrading the cleanliness and comfort of buses and bus stops, expanding the hours of operation (especially of the DASH Bus and CityLine Shuttle), adding light rail and subway lines, and provide more personalized services for people with special needs (see Question 9).

**Transportation Services**

**QUESTION 5. How often do you use each of the following transportation services?**

	I have never used it	2 or less days per month	Between 3 and 10 days per month	10 or more days per month	Not aware of this service
<b>CityLine Shuttle</b>	73%	12%	6%	2%	6%
<b>Dial A Ride</b>	81%	4%	3%	0%	11%
<b>Taxi Coupons</b>	66%	10%	7%	4%	14%
<b>Access Services</b>	81%	4%	3%	0%	12%
<b>MTA Bus</b>	57%	24%	5%	13%	1%
<b>DASH Bus</b>	71%	16%	6%	4%	4%
<b>Red Line Metro</b>	72%	19%	3%	2%	4%

**Percent of households that use transit 3 or more days per month: 24%**

**QUESTION 6. How would you rate the quality of these transportation services?**

	Poor	Fair	Good	Very Good
<b>CityLine Shuttle</b>	7%	22%	42%	29%
<b>Dial A Ride</b>	25%	10%	30%	35%
<b>Taxi Coupons</b>	19%	14%	33%	33%
<b>Access Services</b>	31%	13%	31%	25%
<b>MTA Bus</b>	6%	30%	44%	20%
<b>DASH Bus</b>	2%	13%	38%	47%
<b>Red Line Metro</b>	2%	19%	47%	32%

**QUESTION 7. If you use transit services, where do you go?**

	% Households*	Other destinations listed in descending order of frequency
Medical appointments	23%	Movies, restaurants
Shopping & errands	29%	Car mechanic
Work	13%	School
Other destinations	13%	Airport, train station
		Social occasions

\*Note: Respondents could check more than one destination. % Households is based on the total number of surveys (261).

## Transportation Services

**QUESTION 8. Please place a checkmark next to the THREE MOST IMPORTANT things West Hollywood could do to encourage you to use transit services more often.**

Suggestions	% Households*
Provide better information about routes/times	42%
Increase how frequently the transit services run	34%
Better connections between transit services	24%
Reduce the cost of transit	13%
Expand transit services to additional areas	14%
Assistance getting to and from the transit vehicle	8%
Assistance getting into and out of the transit vehicle	8%
Increase the helpfulness of transit drivers	10%
Nothing, I prefer to drive	32%
Nothing, I prefer to walk or bicycle	13%

\*Note: Respondents were asked to check three suggestions. % Households is the number of responses to each suggestion divided by the sample size (261 households) and thus will sum to more than 100%.

**QUESTION 9. How else can the City improve transportation services?**

---

Most of the suggestions for improving transit services echoed the list of potential upgrades provided in Question 8. Other suggestions are listed below in descending order of frequency.

---

- Upgrade the cleanliness & comfort of buses and bus stops
  - Expand hours of operation, especially of DASH & CityLine
  - Add light rail & subway lines
  - Provide more personalized services for people with special needs
- 

## SALES TAX

The City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Question 10 asked if the City should increase sales taxes to provide more of these sorts of services to City residents. An increase in the City's sales tax was supported by 28% of the women respondents. If there were a sales tax increase, most of the women (87%) felt that the money should go to the City of West Hollywood rather than Los Angeles County (see Question 11).



Sales Tax

**QUESTION 10. Currently, the City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Should the City increase sales taxes, which are part of the General Fund, to provide more of these sorts of services to City residents?**

Yes	28%
No	72%

**QUESTION 11. If sales taxes were to increase by half a percent, would you prefer to see the funds go to Los Angeles County or to the City of West Hollywood?**

Los Angeles County	13%
City of West Hollywood	87%

HOUSING SITUATION

On the average, the women respondents have lived in the City for 14 years (see Question 13) and in their current housing unit for 10 years (see Question 14).

Most of the women (63%) live in apartments or duplexes, while others live in condominiums or townhouses (28%) or single family homes (9%), as shown in Question 15. Most of them rent their residence without subsidy (57%), while others either own their residence (34%) or rent with a government subsidy (8%).

The majority of the women live alone (60%) or with one other person (29%), as shown in Question 16. Adults who live together (Question 18) tend to be domestic partners or spouses (29%) rather than housemates (6%). Nine percent of these households include children (see Question 17). Most of the women with children have a single child (58%).

Three questions specifically targeted renters. As reported by the women, the average monthly rent in West Hollywood is \$954 (see Question 20) and the average monthly cost of utilities is \$62 (see Question 21), resulting in an average monthly gross rent of \$1,015. The 2000 Census reported an average monthly gross rent of \$832.

Renters were asked to rate the condition of various features of their rental housing (see Question 22A). Smoke detectors were rated in good condition by 57% of the women and interior paint was rated in good condition by 45%. The women felt most comfortable asking their landlord to repair or replace smoke detectors, plumbing, bathroom fixtures, and doors windows and screens (see Question 22B).

About one-third of the households that returned the survey contributed additional comments about housing issues in West Hollywood. The responses accounting for 10% or more of the total are shown in the table that accompanies Question 23. Of these households, 31% encouraged the City to continue to create and preserve affordable housing. The next most frequent response encouraged the City to enforce property maintenance standards, which accounted for 29% of the responses.

Eleven percent of the responses related to preserving the existing scale and character of residential areas. Requiring adequate parking was mentioned by 10% of the respondents.


 Housing Situation
 
**QUESTION 12. Are you a resident of West Hollywood?**

Yes	100%
No	0%

**QUESTION 13. If so, about how many years have you lived in West Hollywood?\***

	Average Years
WH2006	14
WH2000	13
SS1998	10

**QUESTION 14. About how many years have you lived in your current housing unit?**

	Average Years
WH2006	11

**QUESTION 15. What kind of housing do you live in?\***

	WH2006	SS1998
Apartment or duplex	63%	71%
Condominium or townhouse	28%	19%
Detached single family home	9%	8%
Other	0%	1%

\*Note: Where available, comparison data from four sources is included: the most current survey (WH2006), the survey conducted in 2000 (WH2000), the 2000 Census (CEN2000), and the 1998 Social Services survey (SS1998).

## Housing Situation

### QUESTION 16. How many people live in your home, including yourself?

	WH2006	SS1998
1 person	60%	62%
2 people	29%	25%
3 people	7%	6%
4 or more people	4%	8%

### QUESTION 17. Please list the ages of children 18 years or younger who live in your household.

	WH2006	WH2000	SS1998
Percent of households w/ children	9%	7%	13%

Ages of children	% Response*
Under 5	39%
5 to 12	33%
13 and over	28%

Number of children	% Response*
1 child	58%
2 children	33%
3 or more children	8%

\*Note: based on a sample of 36 children.

### QUESTION 18. Do you live with another adult?

	WH2006	SS1998
I live by myself	60%	61%
I live with my domestic partner/spouse	29%	
I live with a roommate/housemate	6%	
Other	6%	

Common responses in the "Other" category included relatives, such as parents or adult children.

### QUESTION 19. Please check what best describes your housing situation.

	WH2006	SS1998
I own my own residence or share ownership	34%	23%
I rent under a government housing subsidy program (HUD building, Section 8, West Hollywood Housing Corporation)	8%	6%
I rent my residence (no housing subsidy)	57%	68%
Other	1%	2%

Housing Situation

**QUESTION 20. If you rent housing, what is the monthly rent?**

Average	\$954
Minimum	\$123
Maximum	\$2,400

**QUESTION 21. If you rent housing, what additional amount do you pay for basic utilities (such as electricity, natural gas, water, and sewer) in an average month?**

Average	\$62
Minimum	\$17
Maximum	\$400

	<b>WH2006</b>
Average rent plus utilities	\$1,015

**QUESTION 22A. Please rate the quality of these items in your rental housing unit.**

**QUESTION 22B. Would you feel comfortable asking your landlord to repair or replace this item, if it were in poor condition?**

% Good		% Yes	% No
33%	Doors, windows and screens	62%	38%
33%	Carpeting and flooring	54%	46%
36%	Window coverings	51%	49%
37%	Plumbing	77%	23%
38%	Bathroom fixtures	65%	35%
45%	Interior paint	56%	44%
57%	Smoke detectors	79%	21%

**QUESTION 23. Do you have any additional comments about housing issues in West Hollywood?**

	Topics	% Response*
	Create & preserve affordable housing	31%
	Enforce property maintenance standards	29%
Preserve the existing scale & character of residential areas		11%
	Require adequate parking	10%

\*Note: % Response is the number of responses divided by the total responses to this question (83). Only those responses accounting for at least 10% of the total are included here.

COMMUNITY DEMOGRAPHICS

Survey respondents were asked to provide some personal information about their household and themselves. This information allows the responses of different segments of the community, such as Seniors or families with children, to be compiled separately. The inclusion of demographic data also allows analysis of response rates, which helps determine if the survey responses are representative of the community as a whole.

Two of the questions addressed where the responding households were located in West Hollywood. The responses from women were fairly evenly divided among the three areas of the City: west of La Cienega (39%), east of La Cienega and west of Crescent Heights (32%), and east of Crescent Heights and West of La Brea (30%), as shown in Question 24. These results were similar to those of previous surveys.

Most of these respondents live in either the 90069 (48%) or 90046 (41%) zip code areas (see Question 25).

Immigration and related issues were the topics of four questions. According to Question 26, about 23% of the women respondents emigrated from another country, which is similar to the results of previous surveys.

Most of the immigrants came from the former Soviet Union (37%), Western Europe (25%), or Latin America (12%). The average length of residence was longest for the immigrants from Western Europe (46 years) and shortest for the immigrants from the former Soviet Republic (19 years).

Demographics			
<b>Q24. Which of the following best describes the area in which you live?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
West of La Cienega	39%	31%	33%
East of La Cienega, W. of Crescent Heights	32%	37%	35%
East of Crescent Heights, W. of La Brea	30%	32%	32%
<b>Q25. What zip code do you live in?</b>			
	<b>90069</b>	<b>90046</b>	<b>90048</b>
	48%	41%	11%
<b>Q26. Did you immigrate to the United States from another country?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	23%	20%	29%
<b>Q27. If YES, from _____ in 19 ____ .</b>			
	<b>Percent</b>	<b>Average Length of Residence</b>	
Former Soviet Republic	37%	19 years	
Latin America	12%	34 years	
Western Europe	25%	46 years	
Other	26%	37 years	
<b>Q28. What is the main language you speak at home?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
English	90%	90%	85%
Russian	8%	5%	10%
Spanish	1%	1%	3%
Other	2%	4%	2%
<b>Q29. Are you a citizen of the United States?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	97%	92%	87%

## Demographics

**Q30. Do you work in the City of W. Hollywood?**

	WH2006	WH2000	SS1998
Yes	13%	20%	20%

**Q31. Do you own a business in the City of West Hollywood?**

	WH2006	WH2000
Yes	4%	8%

**Q32. What is your current working situation?**

	WH2006	WH2000	SS1998
Working full time	46%	61%	51%
Working part-time	16%	10%	15%
Unemployed, seeking work	5%	3%	6%
Unemployed, not seeking work	0%	1%	1%
Full-time homemaker	3%	1%	2%
Retired	25%	17%	15%
Student	2%	0%	4%
Other	3%	7%	8%

**Q33. Are you:**

	WH2006	WH2000	SS1998
Male	0%	0%	0%
Female	100%	100%	100%

**Q34. Are you transgender?**

	WH2006
Yes	2%

**Q35. How old are you?**

	WH2006	WH2000	SS1998
18-24	4%	3%	4%
25-34	20%	24%	30%
35-44	20%	22%	22%
45-54	12%	17%	15%
55-64	18%	13%	6%
65-80	19%	12%	18%
80+	7%	9%	4%

The main language women speak in the home is English (90%), with Russian (8%) as the second largest alternative language (see Question 28). These results are similar to the 1998 and 2000 community surveys.

As shown in Question 29, most of the women (97%) are U.S. citizens.

Questions 30 through 32 addressed employment status. Thirteen percent of the women work in West Hollywood, which is somewhat lower than the percentage found in previous surveys (see Question 30).

Of these respondents, 4% own businesses in the City (see Question 31).

Most of the women respondents work full time (46%), while 25% are retired, 16% are working part-time, and 5% are unemployed seeking work. These results are similar to the results of previous surveys.

Gender was the topic of two questions. All of the respondents are female (see Question 33). Two percent of the population is transgender (see Question 34).

Few (4%) of the respondents were under 24, as would be expected from the results of previous surveys. Twenty percent of the respondents were from the 25-34 age range (see Question 35).

The 35-44 age range accounted for 20% of the responses, the 45-54 age range accounted for 12%, and the 55-64 age range accounted for 18%. Nineteen percent are between 65 and 80 years of age and 7% are over 80 years of age.

The educational status of the women is presented in Question 36. Most of the respondents (90%) had at least some college, with 38% having a college degree and 27% having a graduate education. This is similar to the results of previous surveys.

The women reported their racial or ethnic background in Question 37. Six percent are Latino/Latina, while 85% are from other Anglo/White/Caucasian races. Asian or Pacific Islanders accounted for 5% of the sample, African-Americans for 2%, and others for 1%. These results are similar to previous surveys.

The sexual orientation of the respondents is presented in Question 38. Heterosexuals accounted for 86% of the sample, Lesbians for 10%, and Bisexuals for 4%. These results are similar to those of the previous surveys conducted by the City.

The respondents were asked to report their annual household income before taxes. Those who live with a roommate/housemate were asked to only count their own income. Twenty-nine percent of the women respondents reported annual incomes of less than \$25,000. Fifty-four percent reported annual incomes between \$25,000 and \$100,000. Sixteen percent reported annual incomes over \$100,000.

Compared to previous surveys, more households reported annual incomes of over \$100,000 and more households reported annual incomes under \$25,000. Fewer households reported incomes between \$25,000 and \$100,000. This is similar to the trend nationwide.

Thirty-nine percent of the respondents live on a fixed income.

Demographics			
<b>Q36. How many years of education have you completed?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Less than 12 years	3%	0%	2%
Completed high school	7%	11%	7%
Some college	26%	31%	34%
4-year college degree	38%	33%	25%
Graduate education	27%	25%	32%
<b>Q37. What is your racial or ethnic background?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
African-American	2%	3%	3%
Latino/Latina	6%	5%	7%
Other Anglo/White/Caucasian	85%	83%	84%
Native American	0%	1%	3%
Asian or Pacific Islander	5%	1%	1%
Other	1%	7%	3%
<b>Q38. Do you identify yourself as:</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Bisexual	4%	2%	5%
Gay male	0%	0%	0%
Heterosexual	86%	91%	88%
Lesbian	10%	7%	7%
<b>Q39. What is the approximate annual income (before taxes) for your household?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
LT \$10,000 a year	8%	6%	12%
\$10,000-\$14,999	10%	4%	11%
\$15,000-\$24,999	11%	12%	15%
\$25,000-\$34,999	12%	16%	15%
\$35,000-\$49,999	14%	21%	18%
\$50,000-\$74,999	20%	24%	15%
\$75,000-\$99,999	8%	9%	8%
\$100,000-\$149,999	9%	8%	7%
\$150,000 or more	7%		
<b>Q40. Do you live on a fixed income?</b>			
	<b>WH2006</b>		
Yes	39%		

## LIKES AND DISLIKES

The final questions on the survey asked residents what they liked best and least about living in West Hollywood. The women generated a list of over 420 characteristics that they liked about West Hollywood and about 300 characteristics that they did not like.

Many of the women listed multiple reasons to like West Hollywood. The most frequent responses fell into the general categories of central location (8%), safe and quiet (6%), and sense of community (5%). Additional themes appearing in 4% or more of the responses included pedestrian oriented, clean and well kept, and charming and fun. Near amenities, rent control, cultural diversity, shopping and restaurants, and City government were each identified in 3% of the comments.

In response to the question, “What do you like least about living in West Hollywood,” traffic and circulation accounted for 11% of the complaints. Lack of parking generated 6% of the negative comments and noise accounted for 3%.

### Likes & Dislikes

#### Q41. What do you like best about living in West Hollywood?

Likes	% Responses*
Central location	8%
Safe & quiet	6%
Sense of Community	5%
Clean & well-kept	4%
Charming & fun	4%
Pedestrian orientation	4%
Near Amenities	3%
Rent control	3%
Cultural diversity	3%
Shopping & restaurants	3%
City government	3%

#### Q42. What do you like least about living in West Hollywood?

Dislikes	% Responses*
Traffic & circulation	11%
Lack of parking	6%
Noise	3%

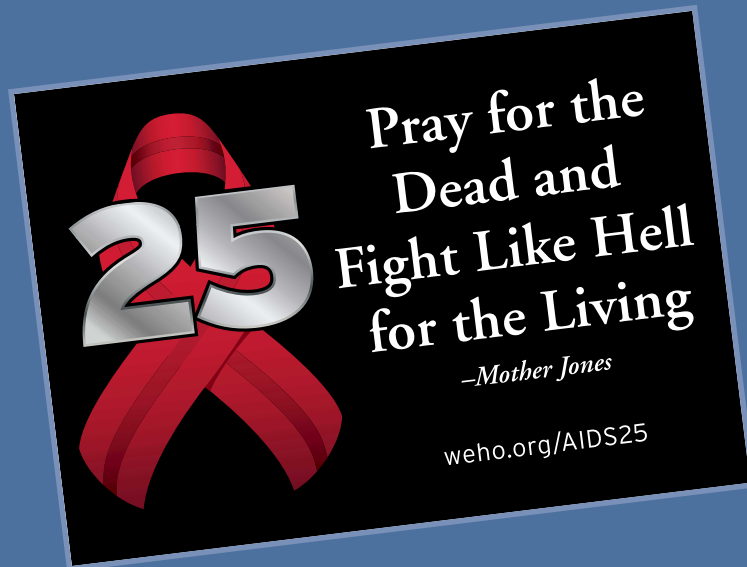
\*Note: % Responses is the number of responses divided by the total responses to this question (721 responses). Some respondents provided multiple responses. Only those responses accounting for 3% or more of the total are reported.



## WEST HOLLYWOOD SPEAKS

# Target Population Findings: Households affected by HIV/AIDS

*“Our needs and lives have changed over time. Instead of conversations on health issues, the focus has shifted to employment vs. disability, affordable housing, and creative outlets to inspire and engage.”*



## PROFILE OF HOUSEHOLDS AFFECTED BY HIV/AIDS

### OUTCOMES OF FOCUS GROUPS, INTERVIEWS, AND THE COMMUNITY FORUM

“West Hollywood involvement with people living with HIV or AIDS goes beyond giving money to organizations. It’s about the discussion we have – how better to serve the population, and to aide the agencies we fund in serving this population.”

West Hollywood offers a “responsive environment,” with “accessible City staff,” and “36,000 residents with common consciousness and attitude.” In this City, founded by “progressive Gay activists,” there is an “established history of programs and service to meet needs within the Gay male community.” This is more than simply being “Gay friendly”; West Hollywood provides a quality of life achieved through the:

- ability to walk to destinations
- numbers of Gay men
- pet friendly
- accessibility of City staff and offices
- City sponsored events such as the Book Fair, Halloween, CSW, World AIDS Day, and comprehensive programs and services designed to meet needs, through:
  - health clinics
  - meal services

“Our needs and lives have changed over time.” Instead of conversations strictly on health issues, the focus has shifted. What are the primary issues and concerns discussed among and about people living with HIV or AIDS now? Housing security and “being priced out of living in West Hollywood.” With an extended life expectancy for many people living with HIV/AIDS, there is a need for vocational training and education that includes outreach to the business community encouraging them to hire this population. Of course, this brings up “the disability versus wage issue: if you work, you can lose your disability.” The City’s allotment of substantial funds to social services is the central point of stability for this population, and this extends to “to help all who live here.” The forum on Crystal Meth provided for “complex and sophisticated conversations, and the presence of public figures telling honest stories provided an excellent role model.” The Transgender Task Force is another example of the City’s ability to respond to current and evolving needs. Service users express concern that nonprofits will need to locate further from the City due to the rising cost of commercial space.

Maintaining a good quality of life is cherished. This is aided by continued social services to care for physical and emotional needs, and an ongoing aggressive outreach campaign about these services since “some people still fall through the cracks.” There is also the desire for an increase in targeted social and recreational activities, programs, and “creative outlets to inspire and engage,” achieved by having offerings and a well-informed populace: “What’s going on? Let people know in a way that stimulates their desire to join in.” This same idea applies to education about health related issues. Continued, aggressive HIV prevention education is a top priority. Circulate information “where the people are”--in local bars and cafés, and “provide more “one-on-one outreach in the community.”

## Other Perspectives

In expressing concern for effects of long term survival rate on people living with HIV/AIDS, many discuss employment as a way to harness the skills and talents of this population, entertainment that does not revolve around drugs or alcohol, and consider future needs, such as “options for City-sponsored home health care.”

The artistic West Hollywood community needs more ongoing support, with space to produce, showcase and sell. To be the “Creative City, the City needs to support creative people.”

How services are delivered to this population whose needs have changed over the years “merits further examination and review.” “Do we support more agencies than we really need?” “Would the City be better served by consolidating agencies that provide similar services so groups are not competing for the same dollars?”

## OVERVIEW OF SURVEY RESULTS

According to the results of the survey, 10% of the households in West Hollywood are affected by HIV/AIDS. In the 2000 survey, 12% of the households responding to the survey reported this health problem. In the 1998 survey, the percentage was 14%.

Statistical analyses were conducted to identify how the responses of the households affected by HIV/AIDS differed from those of the rest of the community. See Appendix B for more information on the statistical comparisons. Significant differences between the households affected by HIV/AIDS and remainder of the sample are summarized below.

In response to the questions about City programs and services, the households affected by HIV/AIDS assign higher importance ratings to programs that provide food and meals for residents with special needs and HIV prevention and transmission information than do the rest of the households. Aside from the prevalence of HIV/AIDS, the health profile of these households is similar to that of the City as a whole.

There are no significant differences between the households affected by AID/HIV and the rest of the City households on either transit or housing related issues. Given that some of the transit services are need based (Dial-A-Ride, Taxi Coupons, and Access Services), it may be notable that the use of these services is average or below in the households affected by HIV/AIDS.

The respondents from the households affected by HIV/AIDS differ from the rest of the sample on some of the background characteristics. These respondents are less likely to be immigrants. They are more likely to work in West Hollywood. They are more likely to be gay males. The respondents from the households affected by HIV/AIDS are less likely to be in the 65 and over age range.

The community survey invited residents to express their views on a wide range of issues of local importance. In the remainder of the report, results are reported as percents. Households

affected by HIV/AIDS accounted for 61 of the survey responses. With a sample of this size, the margin of error is about plus or minus 10%.

## PROGRAMS AND SERVICES

Four of the survey questions addressed community programs and services. The survey respondents assigned importance and satisfaction ratings to 21 programs and services, described the two most important social services needs of their household, responded to a list of potential household health issues, and listed needs of the household related to health issues.

### **Programs and Services Ratings**

The first question on the survey asked residents to rate the importance of the City's financial support for 21 community programs and services. The survey respondents also indicated their satisfaction with the City's current performance. Both importance and satisfaction ratings were made using a five-point scale that ranged from low (1) to moderate (3) to high (5).

Importance ratings were computed for the 21 programs and services by calculating the percentage of respondents who assigned a rating of 4 or 5 on the five-point scale. Four community programs and services were rated as important by over 80% of the households affected by HIV/AIDS: law enforcement services (86%), HIV prevention and transmission information (85%), assistance in resolving landlord/tenant disputes (82%), and disaster and emergency preparedness measures (81%).

Eight of the community programs and services were rated as important by between 60% and 80% of the households affected by HIV/AIDS: food or meals for residents with special needs (79%), revitalization of deteriorated commercial areas (79%), neighborhood crime prevention programs (78%), measures to control rents and preserve the stock of rental units (78%), low cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (75%), drug/alcohol abuse counseling/treatment (66%), expand and enhance library facility and services (65%), and job training and/or placement (62%).

Satisfaction ratings for the same programs and services were computed by calculating the percentage of respondents that assigned a rating of 3 or greater on the five-point rating scale. Five of the community programs and services were rated satisfactory by 85% or more of the households affected by HIV/AIDS: after-school programs and summer day camp for children (100%), HIV prevention and transmission information (91%), special events, festivals, and community gatherings (91%), low-cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (89%), and park and recreation programs (87%).

Seven of the community programs and services were rated as satisfactory by between 75% and 85% of the households affected by HIV/AIDS: law enforcement services (84%), neighborhood crime prevention programs (83%), drug/alcohol abuse counseling (81%), public arts programs (81%), food or meals for residents with special needs (80%), counseling/emotional support (79%), and assistance in resolving landlord/tenant disputes (75%).

Both the importance and satisfaction ratings are presented in the graph that accompanies Question 1 as percent important and percent satisfied. Also included is a detailed table of the programs and services showing the percentage of respondents who rated the programs as low, moderate, and high in importance and satisfaction.

### **Household Social Service Needs**

An open-ended question asked the households affected by HIV/AIDS to list the two most important social services needs of their household. A total of 38 households generated 73 responses to this question. The results are presented in the table that accompanies Question 2. The most frequently mentioned social services were medical services (15%) and legal services (10%). In addition, HIV/AIDS services, counseling and emotional support, HIV prevention information, and landlord/tenant dispute resolution were mentioned by 7% of the respondents; rent control measures, law enforcement/crime prevention, and senior and disability services were mentioned by 5%; affordable housing, GLBT services, and homeless services were mentioned by 4%; and job training and placement, transportation assistance and home delivered meals and drug and alcohol programs were mentioned by 3%.

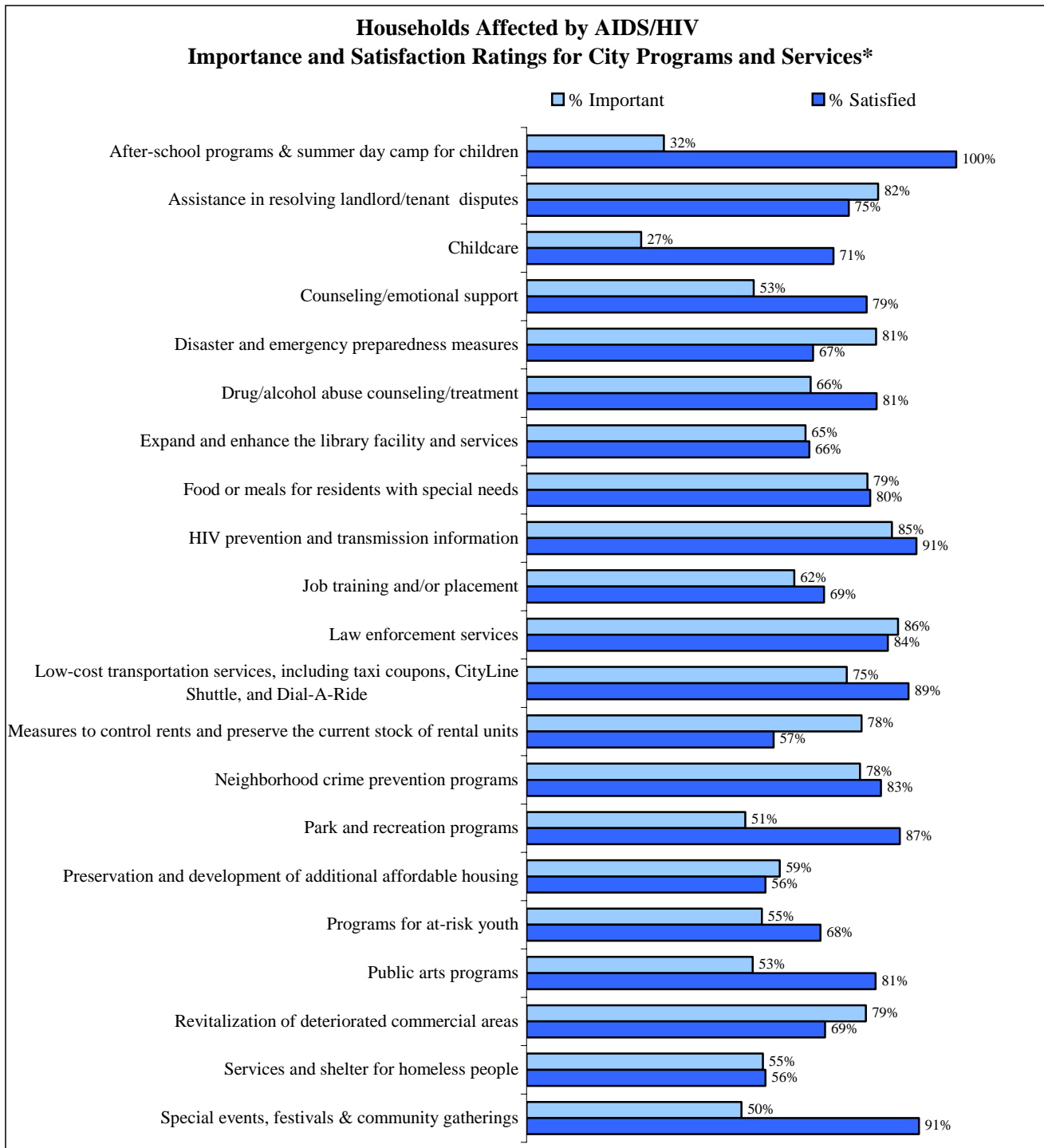
### **Household Health Issues and Related Needs**

The respondents were asked to identify health issues that affected their household. One hundred percent of the households affected by HIV/AIDS reported one or more health issues. The main health issues identified were HIV/AIDS (100%), mental or emotional disability (10%), mobility impairments (7%), learning disabilities (5%), and hearing or sight impairments (2%). Other health issues identified by 1% or less of the respondents included autoimmune disorders (see Question 3).

Respondents were asked to list any particular health related needs of their household, and 16 people identified specific needs. These health needs (presented in Question 4) included affordable medical care, counseling, and transportation.

Programs & Services

**QUESTION 1: Please indicate the importance of the City’s financial support for each of the programs or services listed below and your satisfaction with the City’s current performance by circling the numbers that best represent your views.**



\*Note: % Important reflects a rating of 4 or 5 on a five point scale. % Satisfied reflects a rating of 3 or better on a five point scale.

## Programs & Services

<b>Importance</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	34%	13%	21%	13%	19%
Assistance in resolving landlord/tenant disputes	7%	0%	11%	27%	55%
Childcare	29%	16%	29%	13%	13%
Counseling/emotional support	6%	11%	30%	28%	25%
Disaster and emergency preparedness measures	0%	0%	19%	19%	63%
Drug/alcohol abuse counseling/treatment	7%	5%	21%	27%	39%
Expand and enhance the library facility and services	5%	5%	25%	23%	42%
Food or meals for residents with special needs	3%	2%	16%	34%	45%
HIV prevention and transmission information	2%	0%	13%	22%	63%
Job training and/or placement	9%	8%	21%	36%	26%
Law enforcement services	0%	7%	7%	27%	59%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	2%	4%	20%	33%	42%
Measures to control rents and preserve the current stock of rental units	10%	5%	7%	17%	61%
Neighborhood crime prevention programs	2%	2%	19%	24%	53%
Park and recreation programs	2%	9%	38%	29%	22%
Preservation and development of additional affordable housing	11%	0%	30%	18%	41%
Programs for at-risk youth	8%	8%	30%	36%	19%
Public arts programs	9%	7%	32%	33%	19%
Revitalization of deteriorated commercial areas	2%	2%	18%	33%	46%
Services and shelter for homeless people	10%	5%	30%	28%	27%
Special events, festivals & community gatherings	8%	5%	37%	22%	28%
<b>Satisfaction</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	0%	0%	75%	25%	0%
Assistance in resolving landlord/tenant disputes	11%	14%	42%	17%	17%
Childcare	14%	14%	57%	0%	14%
Counseling/emotional support	4%	17%	42%	33%	4%
Disaster and emergency preparedness measures	11%	22%	37%	22%	7%
Drug/alcohol abuse counseling/treatment	15%	4%	41%	26%	15%
Expand and enhance the library facility and services	8%	26%	32%	29%	5%
Food or meals for residents with special needs	3%	17%	33%	30%	17%
HIV prevention and transmission information	2%	7%	26%	42%	23%
Job training and/or placement	8%	23%	31%	27%	12%
Law enforcement services	2%	14%	27%	36%	20%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	6%	6%	33%	42%	14%
Measures to control rents and preserve the current stock of rental units	17%	26%	23%	21%	13%
Neighborhood crime prevention programs	8%	10%	33%	38%	13%
Park and recreation programs	0%	13%	21%	53%	13%
Preservation and development of additional affordable housing	22%	22%	36%	11%	8%
Programs for at-risk youth	0%	32%	37%	26%	5%
Public arts programs	6%	13%	31%	34%	16%
Revitalization of deteriorated commercial areas	8%	22%	28%	28%	14%
Services and shelter for homeless people	11%	33%	28%	22%	6%
Special events, festivals & community gatherings	4%	4%	22%	35%	35%

Programs & Services

**QUESTION 2. What are the two most important social services needs of your household?**

Service	% Response*
Medical services	15%
Legal services	10%
HIV/AIDS Services	7%
Counseling/emotional support	7%
HIV prevention information	7%
Landlord/tenant dispute resolution	7%
Rent control measures	5%
Law enforcement/crime prevention	5%
Affordable housing	4%
Senior & disabled services	5%
GLBT services	4%
Homeless services/shelter & food	4%
Job training and/or placement	3%
Transportation assistance	3%
Home delivered meals	3%
Drug & alcohol programs	3%
Other	8%

\*Note: 38 Households generated 73 responses to this question. % Response is based on 73 responses. Only those categories accounting for 3% or more of the total (when divided by 73) are reported.

**QUESTION 3. Is your household affected by one of these health issues?**

Health Issue	% Households*
HIV/AIDS	100%
Hearing or sight impairment	2%
Mobility impairment	7%
Learning disability	5%
Developmental disability	0%
Mental or emotional disability	10%
Other medical disability	3%

Other medical disabilities noted consisted of autoimmune disorders.

\*Note: 100% of these households reported one or more health issues. % Households is based on the total number of surveys returned by households affected by HIV/AIDS (61) and sums to more than 100% because some households reported multiple health issues.

**QUESTION 4. Please list particular social services needs of your household related to health issues.**

Responses are listed in descending order of frequency*
Affordable medical care
Counseling
Transportation

\*Note: Based on 16 responses.



## TRANSPORTATION SERVICES

A series of questions examined transportation services. Seven transit options were evaluated for frequency of use and quality of service. Respondents also reported transit destinations, indicated ways to increase transit use, and suggested how to improve transportation services.

### **Frequency of Use and Quality of Service**

The survey respondents were asked to report how often they used each of seven transit options. The options evaluated included the CityLine Shuttle, Dial-A-Ride, Taxi Coupons, Access Services, the MTA Bus, the DASH Bus, and the Red Line Metro (see Question 5).

The most frequently used transportation services by the households affected by HIV/AIDS (listed in order of amount of use) were the MTA Bus, the Red Line Metro, the DASH Bus, and the CityLine Shuttle. About 23% of the households report using the MTA Bus regularly (more than 3 times per month); while 15% report using the Red Line Metro regularly. The DASH Bus and the CityLine Shuttle are each used by about 5% of the households regularly (more than 3 times per month). Some households use more than one type of public transit; 26% of the households report regular use of one or more types of transit.

Three of these transportation services are need based. Dial-A-Ride and Taxi Coupons are available to people with disabilities and Seniors, while Access Services are available to people with disabilities. Five percent of the households affected by HIV/AIDS report regular use of taxi coupons. None of these households reported use of Access services. Two percent reported occasional use of Dial-A-Ride.

Ratings of the quality of the transportation services are presented in the table that accompanies Question 6. Each of these transportation services were rated as good or very good by over 50% of the transit users. The DASH Bus was rated as good or very good by 82% of the transit users.

### **Transit Destinations**

The transit users were asked to identify their destinations. The most frequent transit destinations were shopping and errands (34%), work (30%), and medical appointments (25%). Other destinations popular destinations included bars and beaches, movies and restaurants, and downtown (see Question 7).

### **Ways to Increase Transit Use and How to Improve Transportation Services**

The respondents indicated the three most important actions that would encourage increased use of transportation services from a list of 10 options (see Question 8). The improvements identified by over 25% of the households affected by HIV/AIDS include providing better information about routes and times (38%), increasing how frequently transit service runs (38%), and providing better connections between transit services (25%). About one-third (36%) of the respondents indicated that nothing would get them to use public transit more often, because they prefer to drive.

Transportation Services

**QUESTION 5. How often do you use each of the following transportation services?**

	I have never used it	2 or less days per month	Between 3 and 10 days per month	10 or more days per month	Not aware of this service
<b>CityLine Shuttle</b>	71%	20%	3%	2%	3%
<b>Dial A Ride</b>	90%	2%	0%	0%	9%
<b>Taxi Coupons</b>	88%	0%	3%	2%	7%
<b>Access Services</b>	86%	0%	0%	0%	14%
<b>MTA Bus</b>	53%	23%	5%	18%	0%
<b>DASH Bus</b>	78%	14%	3%	3%	2%
<b>Red Line Metro</b>	59%	25%	12%	3%	0%

**Percent of households that use transit 3 or more days per month: 26%**

**QUESTION 6. How would you rate the quality of these transportation services?**

	Poor	Fair	Good	Very Good
<b>CityLine Shuttle</b>	8%	25%	42%	25%
<b>Dial A Ride</b>	0%	0%	100%	0%
<b>Taxi Coupons</b>	33%	0%	33%	33%
<b>Access Services</b>	0%	0%	0%	0%
<b>MTA Bus</b>	9%	36%	36%	18%
<b>DASH Bus</b>	0%	18%	64%	18%
<b>Red Line Metro</b>	11%	22%	44%	22%

**QUESTION 7. If you use transit services, where do you go?**

	% Households*	<u>Other destinations listed in descending order of frequency</u>
Medical appointments	25%	Bars, beach
Shopping & errands	34%	Movies, restaurants
Work	30%	Downtown
Other destinations	20%	

\*Note: Respondents could check more than one destination. % Households is based on the total number of surveys (61).

Transportation Services

**QUESTION 8. Please place a checkmark next to the THREE MOST IMPORTANT things West Hollywood could do to encourage you to use transit services more often.**

Suggestions	% Households*
Provide better information about routes/times	38%
Increase how frequently the transit services run	38%
Better connections between transit services	25%
Reduce the cost of transit	8%
Expand transit services to additional areas	18%
Assistance getting to and from the transit vehicle	2%
Assistance getting into and out of the transit vehicle	0%
Increase the helpfulness of transit drivers	16%
Nothing, I prefer to drive	36%
Nothing, I prefer to walk or bicycle	23%

\*Note: Respondents were asked to check three suggestions. % Households is the number of responses to each suggestion divided by the sample size (61 households) and thus will sum to more than 100%.

**QUESTION 9. How else can the City improve transportation services?**

Most of the suggestions for improving transit services echoed the list of potential upgrades provided in Question 8. Some of the other suggestions are listed below in descending order of frequency.

- Add light rail & subway lines
- Upgrade the cleanliness & comfort of buses and bus stops
- Improve traffic flow with bike lanes, transit lanes & smarter signals
- Expand hours of operation, especially of DASH & CityLine

SALES TAX

The City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Question 10 asked if the City should increase sales taxes to provide more of these sorts of services to City residents. An increase in the City’s sales tax was supported by 36% of the households affected by HIV/AIDS. If there were a sales tax increase, most of the respondents (95%) felt that the money should go to the City of West Hollywood rather than Los Angeles County (see Question 11).

Sales Tax

**QUESTION 10. Currently, the City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Should the City increase sales taxes, which are part of the General Fund, to provide more of these sorts of services to City residents?**

Yes	36%
No	64%

**QUESTION 11. If sales taxes were to increase by half a percent, would you prefer to see the funds go to Los Angeles County or to the City of West Hollywood?**

Los Angeles County	5%
City of West Hollywood	95%

HOUSING SITUATION

On the average, the respondents from households affected by HIV/AIDS have lived in the City for 12 years (see Question 13) and in their current housing unit for 8 years (see Question 14).

Most of the respondents from households affected by HIV/AIDS (63%) live in apartments or duplexes, while others live in condominiums or townhouses (29%) or single family homes (7%), as shown in Question 15. Most of the respondents rent their residence without subsidy (61%), while others either own their residence (34%) or rent with a government subsidy (5%).

The majority of these respondents live alone (55%) or with one other person (42%), as shown in Question 16. Adults who live together (Question 18) tend to be domestic partners or spouses (36%) rather than housemates (10%). None of the households affected by HIV/AIDS include children (see Question 17).

Three questions specifically targeted renters. As reported by the survey respondents, the average monthly rent in West Hollywood is \$1,061 (see Question 20) and the average monthly cost of utilities is \$87 (see Question 21), resulting in an average monthly gross rent of \$1,147. The 2000 Census reported an average monthly gross rent of \$832.

Renters were asked to rate the condition of various features of their rental housing (see Question 22A). Smoke detectors were rated in good condition by 67% of the renters and none of the other features were rated in good condition by over 50%. The renters felt most comfortable asking their landlord to repair or replace plumbing, smoke detectors, doors windows and screens, and interior paint (see Question 22B).

Over one-third of the households that returned the survey contributed additional comments about housing issues in West Hollywood. The responses are shown in the table that accompanies Question 23. Of these households, many encouraged the City to continue to create and preserve affordable housing and rent control. The next most frequent response encouraged the City to preserve the existing scale and character of residential areas. Finally, these households wanted the City to enforce property maintenance standards.

Housing Situation

**QUESTION 12. Are you a resident of West Hollywood?**

Yes	100%
No	0%

**QUESTION 13. If so, about how many years have you lived in West Hollywood?\***

	Average Years
WH2006	12
WH2000	10
SS1998	9

**QUESTION 14. About how many years have you lived in your current housing unit?**

	Average Years
WH2006	8

**QUESTION 15. What kind of housing do you live in?\***

	WH2006	SS1998
Apartment or duplex	63%	60%
Condominium or townhouse	29%	28%
Detached single family home	7%	8%
Other	2%	0%

\*Note: Where available, comparison data from four sources is included: the most current survey (WH2006), the survey conducted in 2000 (WH2000), the 2000 Census (CEN2000), and the 1998 Social Services survey (SS1998).

## Housing Situation

### QUESTION 16. How many people live in your home, including yourself?

	WH2006	SS1998
1 person	51%	55%
2 people	44%	42%
3 people	5%	2%
4 or more people	0%	0%

### QUESTION 17. Please list the ages of children 18 years or younger who live in your household.

	WH2006	WH2000	SS1998
Percent of households w/ children	0%	2%	1%

Ages of children	% Response*
Under 5	0%
5 to 12	0%
13 and over	0%

Number of children	% Response*
1 child	0%
2 children	0%
3 or more children	0%

\*Note: No children reported by these respondents in the 2006 survey.

### QUESTION 18. Do you live with another adult?

	WH2006	SS1998
I live by myself	50%	54%
I live with my domestic partner/spouse	36%	
I live with a roommate/housemate	10%	
Other	3%	

Common responses in the "Other" category included relatives, such as parents or adult children.

### QUESTION 19. Please check what best describes your housing situation.

	WH2006	SS1998
I own my own residence or share ownership	34%	30%
I rent under a government housing subsidy program (HUD building, Section 8, West Hollywood Housing Corporation)	5%	6%
I rent my residence (no housing subsidy)	61%	58%
Other	0%	6%

Housing Situation

**QUESTION 20. If you rent housing, what is the monthly rent?**

Average	\$1,061
Minimum	\$219
Maximum	\$2,680

**QUESTION 21. If you rent housing, what additional amount do you pay for basic utilities (such as electricity, natural gas, water, and sewer) in an average month?**

Average	\$87
Minimum	\$20
Maximum	\$400

	<b>WH2006</b>
Average rent plus utilities	\$1,147

**QUESTION 22A. Please rate the quality of these items in your rental housing unit.**

**QUESTION 22B. Would you feel comfortable asking your landlord to repair or replace this item, if it were in poor condition?**

% Good		% Yes	% No
36%	Doors, windows and screens	54%	46%
36%	Carpeting and flooring	45%	55%
43%	Window coverings	49%	51%
28%	Plumbing	68%	32%
36%	Bathroom fixtures	47%	53%
49%	Interior paint	53%	47%
67%	Smoke detectors	63%	37%

**QUESTION 23. Do you have any additional comments about housing issues in West Hollywood?**

---

Create & preserve affordable housing and rent control.  
 Preserve the existing scale & character of residential areas.  
 Enforce property maintenance standards.

\*Note: 25 households responded to this question. Responses are listed in decreasing order of frequency.

COMMUNITY DEMOGRAPHICS

Survey respondents were asked to provide some personal information about their household and themselves. This information allows the responses of different segments of the community to be compiled separately. The inclusion of demographic data also allows analysis of response rates, which helps determine if the survey responses are representative of the community as a whole.

Two of the questions addressed where the responding households were located in West Hollywood. The responses from the households affected by HIV/AIDS were fairly evenly divided among the three areas of the City: west of La Cienega (33%), east of La Cienega and west of Crescent Heights (33%), and east of Crescent Heights and West of La Brea (34%), as shown in Question 24. These results were similar to those of previous surveys.

Most of the respondents live in either the 90069 (46%) or 90046 (51%) zip code areas (see Question 25).

Immigration and related issues were the topics of four of the questions. According to Question 26, about 5% of the respondents emigrated from another country, which is similar to the results of previous surveys.

The average length of residence in the United States for the immigrants is 25 years.

The main language people speak in the home is English (98%), with Spanish (2%) as the second largest alternative language (see Question 28). These results are similar to the 1998 and 2000 community surveys.

Demographics			
<b>Q24. Which of the following best describes the area in which you live?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
West of La Cienega	33%	34%	38%
East of La Cienega, W. of Crescent Heights	33%	41%	35%
East of Crescent Heights, W. of La Brea	34%	25%	27%
<b>Q25. What zip code do you live in?</b>			
	<b>90069</b>	<b>90046</b>	<b>90048</b>
	46%	51%	3%
<b>Q26. Did you immigrate to the United States from another country?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	5%	7%	7%
<b>Q27. If YES, from ____ in 19 __ .*</b>			
	<b>Percent H'holds*</b>	<b>Average Length of Residence</b>	
Immigrant households	7%	25 years	
*Note: % Households based on a sample of 61.			
<b>Q28. What is the main language you speak at home?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
English	98%	100%	99%
Russian	0%	0%	0%
Spanish	2%	0%	1%
Other	0%	0%	0%
<b>Q29. Are you a citizen of the United States?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	98%	98%	97%



Demographics			
<b>Q30. Do you work in the City of W. Hollywood?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Yes	34%	27%	33%
<b>Q31. Do you own a business in the City of West Hollywood?</b>			
	<b>WH2006</b>	<b>WH2000</b>	
Yes	16%	11%	
<b>Q32. What is your current working situation?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Working full time	73%	72%	57%
Working part-time	7%	10%	13%
Unemployed, seeking work	2%	3%	2%
Unemployed, not seeking work	3%	2%	8%
Full-time homemaker	0%	0%	0%
Retired	5%	3%	1%
Student	2%	0%	5%
Other	8%	10%	14%
<b>Q33. Are you:</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Male	93%	97%	94%
Female	7%	3%	6%
<b>Q34. Are you transgender?</b>			
	<b>WH2006</b>		
Yes	2%		
<b>Q35. How old are you?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
18-24	0%	0%	0%
25-34	15%	11%	25%
35-44	33%	51%	45%
45-54	38%	31%	22%
55-64	10%	7%	6%
65-80	3%	0%	2%
80+	2%	0%	0%

As shown in Question 29, most of the respondents (98%) are U.S. citizens.

Questions 30 through 32 addressed employment status. Thirty-four percent of the survey respondents from households affected by HIV/AIDS work in West Hollywood, which is similar to the percentage found in previous surveys (see Question 30).

Of the survey respondents, 16% own businesses in the City (see Question 31).

Most of the respondents work full time (73%), while 5% are retired, 7% are working part-time, and 2% are unemployed seeking work.

Gender was the topic of two questions. Most (93%) of the respondents from households affected by HIV/AIDS are male, while 7% are female (see Question 33). Two percent of the population is transgender (see Question 34).

None of the respondents were under 24, as would be expected from the results of previous surveys. Fifteen percent of the respondents are in the 25-34 age range (see Question 35).

The 35-44 age range accounted for 33% of the responses, the 45-54 age range accounted for 38%, and the 55-64 age range accounted for 10%. Five percent are over 65 years of age.

The educational status of the respondents is presented in Question 36. Most of the respondents (93%) had at least some college, with 41% having a college degree and 26% having a graduate education. This is similar to the results of previous surveys.

The respondents reported their racial or ethnic background in Question 37. Seven percent are Latino/Latina, while 82% are from other Anglo/White/Caucasian races. Asian or Pacific Islanders accounted for 3% of the sample, African-Americans for 5%, and others for 3%. These results are similar to previous surveys.

The sexual orientation of the respondents from households affected by HIV/AIDS is presented in Question 38. Gay males accounted for 89% of the sample, Heterosexuals for 5%, Lesbians for 3%, and Bisexuals for 3%. These results are similar to those of the previous surveys conducted by the City.

The respondents were asked to report their annual household income before taxes. Those who live with a roommate/housemate were asked to only count their own income. Sixteen percent of the respondents reported annual incomes of less than \$25,000. Fifty-two percent reported annual incomes between \$25,000 and \$100,000. Thirty-one percent reported annual incomes over \$100,000.

Twenty-five percent of the respondents live on a fixed income.

Demographics			
<b>Q36. How many years of education have you completed?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Less than 12 years	0%	3%	1%
Completed high school	7%	3%	6%
Some college	26%	29%	30%
4-year college degree	41%	31%	28%
Graduate education	26%	34%	35%
<b>Q37. What is your racial or ethnic background?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
African-American	5%	3%	0%
Latino/Latina	7%	6%	6%
Other Anglo/White/Caucasian	82%	79%	82%
Native American	0%	2%	7%
Asian or Pacific Islander	3%	2%	0%
Other	3%	8%	5%
<b>Q38. Do you identify yourself as:</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
Bisexual	3%	0%	10%
Gay male	89%	96%	86%
Heterosexual	5%	2%	4%
Lesbian	3%	2%	0%
<b>Q39. What is the approximate annual income (before taxes) for your household?</b>			
	<b>WH2006</b>	<b>WH2000</b>	<b>SS1998</b>
LT \$10,000 a year	5%	3%	15%
\$10,000-\$14,999	3%	6%	2%
\$15,000-\$24,999	8%	2%	17%
\$25,000-\$34,999	8%	11%	12%
\$35,000-\$49,999	11%	13%	13%
\$50,000-\$74,999	15%	26%	14%
\$75,000-\$99,999	18%	13%	13%
\$100,000-\$149,999	13%	26%	13%
\$150,000 or more	18%		
<b>Q40. Do you live on a fixed income?</b>			
	<b>WH2006</b>		
Yes	25%		

## LIKES AND DISLIKES

The final questions on the survey asked residents what they liked best and least about living in West Hollywood. The respondents generated a list of over 90 characteristics that they liked about West Hollywood and about 70 characteristics that they did not like.

Many respondents from households affected by HIV/AIDS listed multiple reasons to like West Hollywood. The most frequent responses fell into the general categories of gay friendly (8%), central location (7%), sense of community (6%), and pedestrian orientation (6%). Additional themes appearing in 4% or more of the responses included safe and quiet and charming and fun. Shopping and restaurants and City government were each identified in 3% of the comments.

In response to the question, "What do you like least about living in West Hollywood," traffic and circulation accounted for 9% of the complaints. Noise and lack of parking generated 5% of the negative comments; parking regulations, development/gentrification, and housing costs accounted for 3% each.

### Likes & Dislikes

#### Q41. What do you like best about living in West Hollywood?

Likes	% Response*
Gay friendly	8%
Central location	7%
Sense of Community	6%
Pedestrian orientation	6%
Safe & quiet	5%
Charming & fun	4%
Shopping & restaurants	3%
City government	3%

#### Q42. What do you like least about living in West Hollywood?

Dislikes	% Response*
Traffic & circulation	9%
Noise	5%
Lack of parking	5%
Parking regulations	3%
Development/gentrification	3%
Housing costs	3%

\*Note: % Response is the number of responses divided by the total responses to this question (166 responses). Some respondents provided multiple responses. Only those responses accounting for 3% or more of the total are reported.

## WEST HOLLYWOOD SPEAKS

*Target Population Findings:*

# People living with disabilities

*“For people living with disabilities, West Hollywood is a small town surrounded by a large city where people feel they can speak up and be heard; where we have many options to express concerns, feelings, needs, and ideas.”*



People living  
with disabilities

## PROFILE OF PEOPLE LIVING WITH DISABILITIES

### OUTCOMES OF FOCUS GROUPS, INTERVIEWS, AND THE COMMUNITY FORUM

“Not only are we an accessible city for people with disabilities, we have a means to access information that makes quality of life possible.”

West Hollywood has “a little bit of something for everybody.” For people living with disabilities, West Hollywood is a “small town surrounded by a large city where people feel they can speak up and be heard; where we have many options to express concerns, feelings, needs, and ideas.” This is “probably one of the most user-friendly accessible cities for individuals with disabilities.” The City has “graded sidewalks, big buttons for the crossing of the streets, talking lights, wide sidewalks,” and “is working to minimize encroachment on sidewalks along the entertainment corridors of Santa Monica and Sunset Boulevards.” Other achievements and ongoing aspects of the City that are valued by and serve this population include:

- closed captioning of City Council meetings
- new awareness of vision impaired, “whether by large screen television at events or larger graphics”
- having access to the City Council
- cultural diversity
- recognition of people with hidden disabilities
- the televising of the annual Disability Advisory Board meeting
- community involvement

West Hollywood is viewed as “taking each person and constituency very seriously.” “City Council members share common goals and may represent different constituencies but not at the expense of any other group.” At the core of the City is “the involvement of citizens: we show up, whether to be heard, to run for office, or to challenge the popular wisdom. This shows involvement and keeps the City Council honest.” Changes to West Hollywood are viewed as inevitable and a broad spectrum of opinions has been expressed. Of note is that “coupled with development is an awareness, a commitment to take into account the needs of disabled, elderly, people with limited income, HIV and other diseases, in terms of housing, the greening of the city, the redesign of the boulevards; this is progressive.” Balance is viewed as “what makes the City great.”

This constituency wants to be certain that: “accommodating people with disabilities is a part of the thinking during the inception phase of planning or projects,” City meetings are accessible; and “City publications list TTY phone number;” “TTYs can handle multiple calls at once.” While the new West Hollywood website is described as “well-designed,” information about “accessibility is not easily accessible,” and could be remedied by “a prominent link on the website.” An “internal ongoing education process for City staff about disability would alleviate many concerns and help staff better address these issues in an ongoing manner.” Education and awareness should include local businesses, as well, to keep them aware that extending seating areas far into the sidewalk blocks wheelchair accessibility, and that people with service animals should be welcome into their establishments. While Disability Awareness Month is

noted most favorably, many people living with disabilities “might also enjoy more social opportunities for this group offered year-round.”

An overarching idea is “that the disabled community, the Gay male and Lesbian communities, the Russian community, that everybody needs to become part of the conversation” and the “dreams that establish the direction of West Hollywood.” If done well, “people that aren’t disabled think about the rights of the disabled when they plan things; people who aren’t Russian think about people who are, and people who aren’t Gay think about people who are Gay. With this awareness, perhaps there would be the best possibility for all the dreams people have for West Hollywood to be actualized.”

## **Other Perspectives**

In many City discussions, the needs of people living with disabilities were intertwined with issues facing people living with HIV or AIDS and Seniors. Common concerns of affordable housing and maintaining a reasonable cost of living were of paramount importance. Ensuring safety on sidewalks and having adequate time to safely cross streets also was mentioned repeatedly. More curb cuts, sidewalks clear of obstructions, and bike riders off of sidewalks all contribute to easier access for people living with disabilities. While services are provided, different constituent groups recognize that “as a community, we have to be prepared that more of our population will, as they age, become less-abled or disabled.”

## OVERVIEW OF SURVEY RESULTS

Twenty-three percent of the households responding to the survey report a disability, other than HIV/AIDS. The health issues reported include hearing or sight impairments (39%), mobility impairments (50%), learning disabilities (6%), developmental disabilities (2%), mental or emotional disabilities (24%), or other medical disability (22%). This population also includes individuals affected by HIV/AIDS (9%), if they also reported one of the additional disabilities listed in the previous sentence. These percentages sum to more than 100% because 42% of the households are affected by more than one disability.

Statistical analyses were conducted to identify how the responses of the people living with disabilities differed from those of the rest of the community. See Appendix B for more information on the statistical comparisons. Significant differences between the people living with disabilities and the remainder of the sample are summarized below.

People living with disabilities place more value on a number of the Community Programs and Services, compared to the other respondents. The people living with disabilities rate the following programs as significantly more important: counseling/emotional support, food or meals for residents with special needs, job training and/or placement, low-cost transportation services, and preservation and development of additional affordable housing. These respondents are more likely to support an increase in sales tax to support community services, compared to other residents.

People living with disabilities are more likely to use several of the transit options, including the City Line Shuttle, Dial-A-Ride, Taxi Coupons, and Access Services. They are more likely to use transit services for medical appointments, as well as for shopping and errands. People

living with disabilities are more likely to say that reducing the cost of transit and providing assistance getting to and from transit vehicles would increase their use of public transportation.

The housing situation of the people living with disabilities differs from the rest of the community on three items. People living with disabilities have lived in West Hollywood and in their current housing unit longer than the comparison group. They are also more likely to rent under a government housing subsidy program.

People living with disabilities differ from the rest of the sample on several of the background characteristics. They are less likely to be working part or full time or to have a college degree. They are more likely to have incomes under \$25,000, to be living on a fixed income, and to be over 65 years of age.

The community survey invited residents to express their views on a wide range of issues of local importance. In the remainder of the report, results are reported as percents. People living with disabilities accounted for 139 of the survey responses. With a sample of this size, the margin of error is less than plus or minus 10%.

## PROGRAMS AND SERVICES

Four of the survey questions addressed community programs and services. The survey respondents assigned importance and satisfaction ratings to 21 programs and services, described the two most important social services needs of their household, responded to a list of potential household health issues, and listed needs of the household related to health issues.

### **Programs and Services Ratings**

The first question on the survey asked residents to rate the importance of the City's financial support for 21 community programs and services. The survey respondents also indicated their satisfaction with the City's current performance. Both importance and satisfaction ratings were made using a five-point scale that ranged from low (1) to moderate (3) to high (5).

Importance ratings were computed for the 21 programs and services by calculating the percentage of respondents who assigned a rating of 4 or 5 on the five-point scale. Three community programs and services were rated as important by over 80% of the people living with disabilities: law enforcement services (85%), neighborhood crime prevention programs (84%) and disaster and emergency preparedness measures (82%).

Eleven of the community programs and services were rated as important by between 60% and 80% of these survey respondents: measures to control rents and preserve the stock of rental units (79%), low cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (78%), preservation and development of additional affordable housing (77%), food or meals for residents with special needs (75%), assistance in resolving landlord/tenant disputes (75%), HIV prevention and transmission information (73%), expand and enhance library facility and services (72%), revitalization of deteriorated commercial areas (70%), job training and/or placement (67%), services and shelter for homeless people (64%), and park and recreation programs (61%).

Satisfaction ratings for the same programs and services were computed by calculating the percentage of respondents that assigned a rating of 3 or greater on the five-point rating scale. All of the community programs and services were rated as satisfactory by over half of the People living with Disabilities. Six of the community programs and services were rated satisfactory by 85% or more of these respondents: HIV prevention and transmission information (94%), park and recreation programs (91%), childcare (90%), law enforcement services (85%), special events, festivals, and community gatherings (85%), and low-cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride (85%).

Nine of the community programs and services were rated as satisfactory by between 75% and 85% of these survey respondents: food or meals for residents with special needs (84%), after-school programs and summer day camp for children (84%), neighborhood crime prevention programs (84%), expand and enhance the library facility and services (82%), assistance in resolving landlord/tenant disputes (80%), counseling/emotional support (76%), drug/alcohol abuse counseling (76%), job training and/or placement (76%), and revitalization of deteriorated commercial areas (76%).

Both the importance and satisfaction ratings are presented in the graph that accompanies Question 1 as percent important and percent satisfied. Also included is a detailed table of the programs and services showing the percentage of respondents who rated the programs as low, moderate, and high in importance and satisfaction.

### **Household Social Service Needs**

An open-ended question asked the people living with disabilities to list the two most important social services needs of their household. A total of 96 households generated 174 responses to this question. The results are presented in the table that accompanies Question 2. The most frequently mentioned social services were legal services (13%), senior and disability services (11%), medical services (11%), and affordable housing (9%). In addition, counseling and emotional support were mentioned by 7% of the respondents; law enforcement/crime prevention and home delivered meals were mentioned by 6%; homeless services and transportation assistance were mentioned by 5%; and rent control measures and job training and placement were mentioned by 3%.

### **Household Health Issues and Related Needs**

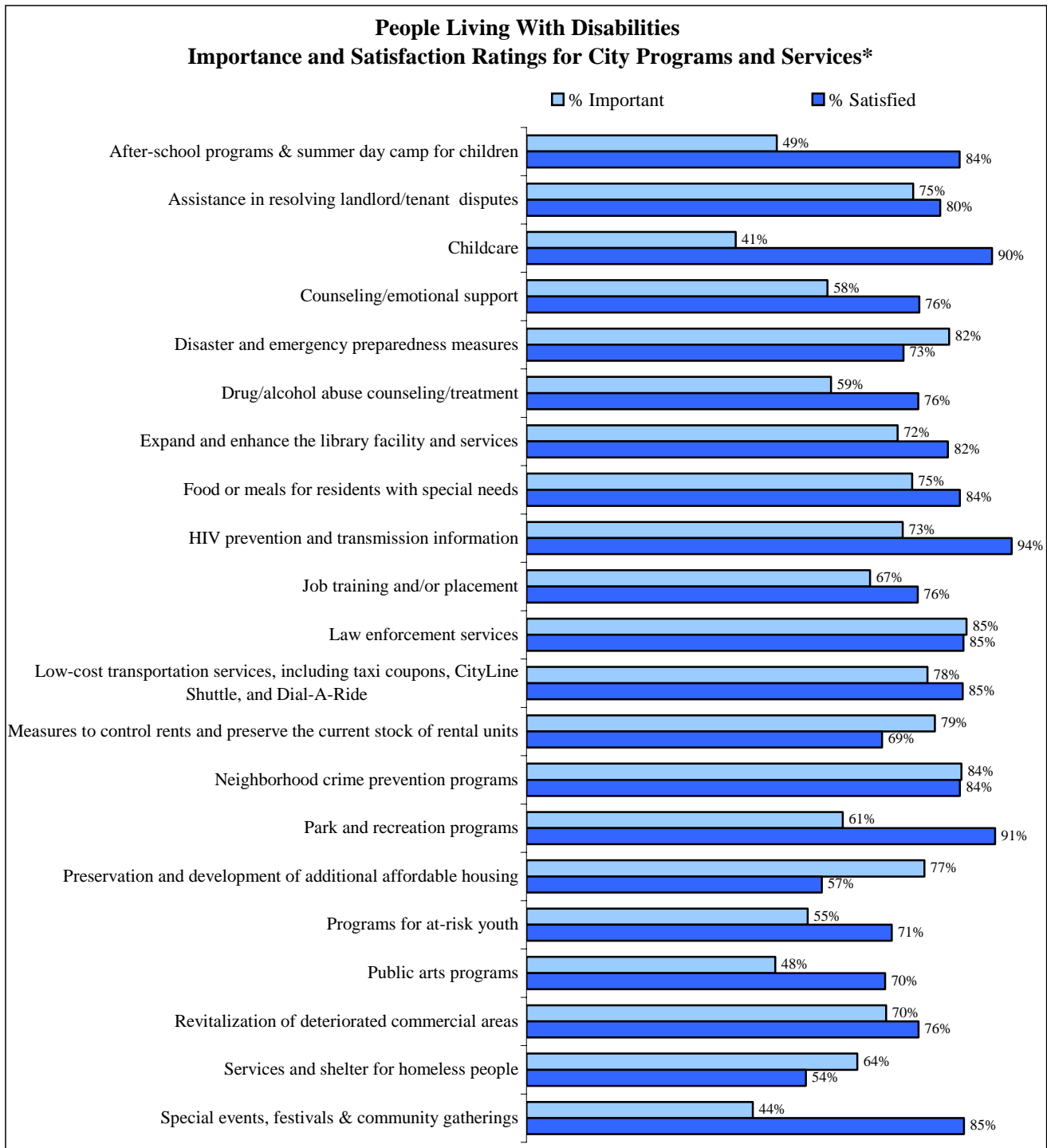
The people living with disabilities were asked to identify health issues that affected their household. All of the households reported one or more health issues. The main health issues identified were mobility impairments (50%), hearing or sight impairments (39%), mental or emotional disability (24%), HIV/AIDS (9%), and learning disabilities (6%). Other health issues identified by 2% or less of the respondents included developmental disabilities, heart disease, diabetes, and respiratory disorders (see Question 3).

Respondents were asked to list any particular health related needs of their household, and 46 people identified specific needs. These health needs (presented in Question 4) included affordable medical care, transportation, counseling, escorted transportation, disabled access improvements, and in-home services.



Programs & Services

**QUESTION 1: Please indicate the importance of the City’s financial support for each of the programs or services listed below and your satisfaction with the City’s current performance by circling the numbers that best represent your views.**



\*Note: % Important reflects a rating of 4 or 5 on a five point scale. % Satisfied reflects a rating of 3 or better on a five point scale.

## Programs & Services

<b>Importance</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	19%	8%	24%	15%	34%
Assistance in resolving landlord/tenant disputes	5%	3%	17%	23%	53%
Childcare	24%	8%	28%	18%	23%
Counseling/emotional support	8%	9%	25%	24%	35%
Disaster and emergency preparedness measures	2%	2%	14%	19%	63%
Drug/alcohol abuse counseling/treatment	7%	7%	26%	25%	34%
Expand and enhance the library facility and services	2%	6%	21%	29%	43%
Food or meals for residents with special needs	3%	2%	20%	29%	46%
HIV prevention and transmission information	6%	5%	15%	20%	53%
Job training and/or placement	6%	7%	19%	29%	38%
Law enforcement services	2%	3%	10%	24%	61%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	4%	2%	17%	25%	52%
Measures to control rents and preserve the current stock of rental units	10%	2%	10%	11%	68%
Neighborhood crime prevention programs	2%	2%	11%	25%	59%
Park and recreation programs	3%	7%	29%	31%	30%
Preservation and development of additional affordable housing	9%	5%	9%	19%	58%
Programs for at-risk youth	7%	9%	29%	26%	28%
Public arts programs	7%	12%	32%	21%	27%
Revitalization of deteriorated commercial areas	4%	4%	22%	26%	44%
Services and shelter for homeless people	11%	8%	18%	30%	34%
Special events, festivals & community gatherings	15%	7%	35%	21%	23%
<b>Satisfaction</b>	<b>Low</b>		<b>Moderate</b>		<b>High</b>
After-school programs & summer day camp for children	4%	12%	52%	20%	12%
Assistance in resolving landlord/tenant disputes	9%	11%	25%	37%	18%
Childcare	6%	3%	42%	35%	13%
Counseling/emotional support	8%	16%	38%	22%	16%
Disaster and emergency preparedness measures	13%	13%	37%	13%	22%
Drug/alcohol abuse counseling/treatment	16%	8%	34%	34%	8%
Expand and enhance the library facility and services	10%	9%	32%	28%	22%
Food or meals for residents with special needs	6%	10%	36%	30%	17%
HIV prevention and transmission information	4%	1%	26%	38%	29%
Job training and/or placement	15%	9%	35%	24%	17%
Law enforcement services	6%	10%	22%	34%	29%
Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	10%	5%	31%	25%	29%
Measures to control rents and preserve the current stock of rental units	16%	15%	31%	15%	23%
Neighborhood crime prevention programs	11%	5%	28%	32%	24%
Park and recreation programs	5%	5%	30%	28%	33%
Preservation and development of additional affordable housing	19%	24%	29%	15%	13%
Programs for at-risk youth	8%	21%	46%	21%	4%
Public arts programs	12%	19%	30%	23%	16%
Revitalization of deteriorated commercial areas	11%	13%	44%	21%	11%
Services and shelter for homeless people	24%	22%	31%	18%	6%
Special events, festivals & community gatherings	9%	6%	24%	29%	31%

Programs & Services

**QUESTION 2. What are the two most important social services needs of your household?**

Service	% Response*
Legal services	13%
Senior & disabled services	11%
Medical services	11%
Affordable housing	9%
Counseling/emotional support	7%
Home delivered meals	6%
Law enforcement/crime prevention	6%
Homeless services/shelter & food	5%
Transportation assistance	5%
Rent control measures	3%
Job training and/or placement	3%

\*Note: 96 Households generated 174 responses to this question. % Response is based on 174 responses. Only those categories accounting for 3% or more of the total (when divided by 174) are reported.

**QUESTION 3. Is your household affected by one of these health issues?**

Health Issue	% Households*
HIV/AIDS	9%
Hearing or sight impairment	39%
Mobility impairment	50%
Learning disability	6%
Developmental disability	2%
Mental or emotional disability	24%
Other medical disability	22%

Other medical disabilities noted consisted primarily of heart disease, diabetes & respiratory disorders.

\*Note: 100% of these households reported one or more health issues. % Households is based on the total number of surveys returned by the people living with disabilities (139) and sums to more than 100% because some households reported multiple health issues.

**QUESTION 4. Please list particular social services needs of your household related to health issues.**

Responses are listed in descending order of frequency*
Affordable medical care
Transportation
Counseling
Escorted transportation
Disabled access improvements
In-home services

\*Note: Based on 46 responses. Only those categories accounting for 10% or more of the total are reported.

## TRANSPORTATION SERVICES

A series of questions addressed transportation services. Seven transit options were evaluated for frequency of use and quality of service. Respondents also reported transit destinations, indicated ways to increase transit use, and suggested how to improve transportation services.

### **Frequency of Use and Quality of Service**

The people living with disabilities were asked to report how often they used each of seven transit options. The options evaluated included the CityLine Shuttle, Dial-A-Ride, Taxi Coupons, Access Services, the MTA Bus, the DASH Bus, and the Red Line Metro (see Question 5).

The most frequently used transportation services (listed in order of amount of use) were the MTA Bus, Taxi Coupons, the CityLine Shuttle, and the DASH Bus. About 24% of the households report using the MTA Bus regularly (more than 3 times per month), while Taxi Coupons were used regularly by 21% of these respondents. The CityLine Shuttle (18%) and DASH Bus (14%) were also used regularly by these households. Some households use more than one type of public transit; 39% of the households report regular use of one or more types of transit.

Three of these transportation services are need based. Dial-A-Ride and Taxi Coupons are available to people with disabilities and Seniors, while Access Services are available to people with disabilities. Twenty-one percent of the people living with disabilities report regular use of Taxi Coupons, while Access Services are used by 8% and Dial-A-Ride is used by 4% of the households regularly.

Ratings of the quality of the transportation services are presented in the table that accompanies Question 6. Each of these transportation services were rated as good or very good by over 50% of the transit users. Two services were rated as good or very good by 70% or more of the transit users: the DASH Bus (74%) and Taxi Coupons (70%).

### **Transit Destinations**

The transit users were asked to identify their destinations. The most frequent transit destinations were medical appointments (40%), shopping and errands (35%), and work (11%). Other destinations included movies and restaurants, school, special events, car mechanic, and bars and beaches (see Question 7).

### **Ways to Increase Transit Use and How to Improve Transportation Services**

The respondents indicated the three most important things that could be done to increase use of transportation services from a list of 10 options (see Question 8). The improvements identified by over 25% of the people living with disabilities include providing better information about routes and times (40%) and increasing the frequency of transit service (38%). About one-third (33%) of the respondents indicated that nothing would get them to use public transit more often, because they prefer to drive.

An open-ended question encouraged respondents to list ways to improve City transportation services. Most of the suggestions for improving transit services echoed the list of potential upgrades provided in Question 8. Other suggestions included adding light rail and subway lines, provide more personalized services for people with special needs, upgrade the cleanliness and comfort of buses and bus stops, and improve reliability and punctuality (see Question 9).

Transportation Services

**QUESTION 5. How often do you use each of the following transportation services?**

	I have never used it	2 or less days per month	Between 3 and 10 days per month	10 or more days per month	Not aware of this service
<b>CityLine Shuttle</b>	66%	13%	13%	5%	3%
<b>Dial A Ride</b>	76%	12%	3%	1%	9%
<b>Taxi Coupons</b>	58%	13%	17%	4%	9%
<b>Access Services</b>	77%	8%	6%	0%	9%
<b>MTA Bus</b>	46%	28%	8%	16%	3%
<b>DASH Bus</b>	67%	16%	9%	5%	3%
<b>Red Line Metro</b>	71%	17%	4%	4%	4%

**Percent of households that use transit 3 or more days per month: 39%**

**QUESTION 6. How would you rate the quality of these transportation services?**

	Poor	Fair	Good	Very Good
<b>CityLine Shuttle</b>	5%	32%	41%	22%
<b>Dial A Ride</b>	11%	22%	44%	22%
<b>Taxi Coupons</b>	22%	8%	32%	38%
<b>Access Services</b>	26%	16%	37%	21%
<b>MTA Bus</b>	11%	35%	39%	16%
<b>DASH Bus</b>	3%	19%	44%	34%
<b>Red Line Metro</b>	4%	28%	48%	20%

**QUESTION 7. If you use transit services, where do you go?**

	% Households*	Other destinations listed in descending order of frequency
Medical appointments	40%	Movies, restaurants
Shopping & errands	35%	School
Work	11%	Special events
Other destinations	16%	Car mechanic
		Bars, beach

\*Note: Respondents could check more than one destination. % Households is based on the total number of surveys (139).

Transportation Services

**QUESTION 8. Please place a checkmark next to the THREE MOST IMPORTANT things West Hollywood could do to encourage you to use transit services more often.**

Suggestions	% Households*
Provide better information about routes/times	40%
Increase how frequently the transit services run	38%
Better connections between transit services	24%
Reduce the cost of transit	19%
Expand transit services to additional areas	19%
Assistance getting to and from the transit vehicle	14%
Assistance getting into and out of the transit vehicle	12%
Increase the helpfulness of transit drivers	15%
Nothing, I prefer to drive	33%
Nothing, I prefer to walk or bicycle	14%

\*Note: Respondents were asked to check three suggestions. % Households is the number of responses to each suggestion divided by the sample size (139 households) and thus will sum to more than 100%.

**QUESTION 9. How else can the City improve transportation services?**

Most of the suggestions for improving transit services echoed the list of potential upgrades provided in Question 8. Some of the other suggestions are listed below in descending order of frequency.

- Add light rail & subway lines
- Provide more personalized services for people with special needs
- Upgrade the cleanliness & comfort of buses and bus stops
- Improve reliability & punctuality

SALES TAX

The City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Question 10 asked if the City should increase sales taxes to provide more of these sorts of services to City residents. An increase in the City’s sales tax was supported by 38% of the people living with disabilities. If there were a sales tax increase, most of the respondents (90%) felt that the money should go to the City of West Hollywood rather than Los Angeles County (see Question 11).

Sales Tax

**QUESTION 10. Currently, the City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Should the City increase sales taxes, which are part of the General Fund, to provide more of these sorts of services to City residents?**

Yes	38%
No	63%

**QUESTION 11. If sales taxes were to increase by half a percent, would you prefer to see the funds go to Los Angeles County or to the City of West Hollywood?**

Los Angeles County	10%
City of West Hollywood	90%

HOUSING SITUATION

On the average, the people living with disabilities have lived in the City for 16 years (see Question 13) and in their current housing unit for 13 years (see Question 14).

Most of these respondents (70%) live in apartments or duplexes, while others live in condominiums or townhouses (22%) or single family homes (7%), as shown in Question 15. Most of these respondents rent their residence without subsidy (60%), while others either own their residence (26%) or rent with a government subsidy (13%).

The majority of the people living with disabilities live alone (51%) or with one other person (42%), as shown in Question 16. Adults who live together (Question 18) tend to be domestic partners or spouses (33%) rather than housemates (10%). Four percent of these households include children (see Question 17). Most of the families with children have a single child (67%).

Three questions specifically targeted renters. As reported by these survey respondents, the average monthly rent in West Hollywood is \$934 (see Question 20) and the average monthly cost of utilities is \$67 (see Question 21), resulting in an average monthly gross rent of \$1,000. The 2000 Census reported an average monthly gross rent of \$832.

Renters were asked to rate the condition of various features of their rental housing (see Question 22A). Smoke detectors were rated in good condition by 69% of the renters and most of the other features were rated in good condition by over 40%. The renters felt most comfortable asking their landlord to repair or replace plumbing, smoke detectors, doors windows and screens, and bathroom fixtures (see Question 22B).

About one-third of the households that returned the survey contributed additional comments about housing issues in West Hollywood. The responses accounting for 9% or more of the total are shown in the table that accompanies Question 23. Of these households, 38% encouraged the City to continue to create and preserve affordable housing. The next most frequent response encouraged the City to enforce property maintenance standards, which accounted for 21% of the responses. Nine percent of the responses related to preserving the existing scale and character of residential areas.

## Housing Situation

### QUESTION 12. Are you a resident of West Hollywood?

Yes	100%
No	0%

### QUESTION 13. If so, about how many years have you lived in West Hollywood?\*

	Average Years
WH2006	16
SS1998	11

### QUESTION 14. About how many years have you lived in your current housing unit?

	Average Years
WH2006	13

### QUESTION 15. What kind of housing do you live in?\*

	WH2006	SS1998
Apartment or duplex	70%	72%
Condominium or townhouse	22%	17%
Detached single family home	7%	5%
Other	1%	2%

\*Note: Where available, comparison data from four sources is included: the most current survey (WH2006), the survey conducted in 2000 (WH2000), the 2000 Census (CEN2000), and the 1998 Social Services survey (SS1998).



## Housing Situation

### QUESTION 16. How many people live in your home, including yourself?

	WH2006	SS1998
1 person	51%	52%
2 people	42%	34%
3 people	5%	14%
4 or more people	1%	0%

### QUESTION 17. Please list the ages of children 18 years or younger who live in your household.

	WH2006	SS1998
Percent of households w/ children	4%	5%

Ages of children	% Response*
Under 5	38%
5 to 12	25%
13 and over	38%

Number of children	% Response*
1 child	67%
2 children	33%
3 or more children	0%

\*Note: Based on a sample of 8 children.

### QUESTION 18. Do you live with another adult?

	WH2006	SS1998
I live by myself	50%	49%
I live with my domestic partner/spouse	33%	
I live with a roommate/housemate	10%	
Other	7%	

Common responses in the "Other" category included relatives, such as parents or adult children.

### QUESTION 19. Please check what best describes your housing situation.

	WH2006	SS1998
I own my own residence or share ownership	26%	19%
I rent under a government housing subsidy program (HUD building, Section 8, West Hollywood Housing Corporation)	13%	18%
I rent my residence (no housing subsidy)	60%	60%
Other	0%	3%

Housing Situation

**QUESTION 20. If you rent housing, what is the monthly rent?**

Average	\$934
Minimum	\$217
Maximum	\$2,400

**QUESTION 21. If you rent housing, what additional amount do you pay for basic utilities (such as electricity, natural gas, water, and sewer) in an average month?**

Average	\$67
Minimum	\$20
Maximum	\$200

	<b>WH2006</b>
Average rent plus utilities	\$1,000

**QUESTION 22A. Please rate the quality of these items in your rental housing unit.**

**QUESTION 22B. Would you feel comfortable asking your landlord to repair or replace this item, if it were in poor condition?**

% Good		% Yes	% No
48%	Doors, windows and screens	73%	27%
49%	Carpeting and flooring	61%	39%
42%	Window coverings	64%	36%
35%	Plumbing	80%	20%
40%	Bathroom fixtures	71%	29%
48%	Interior paint	61%	39%
69%	Smoke detectors	78%	22%

**QUESTION 23. Do you have any additional comments about housing issues in West Hollywood?**

Topics	% Response*
Create & preserve affordable housing and rent control.	38%
Enforce property maintenance standards.	21%
Preserve the existing scale & character of residential areas.	9%

\*Note: % Response is the number of responses divided by the total responses to this question (53). Only those responses accounting for at least 10% of the total are included here.

COMMUNITY DEMOGRAPHICS

Survey respondents were asked to provide some personal information about their household and themselves to allow comparison of the responses of different segments of the community and the analysis of response rates, which helps determine if the survey responses are representative of the community as a whole.

Results of the 2006 survey are compared to those of the 1998 survey in the tables. Data was not compiled for people living with disabilities in the 2000 survey.

Two of the questions addressed where the responding households were located in West Hollywood. The people living with disabilities were fairly evenly divided among the three areas of the City: west of La Cienega (37%), east of La Cienega and west of Crescent Heights (34%), and east of Crescent Heights and West of La Brea (28%), as shown in Question 24. These results were similar to those of previous surveys.

Most of the respondents live in either the 90069 (50%) or 90046 (42%) zip code areas (see Question 25).

Immigration and related issues were the topics of four of the questions. According to Question 26, about 27% of the people living with disabilities emigrated from another country.

Most of the immigrants came from the former Soviet Union (34%), Western Europe (29%), or Latin America (11%). The average length of residence in the United States is longest for the immigrants from Western Europe (39 years) and shortest for the immigrants from the former Soviet Union (17 years).

Demographics			
<b>Q24. Which of the following best describes the area in which you live?</b>			
	<b>WH2006</b>		<b>SS1998</b>
West of La Cienega	37%		32%
East of La Cienega, W. of Crescent Heights	34%		26%
East of Crescent Heights, W. of La Brea	28%		42%
<b>Q25. What zip code do you live in?</b>			
	<b>90069</b>	<b>90046</b>	<b>90048</b>
	50%	42%	8%
<b>Q26. Did you immigrate to the United States from another country?</b>			
	<b>WH2006</b>		<b>SS1998</b>
Yes	27%		34%
<b>Q27. If YES, from _____ in 19 ____ .*</b>			
	<b>Percent</b>	<b>Average Length of Residence</b>	
Former Soviet Republic	34%	17 years	
Latin America	11%	32 years	
Western Europe	29%	39 years	
Other	26%	32 years	
*Note: Based on a sample of 35.			
<b>Q28. What is the main language you speak at home?</b>			
	<b>WH2006</b>		<b>SS1998</b>
English	84%		79%
Russian	12%		18%
Spanish	2%		3%
Other	2%		0%
<b>Q29. Are you a citizen of the United States?</b>			
	<b>WH2006</b>		<b>SS1998</b>
Yes	97%		86%

Demographics

**Q30. Do you work in the City of W. Hollywood?**

	WH2006	SS1998
Yes	12%	18%

**Q31. Do you own a business in the City of West Hollywood?**

	WH2006
Yes	5%

**Q32. What is your current working situation?**

	WH2006	SS1998
Working full time	30%	29%
Working part-time	8%	14%
Unemployed, seeking work	6%	6%
Unemployed, not seeking work	3%	33%
Full-time homemaker	2%	0%
Retired	42%	4%
Student	1%	2%
Other	8%	11%

**Q33. Are you:**

	WH2006	SS1998
Male	50%	52%
Female	50%	44%
Transgender		3%

**Q34. Are you transgender?**

	WH2006
Yes	1%

\*Note: Question format was changed in WH2006 survey.

**Q35. How old are you?**

	WH2006	SS1998
18-24	1%	4%
25-34	8%	11%
35-44	15%	20%
45-54	14%	13%
55-64	14%	15%
65-80	32%	28%
80+	15%	9%

The main language people speak in the home is English (84%), with Russian (12%) as the second largest alternative language (see Question 28). These results are similar to the 1998 community survey.

As shown in Question 29, most of these respondents (97%) are U.S. citizens, and this percent is higher than the 1998 survey.

Questions 30 through 32 addressed employment status. Twelve percent of these survey respondents work in West Hollywood, which is somewhat lower than the percentage found in previous surveys (see Question 30). Of these survey respondents, 5% own businesses in the City (see Question 31).

Most of the people living with disabilities are retired (42%), while 30% are working full time, 8% are working part-time, and 6% are unemployed seeking work. Compared to the 1998 Community survey, the percent of retired respondents has increased.

Gender was the topic of two questions. Half (50%) of the respondents are male, while 50% are female (see Question 33). One percent of the population is transgender (see Question 34).

Few (1%) of the respondents were under 24, as would be expected from the results of previous surveys. Eight percent of the respondents were from the 25-34 age range (see Question 35).

The 35-44 age range accounted for 15% of the responses, the 45-54 age range accounted for 14%, and the 55-64 age range accounted for 14%. Thirty-two percent are between 65 and 80 years of age and 15% are over 80 years of age.

The educational status of the respondents is presented in Question 36. Most of these respondents (86%) had at least some college, with 23% having a college degree and 25% having a graduate education. This is similar to the results of the 1998 survey.

The respondents reported their racial or ethnic background in Question 37. Four percent are Latino/Latina, while 91% are from other Anglo/White/Caucasian races. Asian or Pacific Islanders accounted for 1% of the sample, African-Americans for 1%, and others for 1%. These results are similar to the 1998 survey.

The sexual orientation of the respondents is presented in Question 38. Gay males accounted for 28% of this sample, Heterosexuals for 63%, Lesbians for 3%, and Bisexuals for 6%. These results are similar to those of the previous surveys conducted by the City.

The people living with disabilities were asked to report their annual household income before taxes. Those who live with a roommate/housemate were asked to only count their own income. Forty-four percent of the respondents reported annual incomes of less than \$25,000. Forty-two percent reported annual incomes between \$25,000 and \$100,000. Eleven percent reported annual incomes over \$100,000.

Compared to the 1998 survey results, the incomes have generally increased.

Fifty-seven percent of the respondents live on a fixed income.

Demographics			
<b>Q36. How many years of education have you completed?</b>			
	<b>WH2006</b>		<b>SS1998</b>
Less than 12 years	4%		6%
Completed high school	10%		9%
Some college	38%		34%
4-year college degree	23%		25%
Graduate education	25%		26%
<b>Q37. What is your racial or ethnic background?</b>			
	<b>WH2006</b>		<b>SS1998</b>
African-American	1%		2%
Latino/Latina	4%		5%
Other Anglo/White/Caucasian	91%		84%
Native American	1%		3%
Asian or Pacific Islander	1%		1%
Other	1%		5%
<b>Q38. Do you identify yourself as:</b>			
	<b>WH2006</b>		<b>SS1998</b>
Bisexual	6%		11%
Gay male	28%		29%
Heterosexual	63%		58%
Lesbian	3%		2%
<b>Q39. What is the approximate annual income (before taxes) for your household?</b>			
	<b>WH2006</b>		<b>SS1998</b>
LT \$10,000 a year	18%		25%
\$10,000-\$14,999	16%		22%
\$15,000-\$24,999	13%		16%
\$25,000-\$34,999	12%		9%
\$35,000-\$49,999	8%		11%
\$50,000-\$74,999	13%		6%
\$75,000-\$99,999	9%		6%
\$100,000-\$149,999	5%		5%
\$150,000 or more	6%		
<b>Q40. Do you live on a fixed income?</b>			
	<b>WH2006</b>		
Yes	57%		

## LIKES AND DISLIKES

The final questions on the survey asked residents what they liked best and least about living in West Hollywood. The people living with disabilities generated a list of over 200 characteristics that they liked about West Hollywood and about 150 characteristics that they did not like.

Many respondents listed multiple reasons to like West Hollywood. The most frequent responses fell into the general categories of central location (7%) and safe and quiet (6%). Additional themes appearing in 4% or more of the responses included sense of community, near amenities, City government, charming and fun, and clean and well kept. Rent control, pedestrian orientation, cultural diversity and friendly people were each identified in 3% of the comments.

In response to the question, “What do you like least about living in West Hollywood,” traffic and circulation accounted for 8% of the complaints. Lack of parking generated 5% of the negative comments; noise and mix of cultures accounted for 4%; and housing costs accounted for 3%.

### Likes & Dislikes

#### Q41. What do you like best about living in West Hollywood?

Likes	% Response*
Central location	7%
Safe & quiet	6%
Sense of Community	4%
Near Amenities	4%
City government	4%
Charming & fun	4%
Clean & well-kept	4%
Rent control	3%
Pedestrian orientation	3%
Cultural diversity	3%
Friendly people	3%

#### Q42. What do you like least about living in West Hollywood?

Dislikes	% Response*
Traffic & circulation	8%
Lack of parking	5%
Noise	4%
Mix of cultures	4%
Housing costs	3%

\*Note: % Response is the number of responses divided by the total responses to this question (357 responses). Some respondents provided multiple responses. Only those responses accounting for 3% or more of the total are reported.



## WEST HOLLYWOOD SPEAKS

### Appendices



*“A well-informed community is one that is invested in the future, rather than suspicious of it.”*

APPENDIX A  
SURVEY





We invite you to express your opinions on the City's current needs and performance by responding to this survey. If you have no opinion on an item, feel free to leave it blank. All responses to the survey are confidential and you will not be identified in any way.

1. Please indicate the importance of the City's **FINANCIAL SUPPORT** for each of the programs or services listed below and your satisfaction with the City's current performance by circling the numbers that best represent your views.

Community Programs and Services	Importance rating					Satisfaction rating						
	Low	Moderate	High			Low	Moderate	High		No Opinion		
a. After-school programs & summer day camp for children	1	2	3	4	5		1	2	3	4	5	0
b. Assistance in resolving landlord/tenant disputes	1	2	3	4	5		1	2	3	4	5	0
c. Childcare	1	2	3	4	5		1	2	3	4	5	0
d. Counseling/emotional support	1	2	3	4	5		1	2	3	4	5	0
e. Disaster and emergency preparedness measures	1	2	3	4	5		1	2	3	4	5	0
f. Drug/alcohol abuse counseling/treatment	1	2	3	4	5		1	2	3	4	5	0
g. Expand and enhance the library facility and services	1	2	3	4	5		1	2	3	4	5	0
h. Food or meals for residents with special needs	1	2	3	4	5		1	2	3	4	5	0
i. HIV prevention and transmission information	1	2	3	4	5		1	2	3	4	5	0
j. Job training and/or placement	1	2	3	4	5		1	2	3	4	5	0
k. Law enforcement services	1	2	3	4	5		1	2	3	4	5	0
l. Low-cost transportation services, including taxi coupons, CityLine Shuttle, and Dial-A-Ride	1	2	3	4	5		1	2	3	4	5	0
m. Measures to control rents and preserve the current stock of rental units	1	2	3	4	5		1	2	3	4	5	0
n. Neighborhood crime prevention programs	1	2	3	4	5		1	2	3	4	5	0
o. Park and recreation programs	1	2	3	4	5		1	2	3	4	5	0
p. Preservation and development of additional affordable housing	1	2	3	4	5		1	2	3	4	5	0
q. Programs for at-risk youth	1	2	3	4	5		1	2	3	4	5	0
r. Public arts programs	1	2	3	4	5		1	2	3	4	5	0
s. Revitalization of deteriorated commercial areas	1	2	3	4	5		1	2	3	4	5	0
t. Services and shelter for homeless people	1	2	3	4	5		1	2	3	4	5	0
u. Special events, festivals & community gatherings	1	2	3	4	5		1	2	3	4	5	0

2. The words “social services” refer to different kinds of programs to help people with the problems of daily life. Some examples are counseling, legal services, childcare, food or home-delivered meals, and shelter for people who are homeless. Some programs are targeted to specific groups (such as seniors) and other programs are available to many groups (such as medical or legal services). What are the two most important social services needs of YOUR household?

1. \_\_\_\_\_

2. \_\_\_\_\_

2. Is your household affected by any of these health issues? Please check (✓) all that apply.
- a) AIDS/HIV
  - b) Hearing or sight impairment
  - c) Mobility impairment
  - d) Learning disability
  - e) Developmental disability
  - f) Mental or emotional disability
  - g) Medical disability (please describe) \_\_\_\_\_
3. Please list particular needs of your household related to health issues.

Please answer the following transportation services questions by circling the numbers that best represent your views.

	5. How <b>often</b> do you use each of the following transportation services?						6. How would you rate the <b>quality</b> of these transportation services?				
	I have never used it	2 or less days per month	Between 3 and 10 days per month	10 or more days per month	Not aware of this service		Poor	Fair	Good	Very Good	Don't know
a. CityLine Shuttle	1	2	3	4	5		1	2	3	4	0
b. Dial A Ride	1	2	3	4	5		1	2	3	4	0
c. Taxi Coupons	1	2	3	4	5		1	2	3	4	0
d. Access Services	1	2	3	4	5		1	2	3	4	0
e. MTA Bus	1	2	3	4	5		1	2	3	4	0
f. DASH Bus	1	2	3	4	5		1	2	3	4	0
g. Red Line Metro	1	2	3	4	5		1	2	3	4	0

7. If you use transit services, where do you go? Please check (✓) all that apply.
- a) Medical appointments       b) Shopping & errands       c) Work
  - d) Other (please describe) \_\_\_\_\_
8. Please place a checkmark (✓) next to the **THREE MOST IMPORTANT** things West Hollywood could do to encourage you to use transit services more often.
- a) Provide better information about routes/times
  - b) Increase how frequently the transit services run
  - c) Better connections between transit services
  - d) Reduce the cost of transit
  - e) Expand transit services to additional areas (please describe) \_\_\_\_\_
  - f) Assistance getting to and from the transit vehicle
  - g) Assistance getting into and out of the transit vehicle
  - h) Increase the helpfulness of transit drivers
  - i) Nothing, I prefer to drive
  - j) Nothing, I prefer to walk or bicycle
9. How else can the City improve transportation services?

10. Currently, the City of West Hollywood funds services such as the Senior Center, public safety, and recreation programs through General Fund revenues. Should the City increase sales taxes, which are part of the General Fund, to provide more of these sorts of services to City residents? Please check (✓) one.       Yes       No
11. If sales taxes were to increase by half a percent, would you prefer to see the funds go to Los Angeles County or to the City of West Hollywood? Please check (✓) one       Los Angeles County       City of West Hollywood

12. Are you a resident of West Hollywood? Please check (✓) one.     \_\_\_ Yes     \_\_\_ No
13. If so, about how many years have you lived in West Hollywood? \_\_\_\_\_ years
14. About how many years have you lived in your current housing unit? \_\_\_\_\_ years
15. What kind of housing do you live in? Please check (✓) one.  
 \_\_\_ 1) Apartment or duplex.  
 \_\_\_ 2) Condominium or townhouse.  
 \_\_\_ 3) Detached single family home.  
 \_\_\_ 4) Retirement home / group living quarters.  
 \_\_\_ 5) Other (Please describe) \_\_\_\_\_
16. How many people live in your home, including yourself? \_\_\_\_\_
17. Please list the ages of children 18 years or younger who live in your household: \_\_\_ \_\_\_ \_\_\_ \_\_\_ years of age.
18. Do you live with another adult? Please check (✓) the one that best describes your living arrangement.  
 \_\_\_ 1) I live by myself.  
 \_\_\_ 2) I live with my domestic partner/spouse.  
 \_\_\_ 3) I live with a roommate/housemate.  
 \_\_\_ 4) Other (please describe) \_\_\_\_\_
19. Please check (✓) what best describes your housing situation.  
 \_\_\_ 1) I own my own residence or share ownership.  
 \_\_\_ 2) I rent under a government housing subsidy program (e. g. HUD building, Section 8, West Hollywood Housing Corporation).  
 \_\_\_ 3) I rent my residence (no housing subsidy).  
 \_\_\_ 4) Other (please describe) \_\_\_\_\_

**IF YOU OWN YOUR RESIDENCE OR SHARE OWNERSHIP, PLEASE SKIP TO #23**

20. If you rent housing, what is the monthly rent? \$\_\_\_ a month
21. If you rent housing, what additional amount do you pay for basic utilities (such as electricity, natural gas, water, and sewer) in an average month? \$\_\_\_ a month
22. Please rate the quality of these items in your rental housing unit.

Items	Condition				
	Poor	Fair	Good		
a. Doors, windows and screens	1	2	3	4	5
b. Carpeting and flooring	1	2	3	4	5
c. Window coverings	1	2	3	4	5
d. Plumbing	1	2	3	4	5
e. Bathroom fixtures	1	2	3	4	5
f. Interior paint	1	2	3	4	5
g. Smoke detectors	1	2	3	4	5

Would you feel comfortable asking your landlord to repair or replace this item, if it were in poor condition?		
h. Doors, windows and screens	Yes	No
i. Carpeting and flooring	Yes	No
j. Window coverings	Yes	No
k. Plumbing	Yes	No
l. Bathroom fixtures	Yes	No
m. Interior paint	Yes	No
n. Smoke detectors	Yes	No

23. Do you have any additional comments about housing issues in West Hollywood?

**COMMUNITY DEMOGRAPHICS.** The following questions are of a personal nature, but will aid our understanding of the community's needs. All responses to the survey are confidential and you will not be identified in any way. Even if you choose not to respond to some of these questions, please return your survey anyway.

12. Which of the following best describes the area in which you live? Please check (✓) one.  
 1) West of La Cienega  
 2) East of La Cienega, West of Crescent Heights  
 3) East of Crescent Heights, West of La Brea
13. What zip code do you live in?  
 90069     90046     90048
14. Did you immigrate to the United States from another country?  Yes  No
15. If YES, from \_\_\_\_\_ (name of country) in \_\_\_\_\_ (year of first entry).
16. What is the main language you speak at home?  
 English  
 Russian  
 Spanish  
 Other (Please describe) \_\_\_\_\_
17. Are you a citizen of the United States?  
 Yes     No
18. Do you work in the City of West Hollywood?  
 Yes     No
19. Do own a business in the City of West Hollywood?  
 Yes     No
20. What is your current working situation?  
 1) Working full time  
 2) Working part-time  
 3) Unemployed, seeking work  
 4) Unemployed, not seeking work  
 5) Full-time homemaker  
 6) Retired  
 7) Student  
 8) Other \_\_\_\_\_
21. Are you:  Male  Female
22. Are you transgender  Yes  No
23. How old are you? Please check (✓) one.  
 18-24     25-34     35-44     45-54  
 55-64     65-80     80+
24. How many years of education have you completed?  
 1) Less than 12 years  
 2) Completed high school  
 3) Some college  
 4) 4-year college degree  
 5) Graduate education
25. What is your racial or ethnic background? Please check (✓) all that apply.  
 1) African-American  
 2) Anglo/White/Caucasian  
 3) Latino/Latina  
 4) Native American  
 5) Asian or Pacific Islander  
 6) Other \_\_\_\_\_
26. Do you identify yourself as:  
 1) Bisexual  
 2) Gay male  
 3) Heterosexual  
 4) Lesbian
27. What is the approximate annual income (before taxes) for your household? (*If you live with a roommate/housemate, only count your own income.*)  
 1) Less than \$10,000 a year  
 2) \$10,000-\$14,999  
 3) \$15,000-\$24,999  
 4) \$25,000-\$34,999  
 5) \$35,000-\$49,999  
 6) \$50,000-\$74,999  
 7) \$75,000-\$99,999  
 8) \$100,000-\$149,999  
 9) \$150,000 or more
28. Do you live on a fixed income?  Yes  No
- 
41. What do you like best about living in West Hollywood?
42. What do you like least about living in West Hollywood?
43. Do you have any additional comments? (Feel free to attach an extra sheet.)

**Thank you! Please return the survey in the enclosed postage paid envelope by November 21, 2005.**

APPENDIX B  
STATISTICAL NOTES

## STATISTICAL NOTES

In survey research, the most common measure of reliability is sample size. With a sample size of 600, the margin of error is plus or minus 4%, based on a confidence interval of 95%. That is, 95 times out of 100, the percentages reported are expected to be within 4% of the percentages that would be obtained if all community residents had responded to the survey. The reliability of the results reported for the subgroups will vary with sample size as well. With a sample size of 200, the margin of error is 7%. With a sample size of 100, the margin of error is 10%. With a sample size of 1000, the margin of error is 2%.

The margin of error will vary somewhat within the study because not all respondents answer all questions. For instance, although 610 residents returned the survey, only 370 of these are renters, so the margin of error would increase to plus or minus 5% for the rental questions. For this same reason, percents will change, depending on the denominator used. For instance, 212 Gay or Bisexual men returned the survey. If 212 is divided by all responses to the survey, the percentage of Gay or Bisexual men represented in the survey would be 35%. However, if the percentage is based on the number of people who responded to the sexual identity question (548), the percentage of Gay and Bisexual men increases to 39%, and this is the percentage reported.

The survey results were analyzed to determine how subgroups of respondents differed from the rest of the community. The analysis used statistical techniques (primarily t-tests and Chi Square tests) to identify the survey items that statistically differentiated the groups. The alpha level (statistical criteria for deciding whether a difference was statistically significant) was set at  $p < .001$ . This is a fairly stringent criterion, which was necessary because of the large number of statistical analyses that were performed.