Community Needs Assessment Study
Revised December 2010

(Based on Library Data Revisions)
Q1. Households visited or used over the past 12 months

By percentage of respondents (multiple choice could be made)

Number of Respondents = 1771

Revision: Excludes Non-Responses
Usage Profile
By percentage of respondents

Number of Respondents = 1833
Q2. Reasons Households Visited a San Antonio Public Library or Used the Library Website Over the Past 12 Months

By percentage of respondents (multiple choice could be made)

- Checked out book for leisure or pleasure reading: 76%
- Checked out book for school or work: 34%
- Checked out a movie or CD: 34%
- Voted: 26%
- Read a book or magazine: 25%
- Picked up materials on hold: 23%
- Requested assistance from a librarian: 23%
- Worked on a school assignment: 21%
- Spent time in a quiet space: 20%
- Used reference materials: 15%
- Accessed an online research tool: 12%
- Checked out an audiobook for leisure or pleasure reading: 11%
- Attended a children's program: 11%
- Checked out a magazine for leisure or pleasure reading: 7%
- Searched for a job: 6%
- Checked out an audiobook for school or work: 5%
- Attended a community meeting: 5%
- Checked out a magazine for school or work: 4%
- Attended an adult program: 4%
- Attended a family program: 3%
- Attended a teen program: 2%
- Other: 7%

Number of Respondents = 1292

Revision: Includes Users Only
Q3. Reasons Households Visited a San Antonio Public Library or Used the Library Website Most Often During the Past 12 Months

By percentage of respondents who selected the item as one of their top three choices

Checked out book for leisure or pleasure reading: 78%
Used a library computer: 32%
Checked out book for school or work: 30%
Checked out a movie or CD: 29%
Worked on a school assignment: 16%
Voted: 16%
Picked up materials on hold: 14%
Read a book or magazine: 14%
Spent time in a quiet space: 10%
Used reference materials: 9%
Checked out an audiobook for leisure or pleasure reading: 9%
Attended a children's program: 7%
Accessed an online research tool: 7%
Requested assistance from a librarian: 6%
Attended an adult program: 4%
Checked out a magazine for leisure or pleasure reading: 4%
Searched for a job: 3%
Checked out a magazine for school or work: 2%
Attended a community meeting: 2%
Checked out an audiobook for school or work: 2%
Attended a teen program: 1%
Attended a family program: 3%
Other: 6%

(#) Signifies Number of Respondents
Revision: Includes Users Only
Q4. How Often Has Your Household Visited Any San Antonio Public Library Location, Including the Central Library, Over the Past 12 Months

By percentage of respondents

- Once or twice a month: 46%
- About once per week: 15%
- More than once per week: 9%
- Never: 2%
- Once or twice per year: 28%

Number of Respondents = 1295

Revision: Includes Users Only
Q5. Reasons Households Have Used the San Antonio Public Library Website Over the Past 12 Months

By percentage of respondents (multiple choice could be made)

- Check the library catalog: 41%
- Place items on hold: 38%
- Renew checked-out items: 37%
- Check the library’s schedule: 36%
- Find a library near me: 23%
- Find a library program: 13%
- Business research: 11%
- Sign up for a library card: 11%
- Download audio books, videos, etc.: 10%
- Live homework help: 8%
- Use “Ask a Librarian” service: 6%
- Resume help: 7%
- Find a legal form: 7%
- Look up magazine articles: 7%
- Practice tests (i.e. SAT/ACT): 5%

Number of Respondents = 858

Revision: Includes Users Only
Q6. How Often Has Your Household Used the San Antonio Public Library Website Over the Past 12 Months

By percentage of respondents

About once per week
- Total (1787): 6%
- User (1274): 1%
- Nonuser (463): 2%
- Unknown (50): 2%

More than once per week
- Total (1787): 19%
- User (1274): 2%
- Nonuser (463): 2%
- Unknown (50): 2%

Once or twice a month
- Total (1787): 50%
- User (1274): 4%
- Nonuser (463): 7%
- Unknown (50): 7%

Once or twice per year
- Total (1787): 89%
- User (1274): 70%
- Nonuser (463): 55%
- Unknown (50): 50%

Never
- Total (1787): 70%
- User (1274): 50%
- Nonuser (463): 45%
- Unknown (50): 50%

(##) Signifies Number of Respondents
Q7. Overall, How Satisfied Are You with the Current Facilities, Website, and Services Offered at the San Antonio Public Library?

By percentage of respondents

Revision: Excludes Non-Responses

(#) Signifies Number of Respondents
Q8. Do You Have a Computer at Home?

By percentage of respondents

- Total (1821)
- User (1297)
- Nonuser (466)
- Unknown (58)

(Number) Signifies Number of Respondents
Q8a. Do You Have Internet Access on Your Home Computer?

By percentage of respondents

- Yes: 96%, 96%, 96%, 98%
- No: 4%, 4%, 4%, 2%

( Total (1487)  
User (1096)  
Nonuser (350)  
Unknown (41)  

(#) Signifies Number of Respondents
Q8b. Check all the Ways Access Internet from Your Home Computer

By percentage of respondents (multiple choices could be made)

(1387) Total
(1021) User
(328) Nonuser
(38) Unknown

Dial-Up
- 11% Total
- 11% User
- 10% Nonuser
- 13% Unknown

Broadband
- 55% Total
- 55% User
- 56% Nonuser
- 47% Unknown

Wireless
- 54% Total
- 53% User
- 52% Nonuser
- 61% Unknown

(12) Signifies Number of Respondents

Revision: Includes Internet Access Respondents Only
Q8c. Do You Use a Handheld Device to Access the Internet?

By percentage of respondents (that use wireless to access the internet)

Yes: 51% Total (729), 50% User (540), 50% Nonuser (167), 64% Unknown (22)
No: 36% Total (729), 49% User (540), 50% Nonuser (167), 0% Unknown (22)

(#{Signifies Number of Respondents

Revision: Includes Wireless Respondents Only
Q9. Computer and Internet Services That Households Currently Use or Would Be Interested in Using at San Antonio Public Libraries

By percentage of respondents (multiple choice could be made)

Revision: Excludes Non-Responses
Q10. Ways Households Usually Learn About Library Services and Programs

By percentage of respondents (multiple choice could be made)

- Visit/Call to the library
- Word of Mouth
- Library website
- Newspaper
- School
- Flyers/posters in the community
- Community calendars
- Radio
- Quarterly Library calendar
- Other

Total (1650)  User (1255)  Nonuser (353)  Unknown (42)

(#{}) Signifies Number of Respondents

Revision: Excludes Non-Responses
Q11. Level of Satisfaction with Various Library Services

By percentage of respondents

Revision: Excludes Non-Responses and Don't Knows
Q11. Level of Satisfaction with Various Library Services

By percentage of respondents

- Cleanliness/Maintenance of facilities (1422)
- Knowledge of staff (1332)
- Courteousness of staff (1366)
- Placing items on hold (990)
- Convenience of locations/branches (1420)
- Books for children (1034)
- Self-checkout (971)
- Books for adults (1286)

Library website (947)
Library online catalog (901)
Books for teens (838)
Parking (1418)
Library programs for children (663)
Online research tools (847)
Newspaper/magazines (909)

(︻) Signifies Number of Respondents

Very Dissatisfied

Very Satisfied

0 1 2 3 4 5
Q11. Level of Satisfaction with Various Library Services

By percentage of respondents

By percentage of respondents

(How) Signifies Number of Respondents
Q12. Services That Are Most Important for the San Antonio Library to Provide

By percentage of respondents who selected the item as one of the top four choices

Revision: Excludes Non-Responses and Don’t Knows
Q12. Services That Are Most Important for the San Antonio Library to Provide

By percentage of respondents who selected the item as the top four most important choices

- Books for adults: 33%
- Movies for adults: 28%
- Library programs for adults: 26%
- Audio books: 21%

(Colors indicate number of respondents)
Q13. Reasons Preventing Households from Using San Antonio Public Library Services More During the Past Year

By percentage of respondents (multiple choices could be made)

- Got my information from the internet: Total (61%), User (51%), Nonuser (51%), Unknown (35).
- Got my info from a non-library location: Total (43%), User (36%), Nonuser (41%), Unknown (35).
- Bought or rented materials for reading, viewing, and listening elsewhere: Total (29%), User (26%), Nonuser (31%), Unknown (35).
- Did not know what was being offered at the library: Total (23%), User (21%), Nonuser (27%), Unknown (35).
- Library hours were inconvenient: Total (19%), User (17%), Nonuser (20%), Unknown (35).
- Library locations were inconvenient: Total (15%), User (13%), Nonuser (17%), Unknown (35).
- Did not know library services were offered at no cost: Total (13%), User (11%), Nonuser (13%), Unknown (35).
- Library did not have services or materials I wanted/needed: Total (13%), User (11%), Nonuser (13%), Unknown (35).
- Inconvenient to use a computer at the library: Total (11%), User (9%), Nonuser (11%), Unknown (35).
- Don't use books to get info I need: Total (4%), User (3%), Nonuser (4%), Unknown (35).
- Not transportation to get there: Total (4%), User (3%), Nonuser (4%), Unknown (35).
- Physical access too difficult: Total (3%), User (2%), Nonuser (3%), Unknown (35).
- Did not know about the library: Total (2%), User (1%), Nonuser (3%), Unknown (35).
- Owned fines or fees: Total (2%), User (2%), Nonuser (3%), Unknown (35).
- Library website is not easy to use: Total (2%), User (2%), Nonuser (3%), Unknown (35).
- Library was an unsafe/unpleasant environment: Total (1%), User (1%), Nonuser (2%), Unknown (35).

(#) Signifies Number of Respondents

Revision: Excludes Non-Responses
Q14. How Do You Feel That Improving Literacy of Residents Is to the Future of the City of San Antonio

By percentage of respondents

- Very Important: 93%
- Somewhat Important: 92%
- Not Sure: 87%
- Not Important: 0%

(%) Signifies Number of Respondents

Total (1805)
User (1288)
Nonuser (462)
Unknown (55)
Q15. Importance of Various Agencies in Improving Literacy in San Antonio

By percentage of respondents

- Public and Private Schools (1759): 87% Very Important, 8% Somewhat Important, 5% Not Sure, 1% Not Important
- Community Colleges (1765): 82% Very Important, 12% Somewhat Important, 5% Not Sure, 1% Not Important
- San Antonio Public Library (1768): 79% Very Important, 15% Somewhat Important, 6% Not Sure, 1% Not Important
- Universities (1756): 77% Very Important, 14% Somewhat Important, 7% Not Sure, 3% Not Important
- City of San Antonio Government (1753): 70% Very Important, 17% Somewhat Important, 10% Not Sure, 4% Not Important
- Businesses in San Antonio (1744): 59% Very Important, 21% Somewhat Important, 15% Not Sure, 5% Not Important
- Other non-profit organizations (1727): 61% Very Important, 23% Somewhat Important, 14% Not Sure, 3% Not Important

(#) Signifies Number of Respondents
Q15. Importance of Various Agencies in Improving Literacy in San Antonio

Average Importance by Usage

- Public and Private Schools (1759)
- Community Colleges (1765)
- San Antonio Public Library (1768)
- Universities (1756)
- City of San Antonio Government (1753)
- Businesses in San Antonio (1744)
- Other non-profit organizations (1727)

(Number of Respondents: #)

(Very Important) Total, User, Nonuser, Unknown

(Not Important)
Q16. Agencies That Households Feel Are Most Important for Improving Literacy in San Antonio

By percentage of respondents who selected the items as one of their top three choices

- Public and Private Schools: 45% Most Important, 23% 2nd Most Important, 10% 3rd Most Important (78% Total)
- Community Colleges: 15% Most Important, 25% 2nd Most Important, 18% 3rd Most Important (58% Total)
- San Antonio Public Library: 7% Most Important, 20% 2nd Most Important, 24% 3rd Most Important (51% Total)
- City of San Antonio Government: 18% Most Important, 13% 2nd Most Important, 12% 3rd Most Important (43% Total)
- Universities: 4% Most Important, 9% 2nd Most Important, 19% 3rd Most Important (32% Total)
- Business in San Antonio: 8% Most Important, 4% 2nd Most Important, 6% 3rd Most Important (20% Total)
- Other non-profit organizations: 3% Most Important, 6% 2nd Most Important, 11% 3rd Most Important (18% Total)

Revision: Excludes Non-Responses
Q17. How Important Do You Feel It Is To Have a More Literate Workforce?

By percentage of respondents (multiple choices could be made)

- Very Important
  - Total (1800): 90%
  - User (1285): 91%
  - Nonuser (460): 89%
  - Unknown (55): 86%

- Somewhat Important
  - Total (1800): 6%
  - User (1285): 6%
  - Nonuser (460): 7%
  - Unknown (55): 6%

- Not Sure
  - Total (1800): 3%
  - User (1285): 3%
  - Nonuser (460): 5%
  - Unknown (55): 6%

- Not Important
  - Total (1800): 1%
  - User (1285): 1%
  - Nonuser (460): 0.4%
  - Unknown (55): 2%

(#{}) Signifies Number of Respondents
Q18. Level of Support for Various Actions That Could Be Taken to Improve the San Antonio Public Library

By percentage of respondents

- Increase programs and services to improve literacy (1772): 73% Very Supportive, 17% Somewhat Supportive, 7% Not Sure, 2% Not Supportive
- Purchase additional books and materials (1736): 67% Very Supportive, 21% Somewhat Supportive, 10% Not Sure, 3% Not Supportive
- Invest in technology (i.e. computers, internet, online resources) (1772): 66% Very Supportive, 22% Somewhat Supportive, 9% Not Sure, 3% Not Supportive
- Develop new libraries in neighborhoods that do not have libraries (1766): 70% Very Supportive, 17% Somewhat Supportive, 9% Not Sure, 4% Not Supportive
- Improve existing library buildings (1762): 54% Very Supportive, 29% Somewhat Supportive, 13% Not Sure, 4% Not Supportive
- Extend hours neighborhood libraries are open (1755): 49% Very Supportive, 27% Somewhat Supportive, 17% Not Sure, 7% Not Supportive
- Build and operate community facilities near to or attached to public libraries (1755): 48% Very Supportive, 27% Somewhat Supportive, 16% Not Sure, 9% Not Supportive
- Convert some neighborhood libraries to focus on a higher level of specialized programming for entire city (1766): 43% Very Supportive, 25% Somewhat Supportive, 20% Not Sure, 13% Not Supportive
- Replace the 26 smaller public libraries w/ fewer services with 6-8 larger regional public libraries w/ more services (1762): 19% Very Supportive, 18% Somewhat Supportive, 24% Not Sure, 39% Not Supportive
- Save tax dollars by closing down some smaller neighborhood libraries w/ users being able to use nearby neighborhood libraries (1753): 16% Very Supportive, 17% Somewhat Supportive, 23% Not Sure, 45% Not Supportive
- Other (212): 3% Very Supportive, 5% Somewhat Supportive, 44% Not Sure, 12% Not Supportive

(#) Signifies Number of Respondents
Q18. Level of Support for Various Actions That Could Be Taken to Improve the San Antonio Public Library

Top Two ("Very Supportive" and "Somewhat Supportive") By Usage

- Increase programs and services to improve literacy (1,772)
- Purchase additional books and materials (1,736)
- Invest in technology (i.e., computers, internet, online resources) (1,772)
- Develop new libraries in neighborhoods that do not have libraries (1,766)
- Improve existing library buildings (1,762)
- Extend hours neighborhood libraries are open (1,755)
- Build and operate community facilities near to or attached to public libraries (1,755)
- Convert some neighborhood libraries to focus on a higher level of specialized programming for entire city (1,766)
- Replace the 26 smaller public libraries w/ fewer services with 6-8 larger regional public libraries w/ more services (1,762)
- Save tax dollars by closing down some smaller neighborhood libraries w/ users being able to use nearby neighborhood libraries (1,753)

(\#) Signifies Number of Respondents
Q19. Actions That Households Most Support the San Antonio Public Library Taking

By percentage of respondents who selected the items as one of their top four choices

- Increase programs and services to improve literacy: 27% (Most Important), 18% (2nd Most Important), 11% (3rd Most Important), 8% (4th Most Important)
- Develop new libraries in neighborhoods that do not have libraries: 15% (Most Important), 20% (2nd Most Important), 15% (3rd Most Important), 11% (4th Most Important)
- Invest in technology (i.e. computers, internet, online resources): 11% (Most Important), 18% (2nd Most Important), 15% (3rd Most Important), 13% (4th Most Important)
- Improve existing library buildings: 20% (Most Important), 7% (2nd Most Important), 8% (3rd Most Important), 10% (4th Most Important)
- Purchase additional books and materials: 8% (Most Important), 11% (2nd Most Important), 16% (3rd Most Important), 17% (4th Most Important)
- Extend hours neighborhood libraries are open: 7% (Most Important), 8% (2nd Most Important), 10% (3rd Most Important), 12% (4th Most Important)
- Build and operate community facilities near to or attached to public libraries: 3% (Most Important), 8% (2nd Most Important), 10% (3rd Most Important), 10% (4th Most Important)
- Convert some neighborhood libraries to focus on a higher level of specialized programming for entire city: 5% (Most Important), 8% (2nd Most Important), 9% (3rd Most Important), 8% (4th Most Important)
- Replace the 26 smaller public libraries w/ fewer services with 6-8 larger regional public libraries w/ more services: 3% (Most Important), 4% (2nd Most Important), 4% (3rd Most Important), 15% (4th Most Important)
- Save tax dollars by closing down some smaller neighborhood libraries w/ users being able to use nearby neighborhood libraries: 3% (Most Important), 3% (2nd Most Important), 7% (3rd Most Important), 16% (4th Most Important)

Revision: Excludes Non-Responses
Q19. Actions That Households Most Support the San Antonio Public Library Taking

By percentage of respondents who selected the items as one of their top four choices

1. Increase programs and services to improve literacy
2. Develop new libraries in neighborhoods that do not have libraries
3. Invest in technology (i.e. computers, internet, online resources)
4. Purchase additional books and materials
5. Improve existing library buildings
6. Extend hours neighborhood libraries are open
7. Build and operate community facilities near to or attached to public libraries
8. Convert some neighborhood libraries to focus on a higher level of specialized programming for entire city
9. Replace the 26 smaller public libraries w/ fewer services with 6-8 larger regional public libraries w/ more services
10. Save tax dollars by closing down some smaller neighborhood libraries w/ users being able to use nearby neighborhood libraries

(##) Signifies Number of Respondents
Q20. How Often Would Your Household Use the San Antonio Public Library in a 12-Month Period if it Made the Types of Improvements That Are Most Important to Your Household?

By percentage of respondents

- More than once per week
  - Total (1772): 15%
  - User (1268): 20%
  - Nonuser (451): 15%
  - Unknown (53): 0%

- About once per week
  - Total (1772): 24%
  - User (1268): 30%
  - Nonuser (451): 13%
  - Unknown (53): 9%

- Once or twice per month
  - Total (1772): 29%
  - User (1268): 29%
  - Nonuser (451): 28%
  - Unknown (53): 10%

- Once or twice per year
  - Total (1772): 28%
  - User (1268): 28%
  - Nonuser (451): 28%
  - Unknown (53): 15%

- Never
  - Total (1772): 29%
  - User (1268): 29%
  - Nonuser (451): 29%
  - Unknown (53): 1%

(#{Signifies Number of Respondents})
Q21. Compared to Other Community Service Providers, How Important Do You Feel it is to Make Improvements to the San Antonio Public Library?

By percentage of respondents

- **Very Important**
  - Total (1796): 60%
  - User (1284): 55%
  - Nonuser (457): 64%
  - Unknown (55): 2%

- **Somewhat Important**
  - Total (1796): 29%
  - User (1284): 28%
  - Nonuser (457): 33%
  - Unknown (55): 6%

- **Not Sure**
  - Total (1796): 14%
  - User (1284): 14%
  - Nonuser (457): 24%
  - Unknown (55): 6%

- **Not Important**
  - Total (1796): 8%
  - User (1284): 2%
  - Nonuser (457): 29%
  - Unknown (55): 2%

(#{}) Signifies Number of Respondents
Q22. Demographics: Age of Respondents

By percentage of respondents

Under 35
- Total (1782): 19%
- User (1270): 13%
- Nonuser (454): 14%
- Unknown (58): 10%

35 to 44
- Total (1782): 18%
- User (1270): 16%
- Nonuser (454): 10%
- Unknown (58): 22%

45 to 54
- Total (1782): 23%
- User (1270): 23%
- Nonuser (454): 23%
- Unknown (58): 26%

55 to 64
- Total (1782): 26%
- User (1270): 26%
- Nonuser (454): 26%
- Unknown (58): 31%

65+
- Total (1782): 16%
- User (1270): 22%
- Nonuser (454): 28%
- Unknown (58): 28%

(###) Signifies Number of Respondents
Q23. Demographics: Households by Size

By percentage of respondents

<table>
<thead>
<tr>
<th>Households by Size</th>
<th>Total (1795)</th>
<th>User (1279)</th>
<th>Nonuser (456)</th>
<th>Unknown (60)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Person HH</td>
<td>17%</td>
<td>14%</td>
<td>23%</td>
<td>0%</td>
</tr>
<tr>
<td>2 Person HH</td>
<td>28%</td>
<td>27%</td>
<td>33%</td>
<td>0%</td>
</tr>
<tr>
<td>3 Person HH</td>
<td>19%</td>
<td>19%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>4 Person HH</td>
<td>19%</td>
<td>13%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>5 Person HH</td>
<td>11%</td>
<td>10%</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td>6 Person HH</td>
<td>5%</td>
<td>4%</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td>7+ Person HH</td>
<td>3%</td>
<td>3%</td>
<td>4%</td>
<td>0%</td>
</tr>
</tbody>
</table>

(##) Signifies Number of Respondents

Revision: New Slide
Q24. Demographics: Are Members of Respondent Households of Hispanic, Latino, or Spanish Ancestry?

By percentage of respondents

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>60%</td>
<td>45%</td>
</tr>
<tr>
<td>57%</td>
<td>41%</td>
</tr>
</tbody>
</table>

(+) Signifies Number of Respondents
Q25. Demographics: Race
By percentage of respondents

- White/Caucasian: 81% Total (1732), 82% User (1221), 80% Nonuser (453), 79%
- African American/Black: 9% Total (1732), 8% User (1221), 12% Nonuser (453), 9%
- Native American: 2% Total (1732), 2% User (1221), 1% Nonuser (453), 2%
- Asian: 1% Total (1732), 1% User (1221), 2% Nonuser (453), 2%
- Native Hawaiian or Other Pacific Islander: 0.2% Total (1732), 0.2% User (1221), 0.4% Nonuser (453), 0.0%
- Other: 7% Total (1732), 7% User (1221), 5% Nonuser (453), 9%

(\#) Signifies Number of Respondents
Revision: Recoded Others
Q26. Demographics: Number of Years Lived in San Antonio

By percentage of respondents

By percentage of respondents

<table>
<thead>
<tr>
<th>Years Lived</th>
<th>Total (1793)</th>
<th>User (1281)</th>
<th>Nonuser (455)</th>
<th>Unknown (57)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 or less</td>
<td>6%</td>
<td>6%</td>
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<td>9%</td>
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<td>4 to 5</td>
<td>5%</td>
<td>4%</td>
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<td>6 to 10</td>
<td>4%</td>
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<td>8%</td>
<td>11%</td>
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<td>11 to 15</td>
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<td>7%</td>
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<tr>
<td>16 to 20</td>
<td>9%</td>
<td>9%</td>
<td>5%</td>
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<tr>
<td>21 to 30</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
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<tr>
<td>31+</td>
<td>49%</td>
<td>51%</td>
<td>45%</td>
<td>53%</td>
</tr>
</tbody>
</table>

Note: (#) Signifies Number of Respondents
Q27. Demographics: Gender

By percentage of respondents

Female
- Total (1832): 59%
- User (1303): 62%
- Nonuser (467): 54%
- Unknown (62): 45%

Male
- Total (1832): 41%
- User (1303): 38%
- Nonuser (467): 46%
- Unknown (62): 55%

(#{}) Signifies Number of Respondents
Q28. Demographics: Highest Level of Education Completed

By percentage of respondents

- **Less than High School Degree**
  - Total (1796): 8%
  - User (1282): 7%
  - Nonuser (455): 11%
  - Unknown (59)

- **High School Degree**
  - Total (1796): 24%
  - User (1282): 23%
  - Nonuser (455): 25%
  - Unknown (59): 34%

- **Community College**
  - Total (1796): 18%
  - User (1282): 19%
  - Nonuser (455): 16%
  - Unknown (59): 20%

- **College Undergraduate Degree**
  - Total (1796): 30%
  - User (1282): 30%
  - Nonuser (455): 31%
  - Unknown (59)

- **Masters Degree or Higher**
  - Total (1796): 20%
  - User (1282): 21%
  - Nonuser (455): 17%
  - Unknown (59): 15%

((#) Signifies Number of Respondents)
Q29. Demographics: Total Annual Household Income

By percentage of respondents

- **Under $25,000**
  - Total: 19%
  - User: 17%
  - Nonuser: 22%
  - Unknown: 8%

- **$25,000 - $29,999**
  - Total: 10%
  - User: 10%
  - Nonuser: 11%
  - Unknown: 8%

- **$30,000 - $59,999**
  - Total: 29%
  - User: 31%
  - Nonuser: 22%
  - Unknown: 10%

- **$60,000 - $99,999**
  - Total: 26%
  - User: 26%
  - Nonuser: 26%
  - Unknown: 10%

- **$100,000 +**
  - Total: 17%
  - User: 16%
  - Nonuser: 20%

(#{}) Signifies Number of Respondents
Demographics: Council District Households Live In
By percentage of respondents

District 1
District 2
District 3
District 4
District 5
District 6
District 7
District 8
District 9
District 10

Total (1504)
User (1092)
Nonuser (362)
Unknown (50)

(#) Signifies Number of Respondents
Demographics: County Commissioners Court Precincts Households Live In

By percentage of respondents

<table>
<thead>
<tr>
<th>Precinct</th>
<th>Total (1299)</th>
<th>User (953)</th>
<th>Nonuser (306)</th>
<th>Unknown (40)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Precinct 1</td>
<td>23%</td>
<td>23%</td>
<td>25%</td>
<td>23%</td>
</tr>
<tr>
<td>Precinct 2</td>
<td>23%</td>
<td>24%</td>
<td>21%</td>
<td>15%</td>
</tr>
<tr>
<td>Precinct 3</td>
<td>31%</td>
<td>32%</td>
<td>29%</td>
<td>23%</td>
</tr>
<tr>
<td>Precinct 4</td>
<td>23%</td>
<td>21%</td>
<td>25%</td>
<td>23%</td>
</tr>
</tbody>
</table>

(¢) Signifies Number of Respondents