

		2,200 (+/-) STVR Surveys were mailed. Surveys returned undamaged:		300	
Notes: (1) STVR surveys were mailed to all addresses within 100' of a STVR permit address					
(2) STVR surveys were not mailed to HOAs or areas covered by CC&Rs which allow them.					
(3) STVR surveys were due back on 10/15/2019					
(4) 113 STVR surveys were returned undelivered by the USPS. Many were for "vacant houses" or no mailbox found at the property. TF members were not allowed to review these due to confidentiality reasons (due to the address label).					
Q 1	What is your opinion of STVRs in your neighborhood?				
		In Favor	93	30.79%	% of those who responded to question 1
		Opposed	147	48.68%	
		Not Sure / don't know / neutral	62	20.53%	
		Totals:	302	100.00%	
Note: Survey #'s 171 & 210 - user checked 2 boxes vs. just 1 of the 3 choices therefore the difference between 300 and 302					
Q2	Please describe the reason for your opinion: (fill in blank lines)				

Q3	In what neighborhood do you reside?				
		Panorama	87	29.00%	% of 300 surveys returned
		Cove	112	37.33%	
		Rio Vista	32	10.67%	
		Century Park	11	3.67%	
		Tapestry	15	5.00%	
		Misc	43	14.33%	
		Totals:	300	100.00%	
	Note: Panorma Survey # 075 was voided, count adjusted to 32				
Q4	If you are opposed to STVRs in your neighborhood, how would you restrict or limit them?				
	Which of the following proposals might you support?				
	(Survey question allowed multiple choices to be checked.)			300 Surveys	
	a - Restrict the # of STVRs owned by one individual or company		73	24.33%	% of 300 surveys returned
	b - Limit the number of times a STVR may be rented within one year		76	25.33%	
	c - Restrict the number of STVRs allowed on one street (please explain below how you would restrict the number)		56	18.67%	
	d - Allow only homesharing (defined as a resident who rents out a room in his/her house while the owner is present)		61	20.33%	
	e - Prohibit them in all residential areas (zoned R-1 and R-2 except for those areas with HOAs and CCRs that specifically allow them		100	33.33%	
	f - other ideas		73	24.33%	

Q5	What problems, if any, have you experienced with the STVRs near your home?				300 Surveys
	Please mark ALL that apply.				
	a - No problems	104	34.67%	% of 300 surveys returned	
	b - Trash	64	21.33%		
	c - Parking	118	39.33%		
	d - Noise	171	57.00%		
	e - Too many on my street	62	20.67%		
	f - Loss of neighborhoods/friends	55	18.33%		
	g - Other (please specify)	92	30.67%		
Q6	Are you aware of the STVR Hotline for reporting concerns or complaints?				300 Surveys
	Have you called the Hotline at any time in the past year?				
	a - No, I didn't know there was a Hotline	102	33.66%	% of those who responded to question 6	
	b - Yes, I know there is a Hotline but have not called because ... (fill in blanks)	125	41.25%		
	c - Yes, I know there is a Hotline and have called with a complaint(s) for the following reasons... (fill in blanks)	76	25.08%		
		303	100.00%		

Q7	If you called the Hotline , how satisfied were you with the response from the Hotline?			300 Surveys
		Very Unsatisfied = 1 to 5 = Very Satisfied:		
		Very Unsatisfied - 7a - 1	35	46.67%
		7a - 2	6	8.00%
		Neutral - 7a - 3	10	13.33%
		7a - 4	8	10.67%
		Very Satisfied - 7a - 5	16	21.33%
			75	100.00%
	If you were not satisfied, what lead you to your dissatisfaction? Mark all that apply:			
	7b - No response or inadequate response to the problem		37	
	7b - The operator was unhelpful or rude		17	
	7b - The responding officer was unhelpful or rude		6	
	7b - The responding officer was unable to deal with my concern / complaint		13	
	7b - My complaint was not handled confidentially		11	
	7b - Other (please specify)		27	
Q8	Have you called Code Enforcement about an STVR issue at any time in the past year?			300 Surveys
		a - No	245	84.19%
		b - Yes. If yes, please describe the STVR issue (fill in blanks)	46	15.81%
			291	100.00%

Q9	If you contacted Code Enforcement , how satisfied were you with their response?				300 Surveys	
	Very Unsatisfied = 1 to 5 = Very Satisfied:					
		Very Unsatisfied - 9a - 1	13	28.26%	% of those who responded to question 9a	
		9a - 2	10	21.74%		
		Neutral - 9a - 3	7	15.22%		
		9a - 4	6	13.04%		
		Very Satisfied - 9a - 5	10	21.74%		
			46	100.00%		
	If you were not satisfied, what lead you to your dissatisfaction? Mark all that apply:					
		9b - No response or inadequate response to the problem	18			
		9b - Code Enforcement was unable to deal with my concern/complaint	14			
		9b - Code Enforcement was unhelpful or rude	9			
		9b - My complaint was not handled confidentially	8			
		9 b - Other (please specify)	22			
Q10	Have you called the Cathedral City Police Department with complaints about STVRs in the past year?				300 Surveys	
		a - No	238	83.22%	% of those who responded to question 10	
		b - Yes. If yes, please describe the STVR issue (fill in the blanks)	48	16.78%		
			286	100.00%		

Q11	If you contacted the Police , how satisfied were you with their response?				
	Very Unsatisfied = 1 to 5 = Very Satisfied:				
	Very Unsatisfied - 11a - 1	12	40.00%	% of those who responded to question 11a	
	11a - 2	7	23.33%		
	Neutral - 11a - 3	9	30.00%		
	11a - 4	10	33.33%		
	Very Satisfied - 11a - 5	18	60.00%		
		30	100.00%		
	If you were not satisfied, what lead you to your dissatisfaction?				
	Mark all that apply:				
	11b - No response or inadequate response to the problem	11			
	11b - My complaint was not handled confidentially	6			
	11b - The Dispatcher was unhelpful or rude	10			
	11b - The responding Officer was unhelpful or rude	4			
	11b - The responding Officer was unable to deal with my concern / complaint	9			