

JANUARY 28, 2020



CITY OF ORINDA 2020 BALLOT MEASURE SURVEY
220-5455
FINAL
A/B & C/D SPLITS

Hello, I'm calling from _____, a public opinion research company. We are not telemarketers trying to sell anything, or ask for a donation of any type. We're conducting a public opinion survey about issues that concern people in Orinda (**or-IN-da**). May I please speak to _____? **(MUST SPEAK TO VOTER LISTED. VERIFY THAT THE VOTER LIVES AT THE ADDRESS LISTED; OTHERWISE, TERMINATE.)**

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

- Yes, cell and can talk safely ----- 1
- Yes, cell but cannot talk safely ----- **TERMINATE**
- No, not on cell ----- 2
- (DON'T READ) DK/NA/REFUSED** ----- **TERMINATE**

1. **(T)** Next, would you say the overall quality of life in Orinda (**or-IN-da**) is excellent, good, only fair, or poor?

- Excellent----- 1
- Good ----- 2
- Only fair ----- 3
- Poor ----- 4
- (DON'T READ) DK/NA** ----- 5

NOW I WOULD LIKE TO ASK YOU ABOUT A MEASURE THAT MAY APPEAR ON A FUTURE CITY OF ORINDA (or-RIN-da) BALLOT.

2. It could read as follows:

“Orinda (or-IN-da) Essential City Services Measure. To help maintain essential City services, including:

- ongoing repairs/ maintenance to public roads and storm drains;
- restoring wildlife habitat and recreation along San Pablo Creek;
- emergency/ natural disaster preparedness, including wildfire prevention/ evacuation planning;

Shall the City of Orinda renew the existing half-cent sales tax and increase it by one-half cent, providing 2-point-4 million dollars annually (**SPLIT SAMPLE A ONLY:** until ended by voters) (**SPLIT SAMPLE B ONLY:** for 10 years), with financial audits and a citizens oversight committee?”

If the election were held today, do you think you would vote “Yes” in favor of this measure, or “No” to oppose it? (**IF YES/NO, ASK:** “Is that definitely or just probably?”) (**IF UNDECIDED, ASK:** “What are you leaning towards, voting yes, or voting no?”)

- Definitely yes ----- 1
- Probably yes----- 2
- Undecided, lean yes ----- 3
- Undecided, lean no ----- 4
- Probably no----- 5
- Definitely no ----- 6
- (DON’T READ) DK/NA ----- 7

(ASK Q3 ONLY IF YES/NO – CODES 1-6 – IN Q2)

3. In a few words of your own, why would you vote **YES/NO** on this ballot measure? (**OPEN END, RECORD VERBATIM RESPONSE BELOW**)

a. Yes:

b. No:

(RESUME ASKING ALL RESPONDENTS)

4. The structure of this measure has not been finalized. Instead of establishing a one-cent sales tax, it could continue the existing half-cent sales tax with no increase in taxes. If that were the case, do you think you would vote “Yes” in favor of this measure, or “No” to oppose it? **(IF YES/NO, ASK:** “Is that definitely or just probably?”) **(IF UNDECIDED, ASK:** “What are you leaning towards, voting yes, or voting no?”)

- Definitely yes ----- 1
- Probably yes----- 2
- Undecided, lean yes ----- 3
- Undecided, lean no ----- 4
- Probably no----- 5
- Definitely no ----- 6
- (DON’T READ) DK/NA ----- 7**

NOW I WOULD LIKE TO ASK YOU SOME MORE GENERAL QUESTIONS ABOUT LOCAL GOVERNMENT IN ORINDA (or-IN-da).

5. **(T)** Overall, how would you rate the job being done by the City of Orinda **(or-IN-da)** in providing basic services and taking care of the needs of Orinda **(or-IN-da)** residents? Would you say the City of Orinda is doing an excellent job, above average job, average job, below average job, or poor job?

- Excellent job ----- 1
- Above average job----- 2
- Average job ----- 3
- Below average job----- 4
- Poor job----- 5
- (DON’T KNOW/NA)----- 6**

6. **(T)** And how would you rate the job the City of Orinda **(or-IN-da)** has done spending tax dollars wisely? Would you say the City is doing an excellent job, above average job, average job, below average job, or poor job?

- Excellent job ----- 1
- Above average job----- 2
- Average job ----- 3
- Below average job----- 4
- Poor job----- 5
- (DON’T KNOW/NA)----- 6**

7. First, I'm going to read you a brief list of City departments. Please tell me whether you generally approve or disapprove of the job each is doing. **(IF APPROVE/DISAPPROVE, ASK: Is that strongly or just somewhat?) (RANDOMIZE)**

	<u>STR.</u>	<u>SW</u>	<u>S.W.</u>	<u>STR.</u>	<u>(DON'T</u>
	<u>APPROVE</u>	<u>APPROVE</u>	<u>DISAPP.</u>	<u>DISAPP.</u>	<u>READ)</u>
					<u>DK/NA</u>
(SPLIT SAMPLE A ONLY)					
[] a. (T) The Orinda (or-IN-da) City Council -----	1	2	3	4	5
[] b. (T) The Orinda (or-IN-da) Police Department -----	1	2	3	4	5
[] c. (T) The Orinda (or-IN-da) Parks and Recreation Department -----	1	2	3	4	5
(SPLIT SAMPLE B ONLY)					
[] d. (T) The Orinda (or-IN-da) Department of Public Works -----	1	2	3	4	5
[] e. (T) The Orinda (or-IN-da) Planning Department -----	1	2	3	4	5
[] f. (T) The Orinda (or-IN-da) Library -----	1	2	3	4	5

(RESUME ASKING ALL RESPONDENTS)

8. Now, I am going to read you a list of some specific services provided by the City of Orinda (or-RIN-da). After you hear each one, please tell me whether you are generally satisfied or dissatisfied with the quality of that service in the City of Orinda. **(IF SATISFIED/DISSATISFIED, ASK: Is that very SATISFIED/DISSATISFIED or just somewhat?) (RANDOMIZE)**

	<u>VERY</u>	<u>S.W.</u>	<u>SW</u>	<u>VERY</u>	<u>(DK/NA)</u>
	<u>SATIS.</u>	<u>SATIS.</u>	<u>DISSAT.</u>	<u>DISSAT.</u>	
[] a. (T) Repairing potholes -----	1	2	3	4	5

(SPLIT SAMPLE A ONLY)

[] b. (T*) Maintaining the City's public streets and roads -----	1	2	3	4	5
[] c. (T) Reviewing and issuing permits for new residential construction and home remodels -----	1	2	3	4	5
[] d. (T) Providing police emergency response services -----	1	2	3	4	5
[] e. (T) Maintaining local parks -----	1	2	3	4	5

(SPLIT SAMPLE B ONLY)

[] f. (T) Maintaining the cleanliness and general appearance of downtown -----	1	2	3	4	5
[] g. (T) Preparing the community for natural disasters -----	1	2	3	4	5
[] h. (T) Maintaining a reasonable amount of reserve funding in the City budget -----	1	2	3	4	5
[] i. Maintaining the City's public storm drains -----	1	2	3	4	5

(RESUME ASKING ALL RESPONDENTS)

9. In the last few years would you say that the overall quality of public streets and roads in the City of Orinda (**or-IN-da**) has gotten better, gotten worse, or stayed about the same? (**IF BETTER/WORSE, ASK:** “Is that much **BETTER/WORSE**, or only somewhat?”)

- Much better----- 1
- Somewhat better----- 2
- About the same ----- 3
- Somewhat worse----- 4
- Much worse ----- 5
- (DON'T KNOW/NA)----- 6

NOW I WOULD LIKE TO RETURN TO OUR DISCUSSION OF THE BALLOT MEASURE WE WERE PREVIOUSLY DISCUSSING. TO REFRESH YOUR MEMORY, THIS CITY OF ORINDA (or-IN-da) MEASURE WOULD RENEW ORINDA’S EXISTING HALF-CENT SALES TAX AND INCREASE IT BY ONE-HALF CENT TO FUND VITAL CITY SERVICES INCLUDING REPAIRING AND MAINTAINING PUBLIC ROADS AND STORM DRAINS, RESTORING WILDLIFE HABITAT ALONG SAN PABLO CREEK, AND PREPARING FOR NATURAL DISASTERS.

10. First, I am going to read you a list of specific City projects and services that could be funded by the measure. Recognizing that there will not be enough funding to complete all of these projects, please tell me how important each one is to you: extremely important, very important, somewhat important, or not important. (**RANDOMIZE**)

		<u>EXT</u> <u>IMPT.</u>	<u>VERY</u> <u>IMPT.</u>	<u>SW</u> <u>IMPT.</u>	<u>NOT</u> <u>IMPT.</u>	<u>(DON'T</u> <u>READ)</u> <u>DK/NA</u>
[] a.	Accepting ownership of private storm drains on private property, and making them part of the City’s publicly-maintained storm drain system -----	1	2	3	4	5

(SPLIT SAMPLE C ONLY)

[] b.	Protecting vital City services -----	1	2	3	4	5
[] c.	Additional police patrol coverage-----	1	2	3	4	5
[] d.	Repaving public arterial (ar-TEER-EE-ull) and collector streets -----	1	2	3	4	5
[] e.	(T) Repairing streets to improve driver, pedestrian, and bicyclist safety -----	1	2	3	4	5
[] f.	(T) Repairing collapsing storm drains-----	1	2	3	4	5
[] g.	Providing safe routes to schools-----	1	2	3	4	5
[] h.	(T) Repaving public streets that are in poor condition-----	1	2	3	4	5
[] i.	Restoring wildlife habitat along San Pablo Creek-----	1	2	3	4	5
[] j.	Maintaining local parks -----	1	2	3	4	5
[] k.	Preparing for natural disasters -----	1	2	3	4	5
[] l.	Fully investing in the maintenance of public roads to minimize future costly repairs-----	1	2	3	4	5

		<u>EXT</u>	<u>VERY</u>	<u>SW</u>	<u>NOT</u>	(DON'T
		<u>IMPT.</u>	<u>IMPT.</u>	<u>IMPT.</u>	<u>IMPT.</u>	READ)
						<u>DK/NA</u>
(SPLIT SAMPLE D ONLY)						
[]m.	Repaving public residential streets and roads -----	1	2	3	4	5
[]n.	Maintaining vital City services-----	1	2	3	4	5
[]o.	Improving traffic safety on local streets-----	1	2	3	4	5
[]p.	(T) Replacing failing storm drains to prevent road flooding-----	1	2	3	4	5
[]q.	(T) Repaving major City streets-----	1	2	3	4	5
[]r.	(T*) Repairing public storm drains at the same time the roads are repaired -----	1	2	3	4	5
[]s.	Providing recreational opportunities such as a walking trail along San Pablo Creek-----	1	2	3	4	5
[]t.	Implementing the Community Park Master Plan -----	1	2	3	4	5
[]u.	Ensuring speedy emergency response -----	1	2	3	4	5
[]v.	Wildfire prevention -----	1	2	3	4	5

(RESUME ASKING ALL RESPONDENTS)

NOW I AM GOING TO READ YOU SOME STATEMENTS FROM BOTH SUPPORTERS AND OPPONENTS OF THE CITY OF ORINDA (or-IN-da) MEASURE WHICH WOULD RENEW ORINDA'S EXISTING HALF-CENT SALES TAX AND INCREASE IT BY ONE-HALF CENT TO FUND VITAL CITY SERVICES INCLUDING REPAIRING AND MAINTAINING PUBLIC ROADS AND STORM DRAINS, RESTORING WILDLIFE HABITAT ALONG SAN PABLO CREEK, AND PREPARING FOR NATURAL DISASTER AND EMERGENCIES.

11. First, I am going to read some statements from people who support the measure. After hearing each statement, please tell me whether you find it very convincing, somewhat convincing, or not convincing as a reason to support it on a future ballot. If you do not believe the statement, please tell me that too.
(RANDOMIZE)

		<u>VERY</u>	<u>SMWHT</u>	<u>NOT</u>	<u>DON'T</u>	
		<u>CONV.</u>	<u>CONV.</u>	<u>CONV.</u>	<u>BELIEVE (DK/NA)</u>	
[]a.	(PROPERTY VALUE) By maintaining and improving public street and road conditions, this measure will help to protect property values for Orinda (or-IN-da) homeowners. -----	1	2	3	4	5
[]b.	(SAFETY) This measure will improve the safety of Orinda's (or-IN-da's) main public roads. By fixing deteriorating roads and preventing potholes, it will reduce damage to vehicles and help to prevent accidents that threaten the safety of drivers, pedestrians, and bicyclists. -----	1	2	3	4	5
[]c.	(CHILDREN) Safer roads mean safer conditions for everyone in our neighborhoods. In particular, this measure will invest in ensuring that children can walk and bike to school safely. -----	1	2	3	4	5

- []d. **(FUTURE COSTS)** Delaying maintenance and repairs to Orinda’s **(or-IN-da’s)** public roads and drains only increase costs in the long run. This measure will help repair roads and drains while construction costs are still relatively affordable.----- 1----- 2 -----3----- 4 ----- 5
- []e. **(KEEP IMPROVING)** Orinda’s **(or-IN-da’s)** overall pavement condition has improved greatly over the last few years as the City has invested in road maintenance and improvements. Without this tax our roads will deteriorate again. ----- 1----- 2 -----3----- 4 ----- 5
- []f. **(EXPIRING)** This measure extends an existing tax the City has been using to pay for vital services. Without this measure, the City will have to find a way to raise more than one million dollars a year just to prevent cuts to essential services. ----- 1----- 2 -----3----- 4 ----- 5
- []g. **(NO OTHER SOURCES)** Unlike many cities in the Bay Area, Orinda **(or-IN-da)** does not have a utility users tax or business license tax, and has not increased its real property transfer tax on homeowners. ----- 1----- 2 -----3----- 4 ----- 5
- []h. **(TRACK RECORD)** Since local voters first authorized this local sales tax to fund road improvements, it has finished all scheduled repairs on budget and ahead of schedule. This track record of success has been documented by the citizens’ committee overseeing spending from the measure.----- 1----- 2 -----3----- 4 ----- 5

12. Now that you have heard more about it, let me ask you again about the potential measure to help maintain essential City services, including ongoing repairs to public roads and storm drains; restoring wildlife habitat and recreation along San Pablo Creek; and providing emergency/ natural disaster preparedness by renewing the existing half-cent sales tax and increasing it by one-half cent. If the election were held today, would you vote yes in favor of it, or no to oppose it? **(IF YES/NO ASK):** “Is that definitely **(YES/NO)** or just probably **(YES/NO)**?” **(IF UNDECIDED, ASK):** “Well, do you lean towards voting yes or no?”

- Definitely yes ----- 1
- Probably yes----- 2
- Undecided, lean yes ----- 3
- Undecided, lean no ----- 4
- Probably no----- 5
- Definitely no ----- 6
- (DON'T READ) DK/NA ----- 7**

13. Next, I am going to read some statements from people who oppose the measure. After hearing each statement, please tell me whether you find it very convincing, somewhat convincing, or not convincing as a reason to oppose it on a future ballot. If you do not believe the statement, please tell me that too. **(RANDOMIZE)**

VERY SMWHT NOT DON'T
CONV. CONV. CONV. BELIEVE (DK/NA)

[]a. **(TRUST)** The City should find money in its existing budget, rather than raising taxes. And we simply can't trust City government to spend this money effectively and efficiently. ----- 1----- 2 -----3----- 4 ----- 5

[]b. **(HIDING)** We have already been asked three times in the last decade to fund street improvements, and they are likely to ask again in a few years. This piecemeal approach is designed to hide the true costs from voters. ----- 1----- 2 -----3----- 4 ----- 5

[]c. **(TAXES)** The cost of living in the Bay Area is too high already, and there may be numerous other tax increases on next year's ballot, including other measures to fund transportation. We have hit our limit on taxes, and should vote no. ----- 1----- 2 -----3----- 4 ----- 5

(SPLIT SAMPLE A ONLY)

[]d. **(FOREVER)** This measure will create a “forever tax.” Local residents will be paying a one-cent sales tax from now on, whether or not the money is being used effectively or as promised. ----- 1----- 2 -----3----- 4 ----- 5

(RESUME ASKING ALL RESPONDENTS)

14. Sometimes over the course of a survey like this, people change their minds, and sometimes they do not. Let me ask you one last time about the measure to help maintain essential City services, including ongoing repairs to public roads and storm drains; restoring wildlife habitat and recreation along San

Pablo Creek; and providing emergency/ natural disaster preparedness by renewing the existing half-cent sales tax and increasing it by one-half cent. Would you vote yes in favor of it, or no to oppose it? (IF YES/NO ASK): "Is that definitely (YES/NO) or just probably (YES/NO)?" (IF UNDECIDED, ASK:) Well, do you lean towards voting yes or no?

- Definitely yes ----- 1
- Probably yes----- 2
- Undecided, lean yes ----- 3
- Undecided, lean no ----- 4
- Probably no----- 5
- Definitely no ----- 6
- (DON'T READ) DK/NA ----- 7

NOW LET ME ASK YOU ABOUT ANOTHER SUBJECT.

15. As you may know, about 30 miles of Orinda (**or-IN-da**) roads are privately-owned. These roads are not maintained by the City. Most of these roads do not have gates that physically restrict access to the general public. All local residents, including those living on these privately-owned roads, pay existing City taxes that fund repairs to public roads.

The City is considering a ballot measure that would generate funding to repair and accept ownership of private roads into the City's publicly-maintained road system. Does this sound like something you would support or oppose? (IF SUPPORT/OPPOSE, ASK: Is that strongly **SUPPORT/OPPOSE** or just somewhat?)

- Strongly support ----- 1
- Somewhat support----- 2
- Somewhat oppose ----- 3
- Strongly oppose----- 4
- (DON'T KNOW/NA)----- 5

16. Next, here are statements from supporters and opponents of a ballot measure that would generate funding to repair and accept ownership of private roads into the City’s publicly-maintained road system. **(ROTATE PARAGRAPHS)**

[] Supporters say that people living on privately-owned roads pay the same taxes as their neighbors who live on City-maintained roads, but they do not get the same benefits. Their roads are open to public use. Supporters would like the benefit of regular maintenance and major repairs to their roads, especially in the event of a major disaster.

[] Opponents say that people who choose to live in homes on private roads knew what they were agreeing to when they bought their homes. They should continue to pay their own maintenance costs instead of the City having to take over responsibility and liability for their private roads.

Having heard this, would you support or oppose this ballot measure? **(IF SUPPORT/OPPOSE, ASK: Is that strongly SUPPORT/OPPOSE or just somewhat?)**

- Strongly support ----- 1
- Somewhat support----- 2
- Somewhat oppose ----- 3
- Strongly oppose----- 4
- (DON’T KNOW/NA)**----- 5

17. At this time, the potential cost of such a ballot measure is not known, because the City does not know the condition of the 30 miles of privately-owned roads. However, current estimates range from five million dollars to 25 million dollars. These costs would be funded through additional taxes to local residents.

Having heard this, let me ask you again: would you support or oppose a ballot measure to generate funding to repair and accept ownership of private roads into the City’s publicly-maintained road system? Does this sound like something you would support or oppose? **(IF SUPPORT/OPPOSE, ASK: Is that strongly SUPPORT/OPPOSE or just somewhat?)**

- Strongly support ----- 1
- Somewhat support----- 2
- Somewhat oppose ----- 3
- Strongly oppose----- 4
- (DON’T KNOW/NA)**----- 5

18. On a different, but related subject: typically, storm water runoff from residences is directed to ditches or catch basins within public road rights of way that are maintained by the City. The collected street runoff is usually sent through a storm drainpipe on private property into the nearest creek or water channel. It is the responsibility of the private property owner to maintain the storm drainpipe across their property, unless the City has accepted a drainage easement to maintain that specific storm drainpipe.

The City is considering a bond measure to take over ownership and maintenance of private storm drains. Such a bond measure would likely cost at least 30 million dollars, which equates to approximately 260 dollars annually for the next 20 years for a property assessed at one million dollars. Does this bond measure sound like something you would support or oppose? **(IF SUPPORT/OPPOSE, ASK: Is that strongly SUPPORT/OPPOSE or just somewhat?)**

- Strongly support ----- 1
- Somewhat support ----- 2
- Somewhat oppose ----- 3
- Strongly oppose ----- 4
- (DON'T KNOW/NA)** ----- 5

19. Next, I'm going to read you a list of sources from which people get information about local City of Orinda (**or-IN-da**) news. For each, I'd like you to tell me how often you use it to get information about local City of Orinda news: frequently, occasionally, rarely, or never. **(RANDOMIZE)**

	<u>FREQ.</u>	<u>OCCAS.</u>	<u>RARELY</u>	<u>NEVER</u>	<u>(DK/NA)</u>
(SPLIT SAMPLE C ONLY)					
[]a. (T) The weekly <i>Orinda</i> (or-IN-da) Outlook e-mail newsletter from the City -----	1	2	3	4	5
[]b. (T) Twitter -----	1	2	3	4	5
[]c. (T) City email alerts -----	1	2	3	4	5
[]d. (T) The <i>Orinda</i> (or-IN-da) News -----	1	2	3	4	5
[]e. (T) The City of Orinda's (or-IN-da 's) website -----	1	2	3	4	5
[]f. (T) The information you receive in the mail -----	1	2	3	4	5
[]g. (T) The Nextdoor dot com website -----	1	2	3	4	5

(SPLIT SAMPLE D ONLY)					
[]h. (T) Facebook -----	1	2	3	4	5
[]i. (T) The <i>Lamorinda</i> (LA-more-in-da) Weekly -----	1	2	3	4	5
[]j. (T) Blogs -----	1	2	3	4	5
[]k. (T) The City's quarterly <i>Orinda</i> (o-IN-da) Way printed newsletter -----	1	2	3	4	5
[]l. The <i>East Bay Times</i> -----	1	2	3	4	5
[]m. (T) Nixle (nix-ULL) alerts -----	1	2	3	4	5

(RESUME ASKING ALL RESPONDENTS)

HERE ARE MY LAST QUESTIONS, AND THEY ARE FOR STATISTICAL PURPOSES ONLY.

20. Is your home on a City maintained-road, or a privately-owned road?

- City-maintained----- 1
- Privately-owned ----- 2
- (DON'T READ) DK/NA** ----- 3

21. Were you born and raised in Orinda? **(IF NO, ASK: How long have you lived in Orinda?)**

- Born and raised ----- 1
- Less than five years ----- 2
- Six to ten years----- 3
- 11 to 20 years ----- 4
- 21 to 40 years ----- 5
- More than 40 years ----- 6
- (DON'T READ) DK/NA** ----- 7

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

- Less than high school graduate ----- 1
- High School graduate ----- 2
- Less than 4 years of college ----- 3
- College graduate (4)----- 4
- Post graduate work/
Professional school ----- 5
- (DON'T READ) Refused**----- 6

23. **(T)** Do you have any children under the age of 19 living at home?

- Yes ----- 1
- No ----- 2
- (DON'T READ) DK/NA** ----- 3

24. **(T)** I'm going to read you some categories for household income. Would you please stop me when I have read the category indicating the total combined income for all the people in your household before taxes in 2019?

- Under \$50,000 a year ----- 1
- \$50,001 to \$100,000 ----- 2
- \$100,001 to \$150,000----- 3
- \$150,001 to \$200,000----- 4
- \$200,001 to \$250,000----- 5
- Over \$250,000 ----- 6
- (DON'T READ) Refused**----- 7

25. Next, would you like to provide an e-mail address for the City of Orinda (**or-RIN-da**) to use in contacting you with information about the City?

(RECORD E-MAIL ADDRESS BELOW)

(ASK ONLINE ONLY)

QX. Are you ...?

Male ----- 1
 Female ----- 2
 Nonbinary ----- 3
 Rather not say ----- 4

THANK AND TERMINATE

GENDER (BY OBSERVATION):

Male ----- 1
 Female ----- 2

PARTY REGISTRATION:

Democrat ----- 1
 Republican ----- 2
 No Party Preference ----- 3
 Other ----- 4

FLAGS

P14 ----- 1
 G14 ----- 2
 P16 ----- 3
 G16 ----- 4
 P18 ----- 5
 G18 ----- 6
 BLANK ----- 7

HOUSEHOLD PARTY TYPE

Dem 1 ----- 1
 Dem 2+ ----- 2
 Rep 1 ----- 3
 Rep 2+ ----- 4
 Ind 1+ ----- 5
 Mix ----- 6

PERMANENT ABSENTEE

Yes ----- 1
 No ----- 2

AGE

18-24 ----- 1
 25-29 ----- 2
 30-34 ----- 3
 35-39 ----- 4
 40-44 ----- 5
 45-49 ----- 6
 50-54 ----- 7
 55-59 ----- 8
 60-64 ----- 9
 65-74 ----- 10
 75+ ----- 11