SALT LAKE CITY RESIDENT SURVEY

OFFICIAL 2021 SURVEY OF SALT LAKE CITY RESIDENTS





1. Though quality of life remains stable, most residents report being negatively affected by COVID-19 in some way

Quality of life and optimism for Salt Lake did not change significantly from previous waves. In other aspects, however, <u>the pervasive effects</u> of COVID-19 are evident.

2. Residents are satisfied with their neighborhoods, and are willing to pay for infrastructure improvements

Respondents report satisfaction with their neighborhoods on many dimensions, including <u>walkability</u>, <u>location</u>, and <u>safety</u>. We also find <u>overwhelming support</u> for a fee to fund <u>infrastructure improvements</u>

A majority of respondents say they agree Salt Lake City has job opportunities for them, though the number has decreased from last wave. Likely exacerbated by COVID-19, respondents were very enthusiastic about the need to support local businesses.

Email is a popular two-way mode of interacting with the city, but many residents still prefer to reach out via telephone

Respondents reported high levels of satisfaction with communicating with the City. Regarding preferred communication channels, respondents <u>prefer to interact via telephone or email, while email, social media, and newspaper are the most preferred news sources</u>

Residents trust the police, but are supportive of communitybased changes

Though certain sub-groups differ, the <u>majority say they trust SLCPD</u>. However, the overwhelming majority of our respondents also support greater community involvement on the part of the police.

FINDINGS TO REMEMBER

SURVEY OBJECTIVES

RESEARCH GOALS

- Track approval of the City and the services it offers over time
- Evaluate neighborhood perceptions regarding safety and city maintenance
- Explore residents' priorities regarding current City initiatives, including attitudes about public transit and the conditions of streets and roads
- Examine from which communication channels residents most commonly receive information about the City and which modes they would prefer
- Gauge the impacts of COVID-19 and evaluate residents' perceptions of the City's response
- Quantify attitudes toward Salt Lake City law enforcement

SURVEY METHODOLOGY

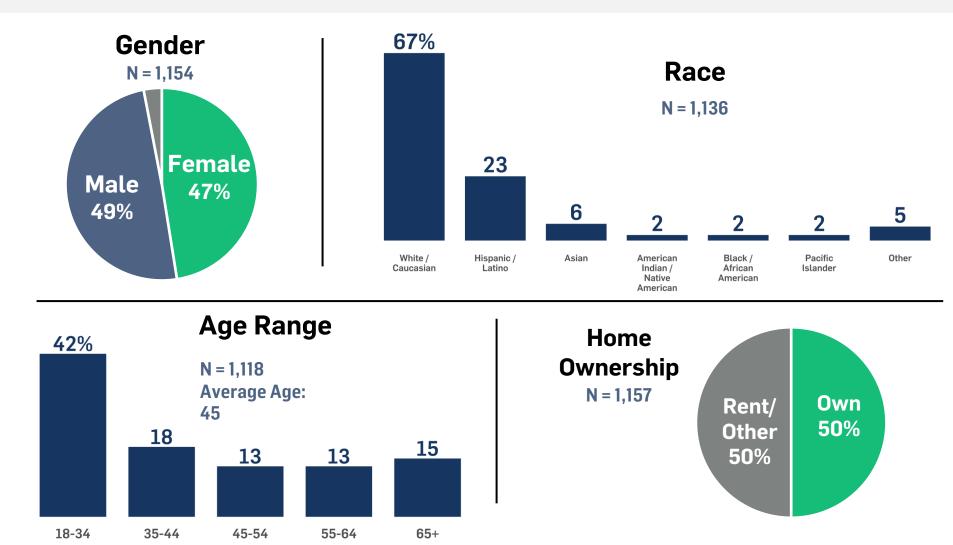
SAMPLING, MODE, & MARGIN OF ERROR

- 1,214 residents within the boundaries of Salt Lake City participated in this survey. Survey was offered in both English and Spanish. Mailed invitations to participate in the survey were printed in both languages.
- Data have been weighted to reflect population statistics from the U.S. Census' American Community Survey to ensure that the sample is representative of the City as a whole, specifically regarding age, city council district, race, gender, and home ownership.
- Live telephone interviews conducted April 14-21, 2021.
 Self-administered online interviews via mailed invitations conducted April 14-26, 2021.
- Margin of error +-2.8 percentage points (or 3.4, for online-only questions)

The post-weighting age distribution matches the ACS Census estimates for the Salt Lake City population. Gender data was weighted to estimates from the ACS Census Data for Salt Lake City as well, which estimates a gender balance of 51% male and 49% female.

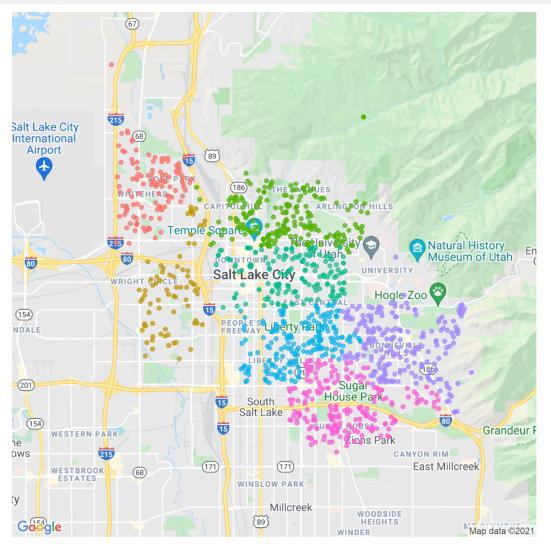
Home ownership data was also weighted to estimates from the ACS Census Data for Salt Lake City, which estimates a home ownership balance of 48% owning their homes and 52% renting/other living arrangement.

Race data was also weighted to estimates from the ACS Census Data for Salt Lake City, which estimates a race balance of 65% White, 22% Hispanic/Latino, 5% Asian, 1.5% Native American, 3% Black, 1.6% Pacific Islander, and 13% Other or mixed race.



GEOGRAPHIC DISTRIBUTION (COUNCIL DISTRICT)

The raw frequencies and geographical distribution of our sample with regards to Salt Lake City Council District are shown below. While certain City Council Districts appear to be overrepresented in the sample, the responses were weighted to reflect observed proportions of district residence in the publicly-available Utah Voter File.

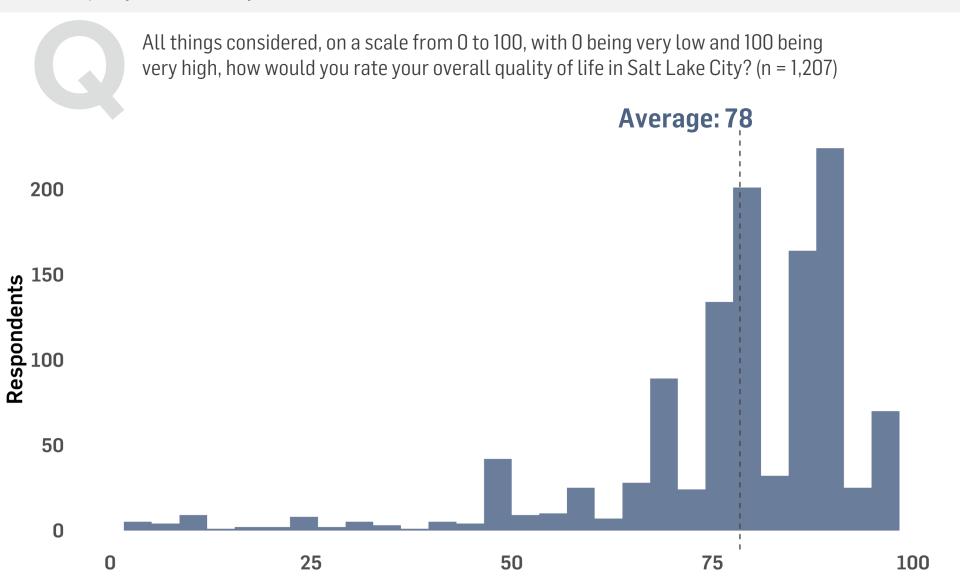


•	District 1	(n = 115)	10%
•	District 2	(n = 77)	9
•	District 3	(n = 222)	18
•	District 4	(n = 179)	17
•	District 5	(n = 192)	15
•	District 6	(n = 213)	16
•	District 7	(n = 209)	16

CITY METRICS & SERVICES

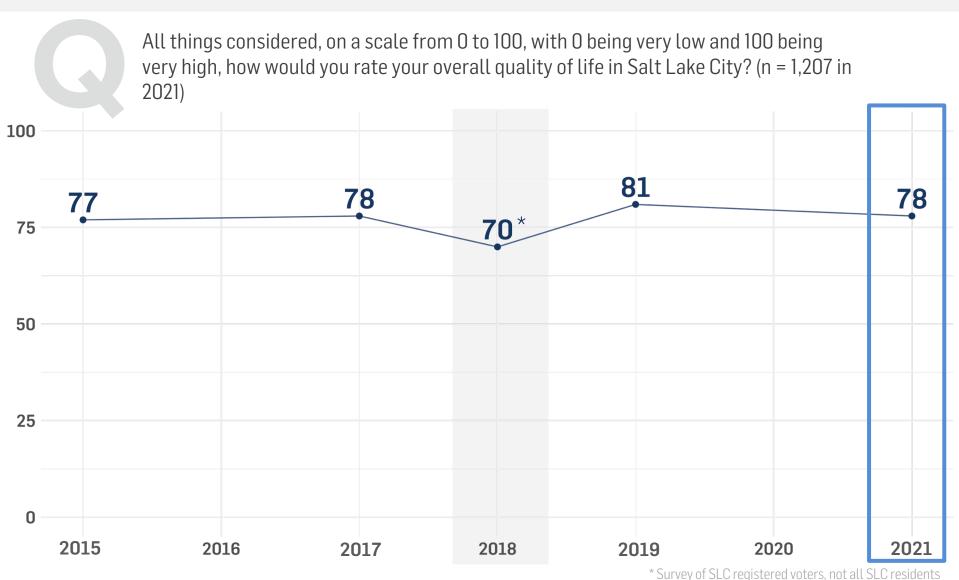
QUALITY OF LIFE IN SALT LAKE CITY

Though the average self-reported quality of life has dipped slightly since 2019, more than half of residents still rate their overall quality of life in the City above 75 on a 0-100 scale.



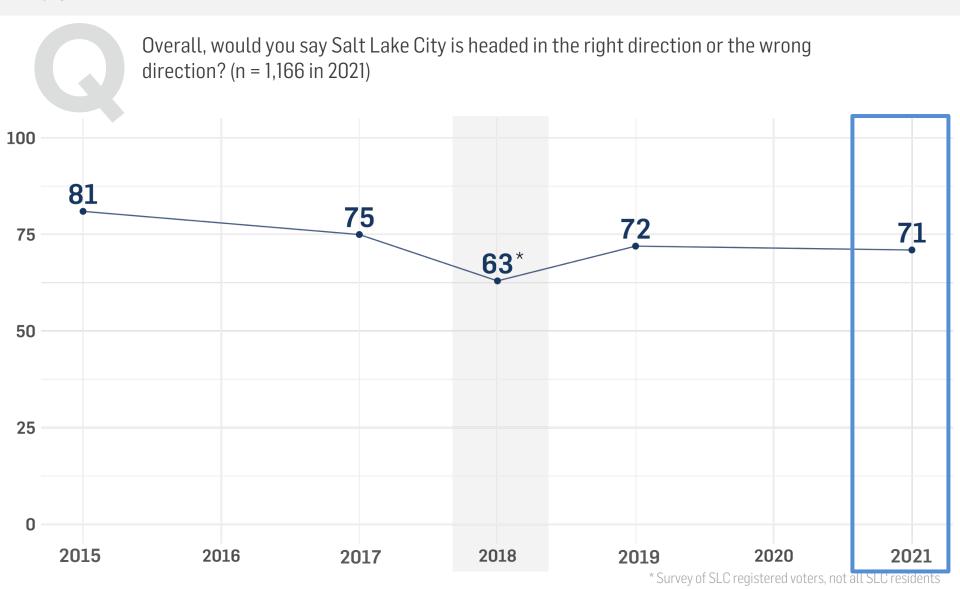
QUALITY OF LIFE REMAINS STABLE

Though the average rating for quality of life tends to be stable, there was a slight dip in quality of life this year. Unlike with other results in this survey, it is not obvious that this drop in quality of life is primarily due to COVID-19, but it is likely.



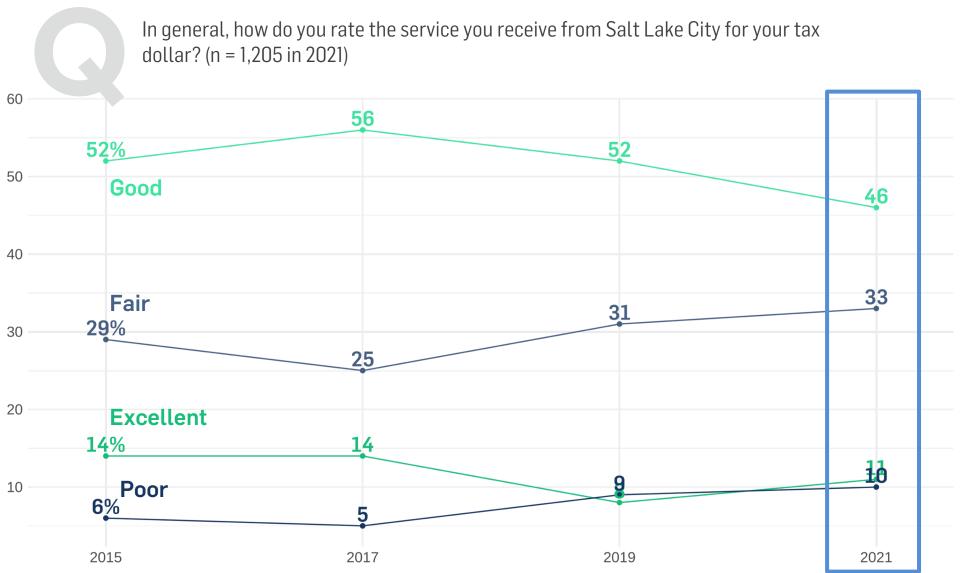
MAJORITY SAY SLC HEADED IN RIGHT DIRECTION

In our most recent survey, 71% of residents think Salt Lake City is headed in the right direction, relatively stable since last wave.



PERCEIVED VALUE FOR TAX DOLLARS

A majority of respondents (57%) still rate the service they receive for their tax dollar as good or better. 10% of respondents rated the service as poor. Overall, the opinions on taxes have remained relatively consistent since 2015 with a decline in good ratings that has been evenly distributed in the other categories – not surprising for a year underpinned by COVID-19.



TOP 10 RATED CITY SERVICES

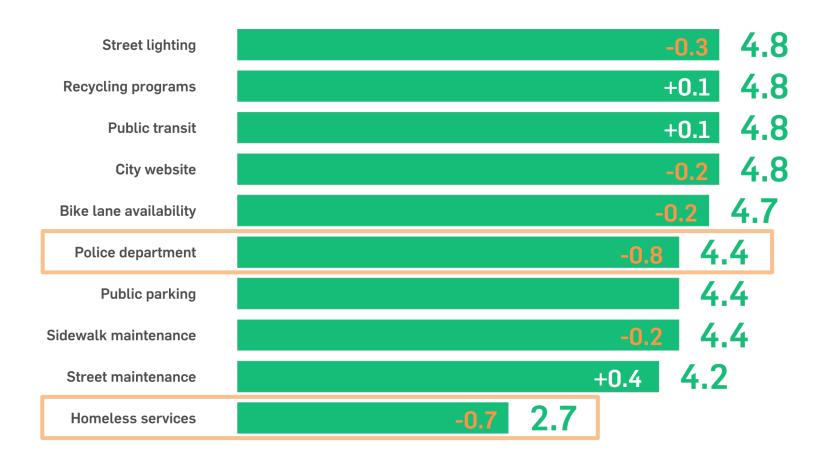
As with 2019, the Fire department and City Library are the highest-rated services among respondents. Many of the highest-rated city services have moved slightly in average ranking, but the general contours of ranking remain the same as was observed in the 2019 survey.



Q: Using a scale of 1-7 with ONE meaning POOR and SEVEN meaning EXCELLENT how would you evaluate the following government services in Salt Lake City? If you have no experience with a service, just select "Not applicable." (n = 799 to 1,200) *denotes change from 2019 survey wave

BOTTOM 10 RATED CITY SERVICES

As with 2019, homeless services has a ranking near poor on our scale, with street and sidewalk maintenance and public parking likewise being ranked low. Along with homeless services, the SLC Police Department saw a significant drop in its average rating since 2019.

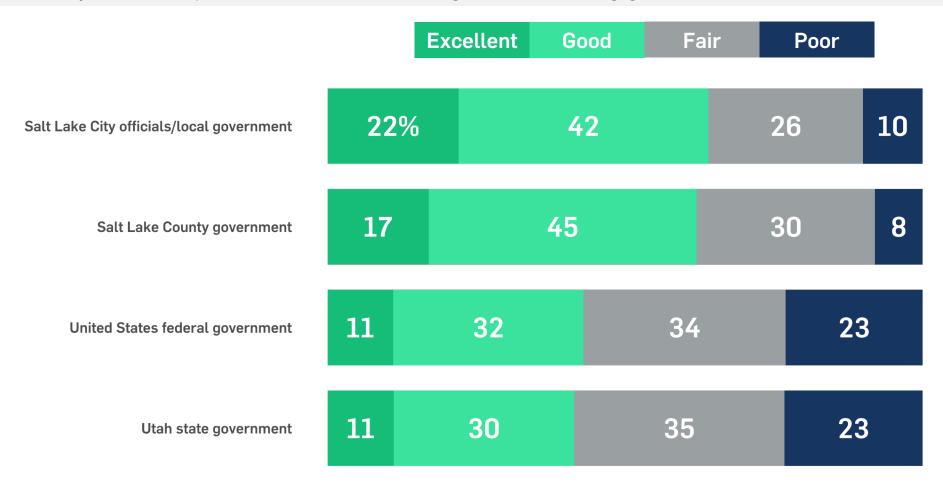


Q: Using a scale of 1-7 with ONE meaning POOR and SEVEN meaning EXCELLENT how would you evaluate the following government services in Salt Lake City? If you have no experience with a service, just select "Not applicable." (n = 799 to 802)

COVID EXPERIENCES

RATING GOVERNMENT COVID RESPONSES

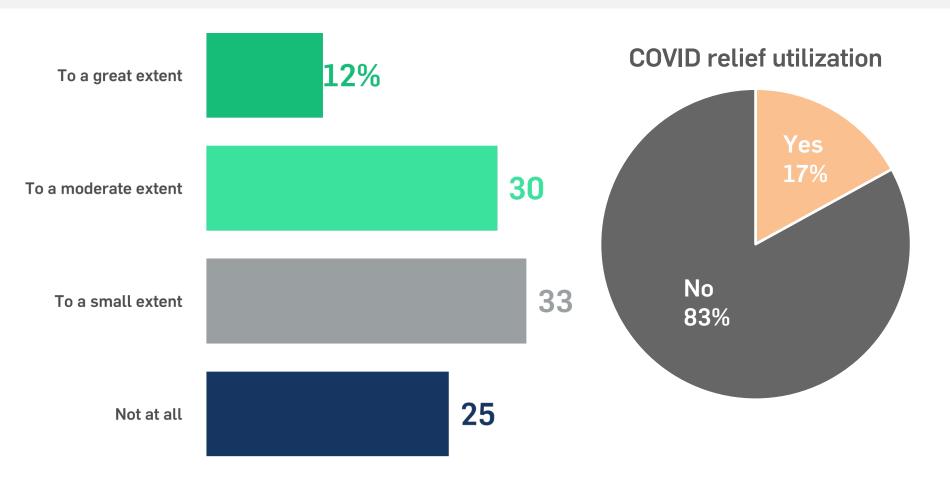
In general, the majority of respondents say that all levels of government are doing either good or fair at responding to to the COVID-19 pandemic. The highest marks from our sample went to the Salt Lake City government, with 22% saying it's doing excellent, and nearly 2/3rds saying it's doing good or better. High marks similarly went to the Salt Lake County government, but only about 40% respondents think the federal or state governments are doing "good" or better.



Q: How would you rate the job each of the following is doing responding to the COVID-19 pandemic? (n = 1,183 to 1,193)

SERVICES ACCESS, RELIEF UPTAKE

Even during the pandemic, a narrow majority of respondents reported that their access to city programs or services had only been impacted to a small or no extent (51%). Regarding COVID emergency aid or relief resources, only 17% of respondents reported using such services.

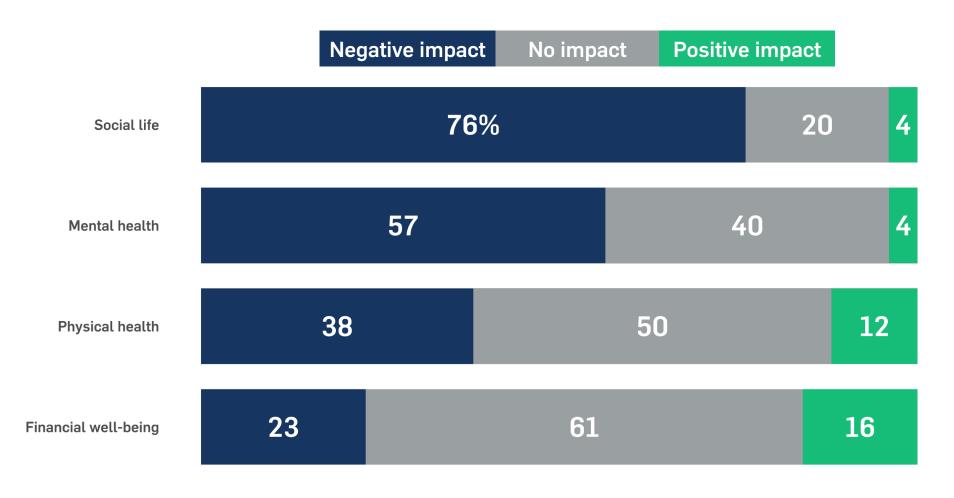


Q: To what extent has the coronavirus pandemic impacted your access to City programs or services(i.e., City offices, public meetings, City utility services, or other programs provided by SLC departments)? (n = 1,181)

Q: Did you or a member of your household utilize any emergency aid or relief resources in the past year in response to coronavirus-related circumstances? (n = 1,195)

IMPACTS OF COVID ON LIFE ASPECTS

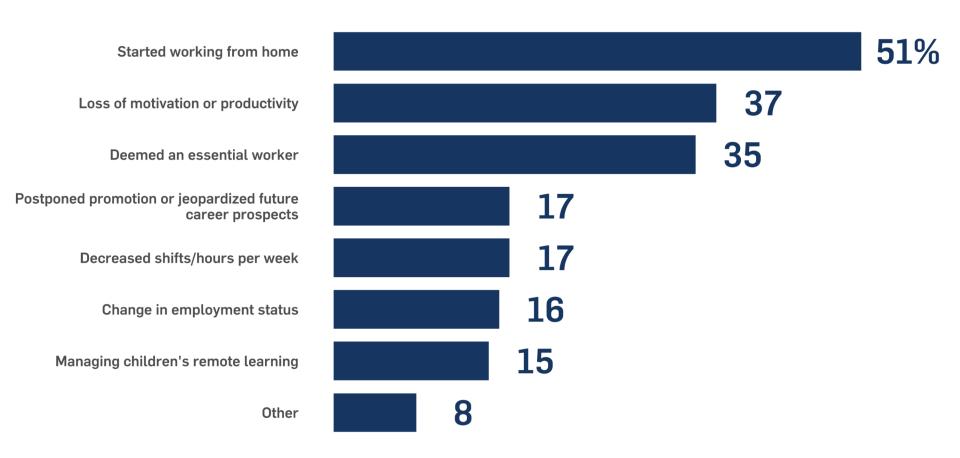
We asked respondents how COVID-19 has impacted various aspects of their lives. When sorted by the size of negative impact, the impact on social life was by far the highest, with over 3/4ths of respondents experiencing a negative impact. Mental health, physical health, and financial well-being were also negatively impacted, with 57%, 38%, and 23% of respondents, respectively.



Q: Would you say the coronavirus has had a positive impact, a negative impact, or no impact on your...? (n = 800)

IMPACTS OF COVID ON EMPLOYMENT

For our entire respondent pool, COVID-19 affected employment in some way. For just over half of them, it meant they started working from home. For sizeable groups of others, it meant a loss of motivation or productivity, or being deemed an essential worker among other effects.

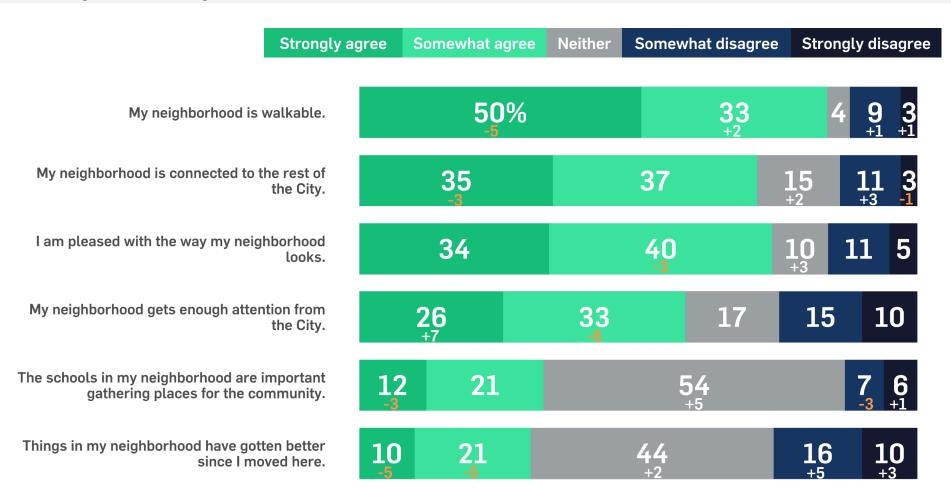


Q: In which of the following ways, if any, has Covid-19 impacted your employment? Select all that apply. (n = 769)

NEIGHBORHOOD ASSESSMENTS

NEIGHBORHOOD ASPECTS - EVERYDAY LIFE

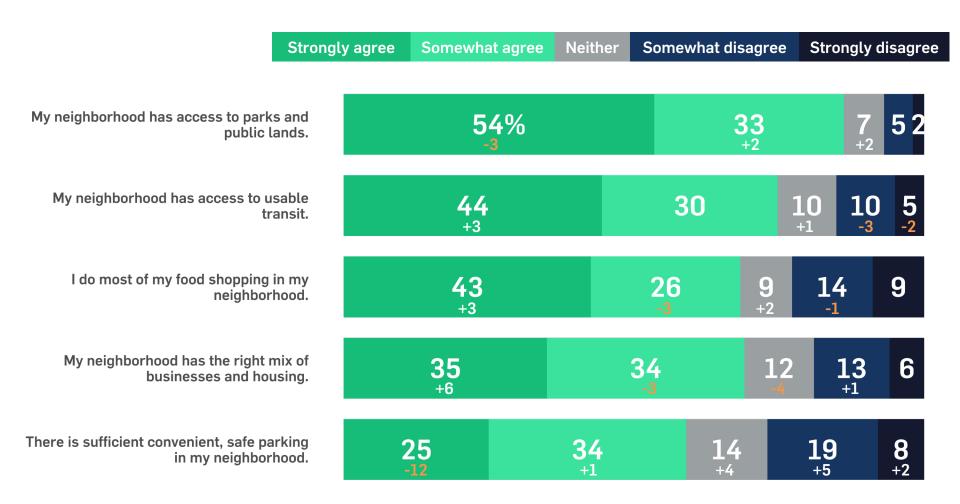
Respondents have differing views on various aspects of their neighborhoods. The overwhelming majority, 83%, think their neighborhood is walkable, and solid majorities also say their neighborhood is connected to the city, looks good, and gets enough attention from the city. Respondents are undecided on whether schools are important gathering places, or if things in their neighborhood have gotten better.



Q: How much do you agree or disagree with the following statements about your neighborhood? (n = 792 to 1,193)

NEIGHBORHOOD ASPECTS – ACCESSIBILITY

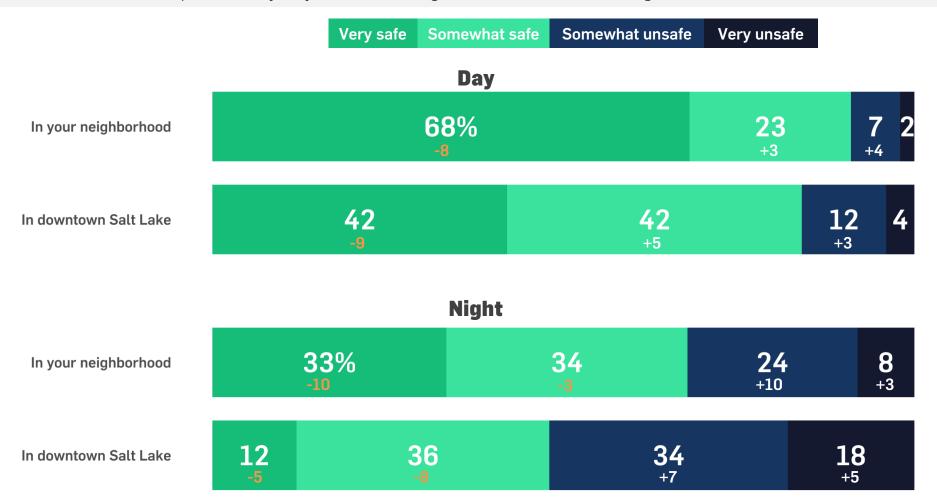
Regarding aspects of commerce and movement at the neighborhood level, respondents are generally satisfied. Around 87% of respondents agree that their neighborhood has access to parks and public lands. The statement with the lowest level of agreement (still nearly 6 in 10) is that there is sufficient, convenient, safe parking in their neighborhood.



Q: How much do you agree or disagree with the following statements about your neighborhood? (n = 794 to 1,186)

PERCEPTIONS OF SAFETY DECLINE FROM 2019

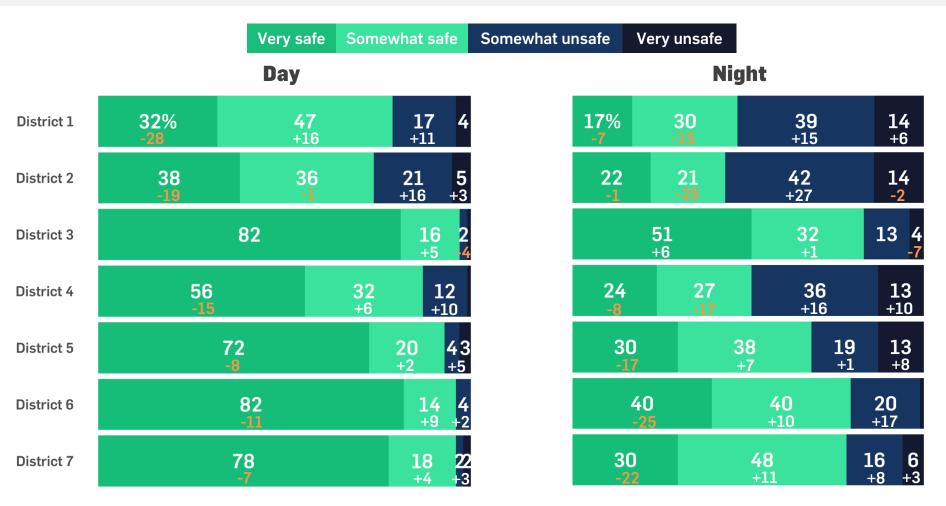
Self-reported safety walking during the day has decreased somewhat since 2019, but the vast majority still say they feel safe walking in their neighborhood and downtown during the day. Self-reported safety walking at night has also decreased. Notably, fewer than half of respondents say they feel safe walking in downtown Salt Lake at night.



Q: How safe do you feel when walking alone in the following places DURING THE DAY? (n = 793)

PERCEPTIONS OF SAFETY BY DISTRICT

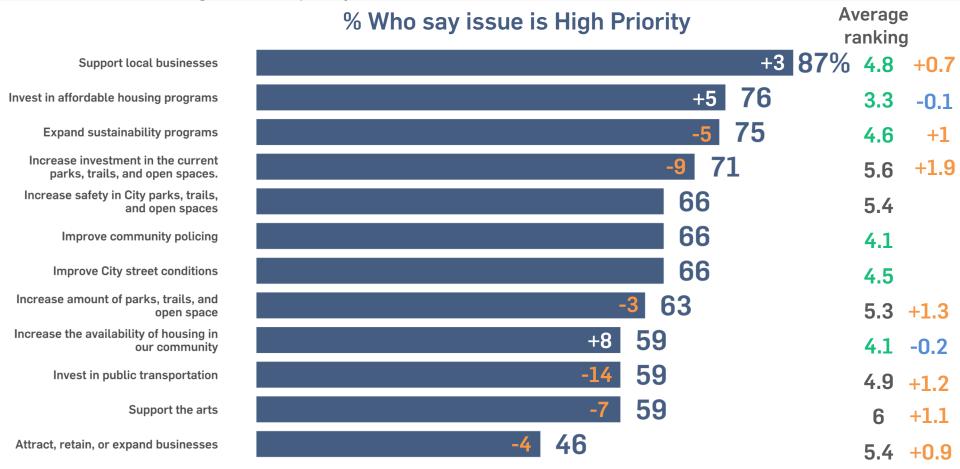
Marked differences exist in feelings of safety with walking in one's own neighborhood with regards to district. Respondents in districts 1 and 2 report feeling less safe walking in their neighborhoods in general and respondents in district 3 feel much safer than average.



Q: How safe do you feel when walking alone in YOUR NEIGHBORHOOD? (n = 793)

CITY INITIATIVE PRIORITIES AND IMPORTANCE

Interesting trends arise when we asked respondents high-priority issues and how they relatively rank those priorities. While 87% of respondents say supporting local business is a high priority, it has an average ranking of 4.8, or about 5th place in a relative ranking of priorities. About 3 in 4 say investing in affordable housing is a high priority, and that city initiative was most often selected as the highest-ranked priority.

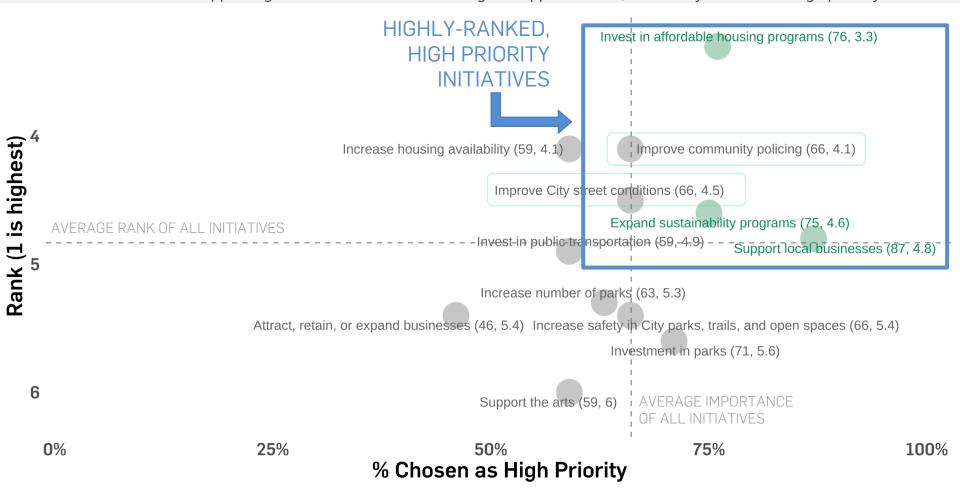


Q: Below is a list of current and potential city initiatives. For each initiative, please select whether you would consider it a high priority issue or a lower priority issue. (n = 782 to 789)

Q: Rank the items below from highest to lowest priority with the TOP item being the HIGHEST PRIORITY and the BOTTOM item being the LOWEST PRIORITY. (n = 324 to 610)

AFFORDABLE HOUSING REMAINS TOP PRIORITY

This alternative visualization shows the coalescence of the priority feelings for all initiatives and those initiatives' respective ordinal ranking. Regarding current city initiatives, affordable housing is both a nominally high priority and is ranked higher than most other initiatives. Supporting local businesses has the largest support cohort, but is only ranked as a high priority for 67%.



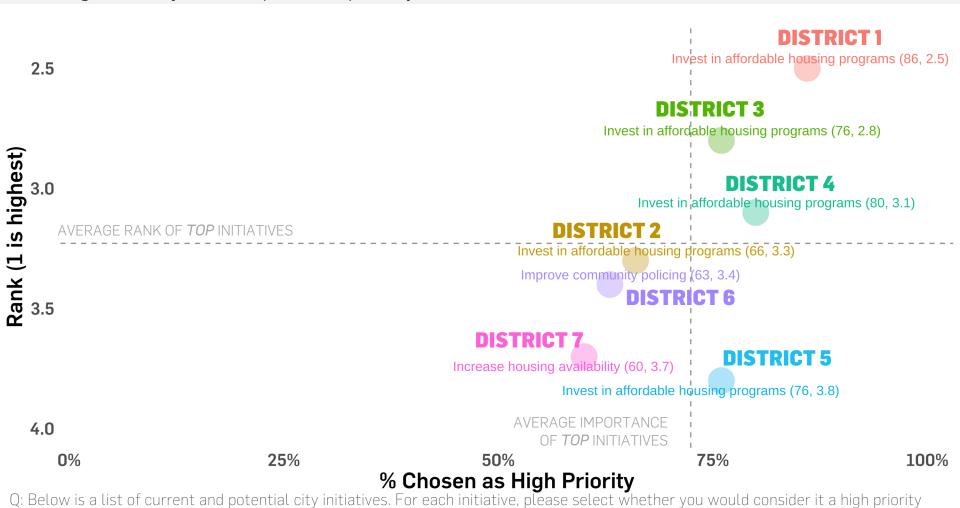
- Q: Below is a list of current and potential city initiatives. For each initiative, please select whether you would consider it a high priority issue or a lower priority issue. (n = 782 to 789)
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TOP CITY INITIATIVES BY DISTRICT

issue or a lower priority issue. (n = 782 to 789)

the LOWEST PRIORITY. (n = 324 to 610)

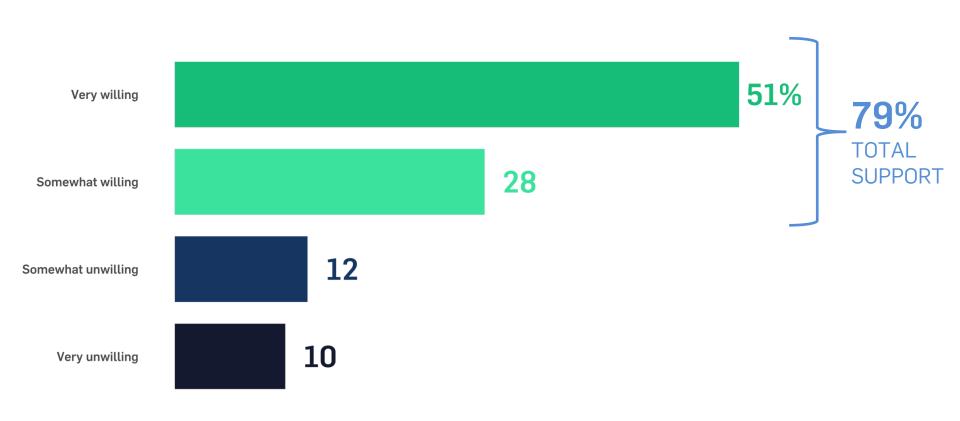
The finding that **investing in affordable housing** is the highest-ranked priority for residents is borne out across nearly all districts. This is true with the exceptions of **districts 6** and **7**, who ranked improving community policing and increasing housing availability as most important, respectively.



Q: Rank the items below from highest to lowest priority with the TOP item being the HIGHEST PRIORITY and the BOTTOM item being

INTEREST IN \$25/YEAR INFRASTRUCTURE FEE

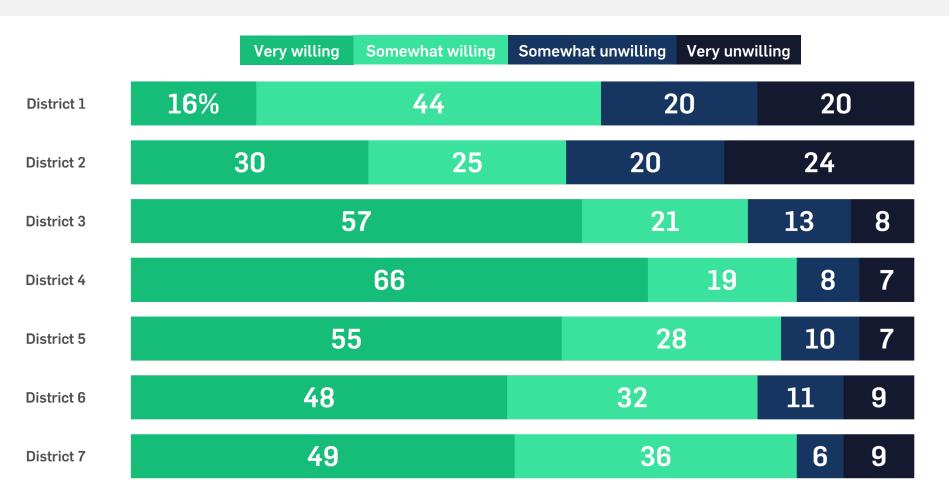
When asked whether respondents would be willing to pay an additional \$25/year in funding for city infrastructure projects, nearly 4 in 5 respondents (79%) expressed interest and most of those were "very" willing.



Q: How willing would you be to pay an additional \$25 per year if you knew the funding would be used for City infrastructure projects such as preserving Salt Lake City buildings and amenities, maintaining and improving streets and sidewalks, and increasing pedestrian accessibility throughout the City? (n = 783)

WILLINGNESS TO PAY BY DISTRICT

Differences in interest in the infrastructure fee by district are mostly in terms of the magnitude of the interest. Most notably, only 16% of those in district 1 are very willing to pay the fee, while 2 in 3 are very willing in district 4.



Q: How willing would you be to pay an additional \$25 per year if you knew the funding would be used for City infrastructure projects such as preserving Salt Lake City buildings and amenities, maintaining and improving streets and sidewalks, and increasing pedestrian accessibility throughout the City? (n = 783)

INITIATIVES FOR HOMELESSNESS

When posed a series of hypothetical initiatives for addressing homelessness, the option of developing permanent solutions was most-often picked as most-liked. Tiny villages and overflow shelters were more controversial, while the options encampment closure option was most often selected as the least-liked.

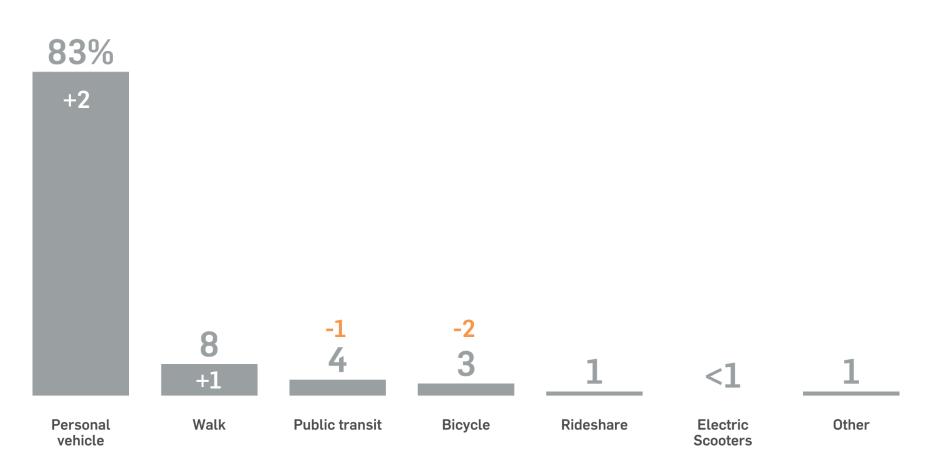


Q: Which of the following potential services or programs regarding homelessness and people experiencing homelessness would you MOST like to see the City prioritize? Which would you LEAST like to see the City prioritize? Please select just one response for each column. (n = 781)

TRANSPORTATION & ROADS

MOST-USED TRANSPORTATION METHODS

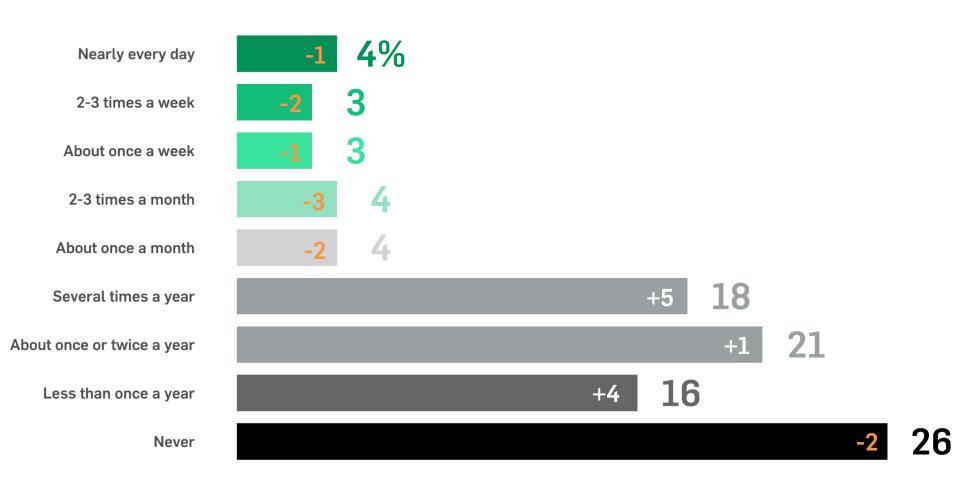
Since the previous wave of the survey, the contours of most frequently-used methods of transportation around Salt Lake City have not changed much. Well over 4/5ths of respondents drive as their primary mode of transportation, and there do not appear to be any meaningful changes in other categories since 2019. The relative increase in the prevalence of driving might be due to the pandemic, where using mass transit and biking were seen as unsafe.



Q: What method of transportation do you most frequently use when traveling around Salt Lake City? (n = 782) *denotes change since 2019

FREQUENCY OF PUBLIC TRANSPORTATION USE

Public transportation is used more than monthly by only a small proportion of residents (less than 1 in 5). The contours of public transportation use have not changed significantly since 2019. It is likely that the small changes observed have more to do with the pandemic's effect on transportation use than other factors.



Q: How often do you take public transportation when traveling around Salt Lake City? (n = 781) *denotes change since 2019

PUBLIC TRANSPORTATION STATEMENTS

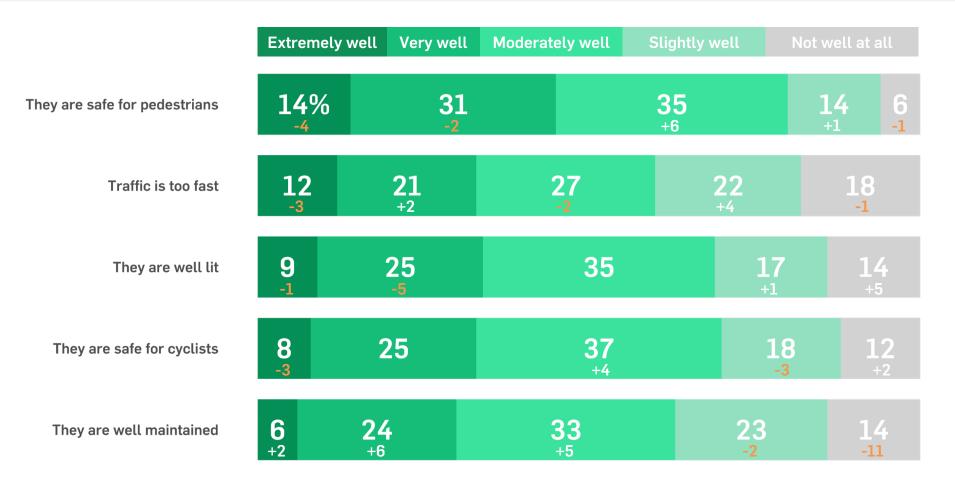
When shown a number of statements about public transportation, the plurality of respondents reported that the statements did not apply to them. This tracks with previous findings that only a small percentage of residents use public transportation frequently. The problems that respondents were mostly likely to agree with were bus and train schedule conflicts and affordability.



Q: How much do you agree or disagree with the following statements about public transportation in Salt Lake City? (n = 511 to 594)

NEIGHBORHOOD ROADS

When asked about roads that respondents use around their neighborhood, they were most likely to agree that they are safe for pedestrians. They also say that traffic is too fast. They also agree, though slightly less so, that streets are well lit, safe for cyclists, and well-maintained.



Q: How well would you say that each of the following statements describe the roads in the neighborhood where you live? (n = 766 to 776)

FREQUENTLY-USED CITY ROADS

The contours of agreement/disagreement on road aspects among residents is not markedly different regarding roads used around the city. Not surprisingly, respondents were less likely to say that roads used around the city were safe for cyclists or well-maintained, and more likely to say that traffic is too fast. However, respondents do say that city roads are well-lit.

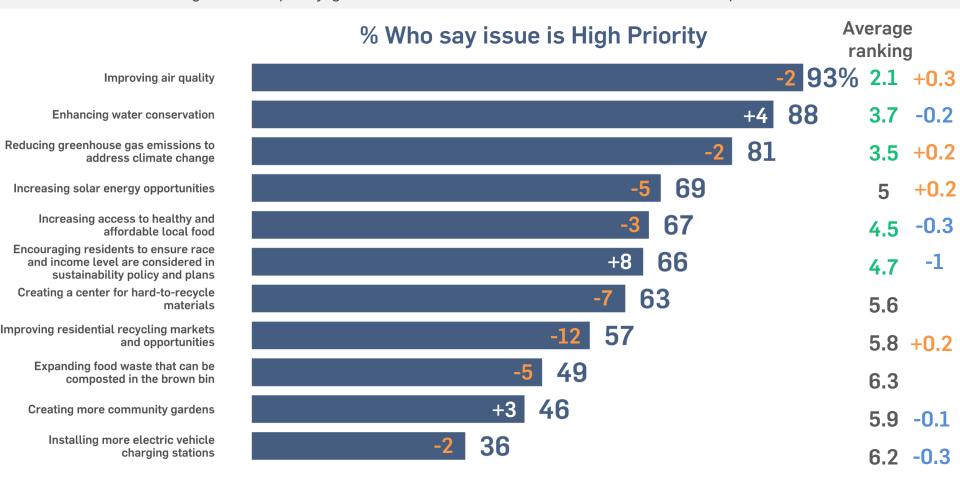


Q: How well would you say that each of the following statements describe the roads you use daily around the city? (n = 764 to 775)

ENVIRONMENT, ENGAGEMENT & ECONOMIC DEVELOPMENT

ENVIRONMENT/SUSTAINABILITY PRIORITIES

When asked what environmental issues were the highest priority to them, air quality, water conservation, and greenhouse gas emissions were high on the list, while electric vehicle charging stations was not. The average rankings (shown right) mostly track with those findings, with air quality, gas emissions, and water conservation ranked most important, in that order.

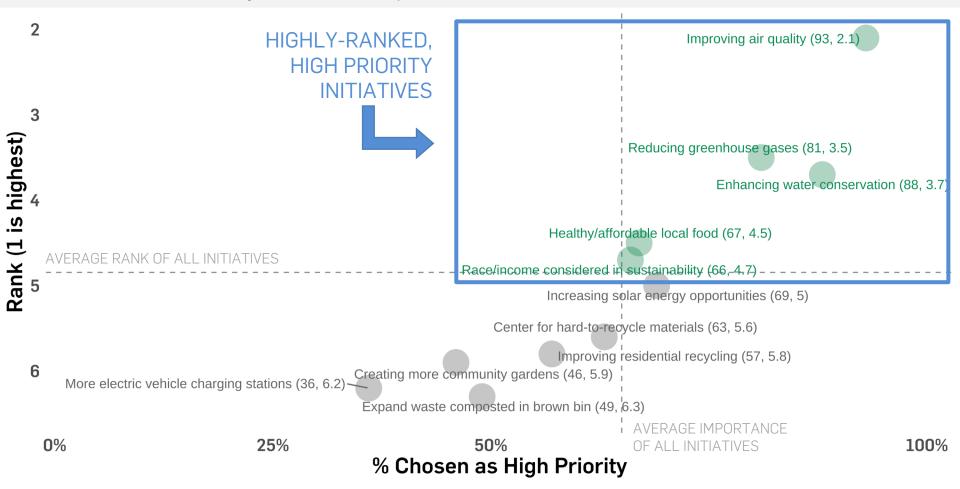


Q: Below is a list of current and potential city sustainability initiatives regarding the environment. For each initiative, please select whether you would consider it a high priority initiative or a lower priority initiative. (n = 765 to 773)

Q: Rank the items below from highest to lowest priority with the TOP item being the HIGHEST PRIORITY and the BOTTOM item being the LOWEST PRIORITY. (n = 266 to 653)

ENVIRONMENT PRIORITIES SCATTER CHART

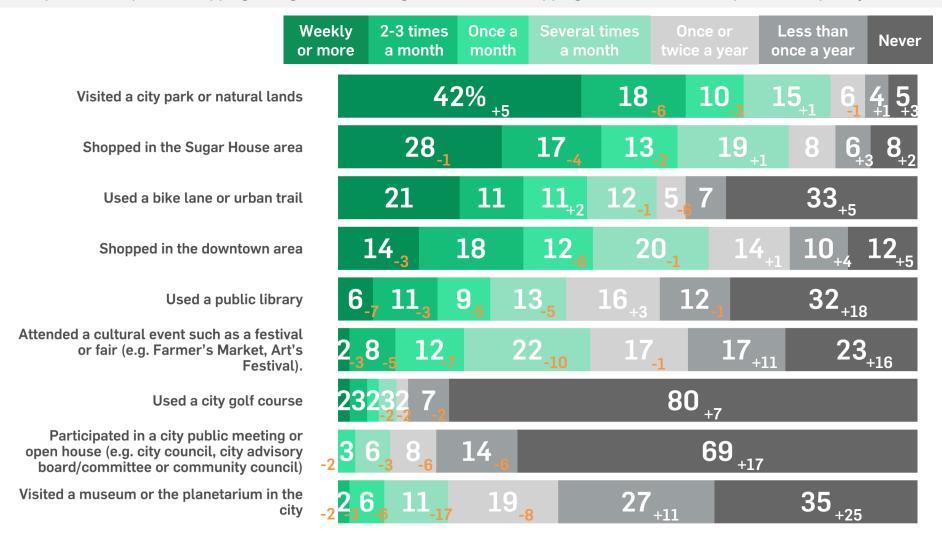
As with previous waves of this survey, improving air quality remains the most widely-agreed, highest-ranked environmental issue for Salt Lake City residents. Reducing greenhouse gas emissions, water conservation, local food, and race/income considerations in sustainability are also seen as important as was likewise the case in 2019.



- Q: Below is a list of current and potential city sustainability initiatives regarding the environment. For each initiative, please select whether you would consider it a high priority initiative or a lower priority initiative. (n = 765 to 773)
- Q: Rank the items below from highest to lowest priority with the TOP item being the HIGHEST PRIORITY and the BOTTOM item being the LOWEST PRIORITY. (n = 266 to 653)

ACTIVITIES IN SLC – LAST 12 MONTHS

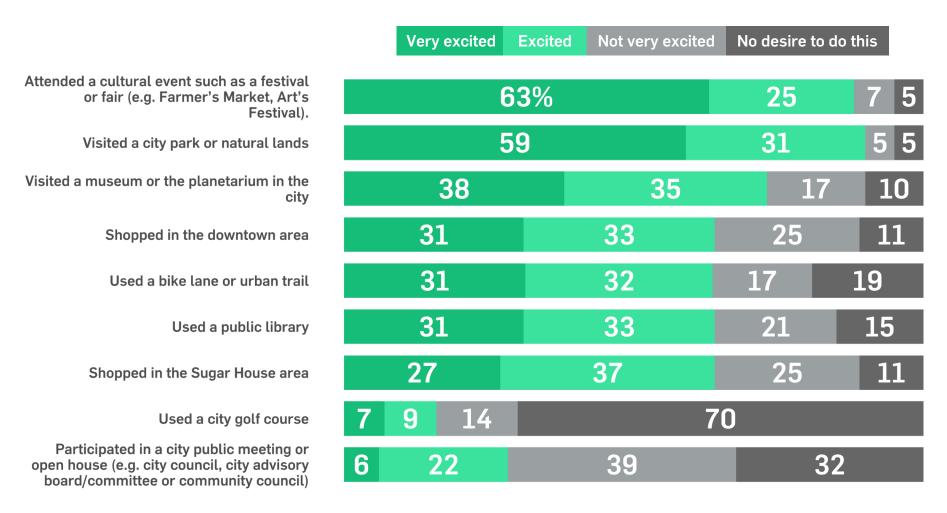
In the last 12 months, certain outdoor/open-air activities have been done with greater frequency than inside activities. 70% of respondents reported going to a park or natural lands at least once a month or more often, and similarly high proportions of respondents reported shopping in Sugar House, using a bike lane, or shopping downtown with comparable frequency.



Q: Within the last 12 months, approximately how many times have you done the following in Salt Lake City? (n = 385)

INTEREST IN FUTURE ACTIVITIES IN SLC

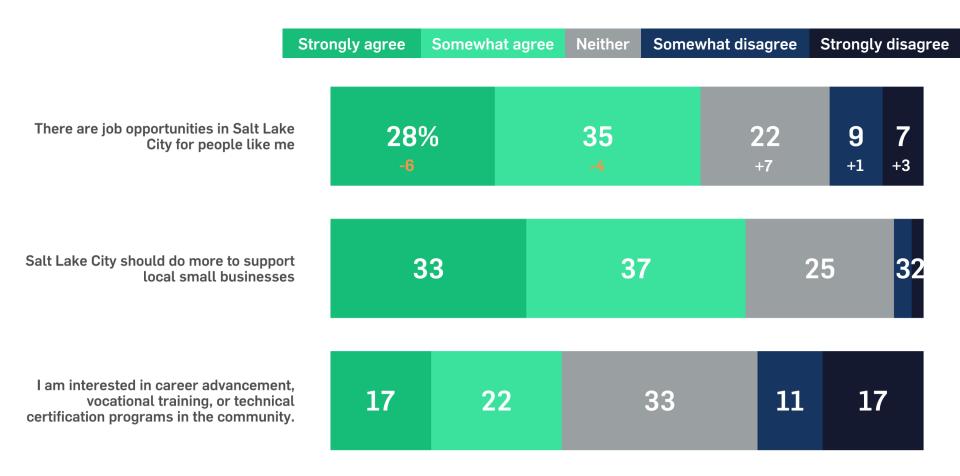
Tracking with the results from last slide, the highest excitement for future activities is for attending a cultural event, such as a festival or fair. There is likewise excitement for visiting a city park or natural lands, and for visiting a museum or planetarium. There is little excitement for using a city golf course or participating in a city public meeting.



Q: How excited are you to do the following activities in Salt Lake City as soon as it's safe and available? (n = 386)

ECONOMIC OUTLOOK IN SALT LAKE CITY

In terms of our respondents' feelings on economic outlook, there is broad agreement in job opportunities in Salt Lake, and a belief that Salt Lake should do more to support local small businesses. It should be noted, though, that belief in job opportunity in Salt Lake has contracted since our 2019 survey. There is comparatively far less interest in career advancement vocational training or technical certification programs.



Q: To what extent do you agree or disagree with each of the following statements about economic development in Salt Lake City? (n = 771)

CITY WEBSITE, OFFICE & COMMUNICATION CHANNELS

CONTACTING SALT LAKE CITY OFFICES

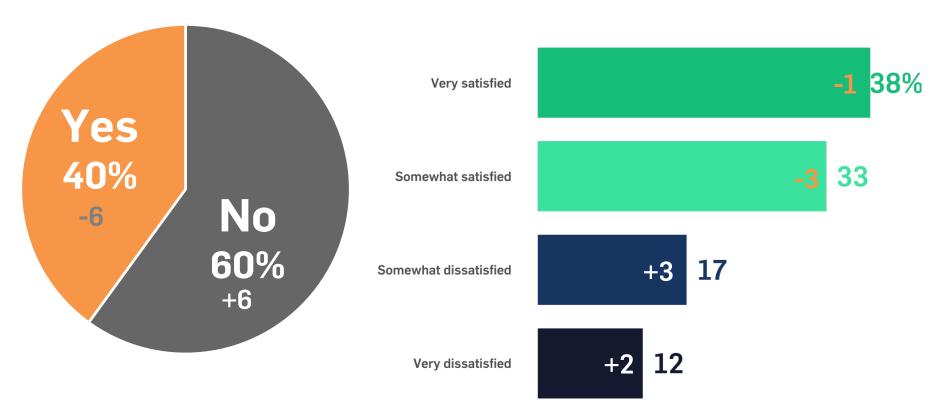
Only 4 in 10 respondents reported contacting the City government office in the past year. Fortunately, around 75% of those who did contact the office said they were at least somewhat satisfied with the city's response.



During the past year, have you contacted a Salt Lake City government office to get information, file a complaint, or obtain services? (n=774)

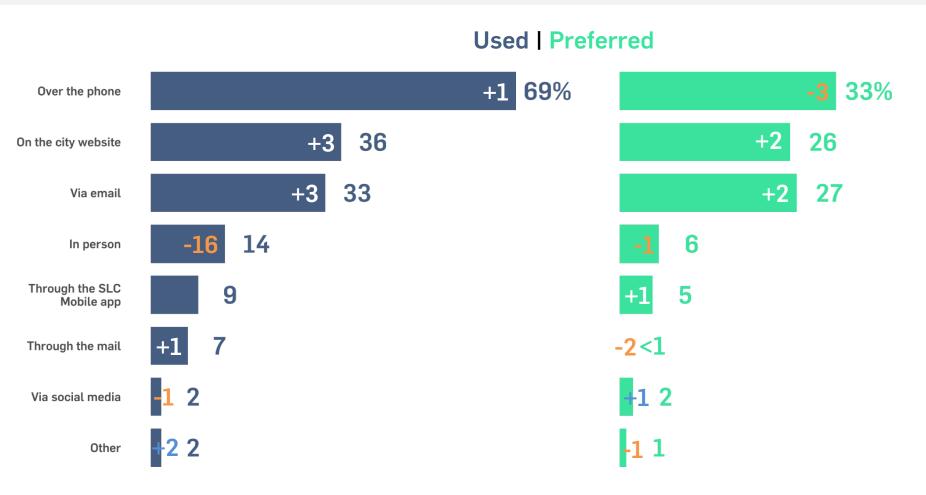


Overall, were you satisfied or dissatisfied with the city's response(s)? (n=358)



METHODS FOR CONTACTING CITY OFFICES

Among those who said they had contacted the Salt Lake City government office in the past year, well over 2 in 3 said they did so through the telephone. The city website and email were also popular. When asked of the entire (online-only) sample what methods were <u>preferred</u>, telephone won out again, with city website and email close behind.



Q: In the past year, how have you contacted the Salt Lake City government offices? Select all that apply. (n = 358)

Q: How do you *prefer* to contact the Salt Lake City government offices?. (n = 770)

CITY WEBSITE USE

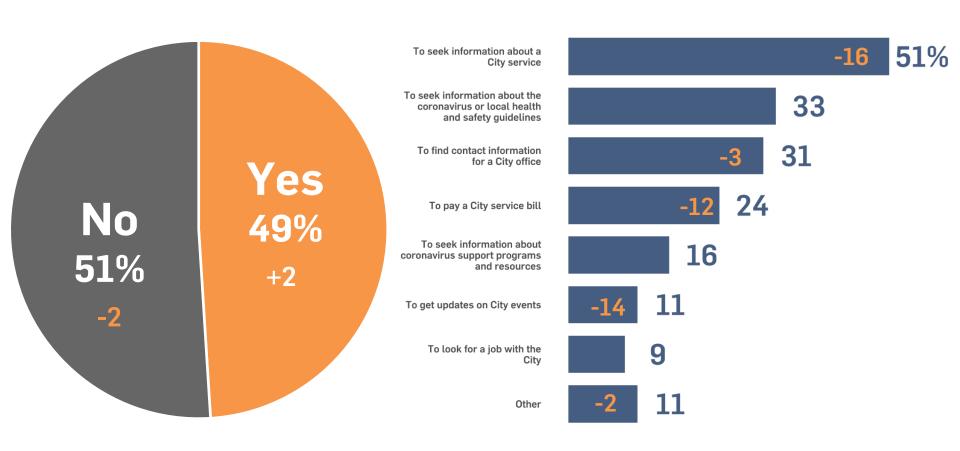
Only about half of respondents reported using the city website in the past six months – not significantly different from the trend observed last wave. Seeking information about a city service remains the most commonly-given reason for visiting the city website, followed by COVID-related information and contact information on a city office.



Have you visited the Salt Lake City website in the past 6 months? (n=774)

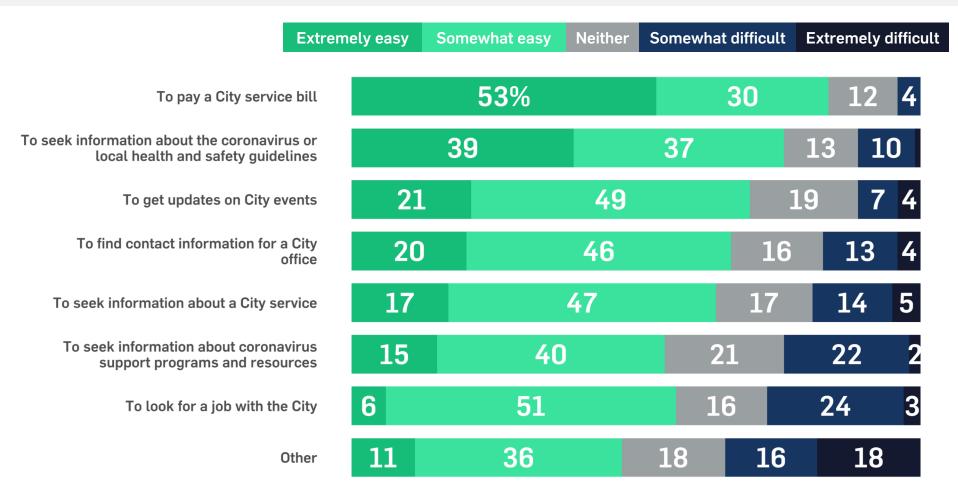


Which of the following reasons best describes why you visited the Salt Lake City website? Select all that apply. (n=418)



EASE OR DIFFICULTY OF CITY WEBSITE TASKS

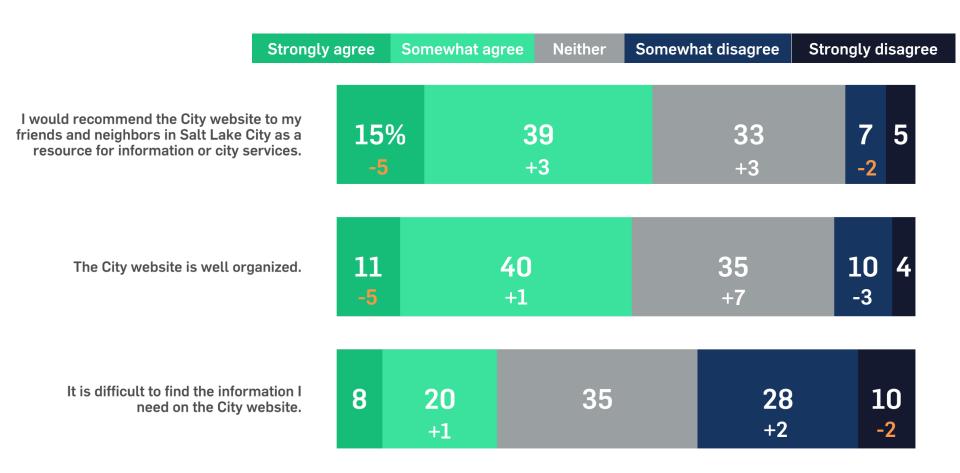
Our respondents reported that completing some tasks on the city website are simpler than others. Over 8 in 10 respondents said paying a bill is at least somewhat easy, and a majority of respondents (56% to 77% of respondents) said the other tasks we asked about were at least somewhat easy as well. Tasks mentioned in the "Other" category (full responses in the appendix) were least likely to be reported as being "easy".



Q: How easy or difficult was it to complete the task that led you to the Salt Lake City website? (n = 28 to 232)

SALT LAKE CITY WEBSITE ASSESSMENTS

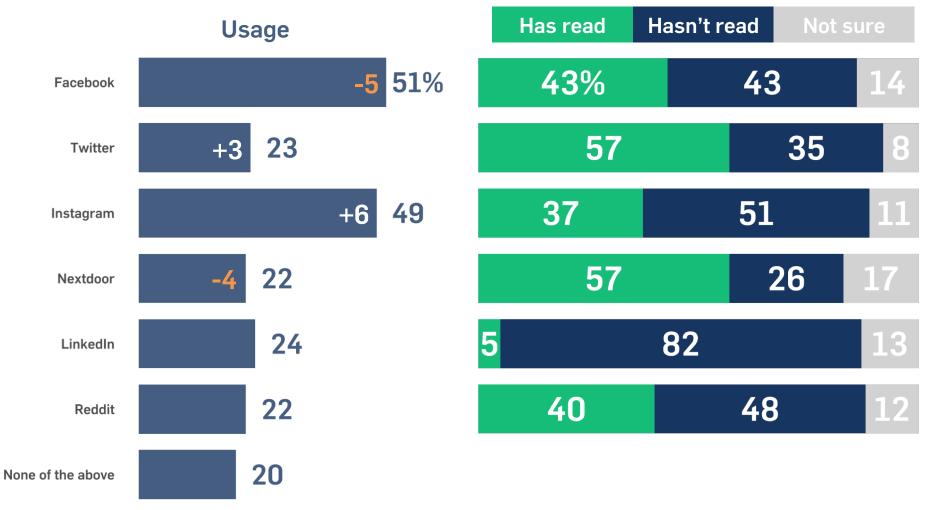
In general, residents who have used the Salt Lake City website report that it is easy to use when asked. Most say it's well organized, and a narrow majority say they would recommend it to their friends and neighbors as a resource for information or city services.



Q: To what extent do you agree or disagree with the following statements? (n = 416)

SOCIAL MEDIA USE, ENGAGEMENT WITH CITY

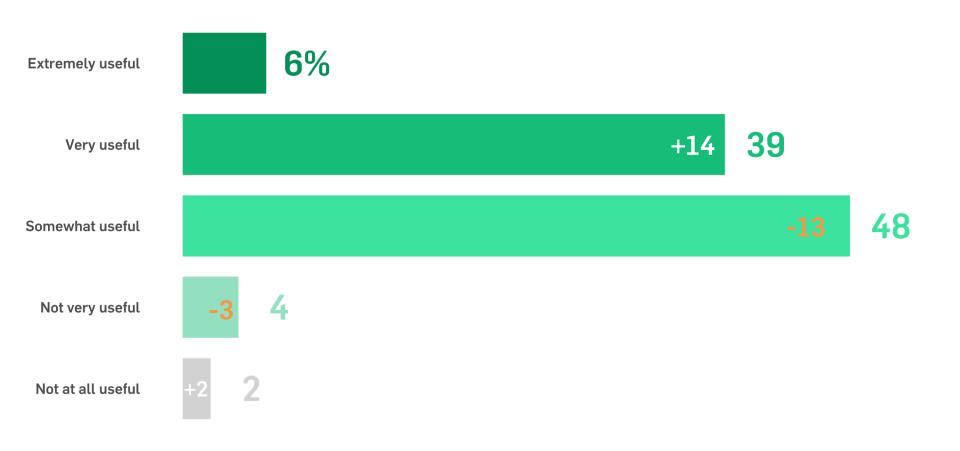
Residents showed predictable patterns of social network platform use. Nearly half of all respondents reported using Facebook and Instagram, with smaller proportions using Twitter, Nextdoor, and other networks. Of all the networks, Twitter and Nextdoor have the highest rate of readership of SLC social media content.



Q: Which, if any, of the following social media platforms (i.e. websites or apps) do you use or visit? Select all that apply. (n = 771) Q: Do you happen to see or read Salt Lake City's content or posts on any of the following social media platforms? (n = 122 to 364)

USEFULNESS OF CITY SOCIAL MEDIA POSTS

Among the subset of our respondents who <u>do or have read Salt Lake City social media posts</u>, the vast majority say that City social media posts are at least somewhat useful (94%). As the comparison markers show, the amount who think the posts are at least very useful (45%) has gone up about 12 percentage points since 2019.

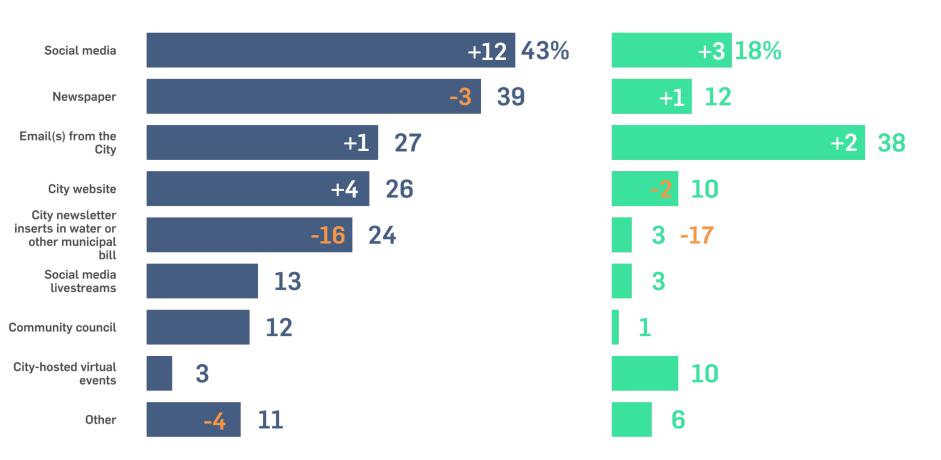


Q: How useful are the posts or updates you currently receive from Salt Lake City's social media accounts for you, personally? (n = 331)

CHANNELS FOR RECEIVING CITY NEWS

When asked which channels of city communique that respondents used, social media and newspapers were used by around 4 in 10 respondents. Emails and the City Website and Newsletter were also used by sizeable minorities. The plurality of respondents (38%) said they preferred receiving emails from the city, when asked which of the channels they preferred the most. While trends of use have stayed consistent, we see that social media's prevalence has increased and that of newsletters has fallen since 2019.

USED | PREFERRED



Q: From which sources do you currently receive your information about Salt Lake City? Select all that apply. (n = 758)

Q: From which source would you *prefer* to receive most of your information about Salt Lake City? (n = 761)

LAW ENFORCEMENT

TRUST IN LAW ENFORCEMENT

A solid majority of our respondents say they trust Salt Lake City law enforcement, though the magnitude of that trust is mixed. Interesting trends emerge when looking at demographic breakouts. We find that non-whites report trusting the police at similar rates as Whites, but that newer and younger residents report trusting the police less than older, more long-time residents.



Racial minority
respondents
report trusting
the police at
about equal
rates to Whites
(65% total)

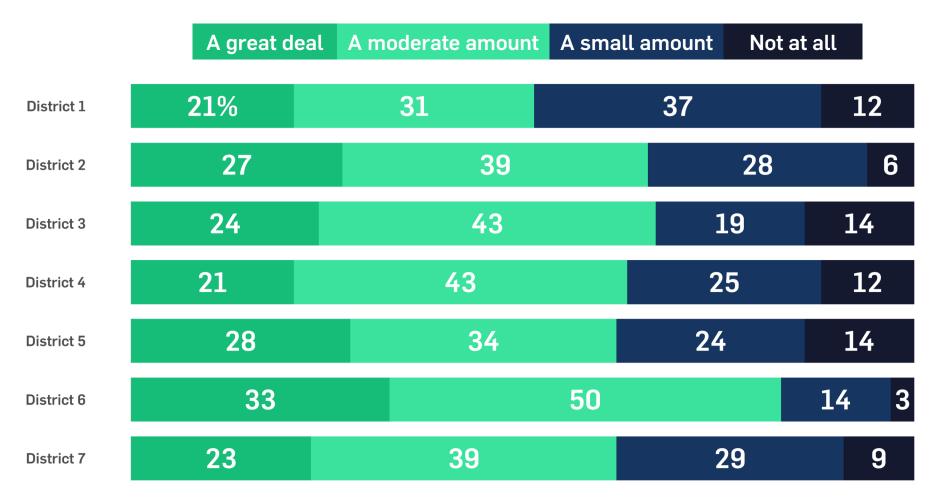
Newer residents (15 years or less) report trusting the police slightly less than average, or those who have lived here more than 15 years (61% total)

LGBTQIA+ and Non-binary respondents are significantly less likely to say they trust the police (38% and 20% totals, respectively)

Respondents aged
18 -34 are
significantly less
likely to report
trusting the police
a "moderate" or
"great" amount
(50% total)

TRUST IN LAW ENFORCEMENT BY DISTRICT

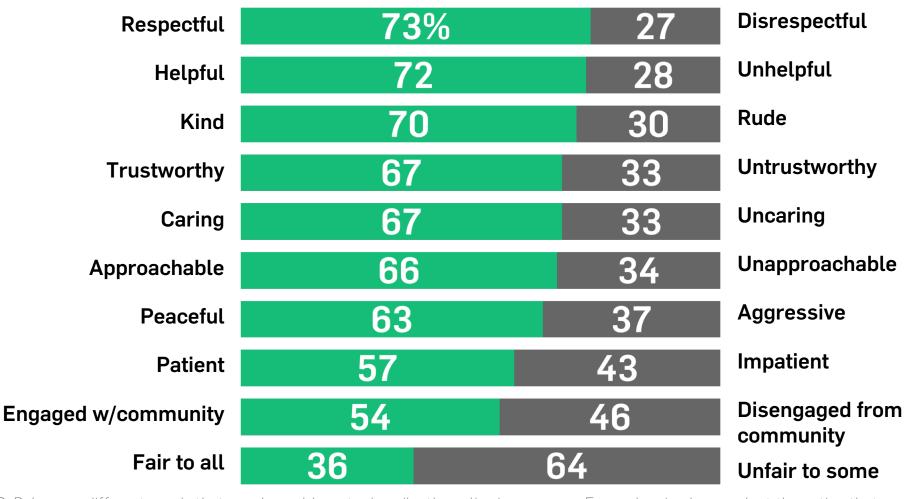
There are few significant differences in levels of trust in law enforcement by City Council district, but some interesting trends appear. Those in District 1 are slightly less likely to report trusting the police, while those in District 6 overwhelmingly trust the police.



Q: How much do you trust Salt Lake City Police? (n = 763)

LAW ENFORCEMENT ATTRIBUTES

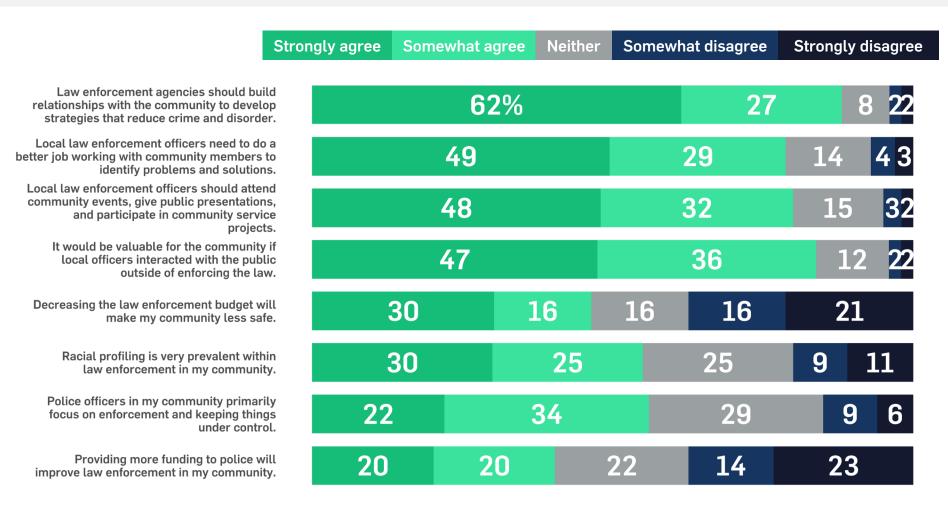
From our survey, we find that the majority of residents have favorable views of the police, though perceptions of police vary based on the attribute being discussed. Nearly 3 in 4 think the police are respectful, and high proportions think they are helpful, kind, trustworthy, and caring among other traits. However, nearly 2 in 3 residents think the police are unfair to some groups.



Q: Below are different words that people could use to describe the police in your area. For each pair, please select the option that you think best describes the police in Salt Lake City. Even if you don't completely agree with either option, select the one option of each pairing that comes closest to your opinion. (n = 728 to 1,114)

POLICE STATEMENTS SUPPORT/OPPOSITION

There are interesting trends in agreement and/or disagreement to the statements about law enforcement that we posed. Generally, statements pushing for greater police involvement in the community enjoy broad support. Statements having to do with police funding and racial profiling appear to be more controversial.

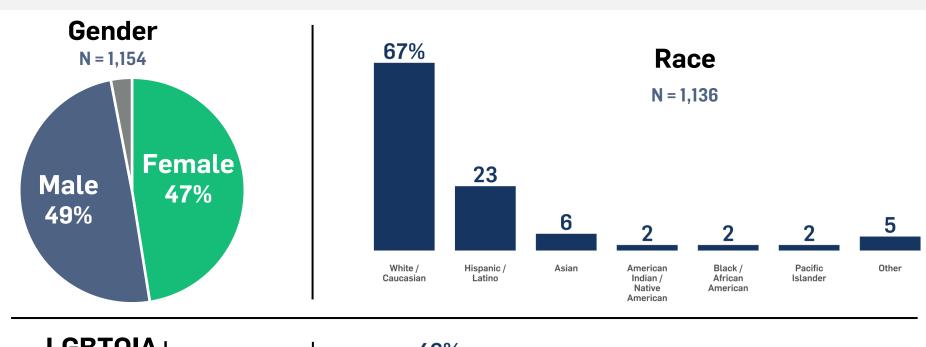


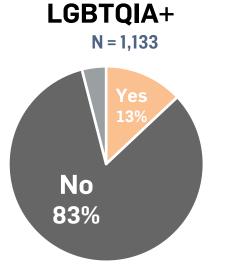
Q: To what extent do you agree or disagree with each of the following statements about local law enforcement? (n = 949 to 1,010)

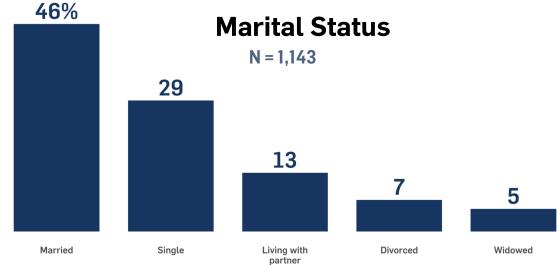


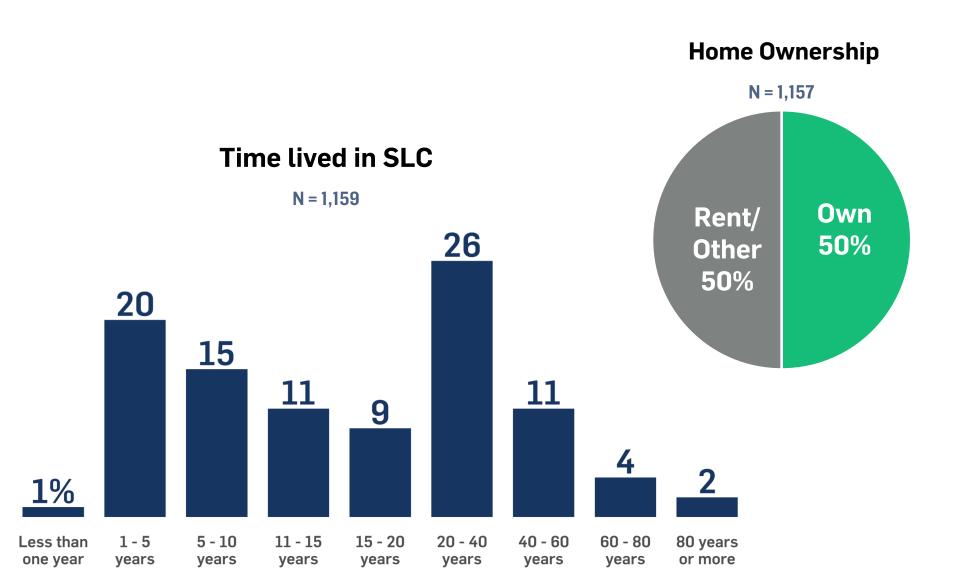
Kyrene Gibb, Scott Riding, & Kelly Patterson, Ph.D. y2analytics.com | (801) 406-7877

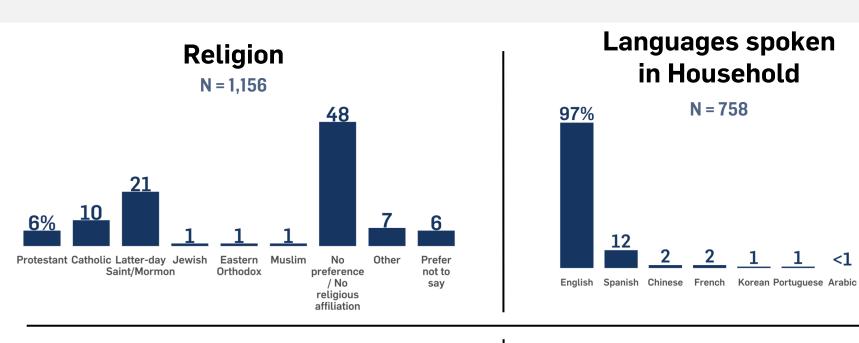
APPENDIX – SAMPLE COMPOSITION

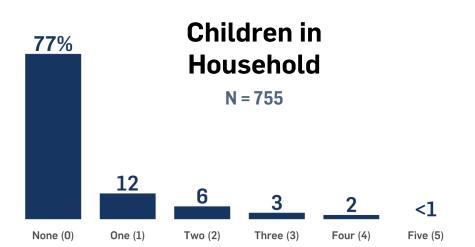


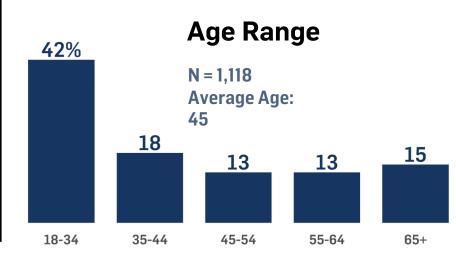












Other

