# 2.0 Analytics Findings

# **CIVICT**echnologies

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### Parameters

### **Background**

Data is presented for population, customers, non customers, and checkouts.

Population is for 2014 current year estimate of population.

Population, customers, and non customers are those located in selected census block groups that best match the city's boundary. Some block groups overlap or underlap city boundaries. These block groups have been selected to be match the city's current year estimate of population. The map on the next page displays block groups overlaid with city boundaries.

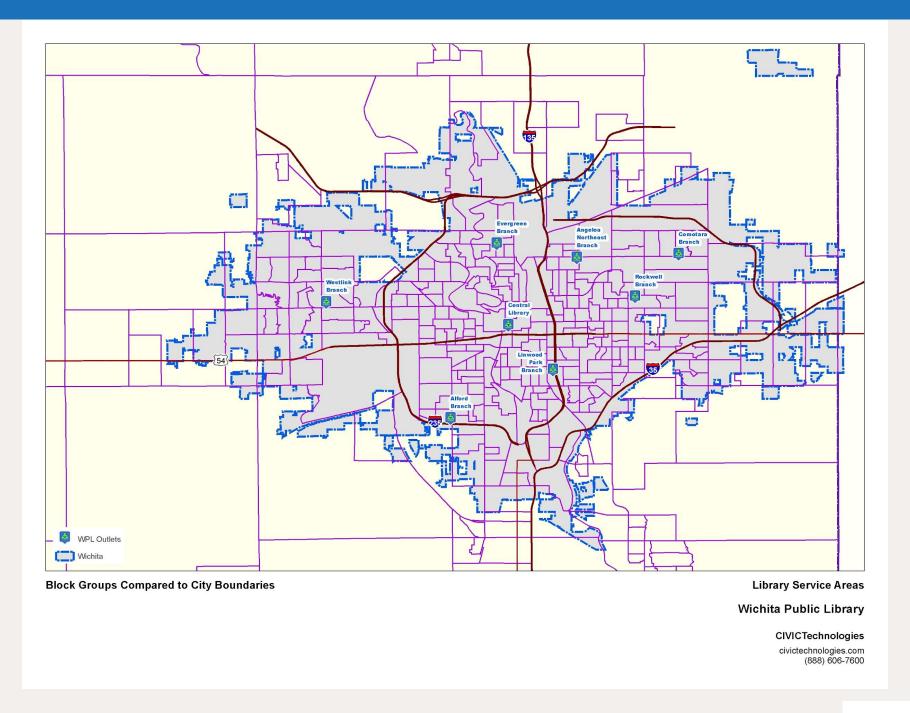
### **Data Organization**

Customer addresses are geocoded. Some customer records cannot be geocoded due to non standard addresses (e.g., PO Boxes, General Delivery), bad data entry (e.g., address number isn't recognized, street direction (e.g., north, south, east, west) is not recognized, or street suffix (e.g., street should be avenue or place should be boulevard) is not correct.

Non customers = population minus customers. This includes multiple family members including children.

Checkouts are from geocoded customers for the period June 3, 2016 to August 8, 2016. Checkouts are not from outlets; they are attributes of the geocoded customer. If a customer is not geocoded their checkouts are not included.

## Parameters: Block Groups



### Abstract

Population\*

408,418

Customers\*\*

122,551

30% market share

Non Customers\*\*\*

285,867

70% market potential

Segments

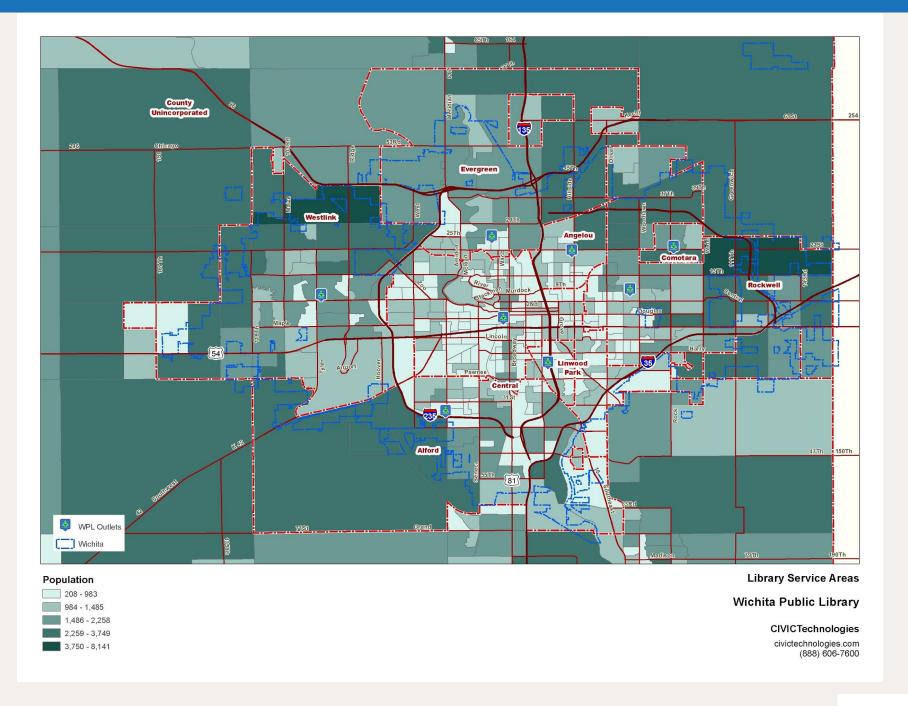
47

Checkouts<sup>^</sup>

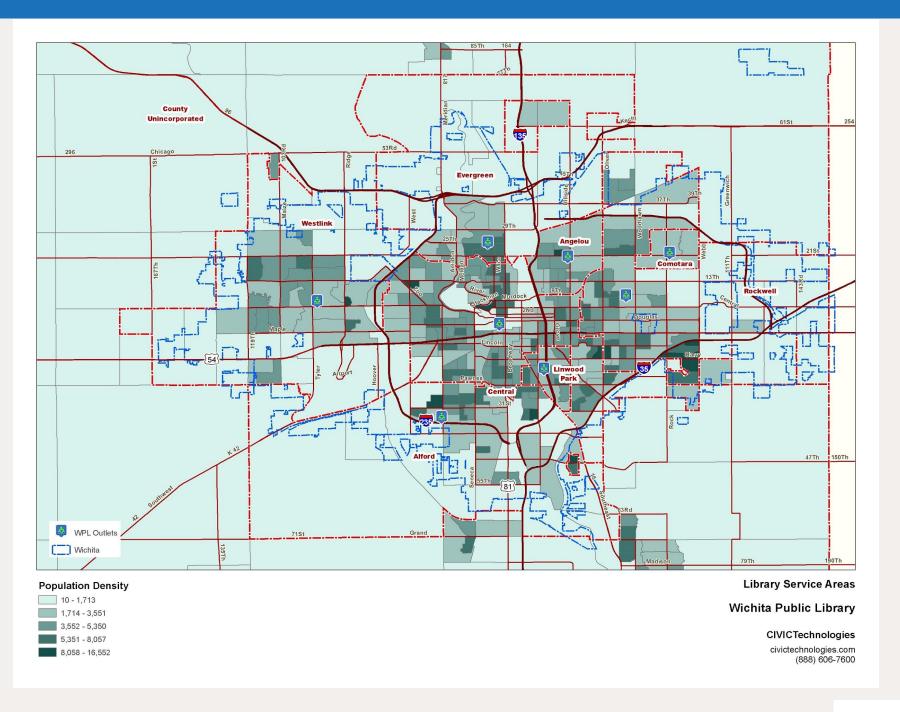
947,936

- \* Population is a current year estimate for 2014 for the selected block groups
- \*\* Customers are "all customers" with and with checkouts. Customers have been geocoded; they live within the selected block groups
- \*\*\* Non Customers are population minus Customers, in the selected block groups
- ^ Checkouts are from geocoded customers only for the period June 3, 2016 to August 1, 2016

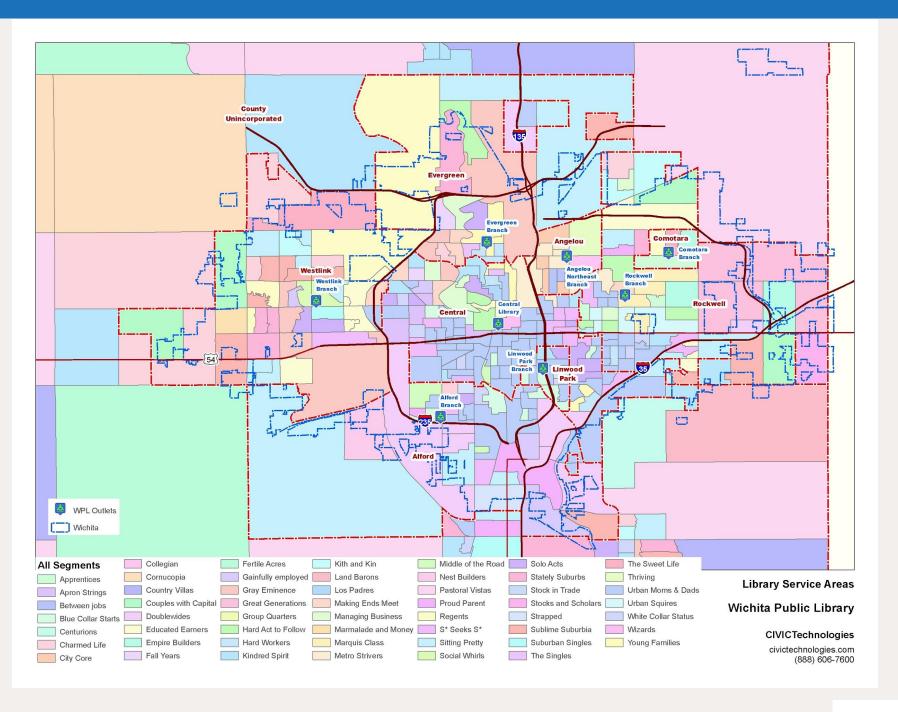
## Map of Population



## Map of Population Density



## Map of All Segments



### Population by Segment: Findings

Population: largest, smallest, and in between

Largest: Urban Moms & Dads with 69,855 people or 17.1% of the population

Smallest: Wizards with 845 people or 0.02% of the population

Average size: 8,690 people per segment

Median (half above/half below): 6,816 people per segment

### Population by Segment: Findings

### Top segment distribution

There's a huge gap between the 1st and 2nd segments and they account for a quarter of the population:

Urban Moms & Dads 69,855 17.1%

Sitting Pretty 29,466 7.2%

The next 7 segments account for another quarter of the population:

<b>Educated Earners</b>	18,680	4.6%
Sublime Suburbia	17,031	4.2%
S* Seeks S*	16,292	4.0%
<b>Charmed Life</b>	14,635	3.6%
<b>Great Generations</b>	14,211	3.5%
Kindred Spirit	13,410	3.3%
Solo Acts	12,337	3.0%

### Overall distribution

The top 9 segments account for half of the population or about 206,000 people

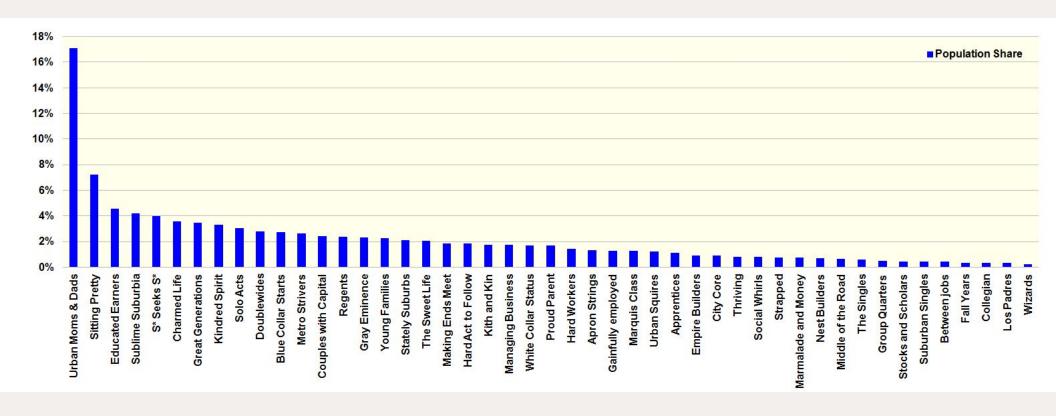
The bottom 38 segments account for about half of the population -- 203,000 or about 5,300 people per segment (1.2% per each segment)

## Population by Segment

No.	Segment	Population	Population Share	Population Cumulative Share	Population Cumulative Number
1	Urban Moms & Dads	69,855	17.1%	17.1%	69,855
2	Sitting Pretty	29,466	7.2%	24.3%	99,321
3	Educated Earners	18,680	4.6%	28.9%	118,001
4	Sublime Suburbia	17,031	4.2%	33.1%	135,032
5	S* Seeks S*	16,292	4.0%	37.1%	151,324
6	Charmed Life	14,635	3.6%	40.6%	165,959
7	Great Generations	14,211	3.5%	44.1%	180,170
8	Kindred Spirit	13,410	3.3%	47.4%	193,580
9	Solo Acts	12,337	3.0%	50.4%	205,917
10	Doublewides	11,370	2.8%	53.2%	217,287
11	Blue Collar Starts	11,163	2.7%	55.9%	228,450
12	Metro Strivers	10,802	2.6%	58.6%	239,252
13	Couples with Capital	9,815	2.4%	61.0%	249,067
14	Regents	9,628	2.4%	63.3%	258,695
15	Gray Eminence	9,357	2.3%	65.6%	268,052
16	Young Families	9,246	2.3%	67.9%	277,298
17	Stately Suburbs	8,591	2.1%	70.0%	285,889
18	The Sweet Life	8,466	2.1%	72.1%	294,355
19	Making Ends Meet	7,626	1.9%	73.9%	301,981
20	Hard Act to Follow	7,498	1.8%	75.8%	309,479
21	Kith and Kin	7,143	1.7%	77.5%	316,622
22	Managing Business	7,066	1.7%	79.3%	323,688
23	White Collar Status	6,823	1.7%	80.9%	330,511
24	Proud Parent	6,816	1.7%	82.6%	337,327
25	Hard Workers	5,874	1.4%	84.0%	343,201
26	Apron Strings	5,382	1.3%	85.3%	348,583
27	Gainfully employed	5,175	1.3%	86.6%	353,758
28	Marquis Class	5,113	1.3%	87.9%	358,871
29	Urban Squires	4,962	1.2%	89.1%	363,833
30	Apprentices	4,652	1.1%	90.2%	368,485
31	Empire Builders	3,787	0.9%	91.1%	372,272
32	City Core	3,625	0.9%	92.0%	375,897
33	Thriving	3,230	0.8%	92.8%	379,127
34	Social Whirls	3,164	0.8%	93.6%	382,291
35	Strapped	2,989	0.7%	94.3%	385,280
36	Marmalade and Money	2,987	0.7%	95.1%	388,267
37	Nest Builders	2,885	0.7%	95.8%	391,152
38	Middle of the Road	2,690	0.7%	96.4%	393,842
39	The Singles	2,457	0.6%	97.0%	396,299
40	Group Quarters	1,925	0.5%	97.5%	398,224
41	Stocks and Scholars	1,831	0.4%	98.0%	400,055
42	Suburban Singles	1,703	0.4%	98.4%	401,758
43	Between jobs	1,689	0.4%	98.8%	403,447
44	Fall Years	1,446	0.4%	99.1%	404,893
45	Collegian	1,363	0.3%	99.5%	406,256
46	Los Padres	1,317	0.3%	99.8%	407,573
47	Wizards	845	0.2%	100.0%	408,418
	Grand Total	408,418	100.0%		
	Average Median	8,690 6,816			

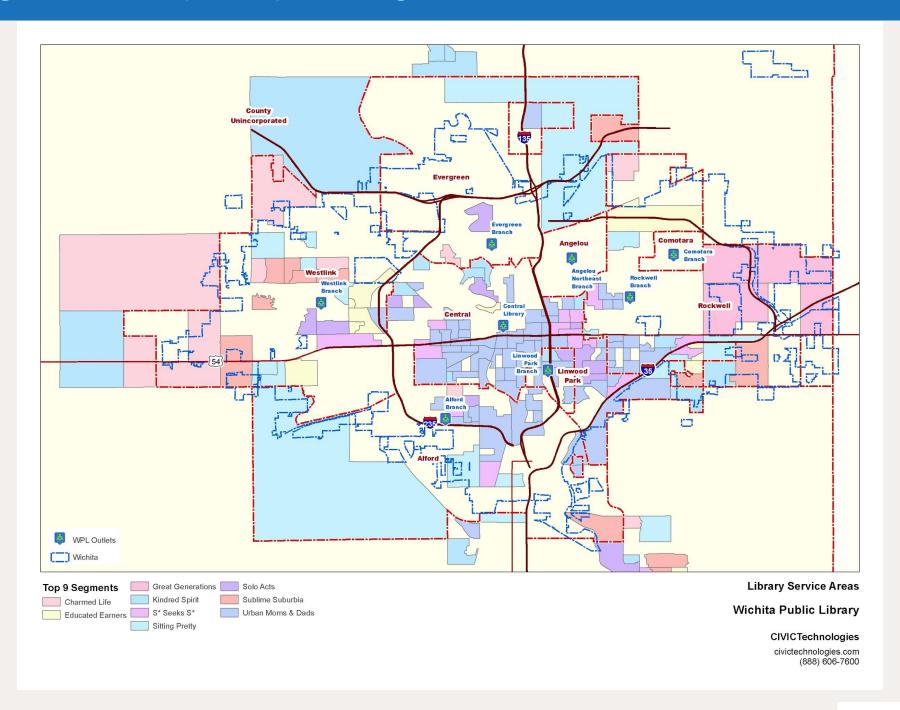
Share:
percentage of
the population
for each
segment.
Divide each
segment's
population by
the total
population.

### Population Share by Segment

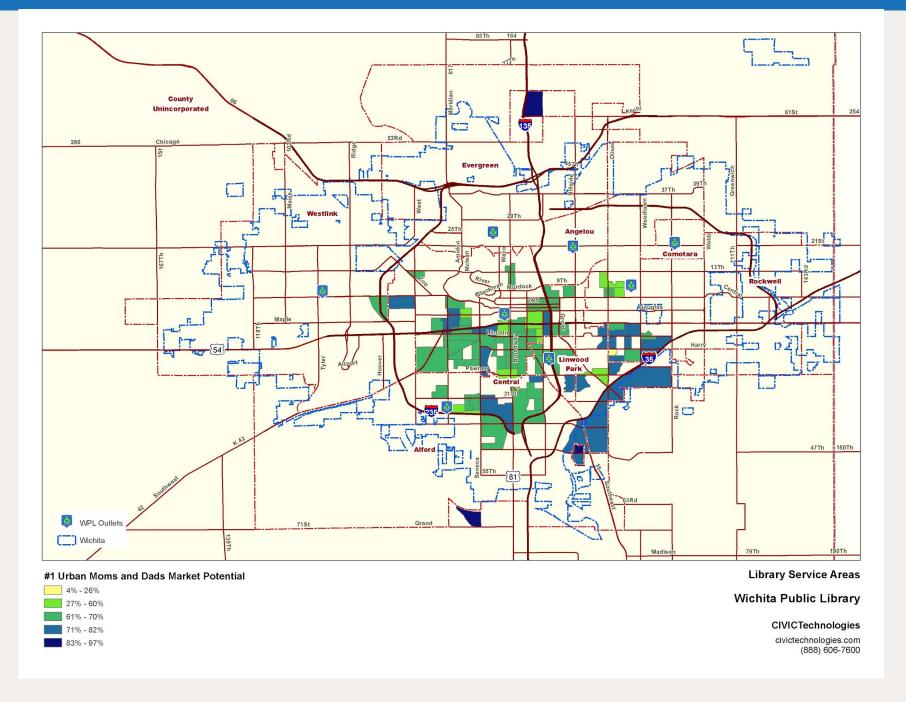


Share: percentage of the population for each segment. Divide each segment's population by the total population.

## Segment Map: Top 9 Segments

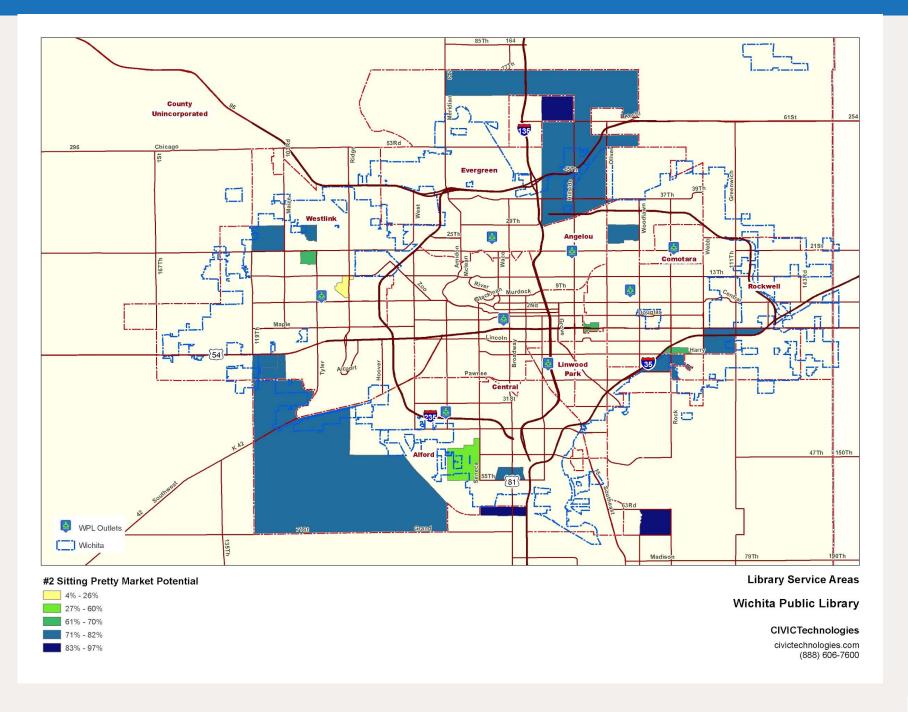


### Segment Map #1: Urban Moms & Dads Market Potential



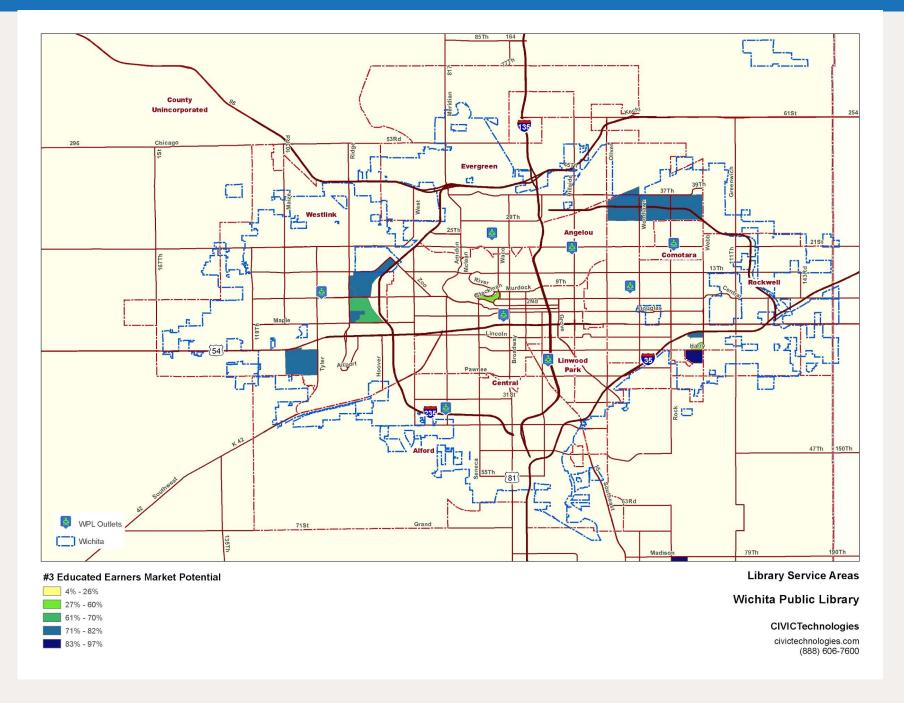
Market potential: non customers divided by population

### Segment Map #2: Sitting Pretty Market Potential



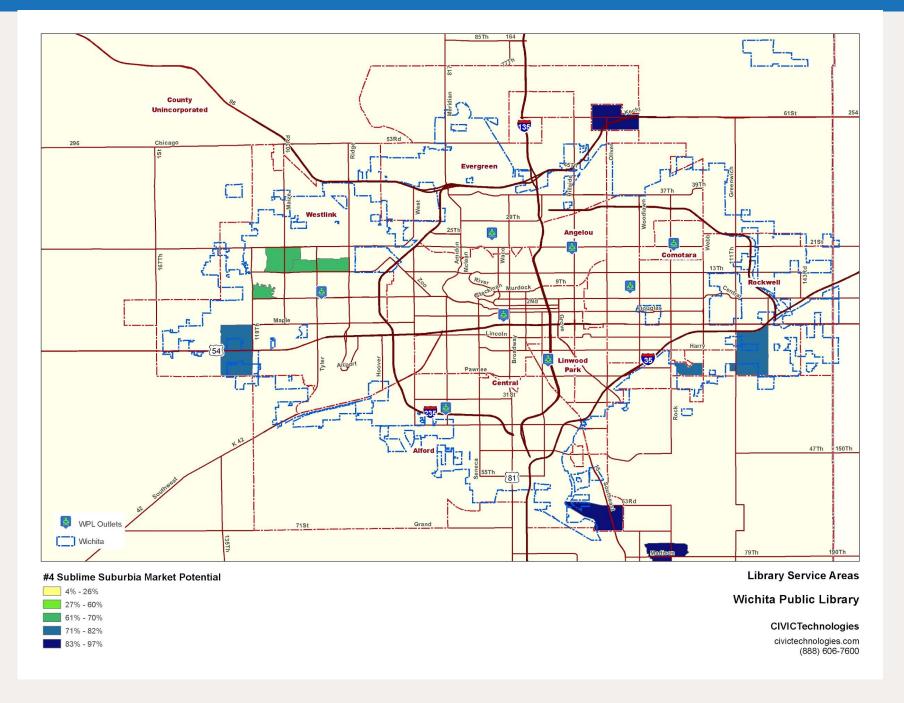
Market potential: non customers divided by population

### Segment Map #3: Educated Earners Market Potential



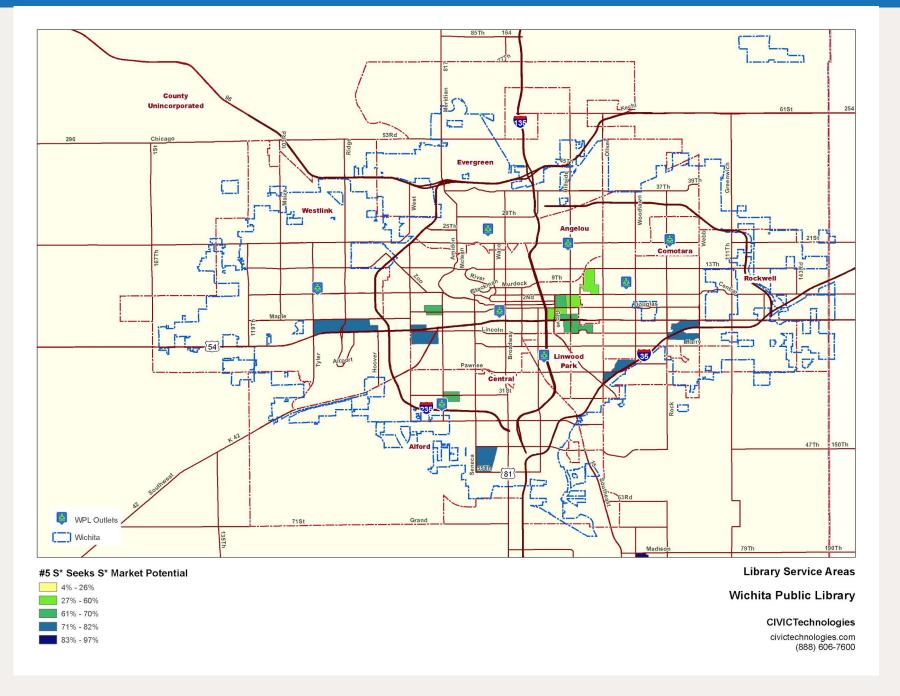
Market potential: non customers divided by population

## Segment Map #4: Sublime Suburbia Market Potential



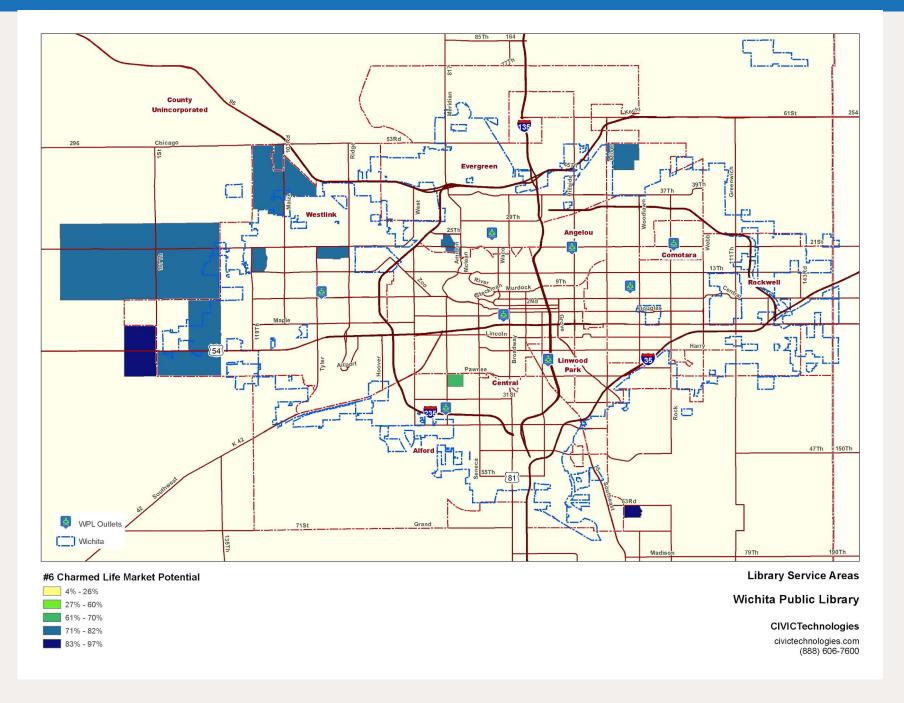
Market potential: non customers divided by population

### Segment Map #5: S\* Seeks S\* Market Potential



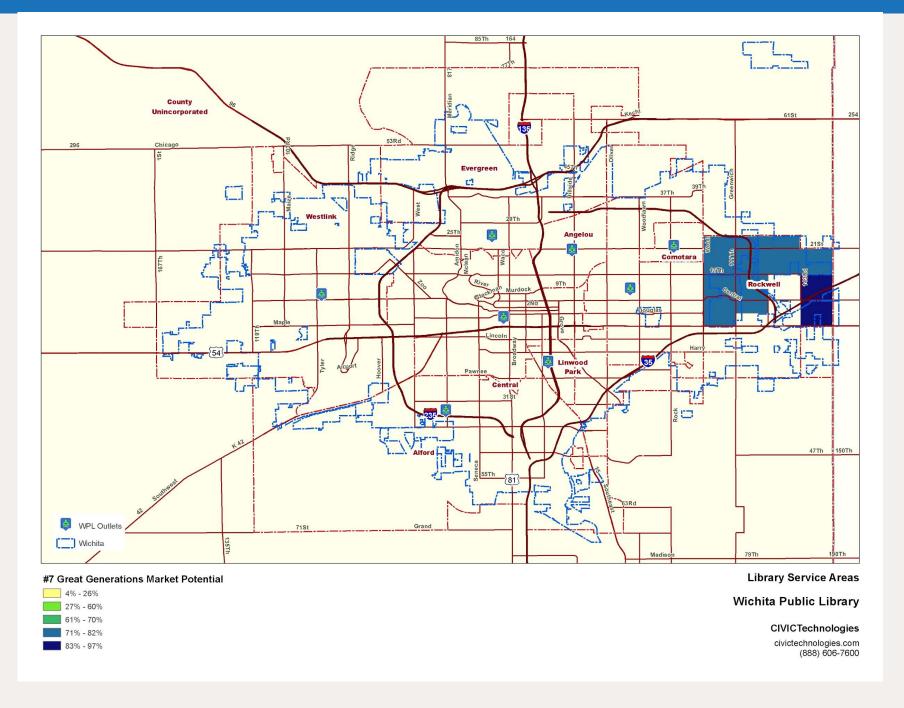
Market potential: non customers divided by population

### Segment Map #6: Charmed Life Market Potential



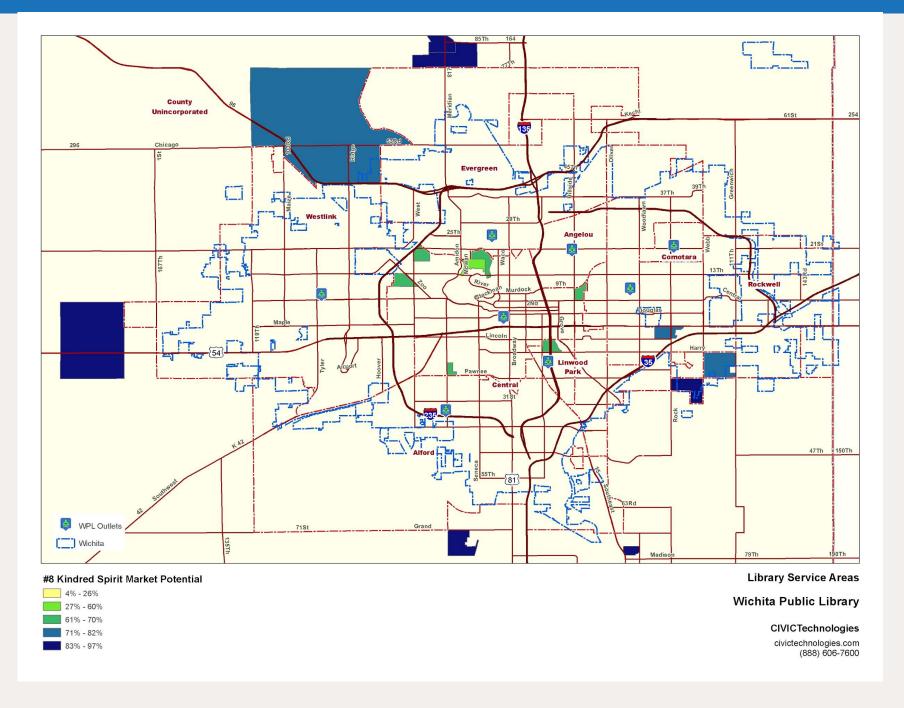
Market potential: non customers divided by population

### Segment Map #7: Great Generations Market Potential



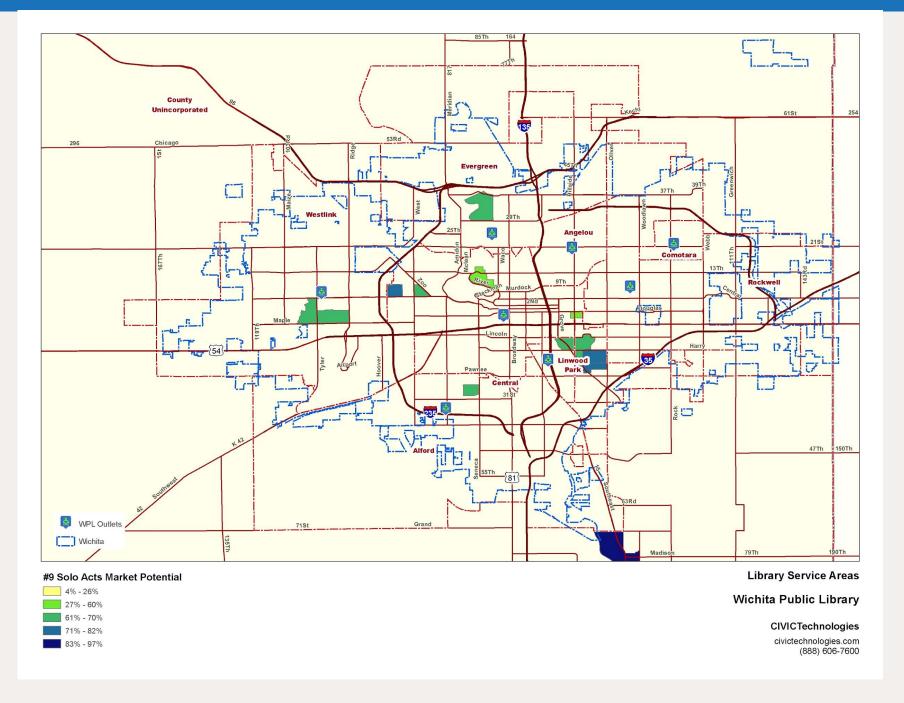
Market potential: non customers divided by population

## Segment Map #8: Kindred Spirit Market Potential



Market potential: non customers divided by population

## Segment Map #9: Solo Acts Market Potential



Market potential: non customers divided by population

### Customer and Non Customer Summary

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Largest: Urban Moms & Dads 23,463

19.1%

### Followed by:

<b>Sitting Pretty</b>	8,391	6.8%
<b>Educated Earners</b>	4,997	4.1%
S* Seeks S*	4,822	3.9%
Sublime Suburbia	4,379	3.6%
Solo Acts	4,309	3.5%
<b>Charmed Life</b>	3,750	3.1%
Kindred Spirit	3,743	3.1%
<b>Great Generations</b>	2,677	2.2%

These top 9 customer segments account for nearly half of customers

### Non Customers

Largest: Urban Moms & Dads 46,392 16.2%

### Followed by:

<b>Sitting Pretty</b>	21,075	7.4%
<b>Educated Earners</b>	13,683	4.8%
Sublime Suburbia	12,652	4.4%
<b>Great Generations</b>	11,534	4.0%
S* Seeks S*	11,470	4.0%
<b>Charmed Life</b>	10,885	3.8%
Kindred Spirit	9,667	3.4%
Solo Acts	8,028	2.8%

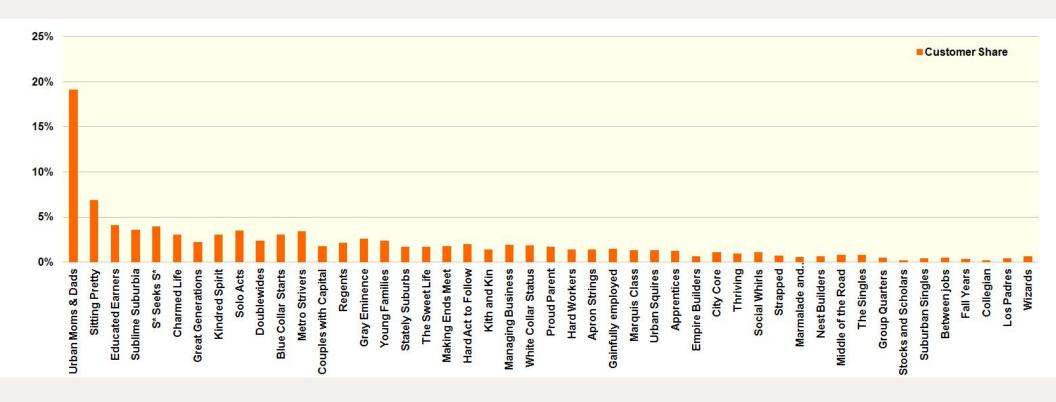
These top 9 customer segments account for just over half of customers

### Customer and Non Customer by Segment

No.	Segment	Customers	Customer Share	1000	Customer Cumulative Number	Non Customers	Non Customer Share	Non Customer Cumulative	Non Customer Cumulative
								Share	Number
1	Urban Moms & Dads	23,463	19.1%	19.1%	23,463	46,392	16.2%	16.2%	46,392
2	Sitting Pretty	8,391	6.8%	26.0%	31,854	21,075	7.4%	23.6%	67,467
3	Educated Earners	4,997	4.1%	30.1%	36,851	13,683	4.8%	28.4%	81,150
4	Sublime Suburbia	4,379	3.6%	33.6%	41,230	12,652	4.4%	32.8%	93,802
5	S* Seeks S*	4,822	3.9%	37.6%	46,052	11,470	4.0%	36.8%	105,272
6	Charmed Life	3,750	3.1%	40.6%	49,802	10,885	3.8%	40.6%	116,157
7	Great Generations	2,677	2.2%	42.8%	52,479	11,534	4.0%	44.7%	127,691
8	Kindred Spirit	3,743	3.1%	45.9%	56,222	9,667	3.4%	48.0%	137,358
9	Solo Acts	4,309	3.5%	49.4%	60,531	8,028	2.8%	50.9%	145,386
10	Doublewides	2,935	2.4%	51.8%	63,466	8,435	3.0%	53.8%	153,821
11	Blue Collar Starts	3,754	3.1%	54.9%	67,220	7,409	2.6%	56.4%	161,230
12	Metro Strivers	4,172	3.4%	58.3%	71,392	6,630	2.3%	58.7%	167,860
13	Couples with Capital	2,183	1.8%	60.0%	73,575	7,632	2.7%	61.4%	175,492
14	Regents	2,639	2.2%	62.2%	76,214	6,989	2.4%	63.8%	182,481
15	Gray Eminence	3,169	2.6%	64.8%	79,383	6,188	2.2%	66.0%	188,669
16	Young Families	2,905	2.4%	67.1%	82,288	6,341	2.2%	68.2%	195,010
17	Stately Suburbs	2,105	1.7%	68.9%	84,393	6,486	2.3%	70.5%	201,496
18	The Sweet Life	2,117	1.7%	70.6%	86,510	6,349	2.2%	72.7%	207,845
19	Making Ends Meet	2,144	1.7%	72.3%	88,654	5,482	1.9%	74.6%	213,327
20	Hard Act to Follow	2,451	2.0%	74.3%	91,105	5,047	1.8%	76.4%	218,374
21	Kith and Kin	1,752	1.4%	75.8%	92,857	5,391	1.9%	78.3%	223,765
22	Managing Business	2,363	1.9%	77.7%	95,220	4,703	1.6%	79.9%	228,468
23	White Collar Status	2,254	1.8%	79.5%	97,474	4,569	1.6%	81.5%	233,037
24	Proud Parent	2,117	1.7%	81.3%	99,591	4,699	1.6%	83.2%	237,736
25	Hard Workers	1,748	1.4%	82.7%	101,339	4,126	1.4%	84.6%	241,862
26	Apron Strings	1,687	1.4%	84.1%	103,026	3,695	1.3%	85.9%	245,557
27	Gainfully employed	1,761	1.4%	85.5%	104,787	3,414	1.2%	87.1%	248,971
28	Marquis Class	1,640	1.3%	86.8%	106,427	3,473	1.2%	88.3%	252,444
29	Urban Squires	1,581	1.3%	88.1%	108,008	3,381	1.2%	89.5%	255,825
30	Apprentices	1,552	1.3%	89.4%	109,560	3,100	1.1%	90.6%	258,925
31	Empire Builders	818	0.7%	90.1%	110,378	2,969	1.0%	91.6%	261,894
32	City Core	1,361	1.1%	91.2%	111,739	2,264	0.8%	92.4%	264,158
33	Thriving	1,167	1.0%	92.1%	112,906	2,063	0.7%	93.1%	266,221
34	Social Whirls	1,384	1.1%	93.3%	114,290	1,780	0.6%	93.8%	268,001
35	Strapped	855	0.7%	94.0%	115,145	2,134	0.7%	94.5%	270,135
36	Marmalade and Money	717	0.6%	94.5%	115,862	2,270	0.8%	95.3%	272,405
37	Nest Builders	743	0.6%	95.1%	116,605	2,142	0.7%	96.0%	274,547
38	Middle of the Road	967	0.8%	95.9%	117,572	1,723	0.6%	96.6%	276,270
39	The Singles	987	0.8%	96.7%	118,559	1,470	0.5%	97.2%	277,740
40	Group Quarters	623	0.5%	97.3%	119,182	1,302	0.5%	97.6%	279,042
41	Stocks and Scholars	264	0.2%	97.5%	119,446	1,567	0.5%	98.2%	280,609
42	Suburban Singles	515	0.4%	97.9%	119,961	1,188	0.4%	98.6%	281,797
43	Between jobs	623	0.5%	98.4%	120,584	1,066	0.4%	98.9%	282,863
44	Fall Years	419	0.3%	98.7%	121,003	1,027	0.4%	99.3%	283,890
45	Collegian	236	0.2%	98.9%	121,003	1,127	0.4%	99.7%	285,030
46	Los Padres	505	0.4%	99.3%	121,744	812	0.4%	100.0%	285,829
47	Wizards	807	0.4%	100.0%	121,744	38	0.0%	100.0%	285,867
71				100.076	122,331			100.076	203,001
	Grand Total Average	122,551 2,607	100.0%			285,867 6,082	100.0%		
	Median	1,761				4,569			

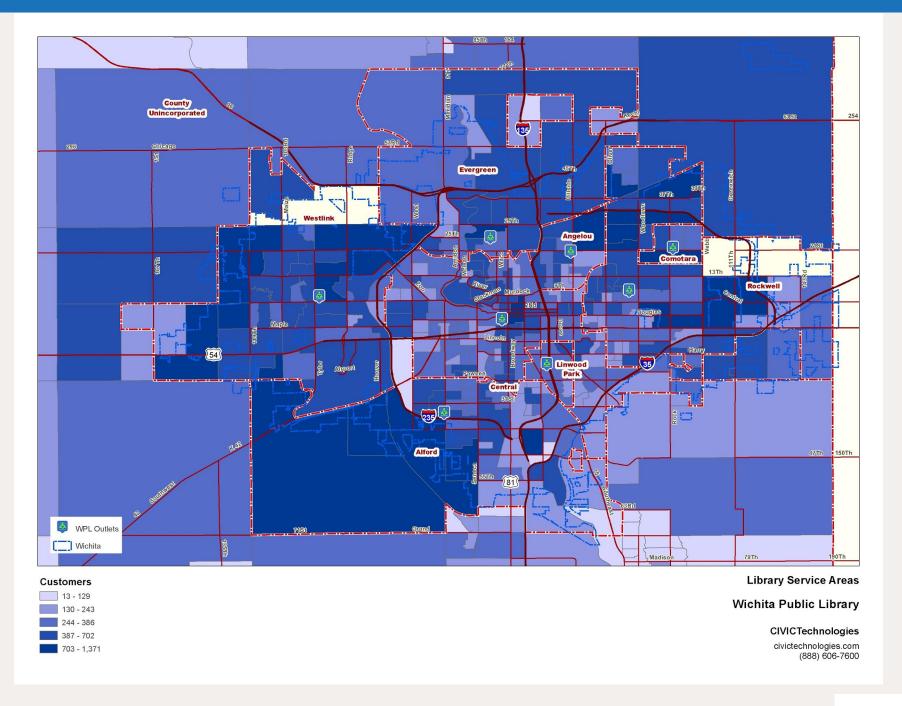
Share: percentage of the customers or non customers for each segment. Divide each segment's customers or non customers by the total population.

### Customer Share by Segment

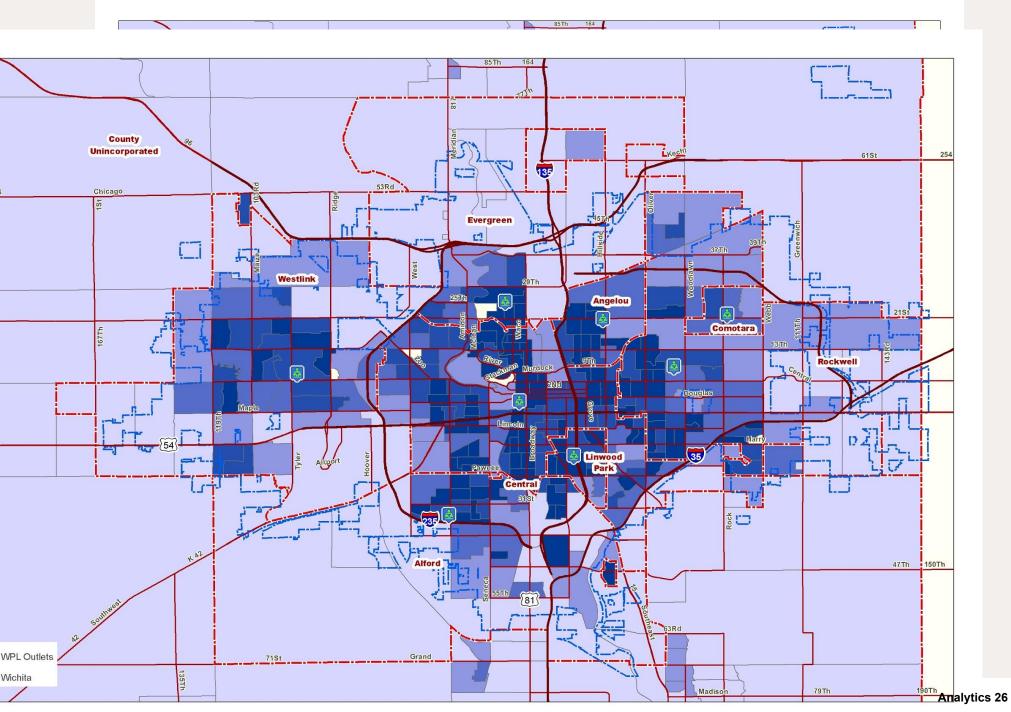


Share: percentage of the customers for each segment. Divide each segment's number of customers population by the total number of customers.

## Map of Customers

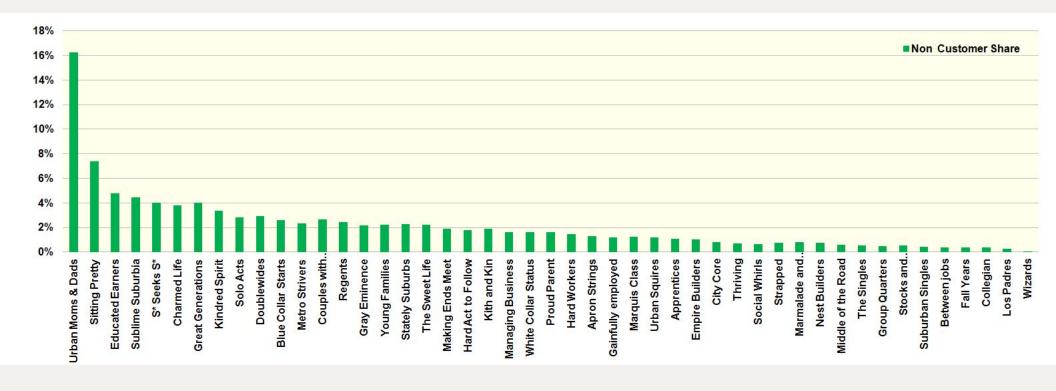


## Map of Customer Density



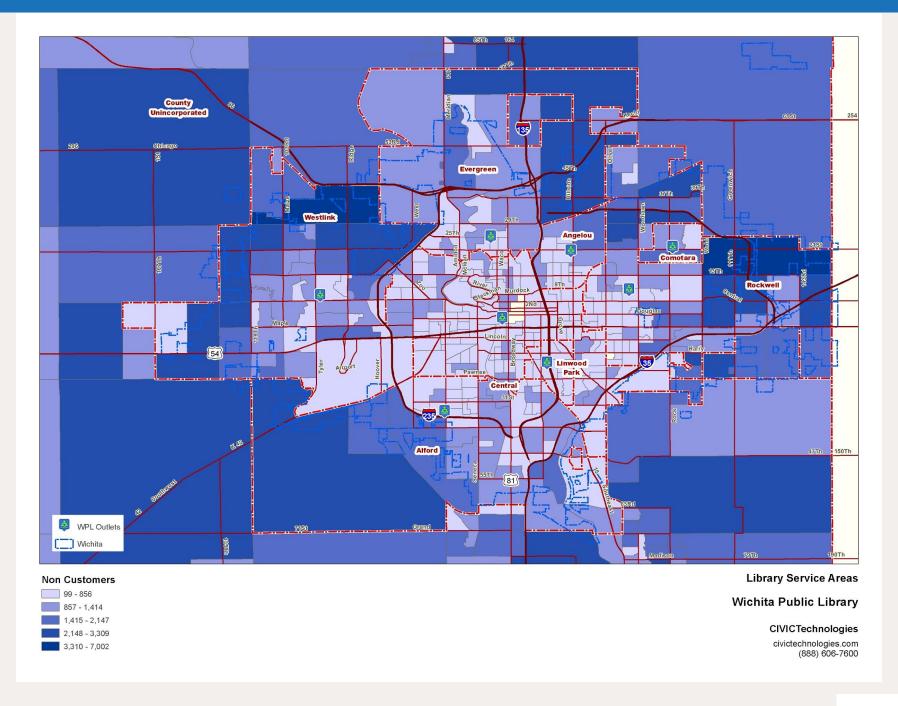
**Library Service Areas** 

### Non Customer Share by Segment

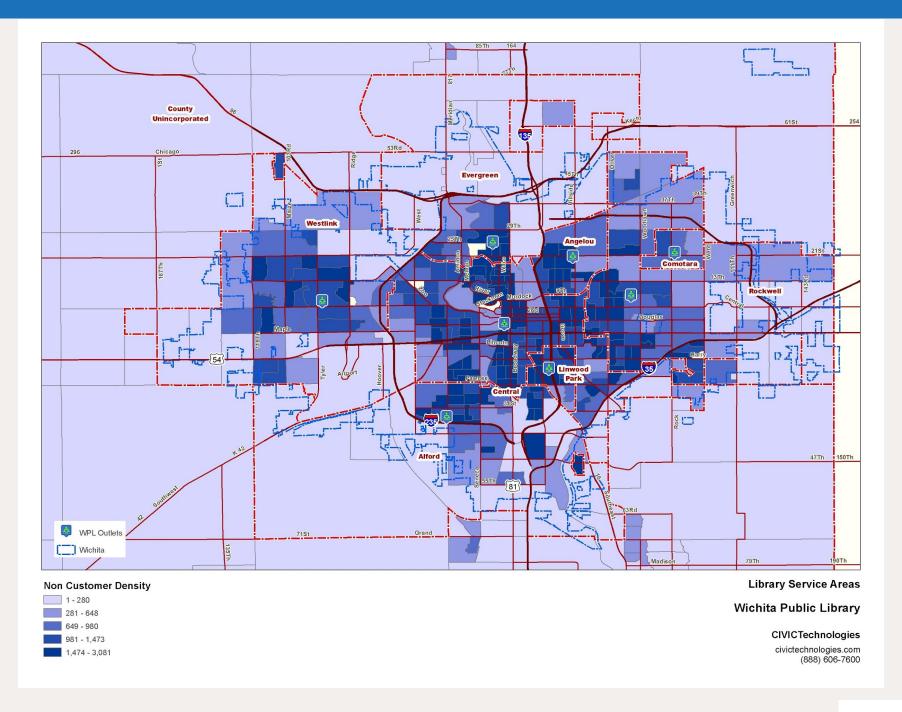


Share: percentage of the non customers for each segment. Divide each segment's number of non customers by the total number of non customers.

## Map of Non Customers



### Map of Non Customer Density



### Checkout Summary

### Checkouts

Largest: Urban Moms & Dads with 140,846 checkouts or 14.9% of total checkouts

### Followed by:

<b>Sitting Pretty</b>	79,839	8.4%
S* Seeks S*	45,303	4.8%
Sublime Suburbia	44,042	4.6%
<b>Charmed Life</b>	43,623	4.6%
<b>Educated Earners</b>	35,483	3.7%
Kindred Spirit	32,861	3.5%
Solo Acts	23,086	3.0%
<b>Great Generations</b>	27,395	2.9%

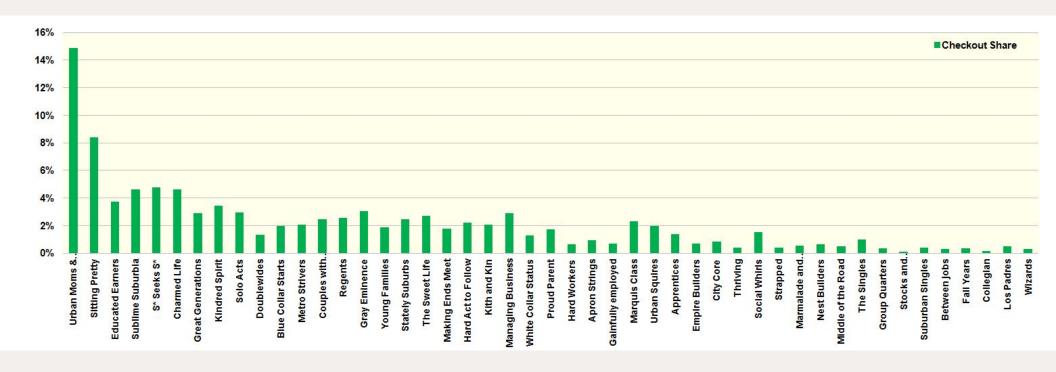
These top 9 segments account for 50.4% of checkouts

## Checkouts by Segment

No.	Segment	Checkouts	Checkout Share	Checkout Cumulative Share	Checkou Cumulativ Number
1	Urban Moms & Dads	140,846	14.9%	14.9%	140,84
2	Sitting Pretty	79,839	8.4%	23.3%	220,68
3	Educated Earners	35,483	3.7%	27.0%	256,16
4	Sublime Suburbia	44,042	4.6%	31.7%	300,21
5	S* Seeks S*	45,303	4.8%	36.4%	345,51
6	Charmed Life	43,623	4.6%	41.1%	389,13
7	Great Generations	27,395	2.9%	43.9%	416,53
8	Kindred Spirit	32,861	3.5%	47.4%	449,39
9	Solo Acts	28,086	3.0%	50.4%	
10	Doublewides	12,907	1.4%	51.7%	
11	Blue Collar Starts	18,799	2.0%	53.7%	
12	Metro Strivers	19,843	2.1%	55.8%	(E)
13	Couples with Capital	23,279	2.5%	58.3%	
14	Regents	24,199	2.6%	60.8%	
15	Gray Eminence	29,185	3.1%	63.9%	
16	Young Families	17,642	1.9%	65.8%	
17	Stately Suburbs	23,228	2.5%	68.2%	
18		20.000000000000000000000000000000000000	2.7%	70.9%	
19	The Sweet Life	25,566	1.8%	72.7%	2000000
20	Making Ends Meet	17,066	2.2%	74.9%	2000
21	Hard Act to Follow	21,214			
	Kith and Kin	19,849	2.1%	77.0%	
22	Managing Business	27,611	2.9%	79.9%	1000
23	White Collar Status	12,247	1.3%	81.2%	2000
24	Proud Parent	16,320	1.7%	83.0%	207.25
25	Hard Workers	6,084	0.6%	83.6%	2000
26	Apron Strings	9,075	1.0%	84.6%	
27	Gainfully employed	6,734	0.7%	85.3%	2000 CAR
28	Marquis Class	21,956	2.3%	87.6%	
29	Urban Squires	18,546	2.0%	89.5%	100000000000000000000000000000000000000
30	Apprentices	13,322	1.4%	91.0%	
31	Empire Builders	6,510	0.7%	91.6%	100000000000000000000000000000000000000
32	City Core	7,896	0.8%	92.5%	100000000000000000000000000000000000000
33	Thriving	3,645	0.4%	92.9%	
34	Social Whirls	14,314	1.5%	94.4%	100000000000000000000000000000000000000
35	Strapped	4,069	0.4%	94.8%	256
36	Marmalade and Money	5,057	0.5%	95.3%	
37	Nest Builders	6,213	0.7%	96.0%	0.0000000
38	Middle of the Road	4,717	0.5%	96.5%	0.0000000
39	The Singles	9,445	1.0%	97.5%	0.000.000.000
40	Group Quarters	3,519	0.4%	97.8%	927,53
41	Stocks and Scholars	1,214	0.1%	98.0%	928,74
42	Suburban Singles	3,706	0.4%	98.4%	CONT. (CO.)
43	Between jobs	2,754	0.3%	98.7%	935,20
44	Fall Years	3,521	0.4%	99.0%	938,73
45	Collegian	1,557	0.2%	99.2%	940,28
46	Los Padres	4,749	0.5%	99.7%	945,03
47	Wizards	2,900	0.3%	100.0%	947,93
	Grand Total	947,936	100.0%		
	Average	20,169			
	Median	16,320			

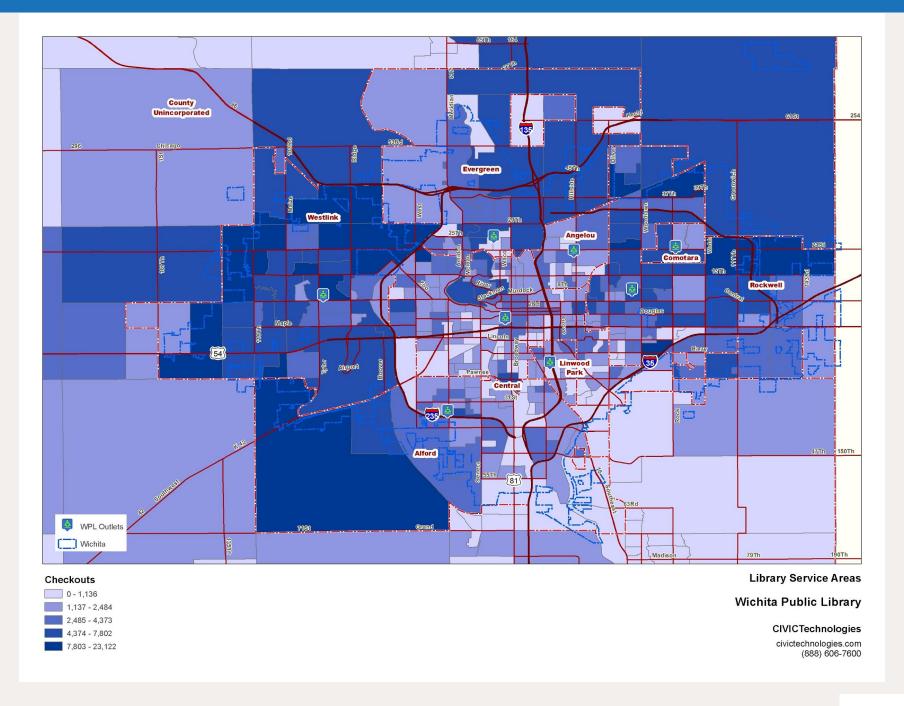
Share:
percentage of
the checkouts
for each
segment.
Divide each
segment's
checkouts by
the total
checkouts.

### Checkout Share by Segment

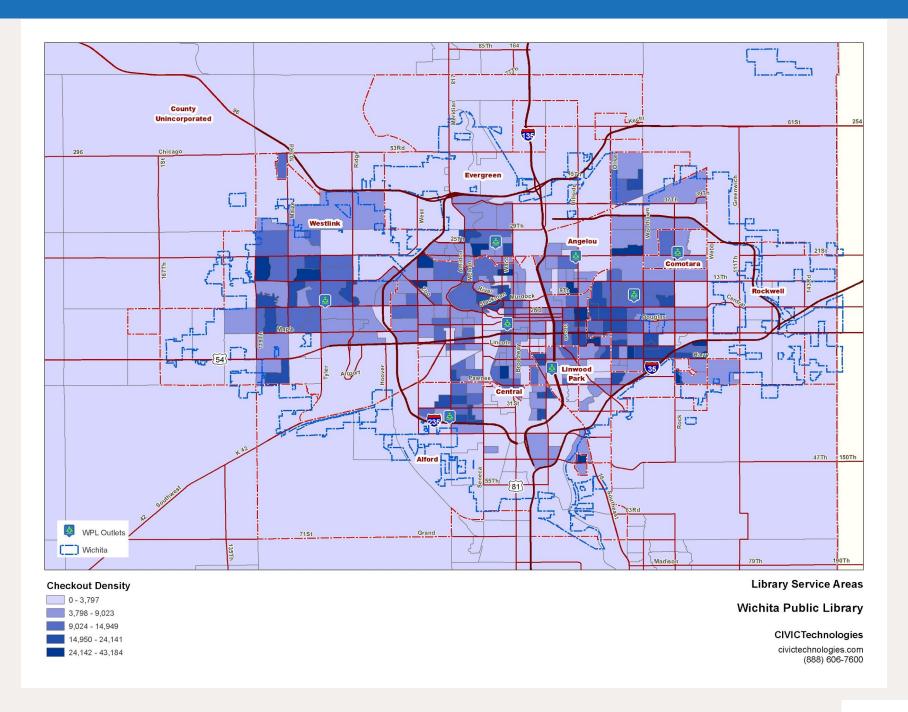


Share: percentage of checkouts for each segment. Divide each segment's checkouts by the total checkouts.

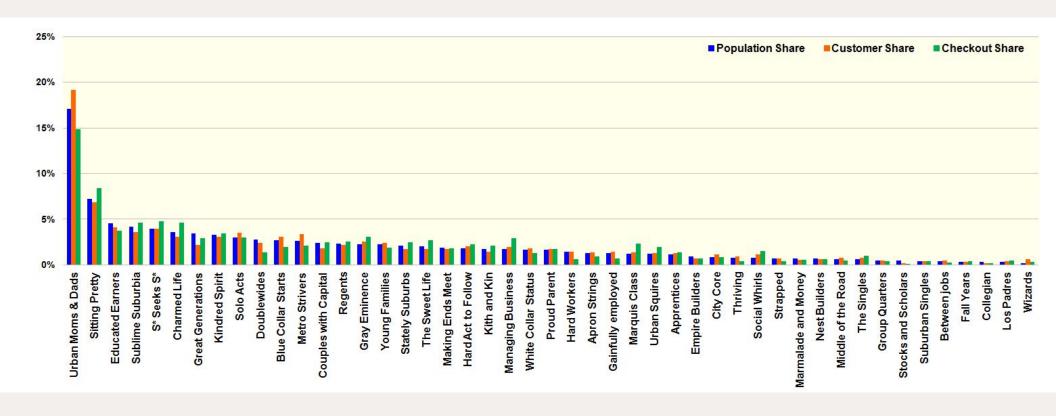
## Map of Checkouts



## Map of Checkout Density



### Population, Customer, and Checkout Share



### Market Share/Market Potential Summary

### Market Share/Market Potential

Average: 30% / 70%

Largest Share: Wizards 95.5% / 4.5%

Largest Potential: Stocks and Scholars 14.4% / 85.6%

### Distribution of *market potential*:

3 segments between 80% and 100%

6 segments between 75% and 80%

13 segments between 70% and 75%

16 segment between 65% and 70%

9 segments between 0% and 65%

### Definition

Market share: customers as a percent of the population.

Market potential: non customers as a percent of the population.

Market share and market potential add to the total population.

#### Market Share and Market Potential by Segment

No.	Segment	Market Share	Market Potential	Market Performance (see note)
1	Urban Moms & Dads	33.6%	66.4%	High market performance
2	Sitting Pretty	28.5%	71.5%	Low market performance
3	Educated Earners	26.8%	73.2%	Low market performance
4	Sublime Suburbia	25.7%	74.3%	Low market performance
5	S* Seeks S*	29.6%	70.4%	Low market performance
6	Charmed Life	25.6%	74.4%	Low market performance
7	Great Generations	18.8%	81.2%	Low market performance
8	Kindred Spirit	27.9%	72.1%	Low market performance
9	Solo Acts	34.9%	65.1%	High market performance
10	Doublewides	25.8%	74.2%	Low market performance
11	Blue Collar Starts	33.6%	66.4%	High market performance
12	Metro Strivers	38.6%	61.4%	High market performance
13	Couples with Capital	22.2%	77.8%	Low market performance
14	Regents	27.4%	72.6%	Low market performance
15	Gray Eminence	33.9%	66.1%	High market performance
16	Young Families	31.4%	68.6%	High market performance
17	Stately Suburbs	24.5%	75.5%	Low market performance
18	The Sweet Life	25.0%	75.0%	Low market performance
19	Making Ends Meet	28.1%	71.9%	Low market performance
20	Hard Act to Follow	32.7%	67.3%	High market performance
21	Kith and Kin	24.5%	75.5%	Low market performance
22	Managing Business	33.4%	66.6%	High market performance
23	White Collar Status	33.0%	67.0%	High market performance
24	Proud Parent	31.1%	68.9%	High market performance
25	Hard Workers	29.8%	70.2%	Low market performance
26	Apron Strings	31.3%	68.7%	High market performance
27	Gainfully employed	34.0%	66.0%	High market performance
28	Marquis Class	32.1%	67.9%	High market performance
29	Urban Squires	31.9%	68.1%	High market performance
30	Apprentices	33.4%	66.6%	High market performance
31	Empire Builders	21.6%	78.4%	Low market performance
32	City Core	37.5%	62.5%	High market performance
33	Thriving	36.1%	63.9%	High market performance
34	Social Whirls	43.7%	56.3%	High market performance
35	Strapped	28.6%	71.4%	Low market performance
36	Marmalade and Money	24.0%	76.0%	Low market performance
37	Nest Builders	25.8%	74.2%	Low market performance
38	Middle of the Road	35.9%	64.1%	High market performance
39	The Singles	40.2%	59.8%	High market performance
40	Group Quarters	32.4%	67.6%	High market performance
41	Stocks and Scholars	14.4%	85.6%	Low market performance
42	Suburban Singles	30.2%	69.8%	High market performance
43	Between jobs	36.9%	63.1%	High market performance
44	Fall Years	29.0%	71.0%	Low market performance
45	Collegian	17.3%	82.7%	Low market performance
46	Los Padres	38.3%	61.7%	High market performance
47	Wizards	95.5%	4.5%	High market performance
	Average	30.0%	70.0%	

Note: "low" market performance is when the segment's market share is below the

Library's average market share.

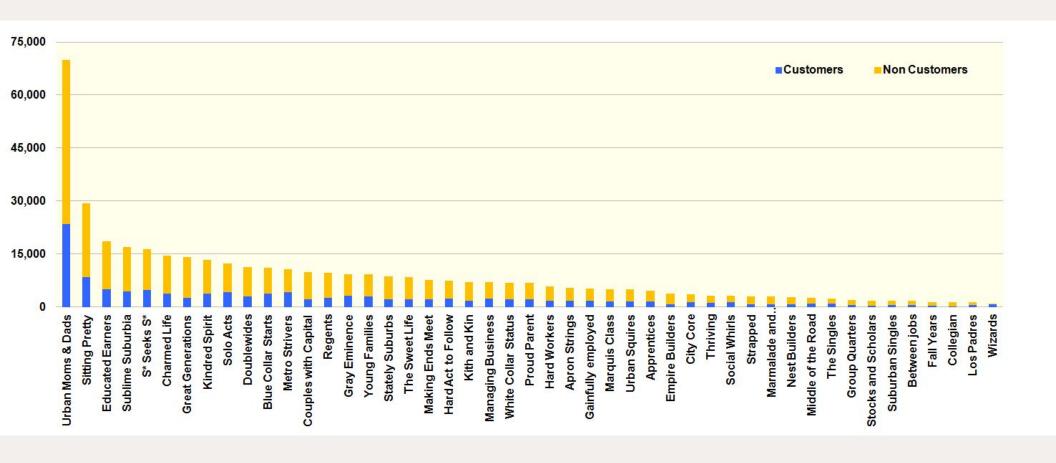
Definition

Market share: customers as a percent of the population.

Market potential: non customers as a percent of the population.

Market share and market potential add to the total population.

#### Market Share and Market Potential



# Customer Growth Potential Summary

Customer Growth Potential		Definition
	Index	Customer Growth Potential is an index that describes the
Median:	11.2	opportunity for customer growth by comparing one segment to another
Highest: Urban Moms & Dads	113.6	segment
Followed by:		The higher the index number the
Sitting Pretty	51.6	higher the growth potential
<b>Educated Earners</b>	33.5	
Sublime Suburbia	31.0	The bigger the gap between numbers, the bigger the
<b>Great Generations</b>	28.2	opportunity to grow the segment
S* Seeks S*	28.1	with the higher index number

#### Customer Growth Potential by Segment

No.	Segment	Customer Potential Index	Customer Potential Performance	Customer Potential Rank
1	Urban Moms & Dads	113.6	High customer potential	1
2	Sitting Pretty	51.6	High customer potential	2
3	Educated Earners	33.5	High customer potential	3
4	Sublime Suburbia	31.0	High customer potential	4
5	S* Seeks S*	28.1	High customer potential	6
6	Charmed Life	26.7	High customer potential	7
7	Great Generations	28.2	High customer potential	5
8	Kindred Spirit	23.7	High customer potential	8
9	Solo Acts	19.7	High customer potential	10
10	Doublewides	20.7	High customer potential	9
11	Blue Collar Starts	18.1	High customer potential	12
12	Metro Strivers	16.2	High customer potential	14
13	Couples with Capital	18.7	High customer potential	11
14	Regents	17.1	High customer potential	13
15	Gray Eminence	15.2	High customer potential	18
16	Young Families	15.5	High customer potential	17
17	Stately Suburbs	15.9	High customer potential	15
18	The Sweet Life	15.5	High customer potential	16
19	Making Ends Meet	13.4	High customer potential	19
20	Hard Act to Follow	12.4	High customer potential	21
21	Kith and Kin	13.2	High customer potential	20
22	Managing Business	11.5	High customer potential	22
23	White Collar Status	11.2	Low customer potential	24
24	Proud Parent	11.5	High customer potential	23
25	Hard Workers	10.1	Low customer potential	25
26	Apron Strings	9.0	Low customer potential	26
27	Gainfully employed	8.4	Low customer potential	28
28	Marquis Class	8.5	Low customer potential	27
29	Urban Squires	8.3	Low customer potential	29
30	Apprentices	7.6	Low customer potential	30
31	Empire Builders	7.3	Low customer potential	31
32	City Core	5.5	Low customer potential	33
33	Thriving	5.1	Low customer potential	36
34	Social Whirls	4.4	Low customer potential	37
35	Strapped	5.2	Low customer potential	35
36	Marmalade and Money	5.6	Low customer potential	32
37	Nest Builders	5.2	Low customer potential	34
38	Middle of the Road	4.2	Low customer potential	38
39	The Singles	3.6	Low customer potential	40
40	Group Quarters	3.2	Low customer potential	41
41	Stocks and Scholars	3.8	Low customer potential	39
42	Suburban Singles	2.9	Low customer potential	42
43	Between jobs	2.6	Low customer potential	44
44	Fall Years	2.5	Low customer potential	45
45	Collegian	2.8	Low customer potential	43
46	Los Padres	2.0	Low customer potential	46
47	Wizards	0.1	Low customer potential	47
		11.2	Median	

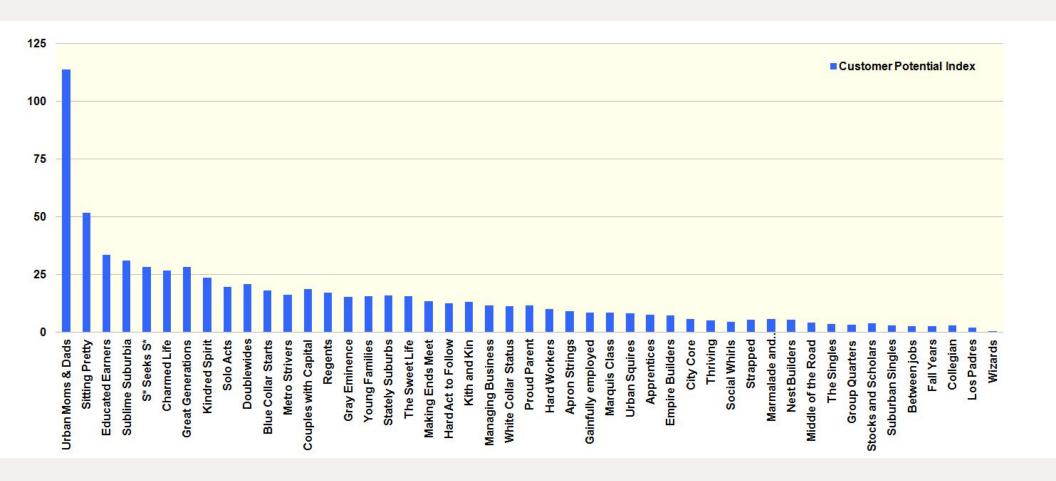
#### Definition

Customer Growth
Potential is an index that
describes the
opportunity for customer
growth by comparing one
segment to another
segment

The higher the index number the higher the growth potential

The bigger the gap between numbers, the bigger the opportunity between segments

#### Customer Growth Potential by Segment



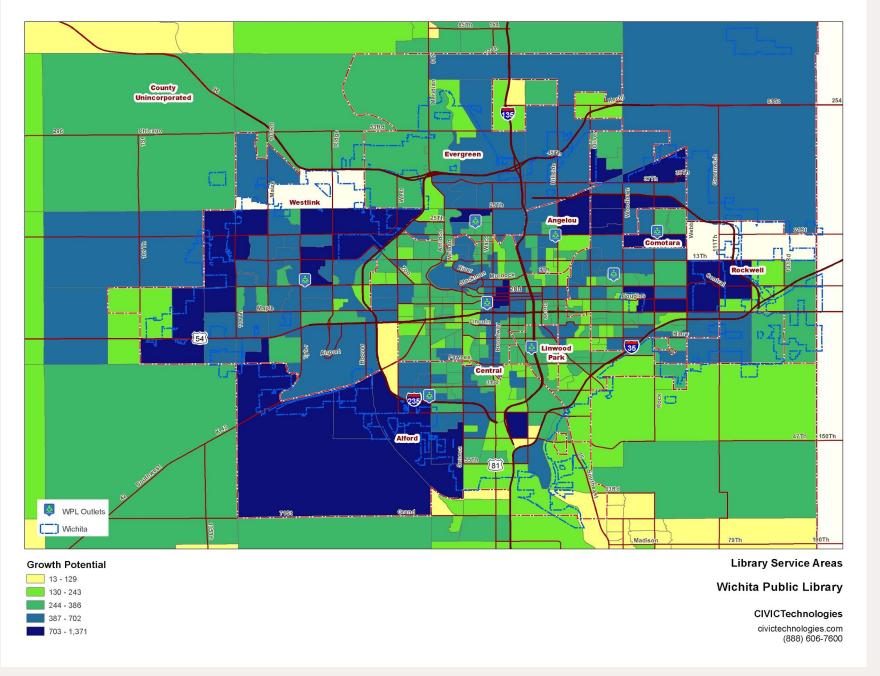
#### Definition

Customer Growth Potential is an index that describes the opportunity for customer growth by comparing one segment to another segment

The higher the index number the higher the growth potential

The bigger the gap between numbers, the bigger the opportunity between segments

#### Map of Customer Growth Potential



Definition

Customer Growth Potential is an index that describes the opportunity for customer growth by comparing one segment to another segment

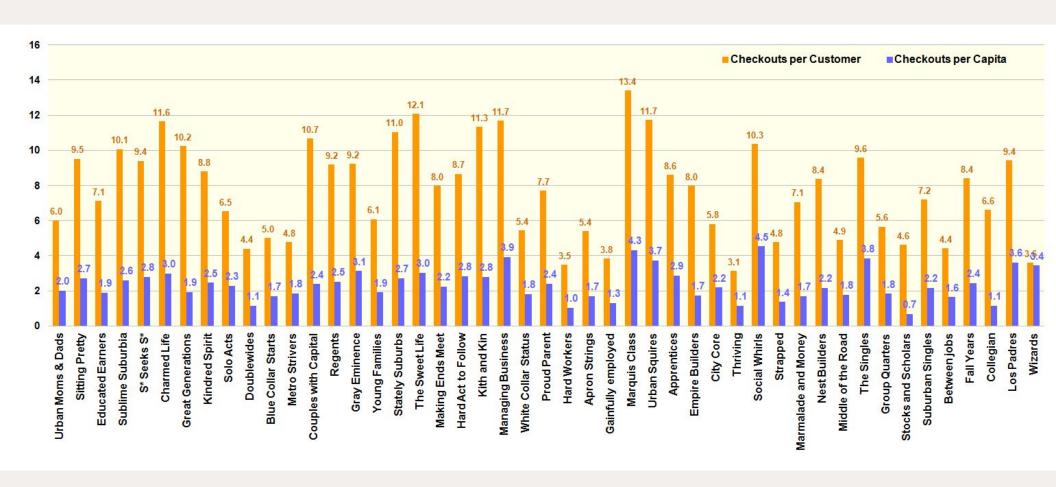
The higher the index number the higher the growth potential

The bigger the gap between numbers, the bigger the opportunity between segments

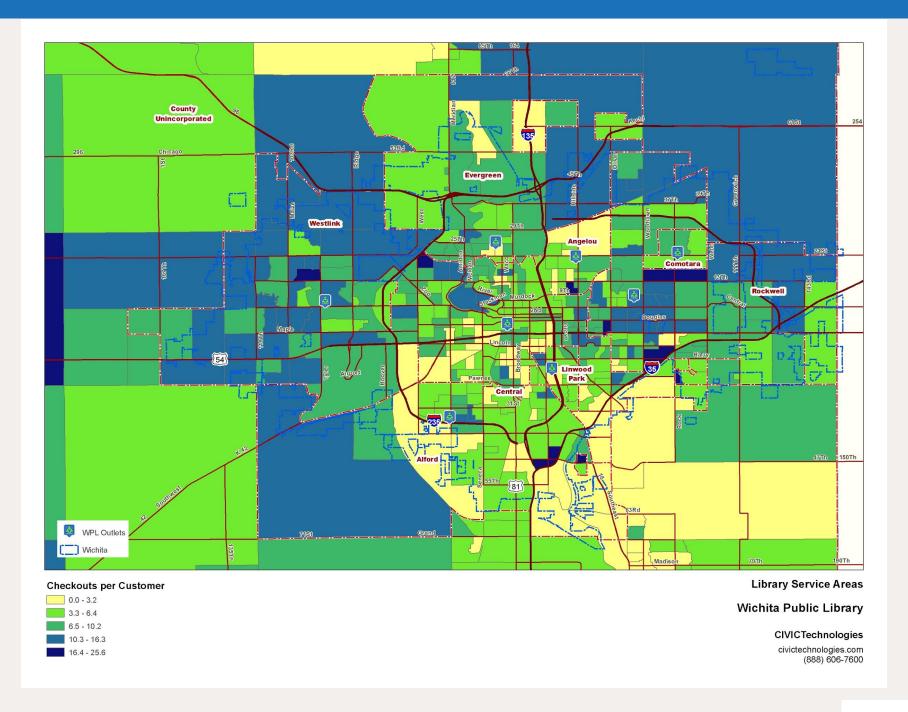
# Checkouts per Customer and per Capita

No.	Segment	Checkouts per Customer	
1	Urban Moms & Dads	6.0	2.0
2	Sitting Pretty	9.5	2.7
3	Educated Earners	7.1	1.9
4	Sublime Suburbia	10.1	2.6
5	S* Seeks S*	9.4	
6			
200	Charmed Life	11.6	
7	Great Generations	10.2	100
8	Kindred Spirit	8.8	
9	Solo Acts	6.5	
10	Doublewides	4.4	1.1
11	Blue Collar Starts	5.0	1.7
12	Metro Strivers	4.8	1.8
13	Couples with Capital	10.7	2.4
14	Regents	9.2	2.5
15	Gray Eminence	9.2	3.1
16	Young Families	6.1	1.9
17	Stately Suburbs	11.0	2.7
18	The Sweet Life	12.1	3.0
19	Making Ends Meet	8.0	
20	Hard Act to Follow	8.7	2.8
21	Kith and Kin	11.3	
22	Managing Business	11.7	
23	White Collar Status	5.4	1901/201
24 25	Proud Parent Hard Workers	7.7	
26	Apron Strings	3.5 5.4	
27	Gainfully employed	3.8	
28	Marquis Class	13.4	
29	Urban Squires	11.7	
30	Apprentices	8.6	2.9
31	Empire Builders	8.0	
32	City Core	5.8	
33	Thriving	3.1	1.1
34	Social Whirls	10.3	4.5
35	Strapped	4.8	1.4
36	Marmalade and Money	7.1	1.7
37	Nest Builders	8.4	
38	Middle of the Road	4.9	1.8
39	The Singles	9.6	
40	Group Quarters	5.6	1.8
41	Stocks and Scholars	4.6	0.7
42	Suburban Singles	7.2	
43	Between jobs	4.4	20/20
44	Fall Years	8.4	
45	Collegian	6.6	1.1
46	Los Padres	9.4	
47	Wizards	3.6	
	Average	7.7	2.3

#### Checkouts per Customer and per Capita



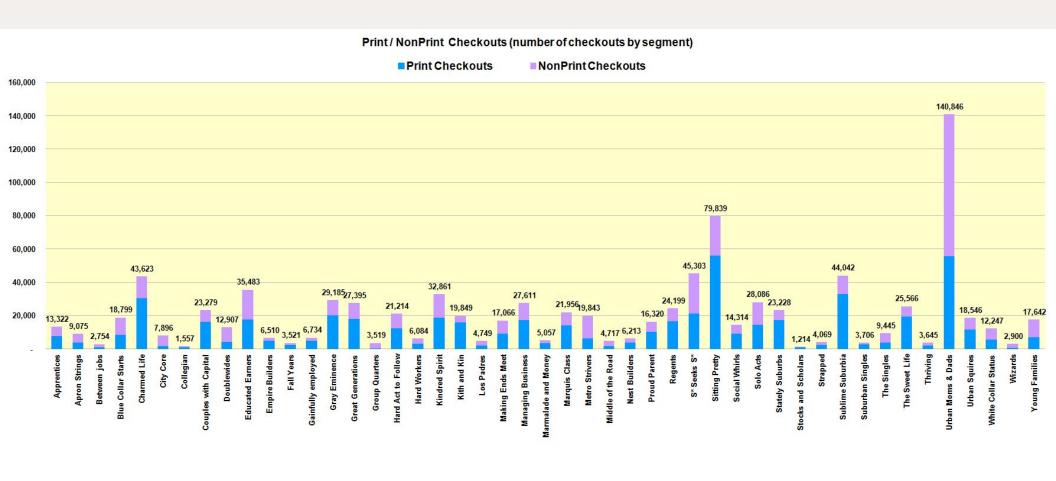
# Map of Checkouts per Customer



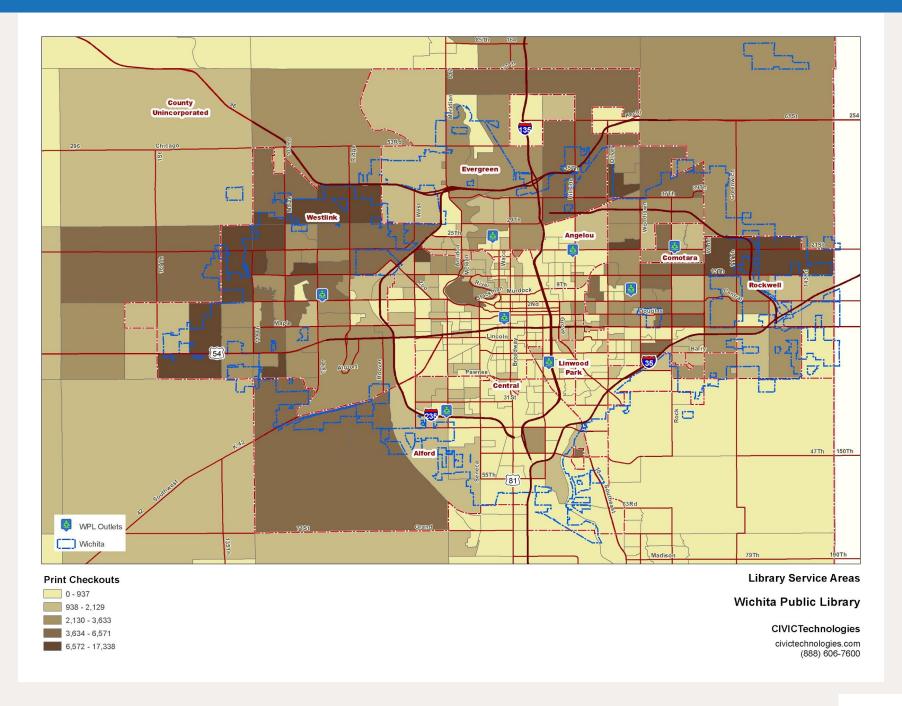
# Checkouts: Print and Nonprint

No.	Segment	Total Checkouts	Print Checkouts	NonPrint Checkouts	Print Checkout Share	NonPrint Checkout Share
1 /	Apprentices	13,322	7,678	5,644	57.6%	42.4%
2	Apron Strings	9,075	3,701	5,374	40.8%	59.2%
3 E	Between jobs	2,754	733	2,021	26.6%	73.4%
4 E	Blue Collar Starts	18,799	8,330	10,469	44.3%	55.7%
5 (	Charmed Life	43,623	30,265	13,358	69.4%	30.6%
6 (	City Core	7,896	1,737	6,159	22.0%	78.0%
_	Collegian	1,557	887	670	57.0%	43.0%
	Couples with Capital	23,279	16,082	7,197	69.1%	30.9%
	Doublewides	12,907	4,005	8,902	31.0%	69.0%
10 E	Educated Earners	35,483	17,746	17,737	50.0%	50.0%
11 E	Empire Builders	6,510	4,739	1,771	72.8%	27.2%
	Fall Years	3,521	2,435	1,086	69.2%	30.8%
	Gainfully employed	6,734	4,652	2,082	69.1%	30.9%
	Gray Eminence	29,185	20,213	8,972	69.3%	30.7%
	Great Generations	27,395	17,932	9,463	65.5%	34.5%
	Group Quarters	3,519	35	3,484	1.0%	99.0%
	Hard Act to Follow	21,214	12,220	8,994	57.6%	42.4%
	Hard Workers	6,084	3,099	2,985	50.9%	49.1%
	Kindred Spirit	32,861	18,677	14,184	56.8%	43.2%
	Kith and Kin	19,849	15,758	4,091	79.4%	20.6%
	Los Padres	4,749	2,105	2,644	44.3%	55.7%
100	Making Ends Meet	17,066	9,085	7,981	53.2%	46.8%
	Managing Business	27,611	17,237	10,374	62.4%	37.6%
	Marmalade and Money	5,057	3,448	1,609	68.2%	31.8%
	Marquis Class	21,956	14,029	7,927	63.9%	36.1%
	Metro Strivers	19,843	6,398	13,445	32.2%	67.8%
	Middle of the Road	4,717	1,519	3,198	32.2%	67.8%
	Nest Builders	6,213	3,809	2,404	61.3%	38.7%
	Proud Parent	16,320	10,200	6,120	62.5%	37.5%
2 8	Regents	24,199	16,558	7,641	68.4%	31.6%
	S* Seeks S*	45,303	21,113	24,190	46.6%	53.4%
	Sitting Pretty	79,839	55,915	23,924	70.0%	30.0%
100	Social Whirls	14,314	9,220	5,094	64.4%	35.6%
350.00	Solo Acts	28,086	14,308	13,778	50.9%	49.1%
	Stately Suburbs	23,228	17,218	6,010	74.1%	25.9%
	Stocks and Scholars	1,214	826	388	68.0%	32.0%
	Strapped	4,069	2,247	1,822	55.2%	44.8%
	Sublime Suburbia	44,042	32,734	11,308	74.3%	25.7%
	Suburban Singles	3,706	2,555	1,151	68.9%	31.1%
	The Singles	9,445	3,602		38.1%	61.9%
			19,347	5,843	75.7%	24.3%
	The Sweet Life Thriving	25,566 3,645	1,846	6,219 1,799	50.6%	49.4%
	Urban Moms & Dads		55,546		39.4%	60.6%
		140,846	11,457	85,300	61.8%	38.2%
	Urban Squires White Collar Status	18,546	5,616	7,089	45.9%	54.1%
		12,247	5,616	6,631		
	Wizards	2,900		2,305	20.5%	79.5%
	Young Families Grand Total	17,642 947,936	7,122 536,579	10,520 411,357	40.4% 56.6%	59.6% 43.4%

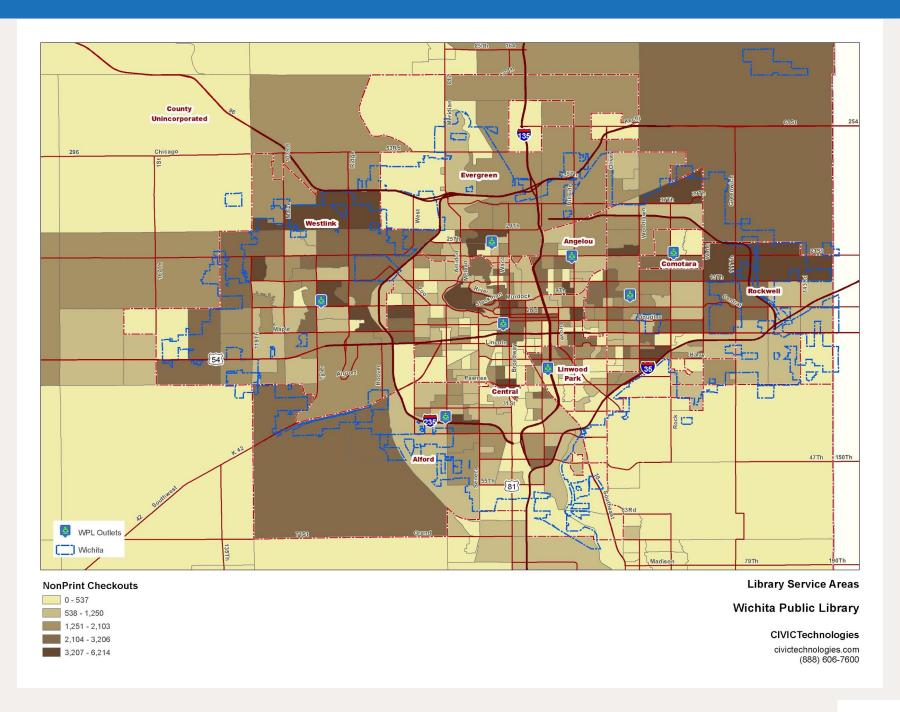
### Checkouts: Print and Nonprint



# Map of Checkouts: Print



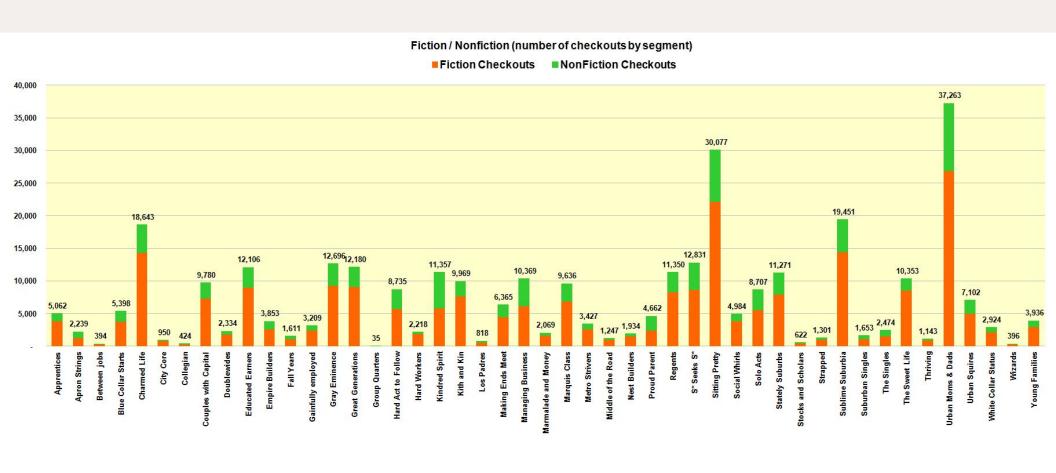
# Map of Checkouts: Nonprint



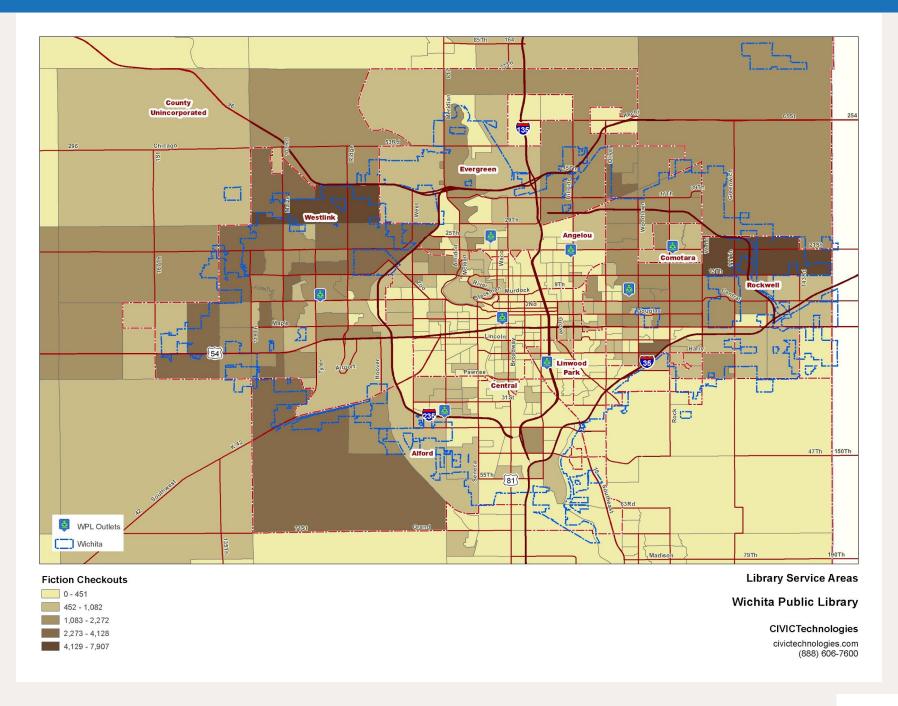
#### Checkouts: Fiction and Nonfiction

No.	Segment	Total Checkouts	Fiction Checkouts	NonFiction Checkouts	Fiction Checkout Share	Nonfiction Checkout Share	
1	Apprentices	5,062	3,824	1,238	75.5%	24.5%	
2	Apron Strings	2,239	1,266	973	56.5%	43.5%	
3	Between jobs	394	227	167	57.6%	42.4%	
4	Blue Collar Starts	5,398	3,690	1,708	68.4%	31.6%	
5	Charmed Life	18,643	14,305	4,338	76.7%	23.3%	
6	City Core	950	799	151	84.1%	15.9%	
7	Collegian	424	241	183	56.8%	43.2%	
8	Couples with Capital	9,780	7,241	2,539	74.0%	26.0%	
9	Doublewides	2,334	1,753	581	75.1%	24.9%	
10	Educated Earners	12,106	9,008	3,098	74.4%	25.6%	
11	Empire Builders	3,853	2,605	1,248	67.6%	32.4%	
12	Fall Years	1,611	1,090	521	67.7%	32.3%	
13	Gainfully employed	3,209	2,385	824	74.3%	25.7%	
14	Gray Eminence	12,696	9,224	3,472	72.7%	27.3%	
15	Great Generations	12,180	9,049	3,131	74.3%	25.7%	
16	Group Quarters	35	12	23	34.3%	65.7%	
17	Hard Act to Follow	8,735	5,730	3,005	65.6%	34.4%	
18	Hard Workers	2,218	1,900	318	85.7%	14.3%	
19	Kindred Spirit	11,357	5,772	5,585	50.8%	49.2%	
20	Kith and Kin	9,969	7,680	2,289	77.0%	23.0%	
21	Los Padres	818	493	325	60.3%	39.7%	
22	Making Ends Meet	6,365	4,429	1,936	69.6%	30.4%	
23	Managing Business	10,369	6,158	4,211	59.4%	40.6%	
24	Marmalade and Money	2,069	1,640	429	79.3%	20.7%	
25	Marquis Class	9,636	6,853	2,783	71.1%	28.9%	
26	Metro Strivers	3,427	2,563	864	74.8%	25.2%	
27	Middle of the Road	1,247	999	248	80.1%	19.9%	
28	Nest Builders	1,934	1,468	466	75.9%	24.1%	
29	Proud Parent	4,662	2,409	2,253	51.7%	48.3%	
30	Regents	11,350	8,255	3,095	72.7%	27.3%	
31	S* Seeks S*	12,831	8,590	4,241	66.9%	33.1%	
32	Sitting Pretty	30,077	22,154	7,923	73.7%	26.3%	
33	Social Whirls	4,984	3,791	1,193	76.1%	23.9%	
34	Solo Acts	8,707	5,537	3,170	63.6%	36.4%	
35	Stately Suburbs	11,271	7,878	3,393	69.9%	30.1%	
36	Stocks and Scholars	622	422	200	67.8%	32.2%	
37	Strapped	1,301	1,018	283	78.2%	21.8%	
38	Sublime Suburbia	19,451	14,366	5,085	73.9%	26.1%	
39	Suburban Singles	1,653	1,052	601	63.6%	36.4%	
40	The Singles	2,474	1,490	984	60.2%	39.8%	
41	The Sweet Life	10,353	8,542	1,811	82.5%	17.5%	
42	Thriving	1,143	867	276	75.9%	24.1%	
43	Urban Moms & Dads	37,263	26,864	10,399	72.1%	27.9%	
	Urban Squires	7,102	4,966	2,136	69.9%	30.1%	
45 46	White Collar Status	2,924	2,128	796 151	72.8%	27.2%	
47	Wizards	396	245	965	61.9% 75.5%	38.1% 24.5%	
41	Young Families Grand Total	3,936	2,971				
	Grand Total	331,558	235,949	95,609	71.2%	28.8%	

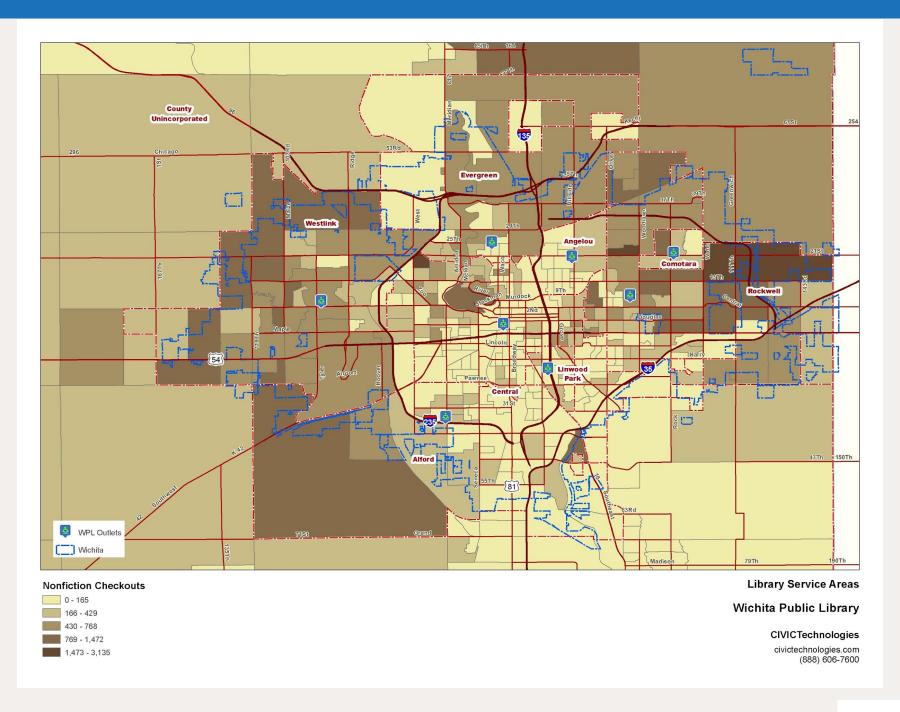
#### Checkouts: Fiction and Nonfiction



# Map of Checkouts: Fiction



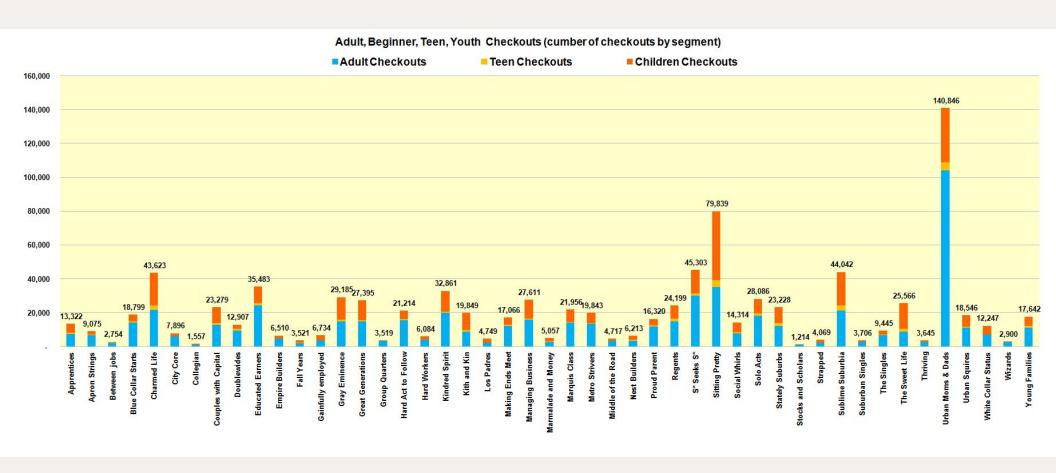
# Map of Checkouts: Nonfiction



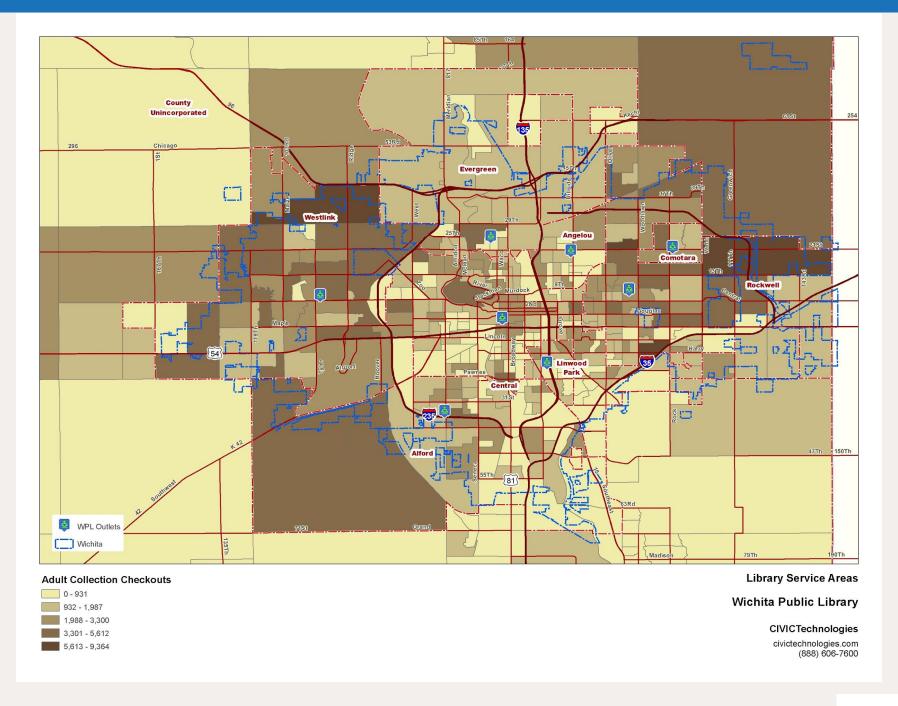
# Checkouts: Audience by Segment

1 Apprentices 13,322 7,561 388 5,373 56.8% 2 Apron Strings 9,075 6,588 305 2,182 72.6% 3 Between jobs 2,754 2,059 136 559 74.8% 4 Blue Collar Starts 18,799 14,163 673 3,963 75.3%	2.9% 3.4% 4.9% 3.6% 5.7% 1.4% 0.8% 4.8% 7.0%	40.3% 24.0% 20.3% 21.1% 44.6% 21.9% 41.0%
3 Between jobs 2,754 2,059 136 559 74.8% 4 Blue Collar Starts 18,799 14,163 673 3,963 75.3%	4.9% 3.6% 5.7% 1.4% 0.8% 4.8%	20.3% 21.1% 44.6% 21.9% 41.0%
3 Between jobs 2,754 2,059 136 559 74.8% 4 Blue Collar Starts 18,799 14,163 673 3,963 75.3%	3.6% 5.7% 1.4% 0.8% 4.8%	21.1% 44.6% 21.9% 41.0%
4 Blue Collar Starts 18,799 14,163 673 3,963 75.3%	5.7% 1.4% 0.8% 4.8%	44.6% 21.9% 41.0%
	1.4% 0.8% 4.8%	21.9% 41.0%
5 Charmed Life 43,623 21,703 2,473 19,447 49.8%	0.8% 4.8%	41.0%
6 City Core 7,896 6,055 111 1,730 76.7%	4.8%	
7 Collegian 1,557 907 12 638 58.3%		40.69/
8 Couples with Capital 23,279 12,723 1,110 9,446 54.7%	7.0%	40.076
9 Doublewides <b>12,907</b> 9,374 905 2,628 72.6%		20.4%
10 Educated Earners 35,483 24,427 1,165 9,891 68.8%	3.3%	27.9%
11 Empire Builders 6,510 4,589 119 1,802 70.5%	1.8%	27.7%
12 Fall Years 3,521 2,124 269 1,128 60.3%	7.6%	32.0%
13 Gainfully employed <b>6,734</b> 3,526 191 3,017 52.4%	2.8%	44.8%
14 Gray Eminence <b>29,185</b> 14,842 1,043 13,300 50.9%	3.6%	45.6%
15 Great Generations 27,395 14,748 885 11,762 53.8%	3.2%	42.9%
16 Group Quarters 3,519 3,300 - 219 93.8%	0.0%	6.2%
17 Hard Act to Follow 21,214 15,485 575 5,154 73.0%	2.7%	24.3%
18 Hard Workers <b>6,084</b> 3,914 104 2,066 64.3%	1.7%	34.0%
19 Kindred Spirit 32,861 19,825 836 12,200 60.3%	2.5%	37.1%
20 Kith and Kin <b>19,849</b> 8,779 1,139 9,931 44.2%	5.7%	50.0%
21 Los Padres 4,749 2,255 70 2,424 47.5%	1.5%	51.0%
22 Making Ends Meet 17,066 12,247 475 4,344 71.8%	2.8%	25.5%
23 Managing Business <b>27,611</b> 15,731 896 10,984 57.0%	3.2%	39.8%
24 Marmalade and Money 5,057 2,774 217 2,066 54.9%	4.3%	40.9%
25 Marguis Class <b>21,956</b> 14,139 438 7,379 64.4%	2.0%	33.6%
26 Metro Strivers 19,843 13,521 264 6,058 68.1%	1.3%	30.5%
27 Middle of the Road 4,717 3,319 47 1,351 70.4%	1.0%	28.6%
28 Nest Builders <b>6,213</b> 3,364 594 2,255 54.1%	9.6%	36.3%
29 Proud Parent <b>16,320</b> 11,810 695 3,815 72.4%	4.3%	23.4%
30 Regents <b>24,199</b> 14,691 1,957 7,551 60.7%	8.1%	31.2%
31 S* Seeks S* 45,303 30,109 1,282 13,912 66.5%	2.8%	30.7%
32 Sitting Pretty <b>79,839</b> 35,183 3,911 40,745 44.1%	4.9%	51.0%
33 Social Whirls 14,314 7,717 781 5,816 53.9%	5.5%	40.6%
34 Solo Acts <b>28,086</b> 18,299 1,344 8,443 65.2%	4.8%	30.1%
35 Stately Suburbs 23,228 12,214 1,652 9,362 52.6%	7.1%	40.3%
36 Stocks and Scholars 1,214 950 64 200 78.3%	5.3%	16.5%
37 Strapped 4,069 2,334 147 1,588 57.4%	3.6%	39.0%
38 Sublime Suburbia 44,042 21,276 3,009 19,757 48.3%	6.8%	44.9%
39 Suburban Singles 3,706 2,520 7 1,179 68.0%	0.2%	31.8%
40 The Singles 9,445 6,791 345 2,309 71.9%	3.7%	24.4%
41 The Sweet Life <b>25,566</b> 8,602 1,680 15,284 33.6%		59.8%
42 Thriving 3,645 2,556 164 925 70.1%		25.4%
43 Urban Moms & Dads 140,846 104,194 4,572 32,080 74.0%		22.8%
44 Urban Squires <b>18,546</b> 11,168 561 6,817 60.2%		36.8%
45 White Collar Status 12,247 6,954 255 5,038 56.8%	2.1%	41.1%
46 Wizards <b>2,900</b> 2,647 28 225 91.3%		7.8%
47 Young Families 17,642 11,238 821 5,583 63.7%		31.6%
Grand Total 947,936 575,295 38,715 333,926 60.7%		35.2%

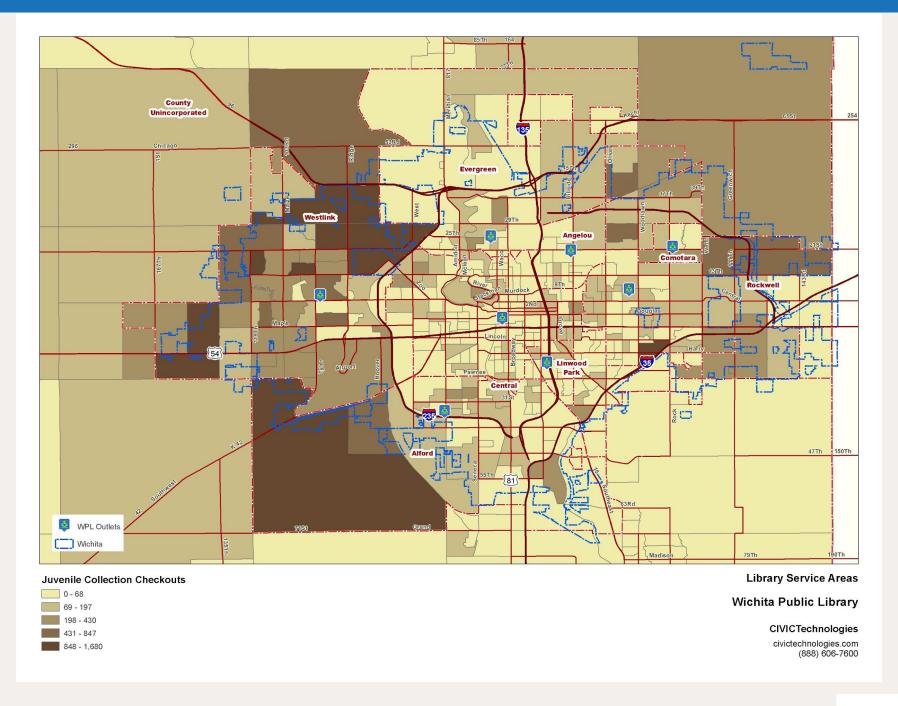
#### Checkouts: Audience by Segment



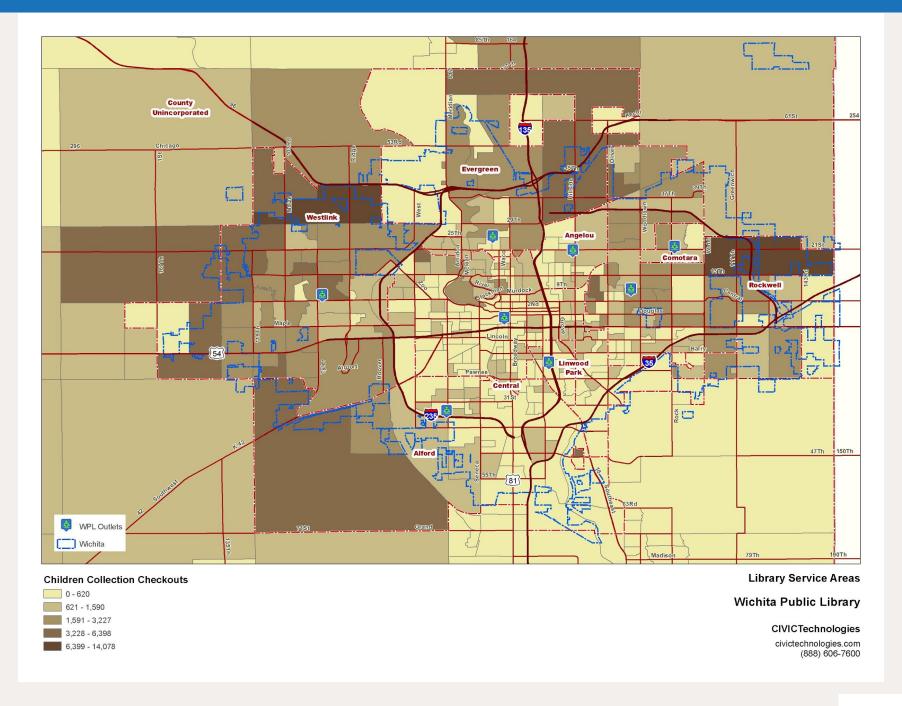
# Map of Checkouts: Adults



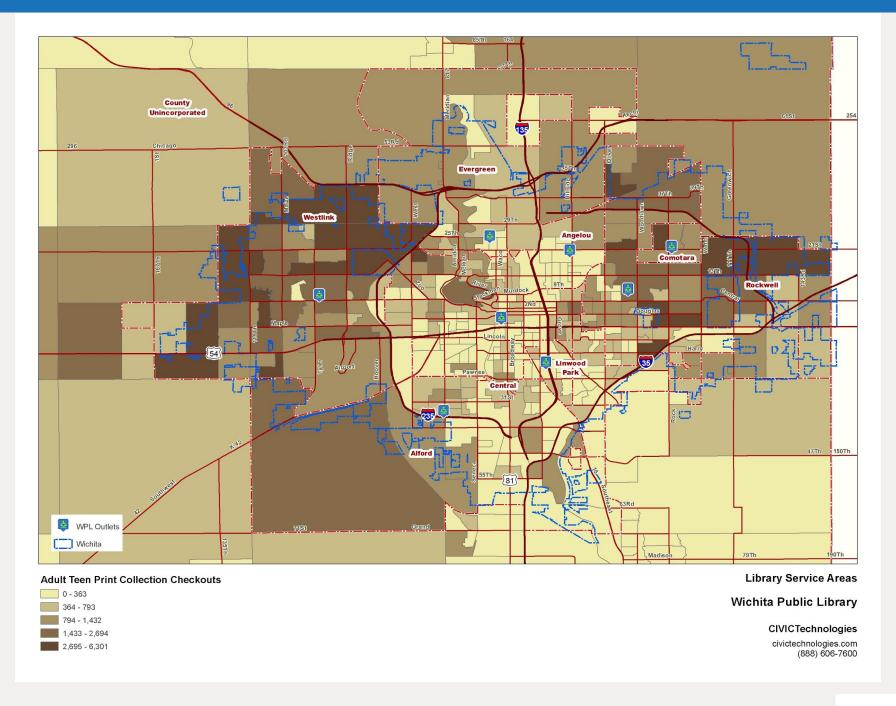
# Map of Checkouts: Juvenile



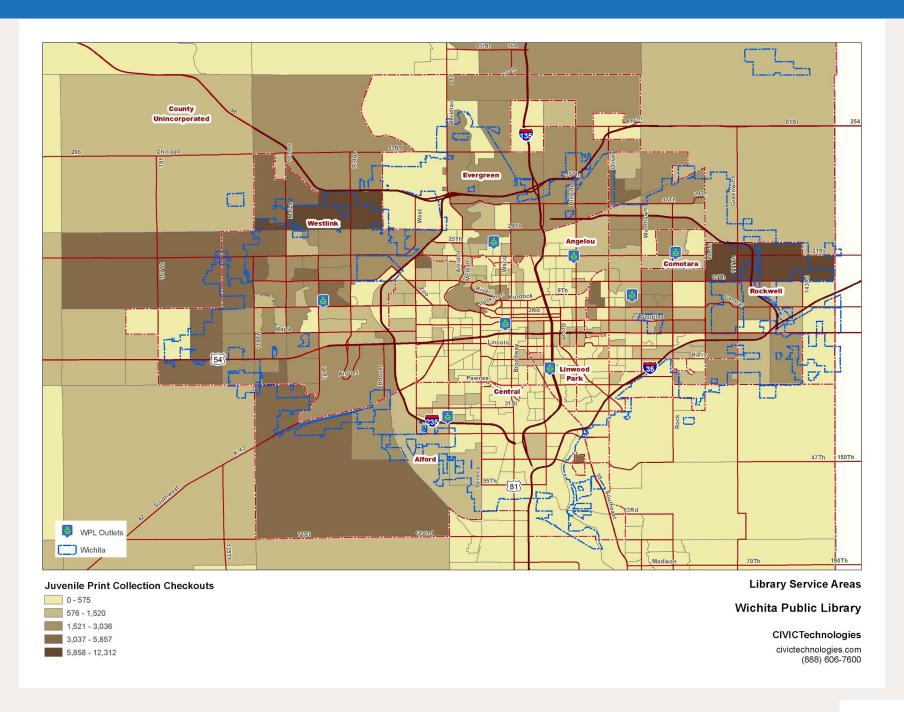
# Map of Checkouts: Children



## Map of Checkouts: Adult Teen Print



# Map of Checkouts: Juvenile Print



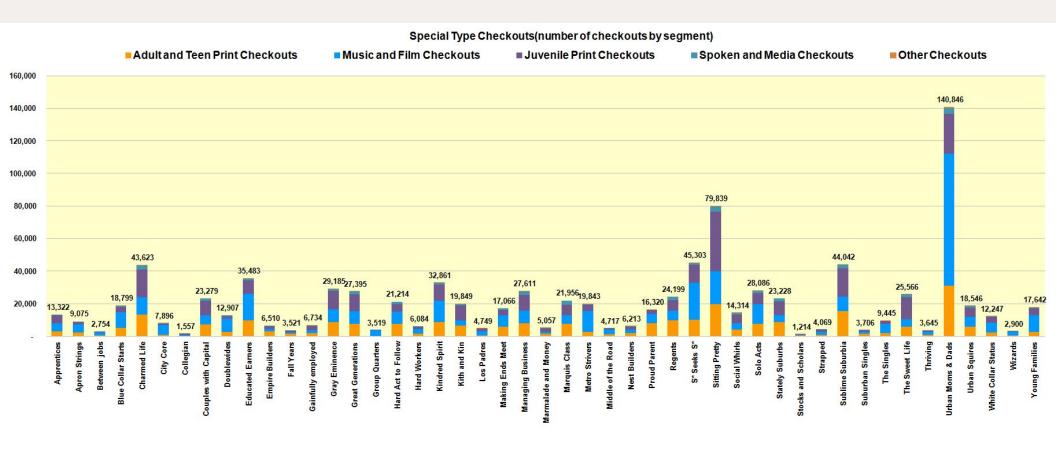
# Checkouts: Special Type

No.	Segment	Total Checkouts	Adult and Teen Print Checkouts	Music and Film Checkouts	Juvenile Print Checkouts	Spoken and Media Checkouts	Other Checkouts	Adult and Teen Print Checkout Share	Music and Film Checkout Share	Juvenile Print Checkout Share	Spoken and Media Checkout Share	Other Checkout Share
1	Apprentices	13,322	2,834	5,104	4,844	540	-	21.3%	38.3%	36.4%	4.1%	0.0%
2	Apron Strings	9,075	2,102	5,093	1,599	281	-	23.2%	56.1%	17.6%	3.1%	0.0%
3	Between jobs	2,754	319	1,997	414	24	127	11.6%	72.5%	15.0%	0.9%	0.0%
4	Blue Collar Starts	18,799	5,143	9,699	3,187	720	50	27.4%	51.6%	17.0%	3.8%	0.3%
5	Charmed Life	43,623	13,250	10,709	17,018	2,583	63	30.4%	24.5%	39.0%	5.9%	0.1%
6	City Core	7,896	999	5,932	738	183	44	12.7%	75.1%	9.3%	2.3%	0.6%
7	Collegian	1,557	249	640	638	10	30	16.0%	41.1%	41.0%	0.0%	1.9%
8	Couples with Capital	23,279	7,049	5,797	9,033	1,400	- 19-5V	30.3%	24.9%	38.8%	6.0%	0.0%
9	Doublewides	12,907	2,461	8,337	1,544	565	-	19.1%	64.6%	12.0%	4.4%	0.0%
10	Educated Earners	35,483	9,747	16,445	7,995	1,257	39	27.5%	46.3%	22.5%	3.5%	0.1%
11	Empire Builders	6,510	3,032	1,346	1,707	425	121	46.6%	20.7%	26.2%	6.5%	0.0%
12	Fall Years	3,521	1,387	882	1,048	204	o-0	39.4%	25.0%	29.8%	5.8%	0.0%
13	Gainfully employed	6,734	1,883	1,635	2,760	387	69	28.0%	24.3%	41.0%	5.7%	1.0%
14	Gray Eminence	29,185	8,593	7,775	11,620	1,091	106	29.4%	26.6%	39.8%	3.7%	0.4%
15	Great Generations	27,395	7,718	7,685	10,214	1,700	78	28.2%	28.1%	37.3%	6.2%	0.3%
16	Group Quarters	3,519	32	3,484	3	- 1800c		0.9%	99.0%	0.1%	0.0%	0.0%
17	Hard Act to Follow	21,214	7,519	7,419	4,701	1,575		35.4%	35.0%	22.2%	7.4%	0.0%
18	Hard Workers	6,084	1,495	2,830	1,604	155	2.2	24.6%	46.5%	26.4%	2.5%	0.0%
19	Kindred Spirit	32,861	8,794	12,904	9,879	1,134	150	26.8%	39.3%	30.1%	3.5%	0.5%
20	Kith and Kin	19,849	6,352	3,259	9,406	791	41	32.0%	16.4%	47.4%	4.0%	0.2%
21	Los Padres	4,749	373	2,548	1,732	42	54	7.9%	53.7%	36.5%	0.9%	1.1%
22	Making Ends Meet	17,066	5,793	7,023	3,292	958	-	33.9%	41.2%	19.3%	5.6%	0.0%
23	Managing Business	27,611	7,831	8,003	9,406	2,296	75	28.4%	29.0%	34.1%	8.3%	0.3%
24	Marmalade and Money	5,057	1,536	1,176	1,912	309	124	30.4%	23.3%	37.8%	6.1%	2.5%
25	Marquis Class	21,956	7,649	5,401	6,380	2,526	-	34.8%	24.6%	29.1%	11.5%	0.0%
26	Metro Strivers	19,843	2,508	12,989	3,866	365	115	12.6%	65.5%	19.5%	1.8%	0.6%
27	Middle of the Road	4,717	1,028	3,157	491	41	20	21.8%	66.9%	10.4%	0.9%	0.0%
28	Nest Builders	6,213	1,896	2,032	1,913	328	44	30.5%	32.7%	30.8%	5.3%	0.7%
29	Proud Parent	16,320	7,921	5,777	2,349	85	188	48.5%	35.4%	14.4%	0.5%	1.2%
30	Regents	24,199	9,865	5,718	6,704	1,912	-	40.8%	23.6%	27.7%	7.9%	0.0%
31	S* Seeks S*	45,303	10,156	22,760	10,967	1,121	299	22.4%	50.2%	24.2%	2.5%	0.7%
32	Sitting Pretty	79,839	19,614	20,456	36,301	3,310	158	24.6%	25.6%	45.5%	4.1%	0.2%
33	Social Whirls	14,314	4,003	3,941	5,213	1,027	130	28.0%	27.5%	36.4%	7.2%	0.9%
34	Solo Acts	28,086	7,513	11,987	6,773	1,731	82	26.7%	42.7%	24.1%	6.2%	0.3%
35	Stately Suburbs	23,228	8,591	4,380	8,627	1,630	20	37.0%	18.9%	37.1%	7.0%	0.0%
36	Stocks and Scholars	1,214	621	356	200	32	5	51.2%	29.3%	16.5%	2.6%	0.4%
37	Strapped	4,069	964	1,754	1,283	68	-	23.7%	43.1%	31.5%	1.7%	0.0%
38	Sublime Suburbia	44,042	15,444	8,923	17,294	2,273	108	35.1%	20.3%	39.3%	5.2%	0.2%
39	Suburban Singles	3,706	1,560	1,021	995	130	121	42.1%	27.5%	26.8%	3.5%	0.0%
40	The Singles	9,445	1,921	5,651	1,681	172	20	20.3%	59.8%	17.8%	1.8%	0.2%
41	The Sweet Life	25,566	5,860	4,532	13,485	1,687	2	22.9%	17.7%	52.7%	6.6%	0.0%
42	Thriving	3,645	1,003	1,511	843	288	-	27.5%	41.5%	23.1%	7.9%	0.0%
43	Urban Moms & Dads	140,846	31,085	80,993	24,476	3,661	631	22.1%	57.5%	17.4%	2.6%	0.4%
44	Urban Squires	18,546	5,736	5,950	5,718	1,029	113	30.9%	32.1%	30.8%	5.5%	0.6%
45	White Collar Status	12,247	2,189	6,266	3,427	348	17	17.9%	51.2%	28.0%	2.8%	0.1%
46	Wizards	2,900	465	2,297	130	8	-	16.0%	79.2%	4.5%	0.3%	0.0%
47	Young Families	17,642	2,665	10,147	4,457	321	52	15.1%	57.5%	25.3%	1.8%	0.3%
	Grand Total	947,936	256,748	365,721	279,867	42,713	2,887	27.1%	38.6%	29.5%	4.5%	0.3%

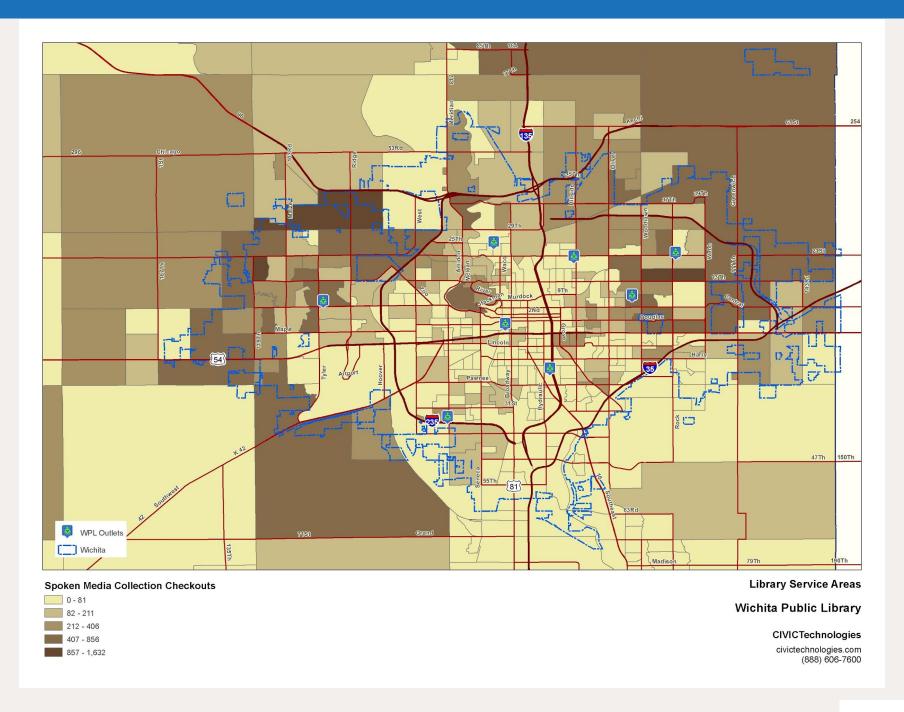
Special type checkout classes do not add to 100% of checkouts

**Analytics 61** 

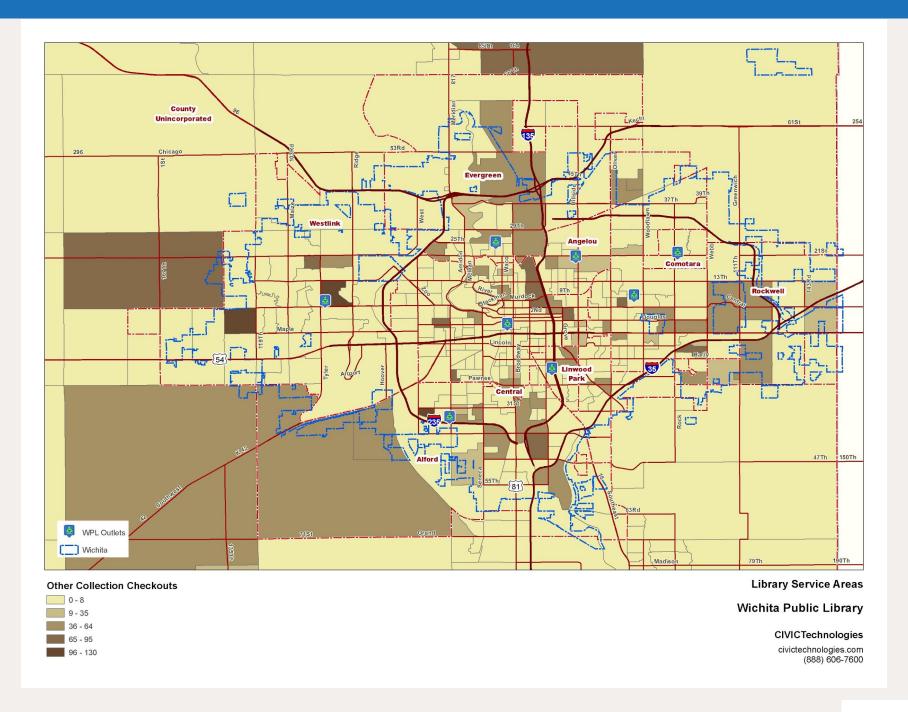
#### Checkouts: Special Type



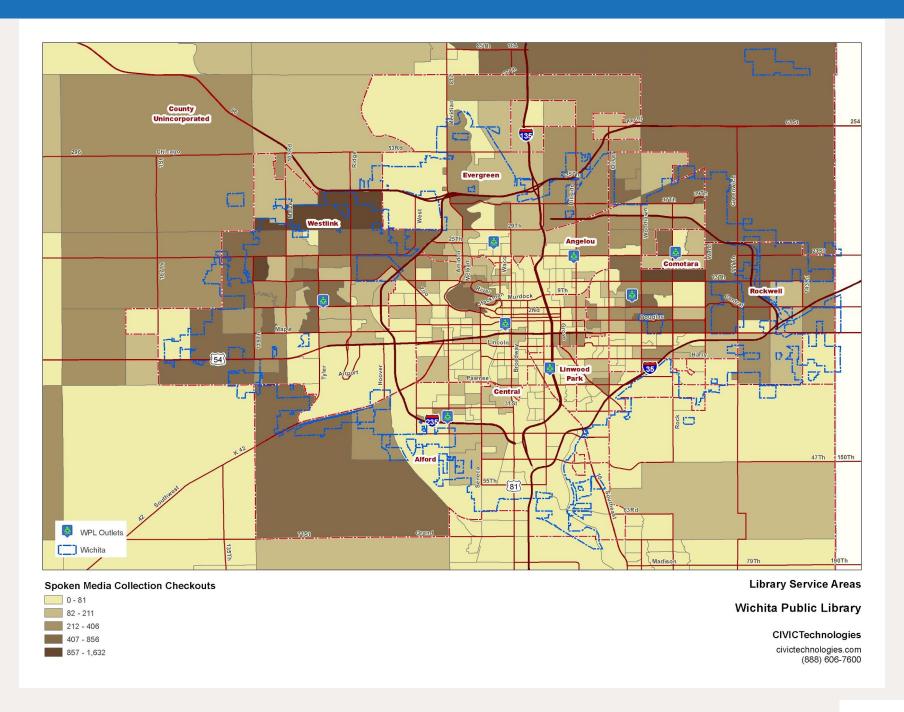
# Map of Checkouts: Spoken Media



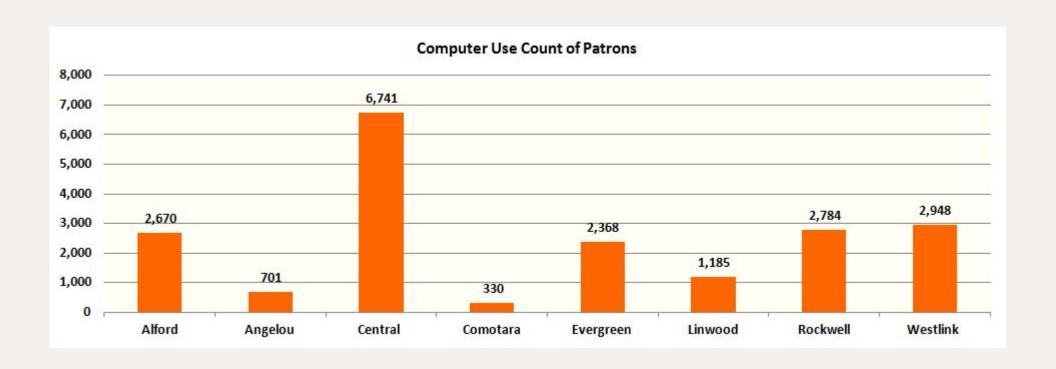
# Map of Checkouts: Other



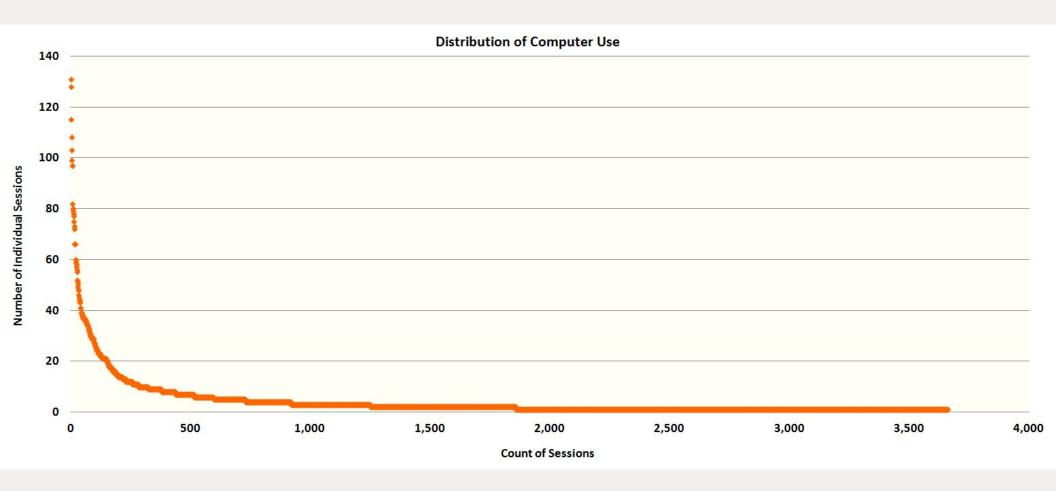
# Map of Checkouts: Music and Film



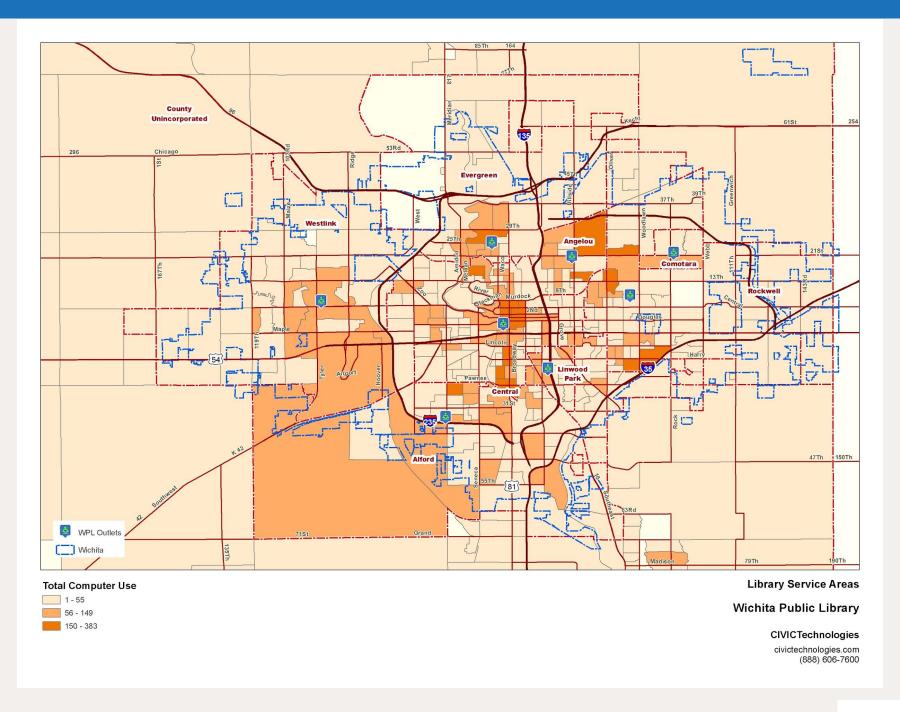
#### Computer Use: Count of Customers by Outlet



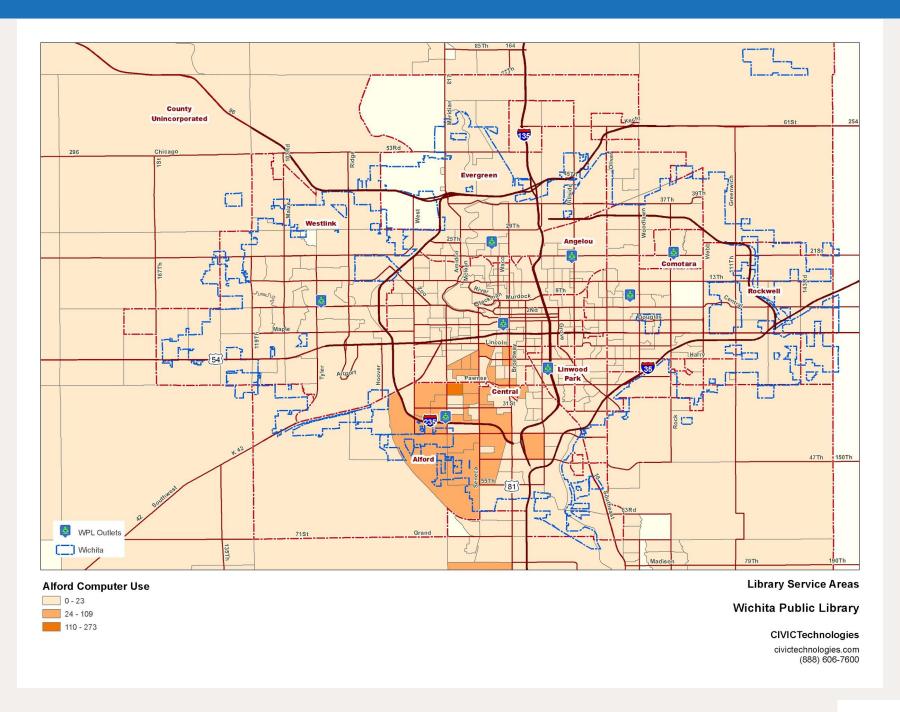
# Computer Use: Number of Individual Computer Sessions



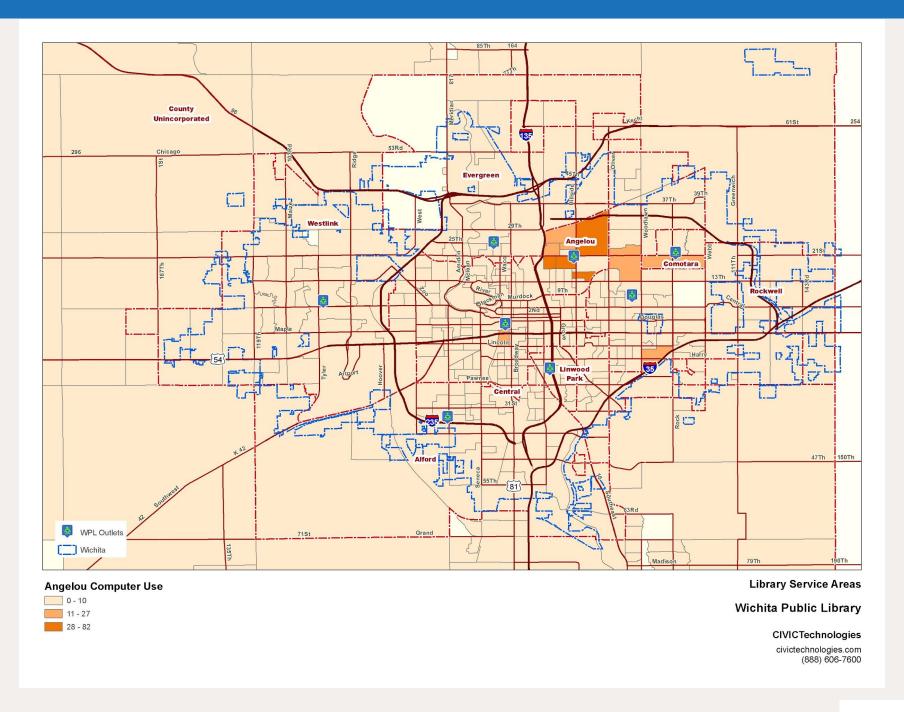
# Map of Computer Use: Total



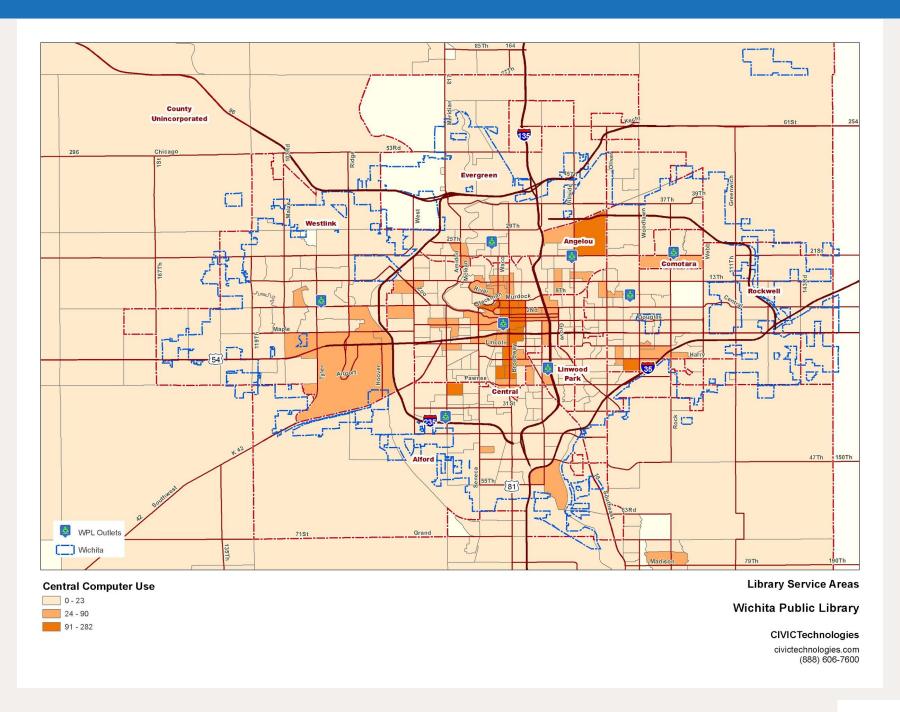
# Map of Computer Use: Alford



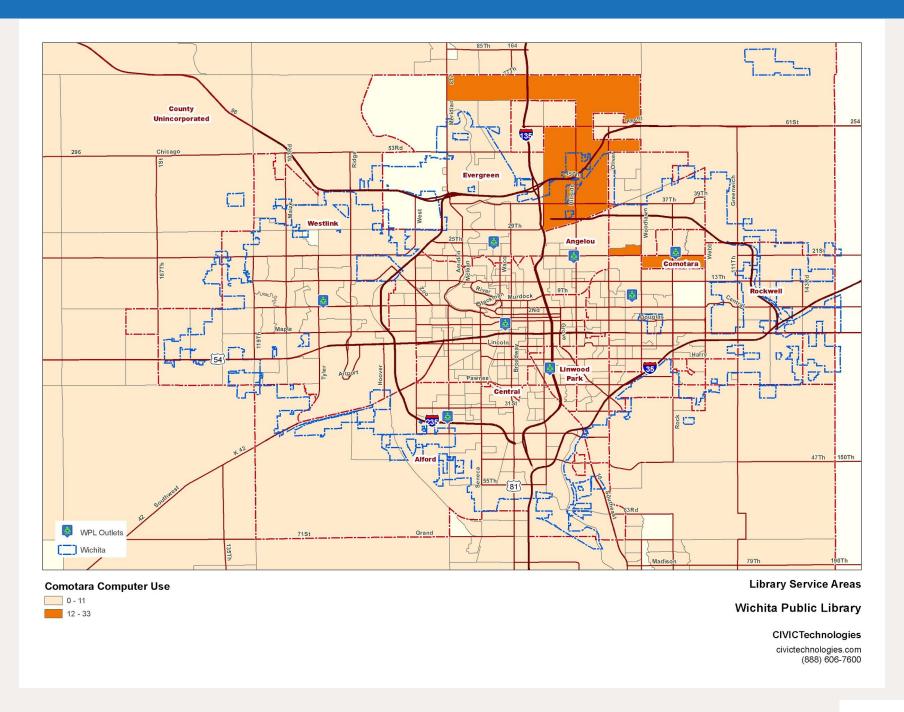
# Map of Computer Use: Angelou



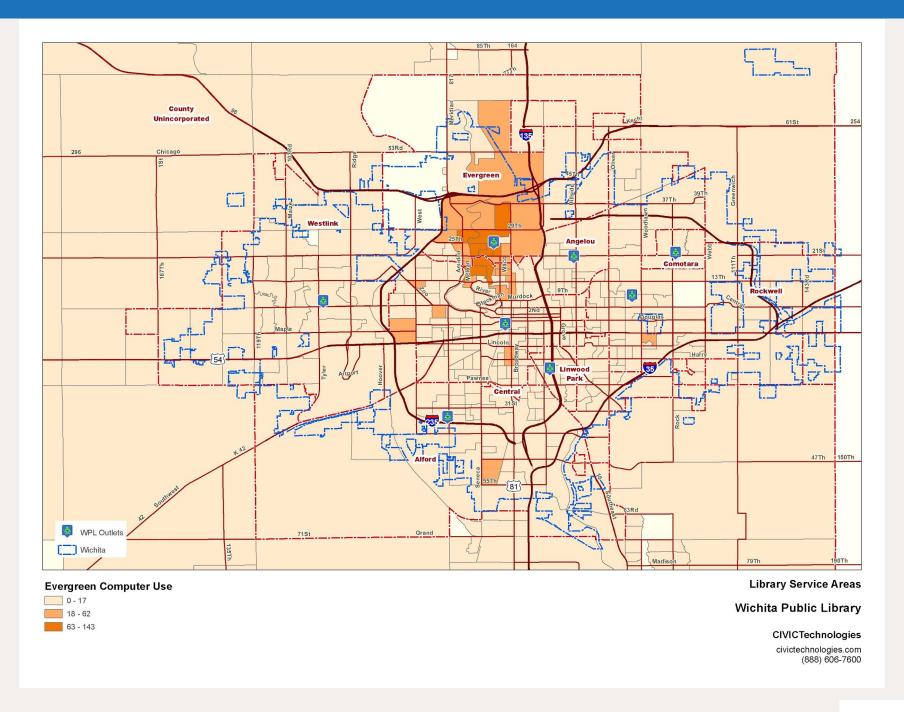
# Map of Computer Use: Central



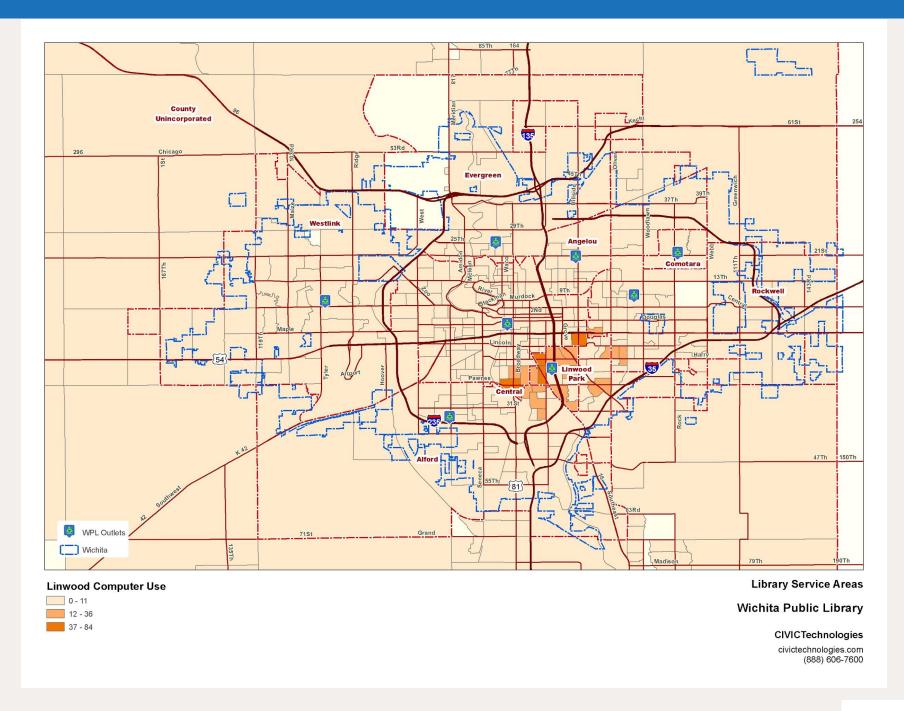
# Map of Computer Use: Comotara



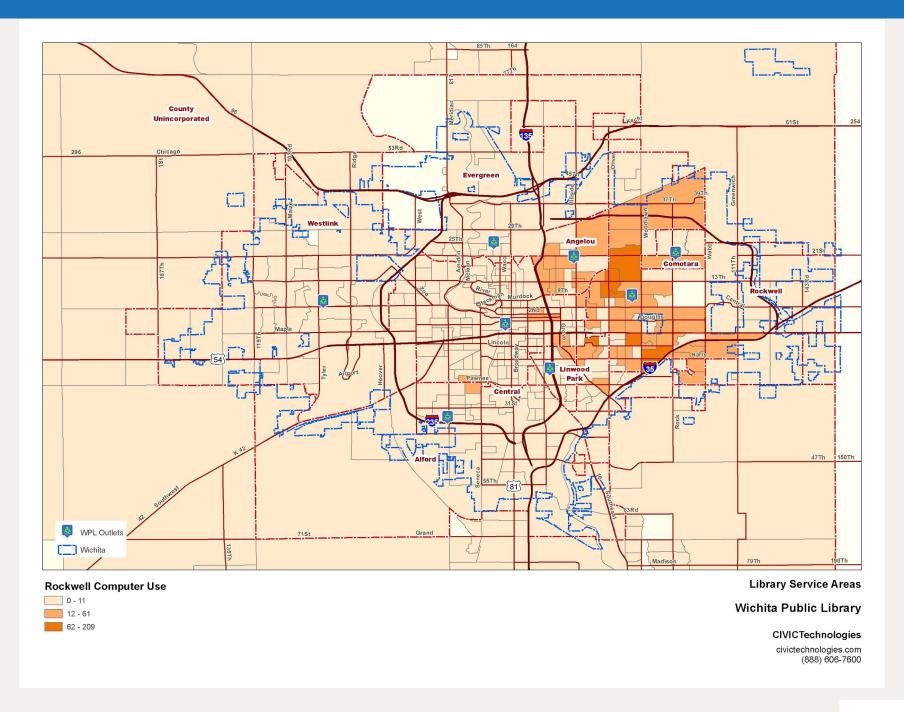
# Map of Computer Use: Evergreen



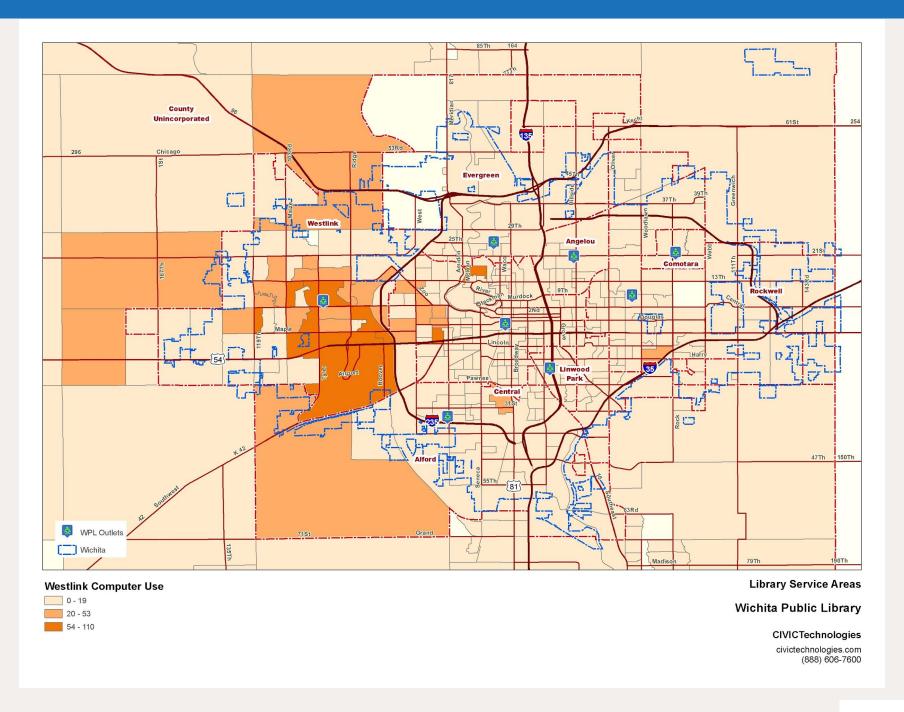
# Map of Computer Use: Linwood Park



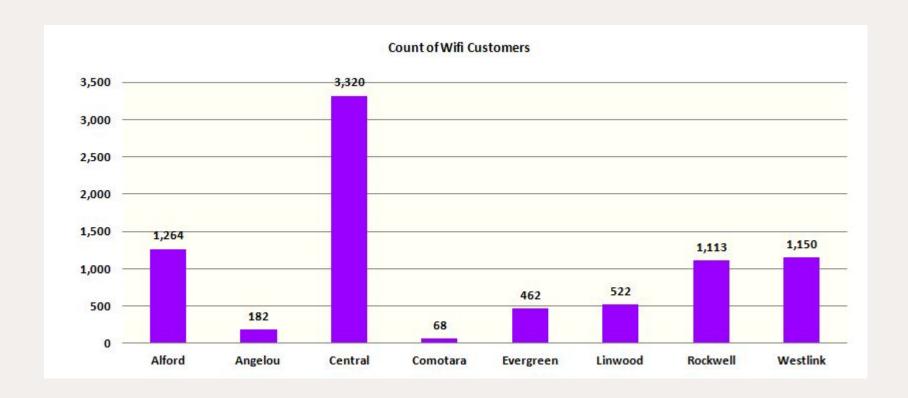
# Map of Computer Use: Rockwell



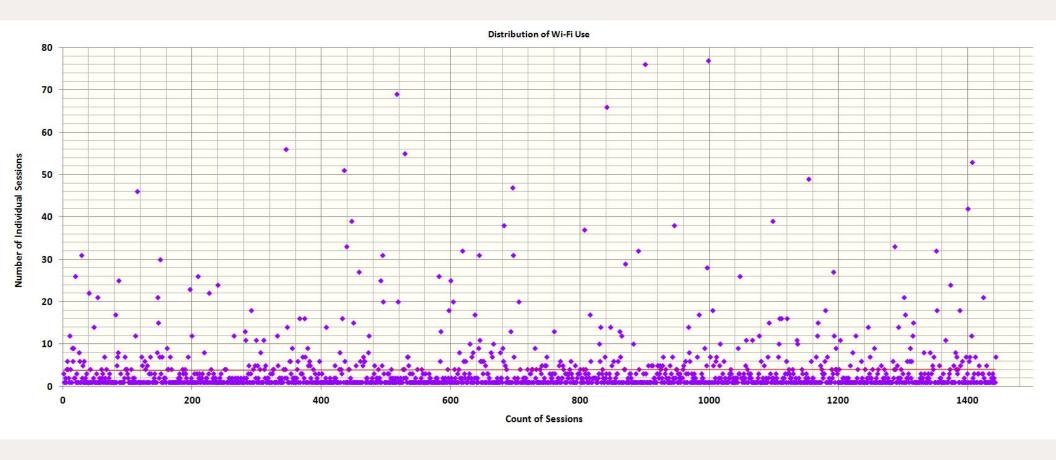
# Map of Computer Use: Westlink



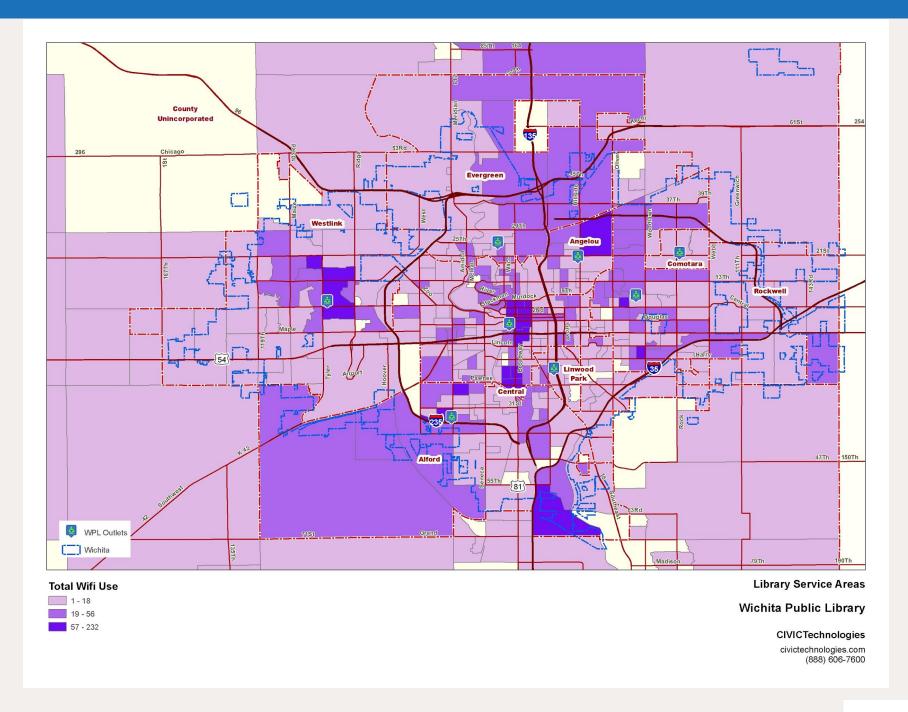
## WiFi: Count of WiFi Customers by Outlet



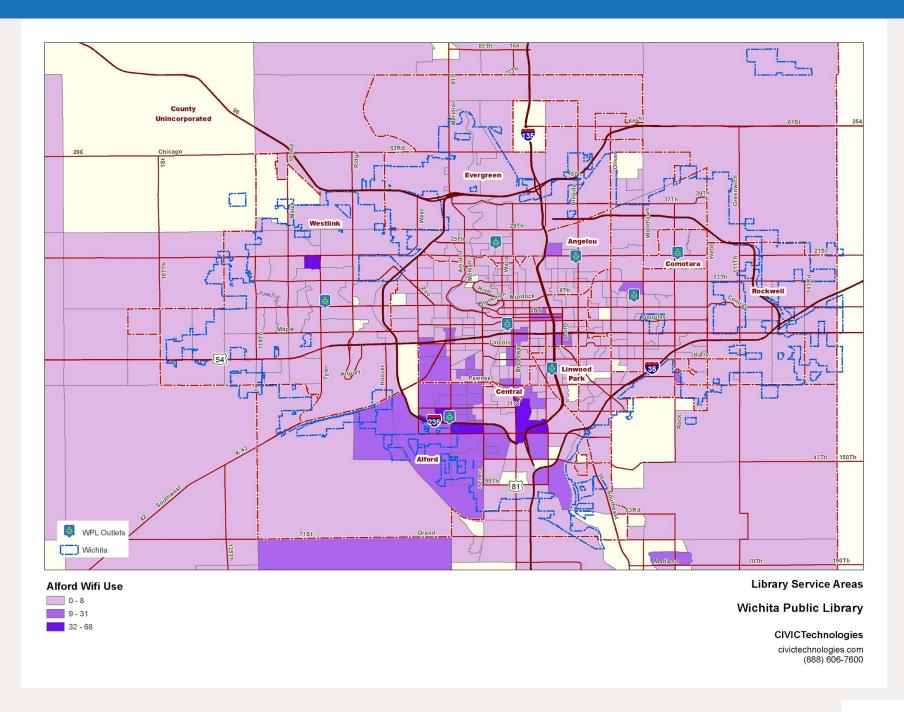
#### WiFi: Number of Individual WiFi Sessions



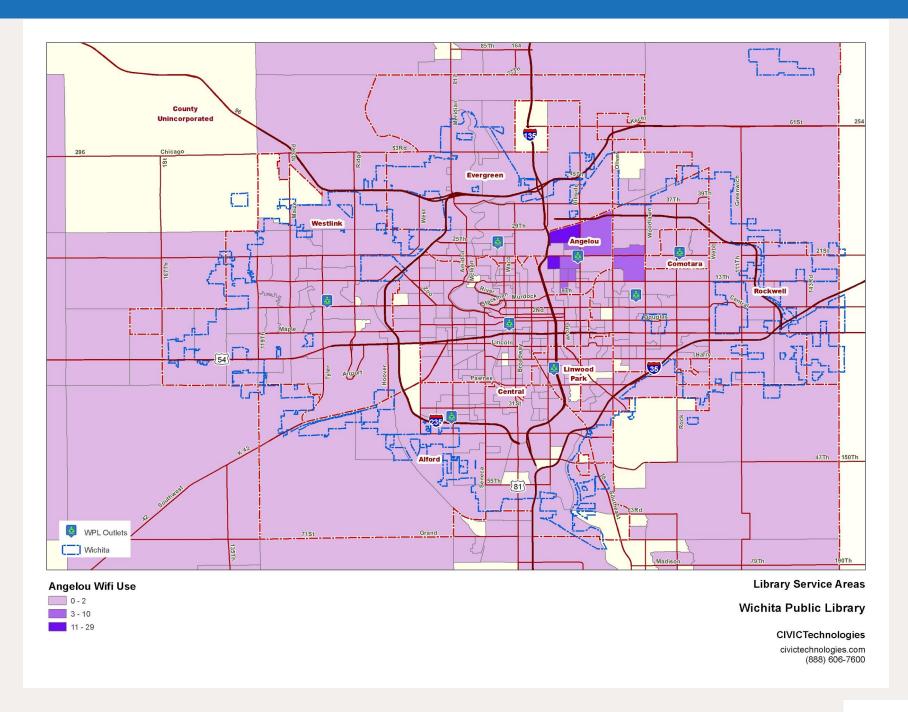
# Map of WiFi Use: Total



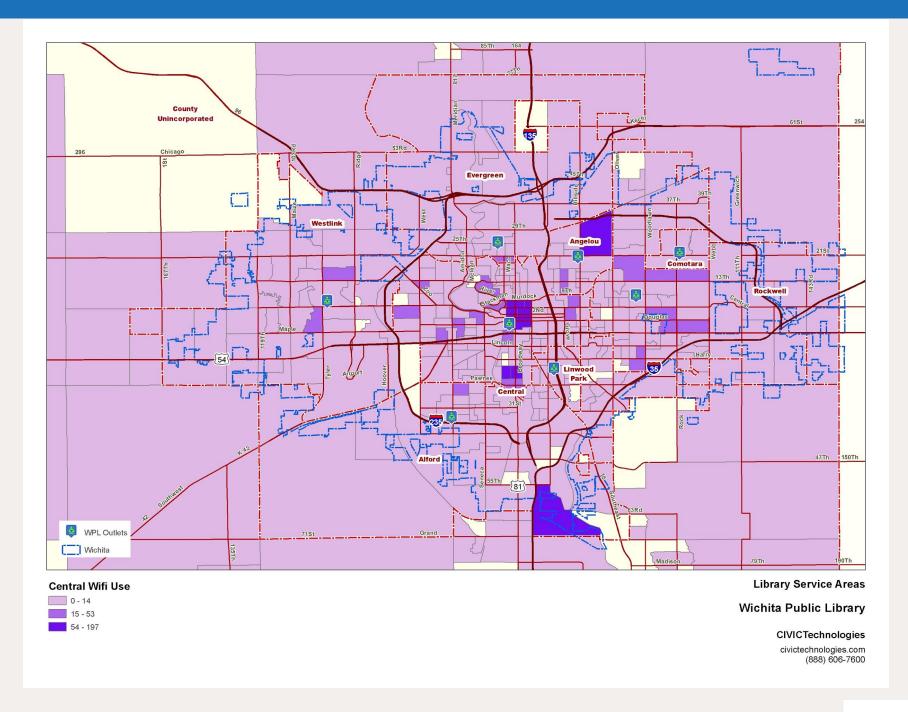
# Map of WiFi Use: Alford



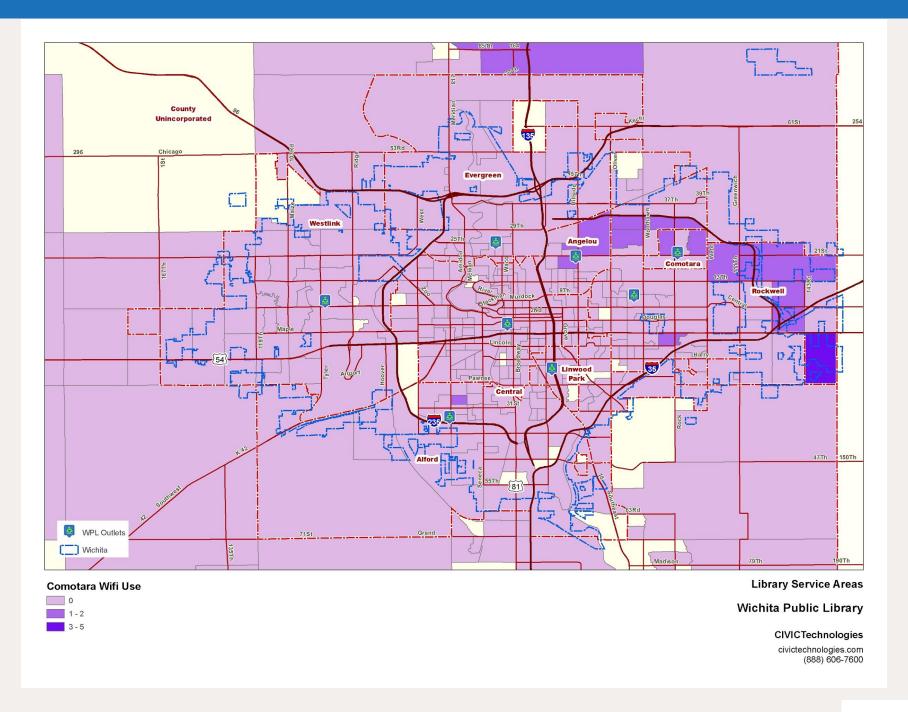
# Map of WiFi Use: Angelou



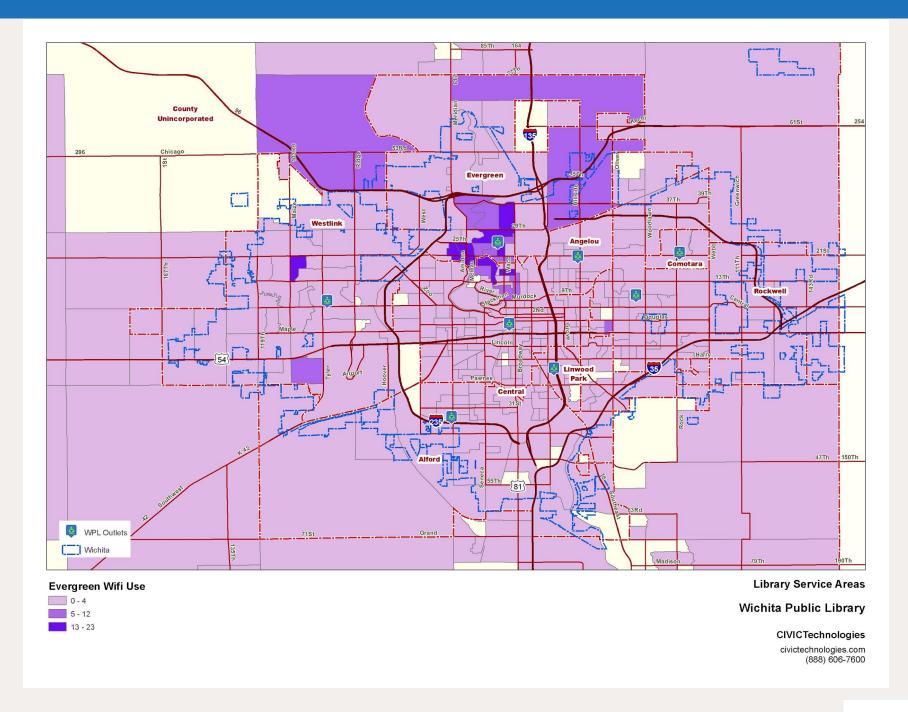
# Map of WiFi Use: Central



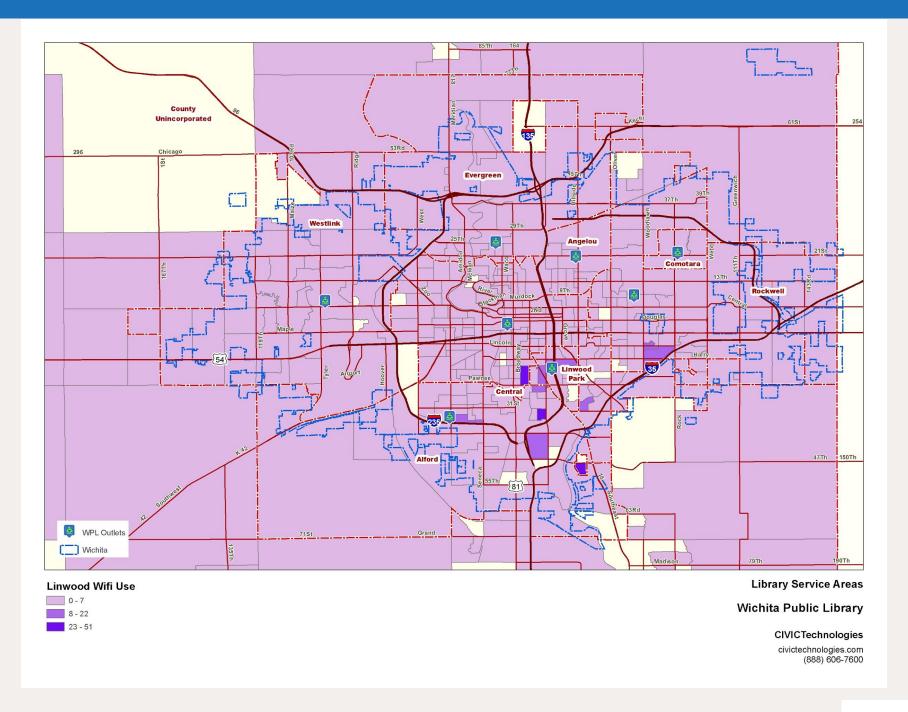
# Map of WiFi Use: Comotara



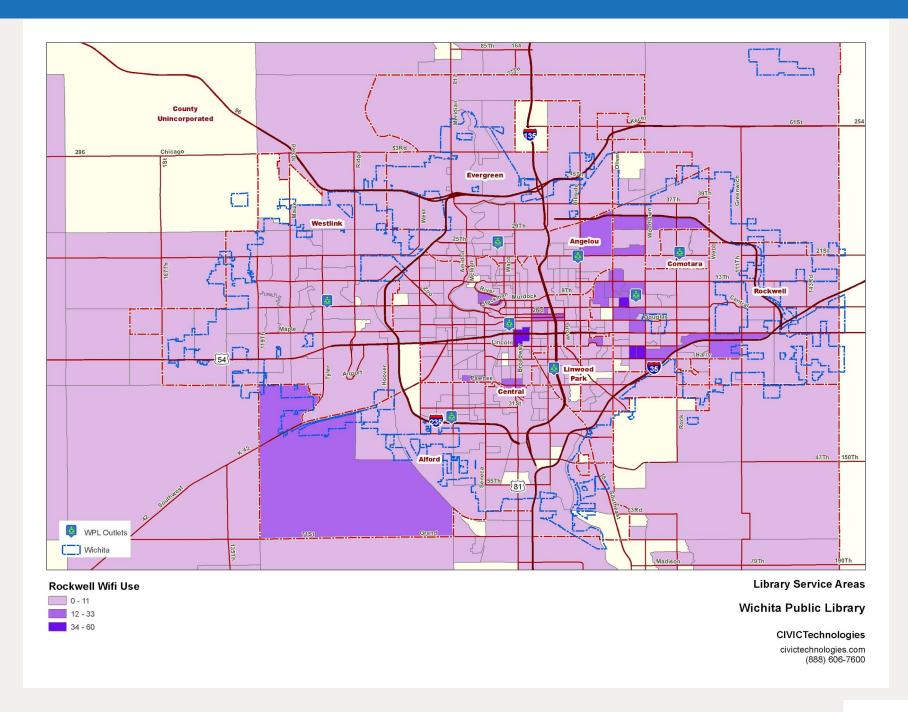
# Map of WiFi Use: Evergreen



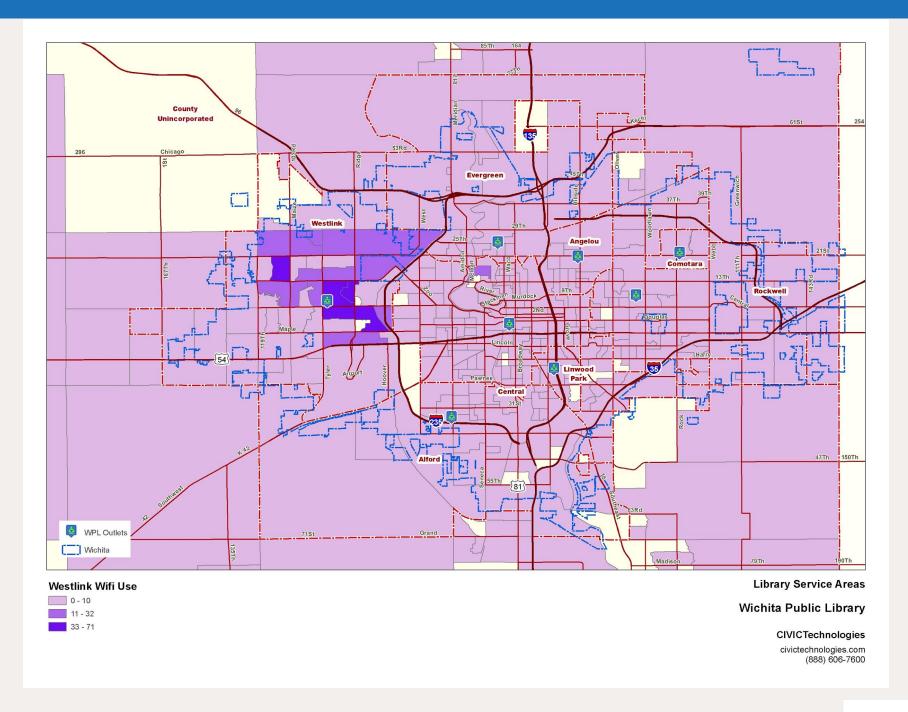
# Map of WiFi Use: Linwood Park



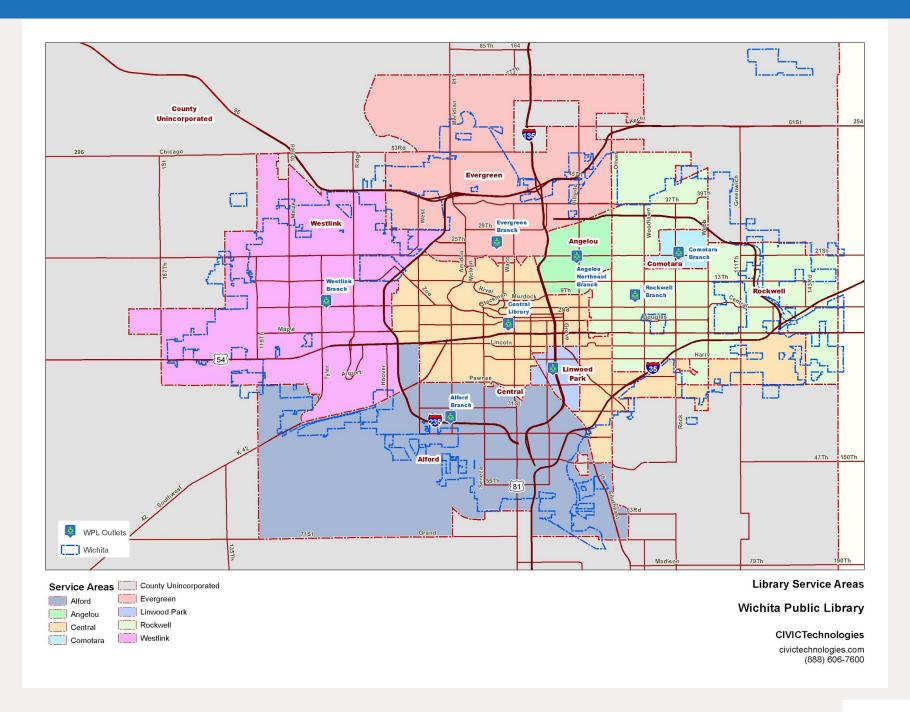
# Map of WiFi Use: Rockwell



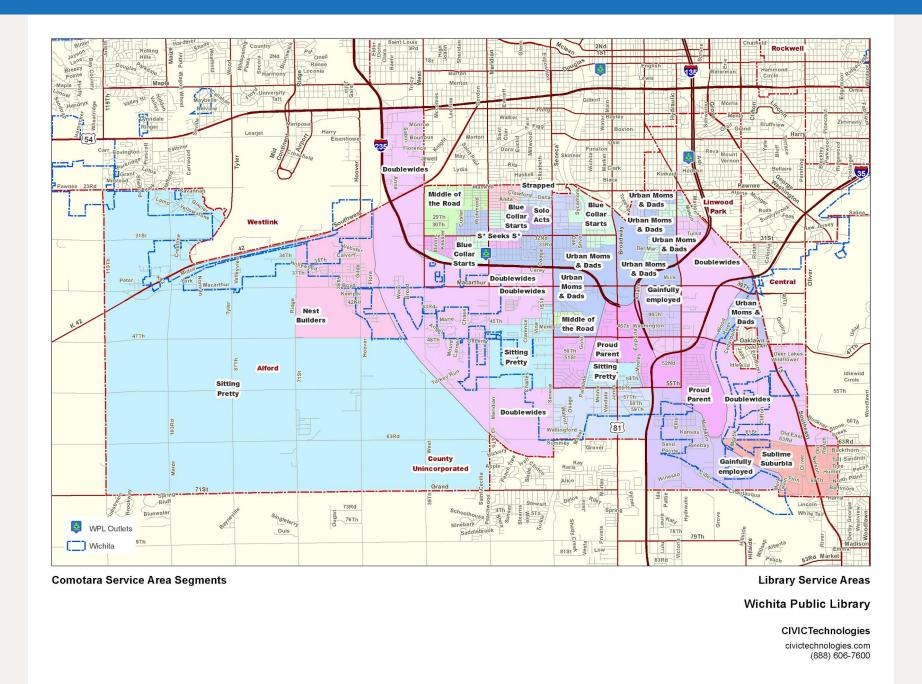
# Map of WiFi Use: Westlink



## Map of Service Areas



### Alford Service Area: Map of Segments



#### Alford Service Area: Tables

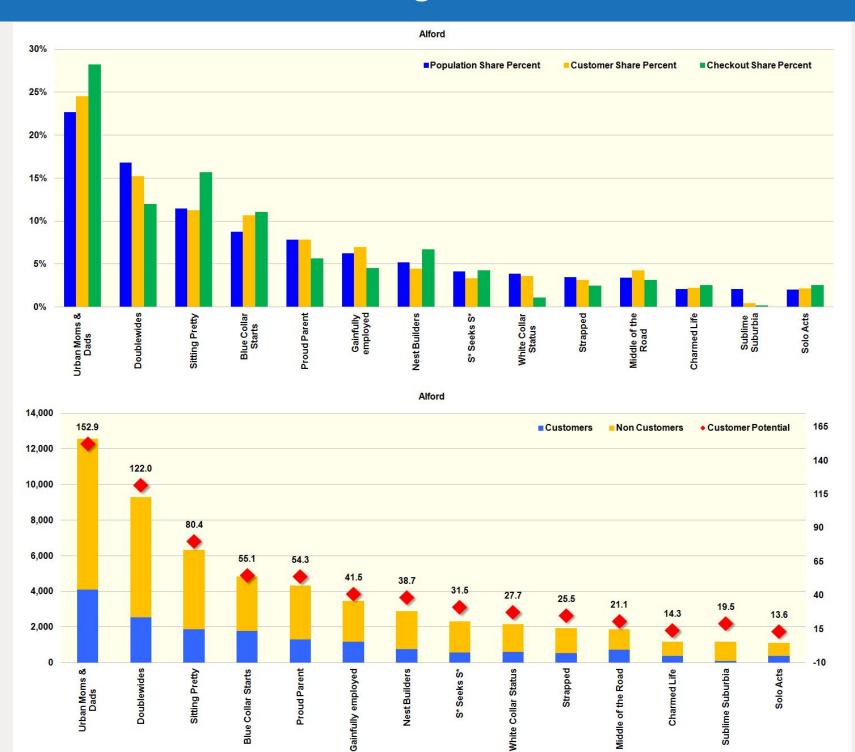
	Segment	Population	Population Share Percent	Population Cumulative Number	Customers	Customer Share Percent	Customer Cumulative Number	Non Customers	Customer Share Percent	Customer Cumulative Number	Checkouts	Checkout Share Percent	Checkout Cumulative Number
1	Urban Moms & Dads	12,579	22.7%	22.7%	4,109	24.6%	24.6%	8,470	21.9%	21.9%	26,030	28.2%	28.2%
2	Doublewides	9,304	16.8%	39.5%	2,544	15.2%	39.8%	6,760	17.5%	17.5%	11,088	12.0%	40.2%
3	Sitting Pretty	6,332	11.4%	50.9%	1,879	11.2%	51.0%	4,453	11.5%	11.5%	14,458	15.7%	55.9%
4	Blue Collar Starts	4,836	8.7%	59.6%	1,784	10.7%	61.6%	3,052	7.9%	7.9%	10,236	11.1%	67.0%
5	Proud Parent	4,317	7.8%	67.4%	1,307	7.8%	69.4%	3,010	7.8%	7.8%	5,202	5.6%	72.6%
6	Gainfully employed	3,463	6.2%	73.7%	1,162	6.9%	76.4%	2,301	5.9%	5.9%	4,158	4.5%	77.1%
7	Nest Builders	2,885	5.2%	78.9%	743	4.4%	80.8%	2,142	5.5%	5.5%	6,213	6.7%	83.8%
8	S' Seeks S'	2,302	4.2%	83.0%	558	3.3%	84.2%	1,744	4.5%	4.5%	3,951	4.3%	88.1%
9	White Collar Status	2,142	3.9%	86.9%	607	3.6%	87.8%	1,535	4.0%	4.0%	979	1.1%	89.2%
10	Strapped	1,938	3.5%	90.4%	526	3.1%	90.9%	1,412	3.7%	3.7%	2,260	2.4%	91.6%
11	Middle of the Road	1,875	3.4%	93.8%	708	4.2%	95.2%	1,167	3.0%	3.0%	2,896	3.1%	94.8%
12	Charmed Life	1,168	2.1%	95.9%	374	2.2%	97.4%	794	2.1%	2.1%	2,337	2.5%	97.3%
13	Sublime Suburbia	1,154	2.1%	98.0%	72	0.4%	97.8%	1,082	2.8%	2.8%	159	0.2%	97.5%
14	Solo Acts	1,117	2.0%	100.0%	364	2.2%	100.0%	753	1.9%	1.9%	2,331	2.5%	100.0%
	Grand Total	55,412	100.0%		16,737	100%		38,675	100%		92,298	100%	

	Segment	Market Share	Market Potential	Market Performance (note 1)	Customer Potential	Customer Potential Performance (note 2)	Customer Potential Rank
1	Urban Moms & Dads	32.7%	67.3%	High market potential	152.9	High customer potential	1
2	Doublewides	27.3%	72.7%	Low market potential	122.0	High customer potential	2
3	Sitting Pretty	29.7%	70.3%	Low market potential	80.4	High customer potential	3
4	Blue Collar Starts	36.9%	63.1%	High market potential	55.1	High customer potential	4
5	Proud Parent	30.3%	69.7%	High market potential	54.3	High customer potential	5
6	Gainfully employed	33.6%	66.4%	High market potential	41.5	High customer potential	6
7	Nest Builders	25.8%	74.2%	Low market potential	38.7	High customer potential	7
8	S" Seeks S"	24.2%	75.8%	Low market potential	31.5	Low customer potential	8
9	White Collar Status	28.3%	71.7%	Low market potential	27.7	Low customer potential	9
10	Strapped	27.1%	72.9%	Low market potential	25.5	Low customer potential	10
11	Middle of the Road	37.8%	62.2%	High market potential	21.1	Low customer potential	11
12	Charmed Life	32.0%	68.0%	High market potential	14.3	Low customer potential	13
13	Sublime Suburbia	6.2%	93.8%	Low market potential	19.5	Low customer potential	12
14	Solo Acts	32.6%	67.4%	High market potential	13.6	Low customer potential	14
		30.2%	69.8%	20 80	35.1	Median	

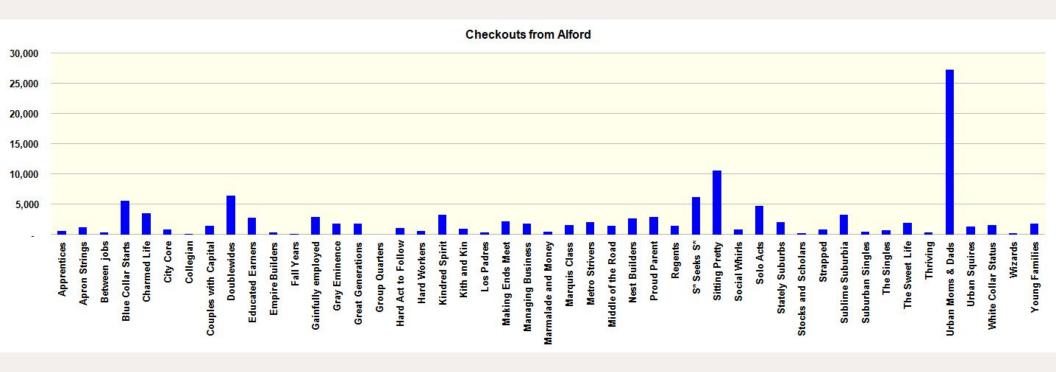
Note 1: "Low" market performance is when the segment's market share is below the District's average market share.

Note 2: "Low" customer potential is when the segment's customer potential is below the District's median customer potential.

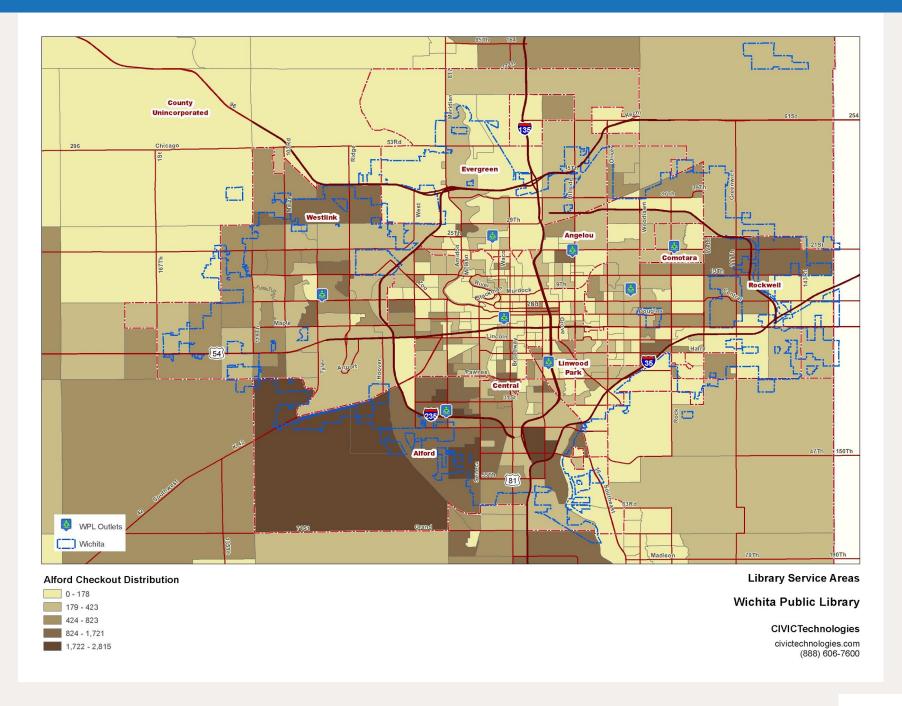
### Alford Service Area: Figures



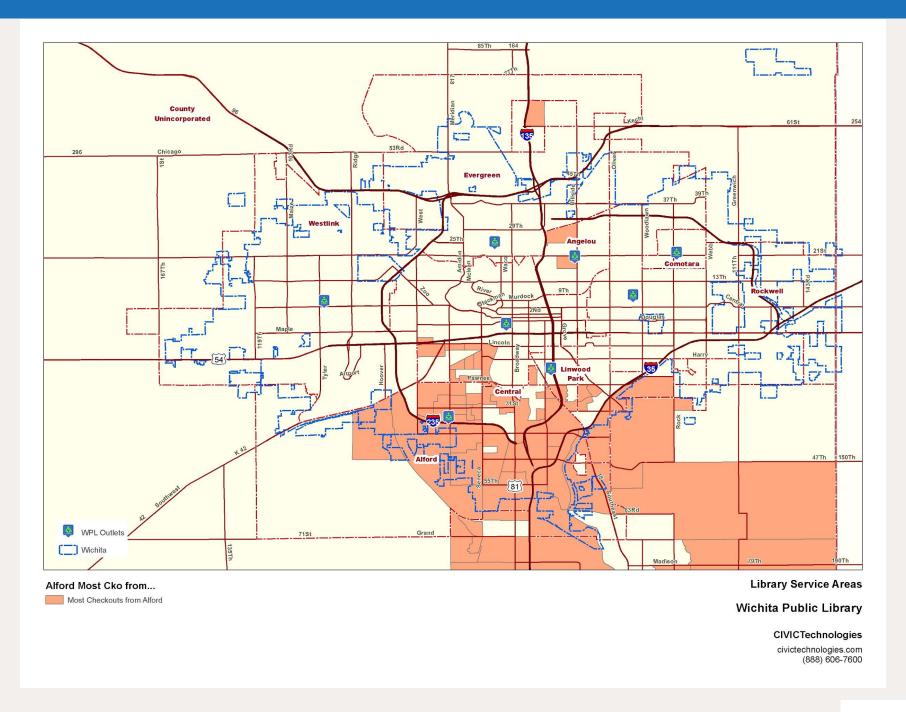
#### Alford Checkouts by Outlet



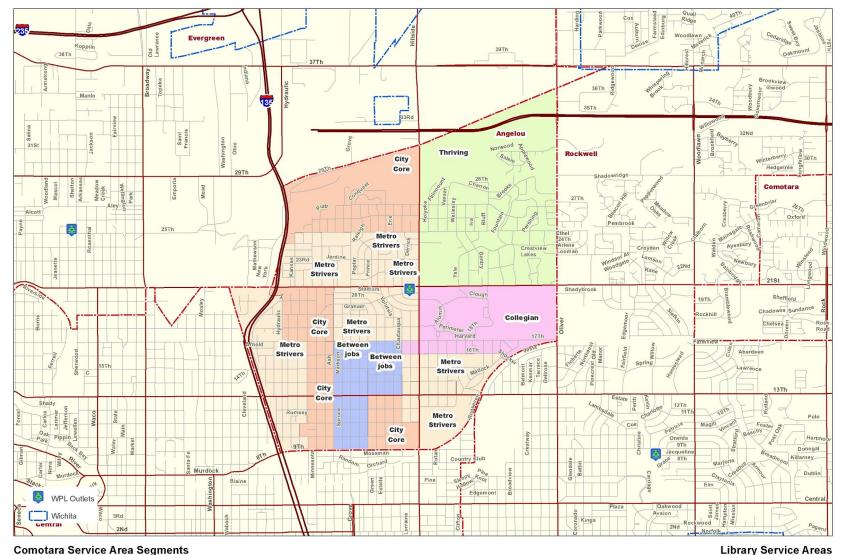
# Alford Map of Checkouts by Block Group



## Alford Map of Highest Checkout Block Groups



# Angelou Service Area: Map of Segments



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# Angelou Service Area: Tables

	Segment	Population	Population Share Percent	Population Cumulative Number	Customers	Customer Share Percent	Customer Cumulative Number	Non Customers	Customer Share Percent	Customer Cumulative Number	Checkouts	Checkout Share Percent	Checkout Cumulative Number
1	Metro Strivers	6,897	41.0%	41.0%	2,656	44.0%	44.0%	4,241	39.4%	39.4%	11,681	42.4%	42.4%
2	City Core	3,625	21.6%	62.6%	1,361	22.5%	66.5%	2,264	21.0%	60.4%	7,896	28.7%	71.1%
3	Thriving	3,230	19.2%	81.8%	1,167	19.3%	85.8%	2,063	19.2%	79.6%	3,645	13.2%	84.3%
4	Between jobs	1,689	10.1%	91.9%	623	10.3%	96.1%	1,066	9.9%	89.5%	2,754	10.0%	94.3%
5	Collegian	1,363	8.1%	100.0%	236	3.9%	100.0%	1,127	10.5%	100.0%	1,557	5.7%	100.0%
	Grand Total	16,804	100.0%		6,043	100%		10,761	100%		27,533	100%	

	Segment	Market Share	Market Potential	Market Performance (note 1)	Customer Potential	Customer Potential Performance (note 2)	Customer Potential Rank
1	Metro Strivers	38.5%	61.5%	High market potential	252.4	High customer potential	1
2	City Core	37.5%	62.5%	High market potential	134.7	High customer potential	2
3	Thriving	36.1%	63.9%	High market potential	122.8	Low customer potential	3
4	Between jobs	36.9%	63.1%	High market potential	63.4	Low customer potential	5
5	Collegian	17.3%	82.7%	Low market potential	67.1	Low customer potential	4
4	55	36.0%	64.0%	18	122.8	Median	

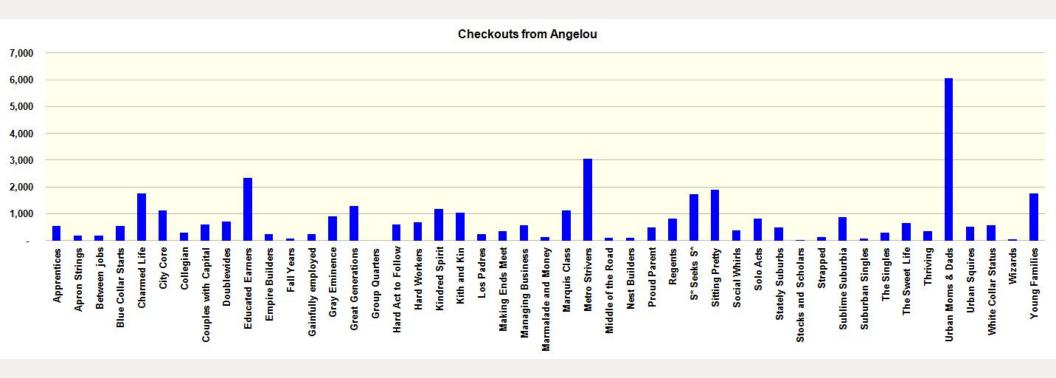
Note 1: "Low" market performance is when the segment's market share is below the District's average market share.

Note 2: "Low" customer potential is when the segment's customer potential is below the District's median customer potential.

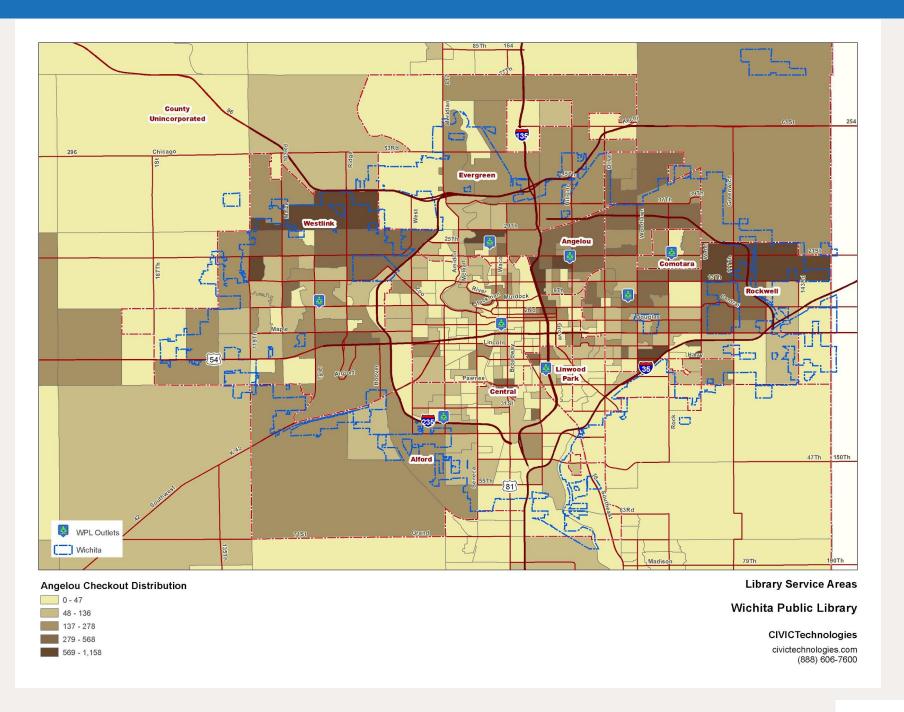
# Angelou Service Area: Figures



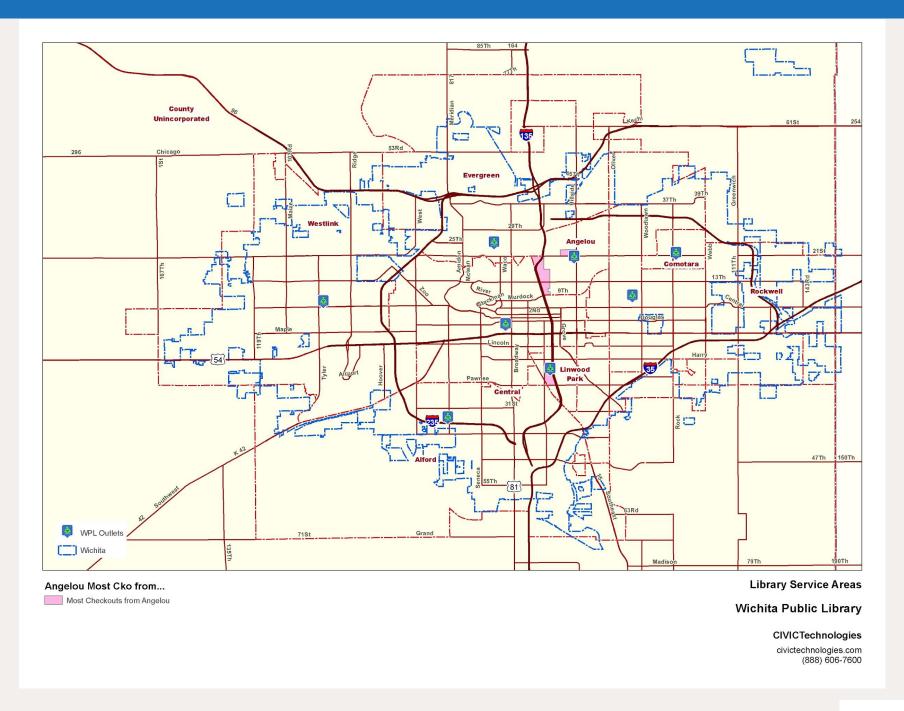
### Angelou Checkouts by Outlet



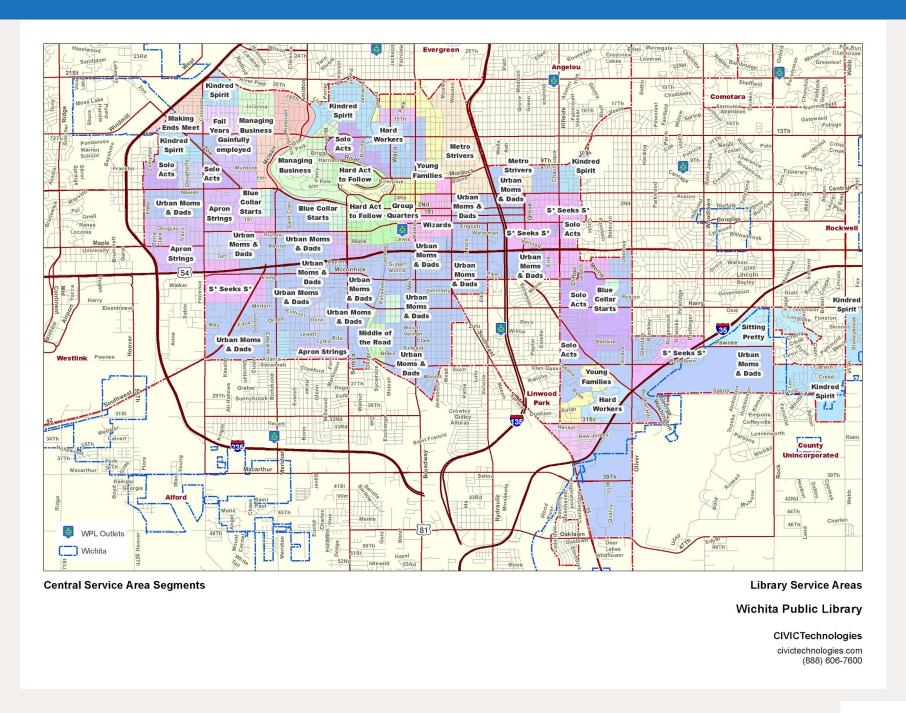
# Angelou Map of Checkouts by Block Group



## Angelou Map of Highest Checkout Block Groups



### Central Service Area: Map of Segments



### Central Service Area: Tables

	Segment	Population	Population Share Percent	Population Cumulative Number	Customers	Customer Share Percent	Customer Cumulative Number	Non Customers	Customer Share Percent	Customer Cumulative Number	Checkouts	Checkout Share Percent	Checkout Cumulative Number
1	Urban Moms & Dads	39,562	36.3%	36.3%	13,513	38.7%	38.7%	26,049	35.1%	35.1%	72128	31.6%	31.6%
2	Kindred Spirit	11,491	10.5%	46.8%	3,220	9.2%	47.9%	8,271	11.2%	46.3%	30689	13.5%	45.1%
3	S" Seeks S"	8,536	7.8%	54.6%	2,902	8.3%	56.2%	5,634	7.6%	53.9%	26426	11.6%	56.7%
4	Solo Acts	6,149	5.6%	60.2%	2,028	5.8%	62.0%	4,121	5.6%	59.4%	11912	5.2%	61.9%
5	Apron Strings	5,382	4.9%	65.2%	1,687	4.8%	66.8%	3,695	5.0%	64.4%	9075	4.0%	65.9%
6	Young Families	4,280	3.9%	69.1%	1,029	2.9%	69.7%	3,251	4.4%	68.8%	6336	2.8%	68.7%
7	Blue Collar Starts	3,579	3.3%	72.4%	1091	3.1%	72.9%	2,488	3.4%	72.2%	5185	2.3%	70.9%
8	Making Ends Meet	3,051	2.8%	75.2%	627	1.8%	74.6%	2,424	3.3%	75.4%	3610	1.6%	72.5%
9	Managing Business	2,990	2.7%	77.9%	1077	3.1%	77.7%	1,913	2.6%	78.0%	13581	6.0%	78.5%
10	Sublime Suburbia	2,492	2.3%	80.2%	507	1.5%	79.2%	1,985	2.7%	80.7%	2539	1.1%	79.6%
11	Hard Workers	2,256	2.1%	82.3%	517	1.5%	80.7%	1,739	2.3%	83.0%	898	0.4%	80.0%
12	Couples with Capital	2,170	2.0%	84.3%	349	1.0%	81.7%	1,821	2.5%	85.5%	3405	1.5%	81.5%
13	White Collar Status	2,097	1.9%	86.2%	743	2.1%	83.8%	1,354	1.8%	87.3%	4123	1.8%	83.3%
14	Group Quarters	1,925	1.8%	87.9%	623	1.8%	85.6%	1,302	1.8%	89.1%	3519	1.5%	84.8%
15	Hard Act to Follow	1,719	1.6%	89.5%	749	2.1%	87.7%	970	1.3%	90.4%	6993	3.1%	87.9%
16	Metro Strivers	1,340	1.2%	90.7%	552	1.6%	89.3%	788	1.1%	91.4%	2414	1.1%	89.0%
17	Los Padres	1,317	1.2%	92.0%	505	1.4%	90.7%	812	1.1%	92.5%	4749	2.1%	91.0%
18	Educated Earners	1,279	1.2%	93.1%	534	1.5%	92.3%	745	1.0%	93.5%	2567	1.1%	92.2%
19	Gray Eminence	1,195	1.1%	94.2%	363	1.0%	93.3%	832	1.1%	94.7%	3812	1.7%	93.8%
20	Sitting Pretty	1,104	1.0%	95.2%	256	0.7%	94.0%	848	1.1%	95.8%	1500	0.7%	94.5%
21	Doublewides	1,034	0.9%	96.2%	245	0.7%	94.7%	789	1.1%	96.9%	509	0.2%	94.7%
22	Gainfully employed	887	0.8%	97.0%	282	0.8%	95.5%	605	0.8%	97.7%	1343	0.6%	95.3%
23	Wizards	845	0.8%	97.8%	807	2.3%	97.8%	38	0.1%	97.7%	2900	1.3%	96.6%
24	FallYears	816	0.7%	98.5%	204	0.6%	98.4%	612	0.8%	98.6%	2090	0.9%	97.5%
25	Middle of the Road	815	0.7%	99.3%	259	0.7%	99.2%	556	0.7%	99.3%	1821	0.8%	98.3%
26	The Singles	801	0.7%	100.0%	292	0.8%	100.0%	509	0.7%	100.0%	3864	1.7%	100.0%
	Grand Total	109,112	100.0%		34,961	100%		74,151	100%		227,988	100%	

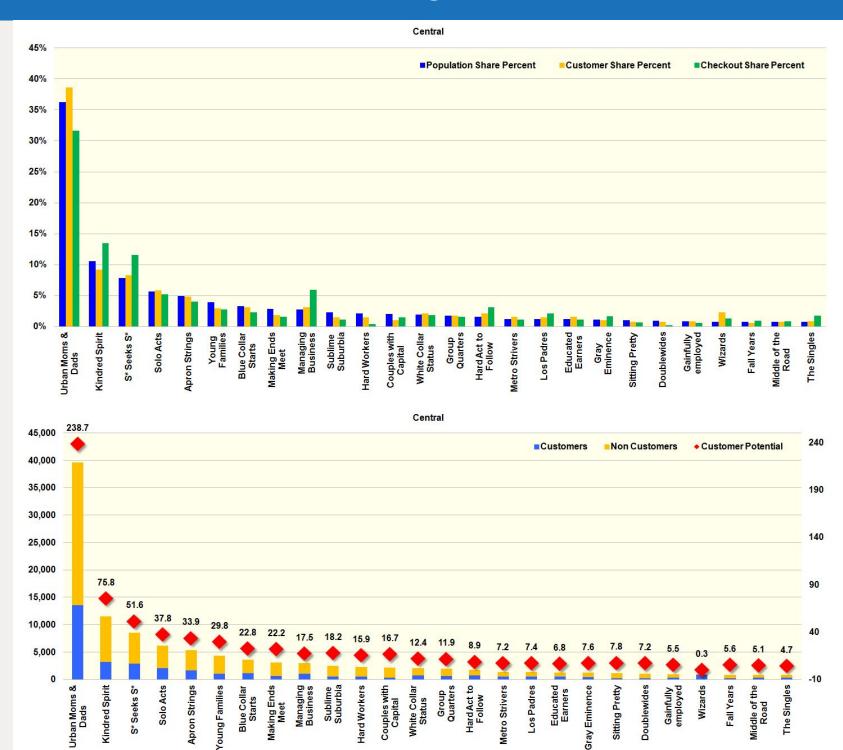
#### Central Service Area: Tables

	Segment	Market Share	Market Potential	Market Performance (note 1)	Customer Potential	Customer Potential Performance (note 2)	Customer Potential Rank
1	Urban Moms & Dads	34.2%	65.8%	High market potential	238.7	High customer potential	1
2	Kindred Spirit	28.0%	72.0%	Low market potential	75.8	High customer potential	2
3	S" Seeks S"	34.0%	66.0%	High market potential	51.6	High customer potential	3
4	Solo Acts	33.0%	67.0%	High market potential	37.8	High customer potential	4
5	Apron Strings	31.3%	68.7%	Low market potential	33.9	High customer potential	5
6	Young Families	24.0%	76.0%	Low market potential	29.8	High customer potential	6
7	Blue Collar Starts	30.5%	69.5%	Low market potential	22.8	High customer potential	7
8	Making Ends Meet	20.6%	79.4%	Low market potential	22.2	High customer potential	8
9	Managing Business	36.0%	64.0%	High market potential	17.5	High customer potential	10
10	Sublime Suburbia	20.3%	79.7%	Low market potential	18.2	High customer potential	9
11	Hard Workers	22.9%	77.1%	Low market potential	15.9	High customer potential	12
12	Couples with Capital	16.1%	83.9%	Low market potential	16.7	High customer potential	11
13	White Collar Status	35.4%	64.6%	High market potential	12.4	High customer potential	13
14	Group Quarters	32.4%	67.6%	High market potential	11.9	Low customer potential	14
15	Hard Act to Follow	43.6%	56.4%	High market potential	8.9	Low customer potential	15
16	Metro Strivers	41.2%	58.8%	High market potential	7.2	Low customer potential	20
17	Los Padres	38.3%	61.7%	High market potential	7.4	Low customer potential	18
18	Educated Earners	41.8%	58.2%	High market potential	6.8	Low customer potential	21
19	Gray Eminence	30.4%	69.6%	Low market potential	7.6	Low customer potential	17
20	Sitting Pretty	23.2%	76.8%	Low market potential	7.8	Low customer potential	16
21	Doublewides	23.7%	76.3%	Low market potential	7.2	Low customer potential	19
22	Gainfully employed	31.8%	68.2%	Low market potential	5.5	Low customer potential	23
23	Wizards	95.5%	4.5%	High market potential	0.3	Low customer potential	26
24	FallYears	25.0%	75.0%	Low market potential	5.6	Low customer potential	22
25	Middle of the Road	31.8%	68.2%	Low market potential	5.1	Low customer potential	24
26	The Singles	36.5%	63.5%	High market potential	4.7	Low customer potential	25
	Machematic State L	32.0%	68.0%		12.2	Median	373-70

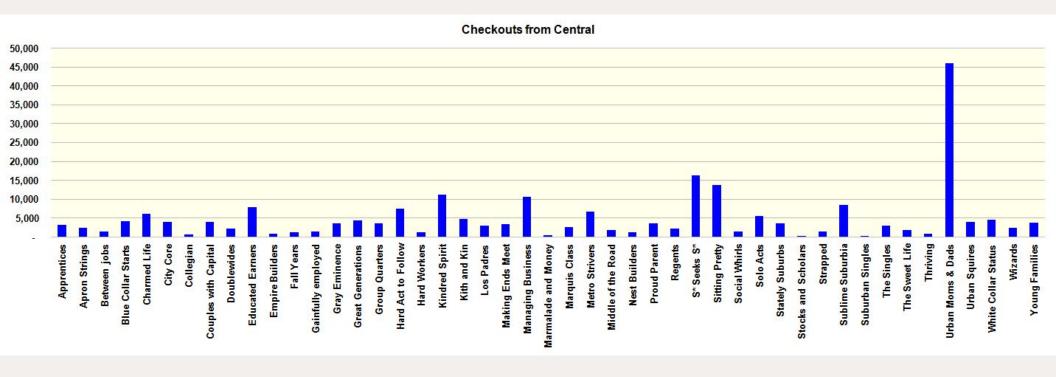
Note 1: "Low" market performance is when the segment's market share is below the District's average market share.

Note 2: "Low" customer potential is when the segment's customer potential is below the District's median customer potential.

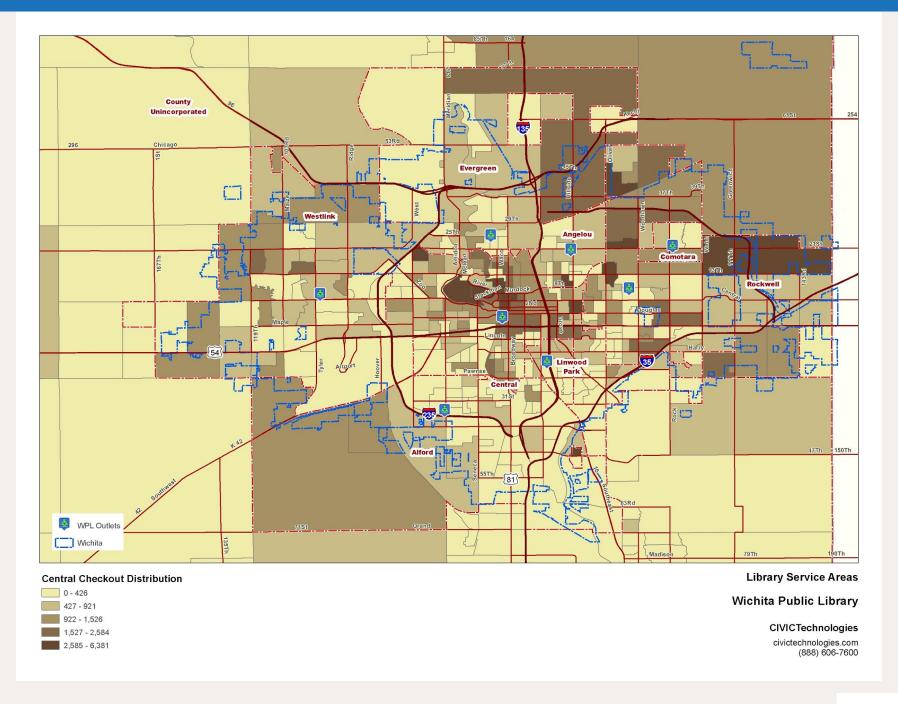
#### Central Service Area: Figures



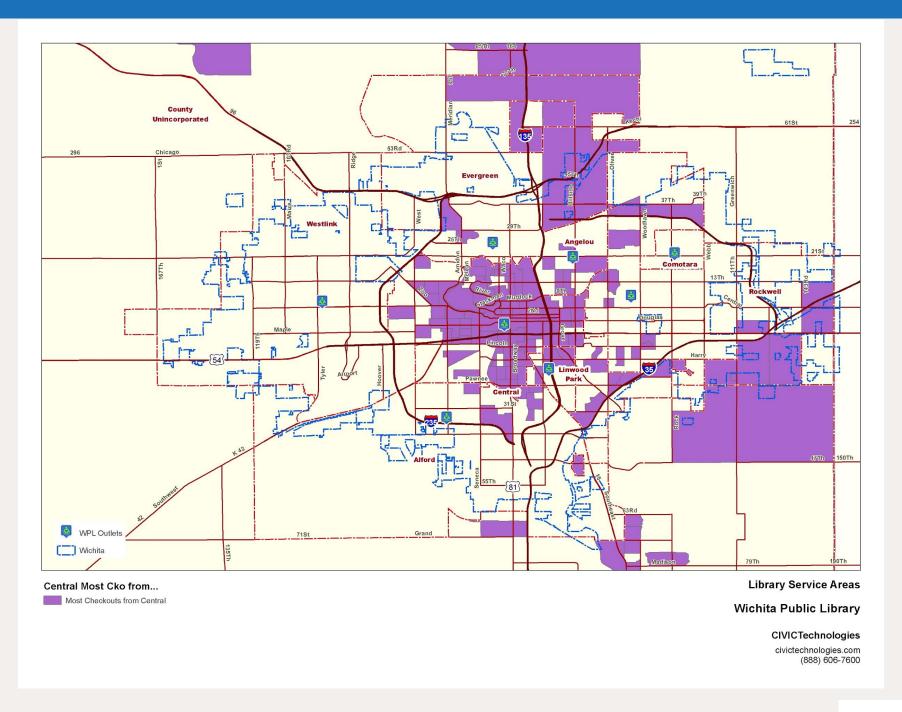
### Central Checkouts by Outlet



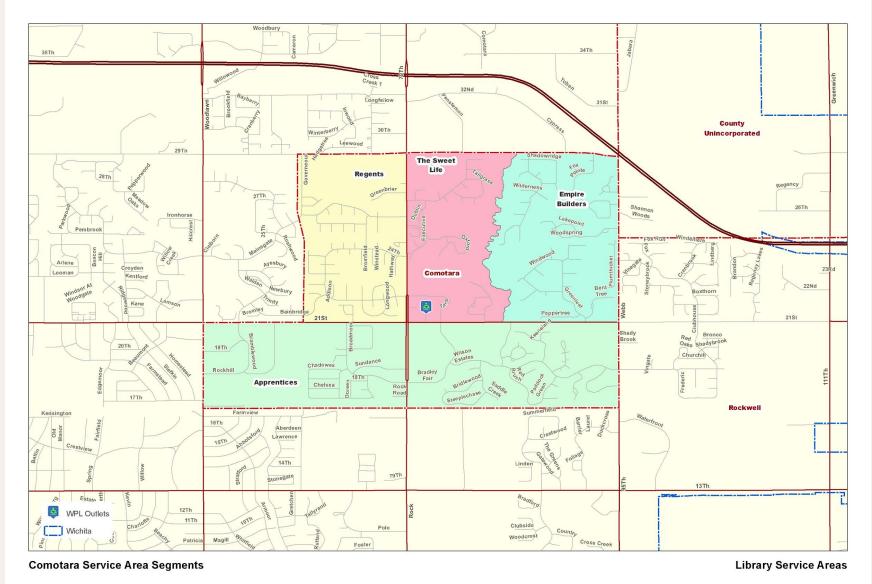
## Central Map of Checkouts by Block Group



## Central Map of Highest Checkout Block Groups



### Comotara Service Area: Map of Segments



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#### Comotara Service Area: Tables

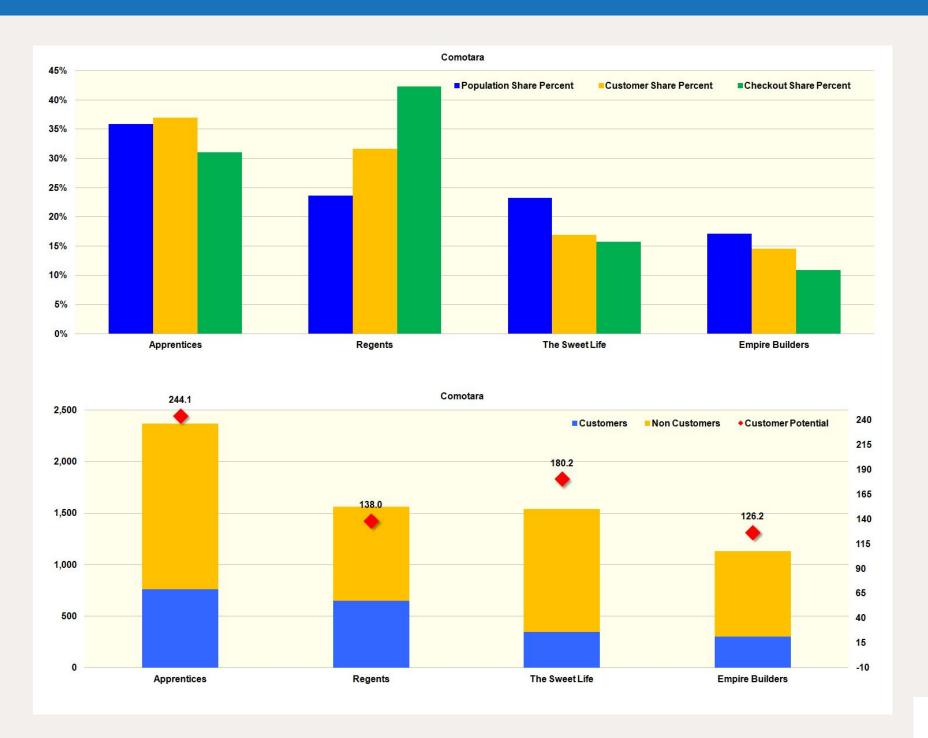
	Segment	Population	Population Share Percent	Population Cumulative Number	Customers	Customer Share Percent	Customer Cumulative Number	Non Customers	Customer Share Percent	Customer Cumulative Number	Checkouts	Checkout Share Percent	Checkout Cumulative Number
1	Apprentices	2,370	35.9%	35.9%	759	36.9%	36.9%	1,611	35.5%	35.5%	4,816	31.0%	31.0%
2	Regents	1,561	23.7%	59.6%	650	31.6%	68.5%	911	20.0%	20.0%	6,572	42.3%	73.3%
3	The Sweet Life	1,537	23.3%	82.8%	348	16.9%	85.5%	1,189	26.2%	26.2%	2,444	15.7%	89.1%
4	Empire Builders	1,132	17.2%	100.0%	299	14.5%	100.0%	833	18.3%	18.3%	1,698	10.9%	100.0%
	Grand Total	6,600	100.0%		2,056	100%		4,544	100%		15,530	100%	
	Segment	Market	Market	Market	Customer	Customer Potential	Customer						
		Share	Potential	Performance (note 1)	Potential	Performance (note 2)	Potential Rank						

32.0% 68.0% High market potential 244.1 Apprentices High customer potential 3 Regents 41.6% 58.4% High market potential 138.0 Low customer potential 3 The Sweet Life 22.6% 77.4% Low market potential 180.2 High customer potential 26.4% 73.6% 126.2 4 Empire Builders Low market potential Low customer potential 31.2% 68.8% 159.1 Median

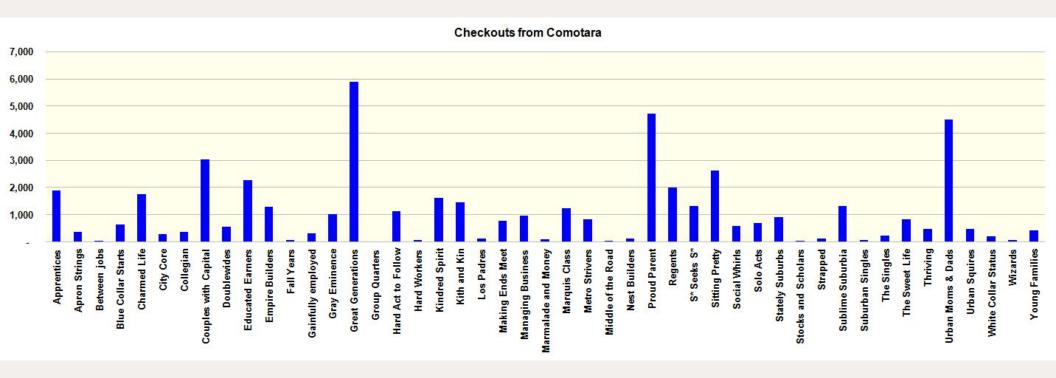
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Note 2: "Low" customer potential is when the segment's customer potential is below the District's median customer potential.

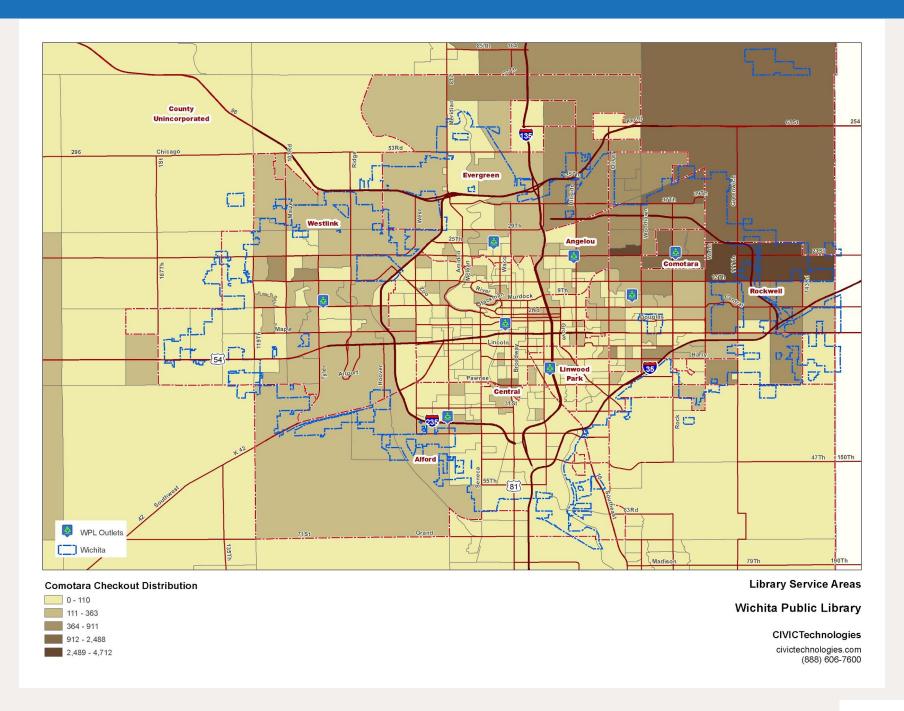
### Comotara Service Area: Figures



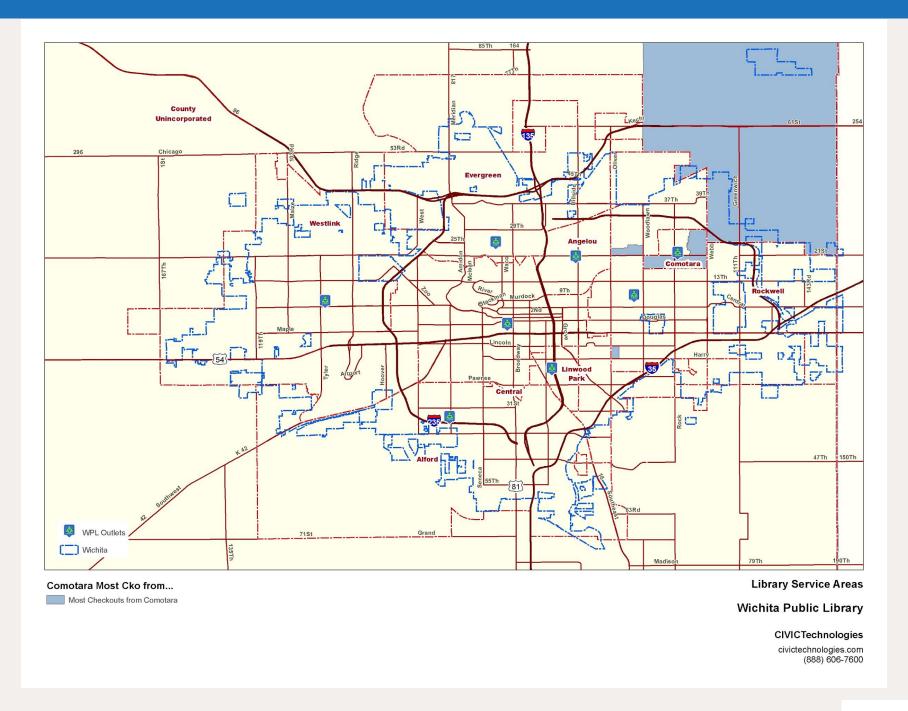
### Comotara Checkouts by Outlet



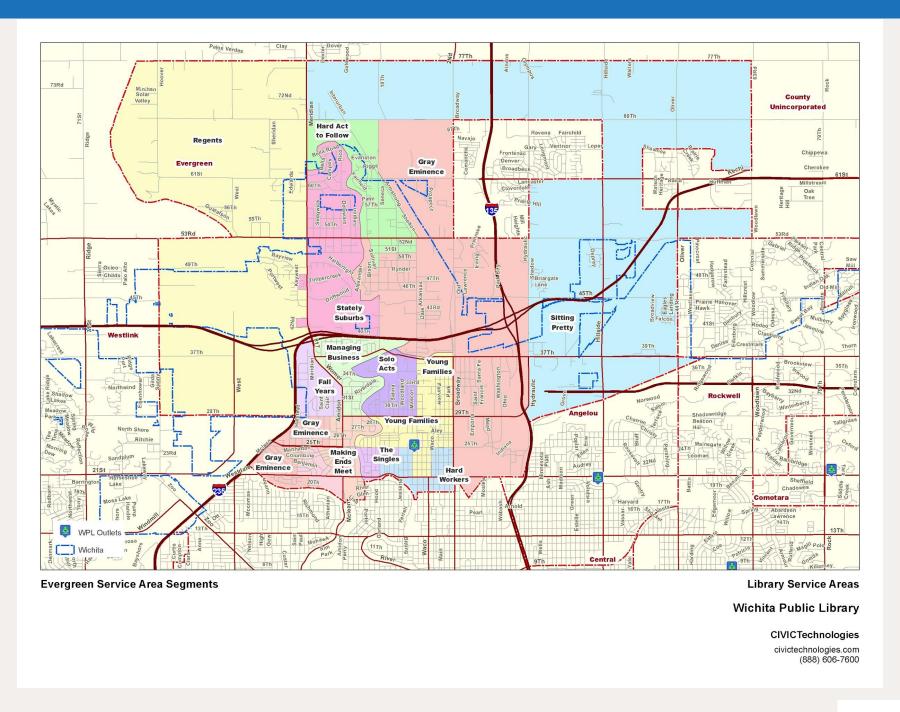
### Comotara Map of Checkouts by Block Group



### Comotara Map of Highest Checkout Block Groups



## Evergreen Service Area: Map of Segments



## Evergreen Service Area: Tables

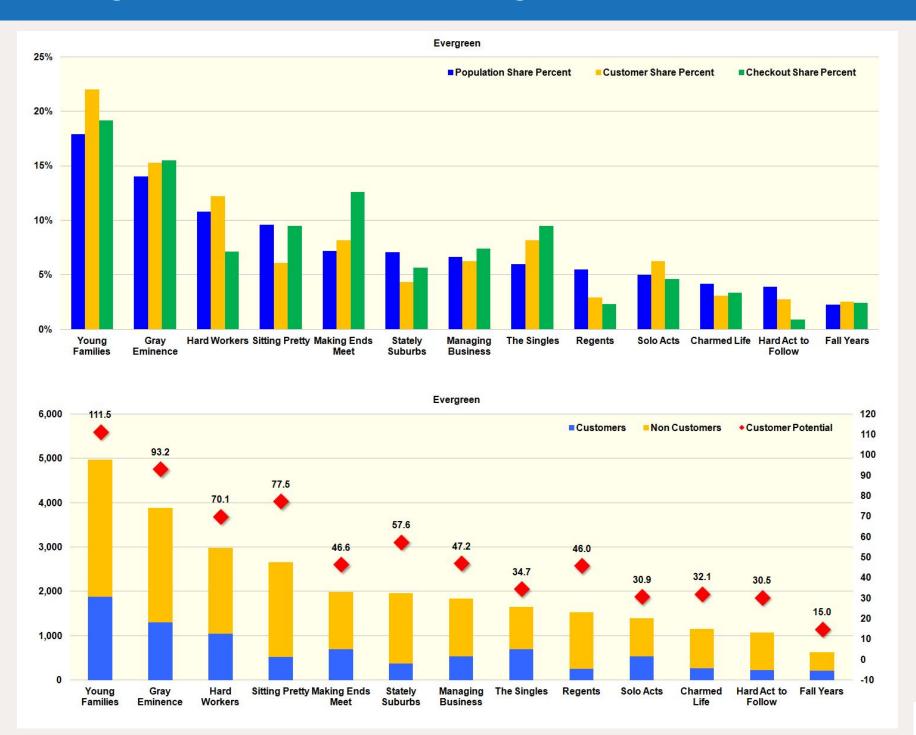
	Segment	Population	Population Share Percent	Population Cumulative Number	Customers	Customer Share Percent	Customer Cumulative Number	Non Customers	Customer Share Percent	Customer Cumulative Number	Checkouts	Checkout Share Percent	Checkout Cumulative Number
1	Young Families	4,966	17.9%	17.9%	1,876	22.0%	22.0%	3,090	16.1%	16.1%	11,306	19.2%	19.2%
2	Gray Eminence	3,885	14.0%	31.9%	1,302	15.3%	37.3%	2,583	13.5%	13.5%	9,127	15.5%	34.7%
3	Hard Workers	2,985	10.8%	42.7%	1,042	12.2%	49.6%	1,943	10.1%	10.1%	4,213	7.1%	41.8%
4	Sitting Pretty	2,664	9.6%	52.3%	516	6.1%	55.6%	2,148	11.2%	11.2%	5,587	9.5%	51.3%
5	Making Ends Meet	1,985	7.2%	59.5%	694	8.2%	63.8%	1,291	6.7%	6.7%	7,437	12.6%	63.9%
6	Stately Suburbs	1,963	7.1%	66.6%	367	4.3%	68.1%	1,596	8.3%	8.3%	3,339	5.7%	69.6%
7	Managing Business	1,838	6.6%	73.2%	531	6.2%	74.3%	1,307	6.8%	6.8%	4,373	7.4%	77.0%
8	The Singles	1,656	6.0%	79.2%	695	8.2%	82.5%	961	5.0%	5.0%	5,581	9.5%	86.4%
9	Regents	1,526	5.5%	84.7%	250	2.9%	85.4%	1,276	6.6%	6.6%	1,357	2.3%	88.7%
10	Solo Acts	1,390	5.0%	89.7%	534	6.3%	91.7%	856	4.5%	4.5%	2,714	4.6%	93.3%
11	Charmed Life	1,152	4.2%	93.8%	261	3.1%	94.8%	891	4.6%	4.6%	1,959	3.3%	96.7%
12	Hard Act to Follow	1,076	3.9%	97.7%	232	2.7%	97.5%	844	4.4%	4.4%	536	0.9%	97.6%
13	Fall Years	630	2.3%	100.0%	215	2.5%	100.0%	415	2.2%	2.2%	1,431	2.4%	100.0%
	Grand Total	27,716	100.0%		8,515	100%		19,201	100%		58,960	100%	

	Segment	Market Share	Market Potential	Market Performance (note 1)	Customer Potential	Customer Potential Performance (note 2)	Customer Potential Rank
1	Young Families	37.8%	62.2%	High market potential	111.5	High customer potential	1
2	Gray Eminence	33.5%	66.5%	High market potential	93.2	High customer potential	2
3	Hard Workers	34.9%	65.1%	High market potential	70.1	High customer potential	4
4	Sitting Pretty	19.4%	80.6%	Low market potential	77.5	High customer potential	3
5	Making Ends Meet	35.0%	65.0%	High market potential	46.6	Low customer potential	7
6	Stately Suburbs	18.7%	81.3%	Low market potential	57.6	High customer potential	5
7	Managing Business	28.9%	71.1%	Low market potential	47.2	High customer potential	6
8	The Singles	42.0%	58.0%	High market potential	34.7	Low customer potential	9
9	Regents	16.4%	83.6%	Low market potential	46.0	Low customer potential	8
10	Solo Acts	38.4%	61.6%	High market potential	30.9	Low customer potential	11
11	Charmed Life	22.7%	77.3%	Low market potential	32.1	Low customer potential	10
12	Hard Act to Follow	21.6%	78.4%	Low market potential	30.5	Low customer potential	12
13	Fall Years	34.1%	65.9%	High market potential	15.0	Low customer potential	13
		30.7%	69.3%		46.6	Median	

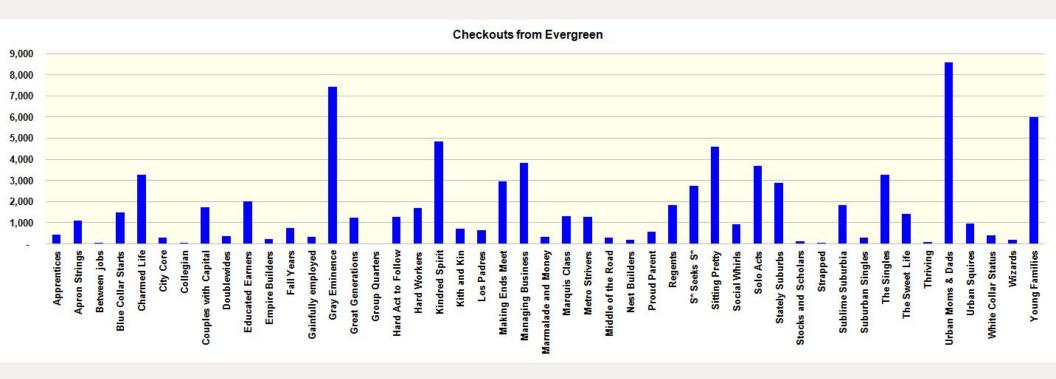
Note 1: "Low" market performance is when the segment's market share is below the District's average market share.

Note 2: "Low" customer potential is when the segment's customer potential is below the District's median customer potential.

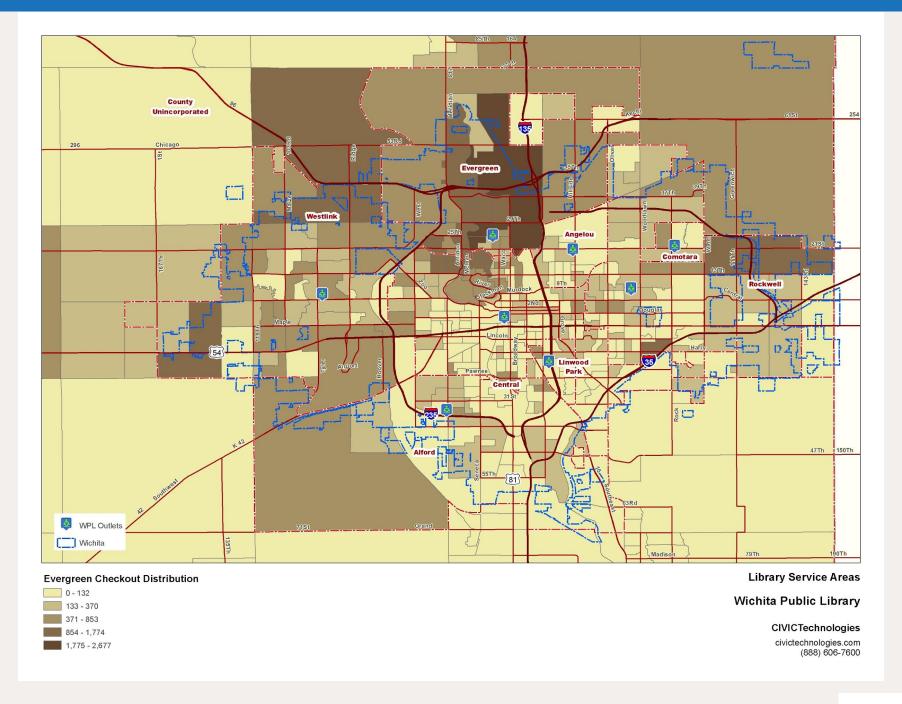
### Evergreen Service Area: Figures



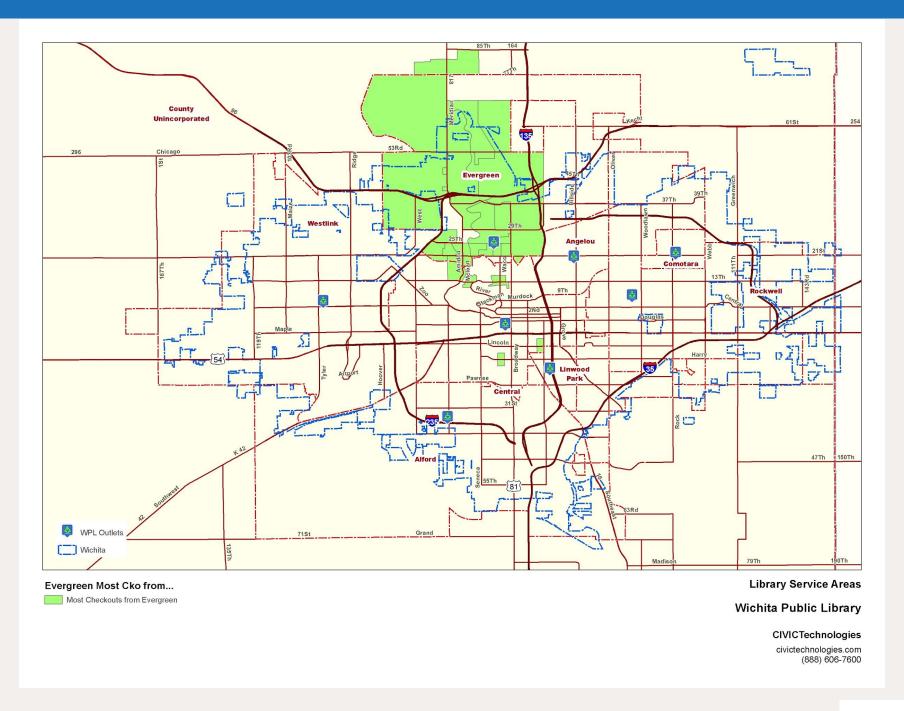
### Evergreen Checkouts by Outlet



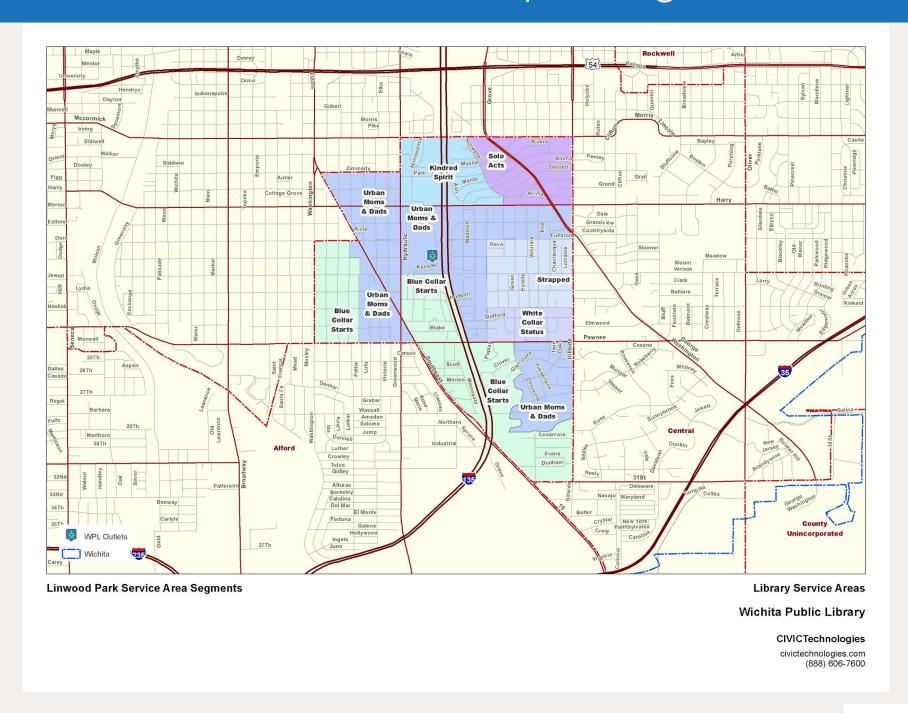
### Evergreen Map of Checkouts by Block Group



### Evergreen Map of Highest Checkout Block Groups



## Linwood Park Service Area: Map of Segments



#### Linwood Park Service Area: Tables

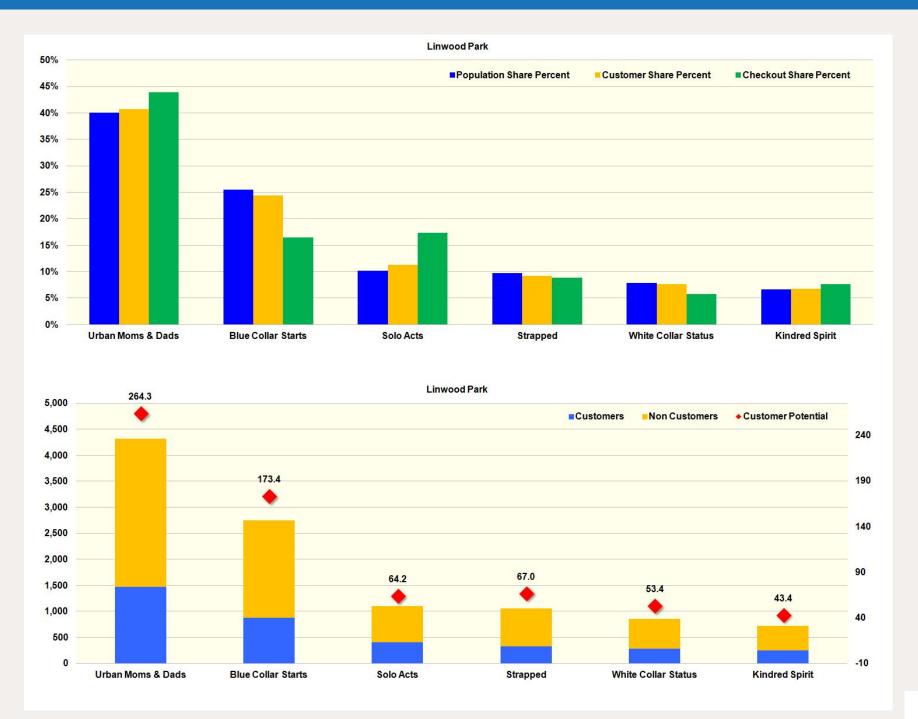
	Segment	Population	Population Share Percent	Population Cumulative Number	Customers	Customer Share Percent	Customer Cumulative Number	Non Customers	Customer Share Percent	Customer Cumulative Number	Checkouts	Checkout Share Percent	Checkout Cumulative Number
1	Urban Moms & Dads	4,314	40.0%	40.0%	1,466	40.7%	40.7%	2,848	39.7%	39.7%	9,003	43.9%	43.9%
2	Blue Collar Starts	2,748	25.5%	65.5%	879	24.4%	65.1%	1,869	26.1%	65.8%	3,378	16.5%	60,4%
3	Solo Acts	1,098	10.2%	75.7%	406	11.3%	76.4%	692	9.6%	75.4%	3,556	17.4%	77.8%
4	Strapped	1,051	9.8%	85.5%	329	9.1%	85.5%	722	10.1%	85.5%	1,809	8.8%	86.6%
5	White Collar Status	852	7.9%	93.4%	277	7.7%	93.2%	575	8.0%	93.5%	1,187	5.8%	92.4%
6	Kindred Spirit	713	6.6%	100.0%	245	6.8%	100.0%	468	6.5%	100.0%	1,554	7.6%	100.0%
	Grand Total	10,776	100.0%		3,602	100%		7,174	100%		20,487	100%	

	Segment	Market Share	Market Potential	Market Performance (note 1)	Customer Potential	Customer Potential Performance (note 2)	Customer Potential Rank
1	Urban Moms & Dads	34.0%	66.0%	High market potential	264.3	High customer potential	1
2	Blue Collar Starts	32.0%	68.0%	Low market potential	173.4	High customer potential	2
3	Solo Acts	37.0%	63.0%	High market potential	64.2	Low customer potential	4
4	Strapped	31.3%	68.7%	Low market potential	67.0	High customer potential	3
5	White Collar Status	32.5%	67.5%	Low market potential	53.4	Low customer potential	5
6	Kindred Spirit	34.4%	65.6%	High market potential	43.4	Low customer potential	6
	All the Control of th	33.4%	66.6%		65.6	Median	

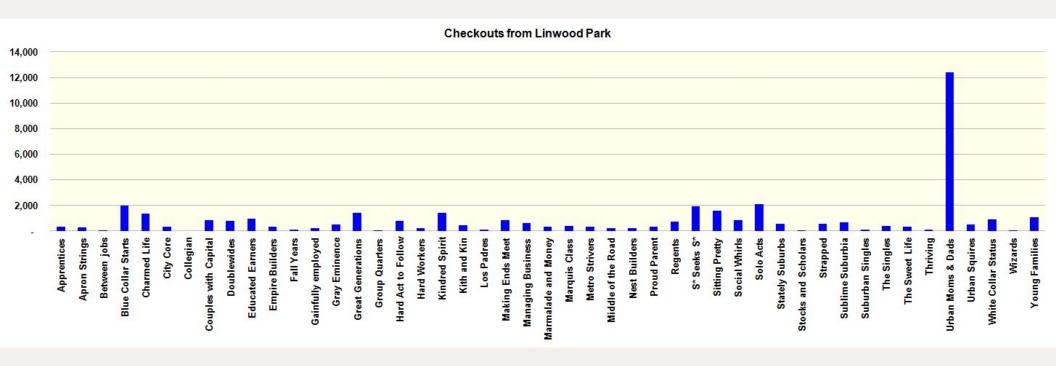
Note 1: "Low" market performance is when the segment's market share is below the District's average market share.

Note 2: "Low" customer potential is when the segment's customer potential is below the District's median customer potential.

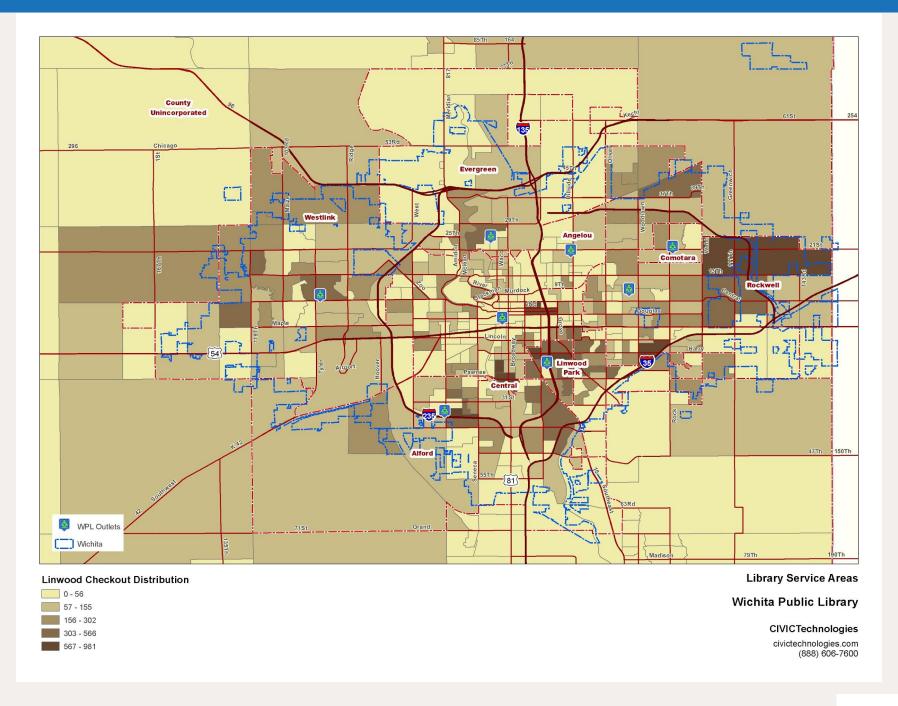
### Linwood Park Service Area: Figures



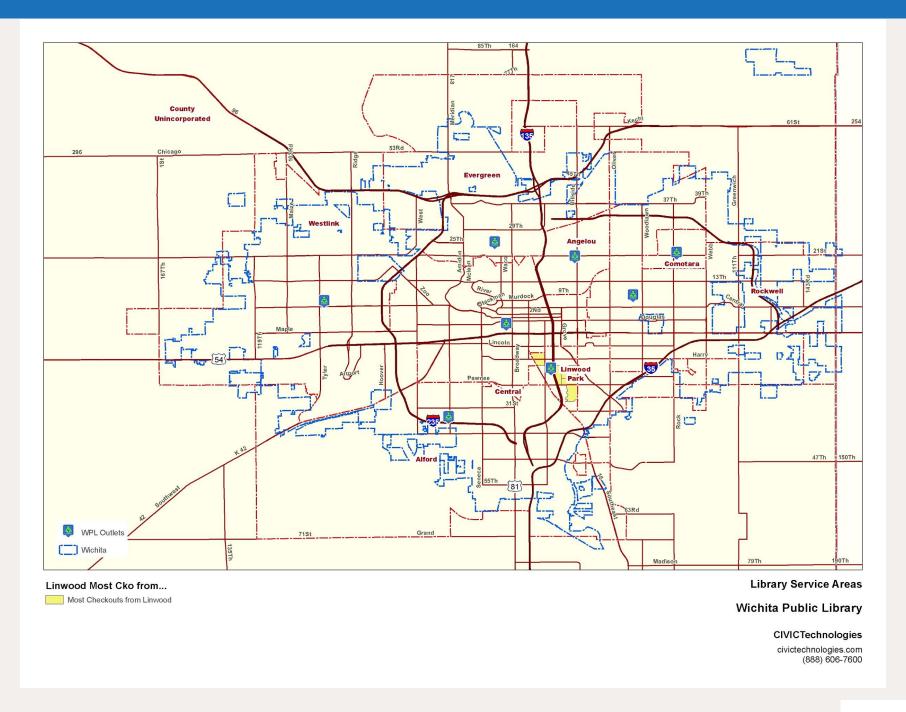
### Linwood Park Checkouts by Outlet



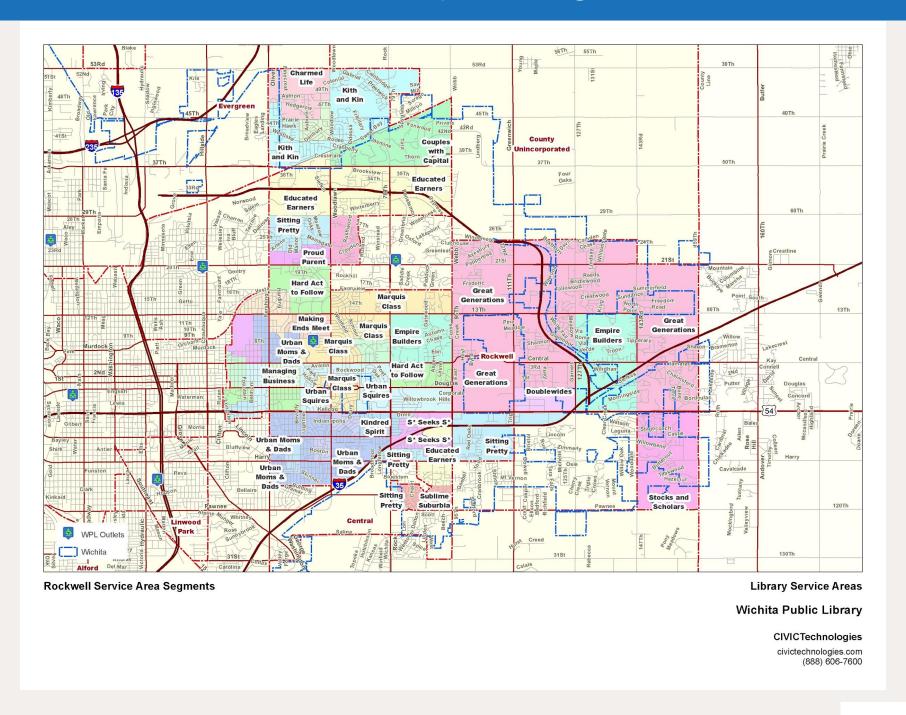
### Linwood Park Map of Checkouts by Block Group



### Linwood Park Map of Highest Checkout Block Groups



### Rockwell Service Area: Map of Segments



### Rockwell Service Area: Tables

	Segment	Population	Population Share Percent	Population Cumulative Number	Customers	Customer Share Percent	Customer Cumulative Number	Non Customers	Customer Share Percent	Customer Cumulative Number	Checkouts	Checkout Share Percent	Checkout Cumulative Number
1	Great Generations	14,211	14.6%	14.6%	2,677	10.2%	10.2%	11,534	16.3%	16.3%	27,395	11.0%	11.0%
2	Urban Moms & Dads	12,723	13.1%	27.7%	4,144	15.7%	25.9%	8,579	12.1%	28.4%	32,501	13.1%	24.1%
3	Educated Earners	10,472	10.8%	38.5%	2,531	9.6%	35.5%	7,941	11.2%	39.6%	17,148	6.9%	30.9%
4	Sitting Pretty	8,109	8.3%	46.8%	2,205	8.4%	43.9%	5,904	8.3%	47.9%	18,134	7.3%	38.2%
5	Marquis Class	5,113	5.3%	52.1%	1,640	6.2%	50.1%	3,473	4.9%	52.8%	21,956	8.8%	47.0%
6	Urban Squires	4,962	5.1%	57.2%	1,581	6.0%	56.1%	3,381	4.8%	57.6%	18,546	7.4%	54.5%
7	Kith and Kin	4,781	4.9%	62.1%	1,225	4.7%	60.8%	3,556	5.0%	62.6%	16,747	6.7%	61.2%
8	Hard Act to Follow	4,703	4.8%	67.0%	1,470	5.6%	66.4%	3,233	4.6%	67.2%	13,685	5.5%	66.7%
9	S* Seeks S*	3,661	3.8%	70.7%	1,015	3.9%	70.2%	2,646	3.7%	70.9%	10,413	4.2%	70.9%
10	Couples with Capital	3,354	3.5%	74.2%	753	2.9%	73.1%	2,601	3.7%	74.6%	8,678	3.5%	74.4%
11	Empire Builders	2,655	2.7%	76.9%	519	2.0%	75.1%	2,136	3.0%	77.6%	4,812	1.9%	76.3%
12	Metro Strivers	2,565	2.6%	79.6%	964	3.7%	78.7%	1,601	2.3%	79.9%	5,748	2.3%	78.6%
13	Proud Parent	2,499	2.6%	82.1%	810	3.1%	81.8%	1,689	2.4%	82.3%	11,118	4.5%	83.1%
14	Sublime Suburbia	2,303	2.4%	84.5%	508	1.9%	83.7%	1,795	2.5%	84.8%	2,823	1.1%	84.2%
15	Apprentices	2,282	2.3%	86.9%	793	3.0%	86.7%	1,489	2.1%	86.9%	8,506	3.4%	87.6%
16	Managing Business	2,238	2.3%	89.2%	755	2.9%	89.6%	1,483	2.1%	89.0%	9,657	3.9%	91.5%
17	Stocks and Scholars	1,831	1.9%	91.0%	264	1.0%	90.6%	1,567	2.2%	91.2%	1,214	0.5%	92.0%
18	White Collar Status	1,732	1.8%	92.8%	627	2.4%	93.0%	1,105	1.6%	92.8%	5,958	2.4%	94.4%
19	Stately Suburbs	1,701	1.8%	94.6%	408	1.5%	94.5%	1,293	1.8%	94.6%	3,571	1.4%	95.8%
20	Charmed Life	1,363	1.4%	96.0%	357	1.4%	95.9%	1,006	1.4%	96.0%	3,634	1.5%	97.3%
21	Kindred Spirit	1,206	1.2%	97.2%	278	1.1%	97.0%	928	1.3%	97.3%	618	0.2%	97.5%
22	Doublewides	1,032	1.1%	98.3%	146	0.6%	97.5%	886	1.3%	98.6%	1,310	0.5%	98.1%
23	Making Ends Meet	1,032	1.1%	99.3%	467	1.8%	99.3%	565	0.8%	99.4%	3,850	1.5%	99.6%
24	Hard Workers	633	0.7%	100.0%	189	0.7%	100.0%	444	0.6%	100.0%	973	0.4%	100.0%
	Grand Total	97,161	100.0%		26,326	50%		70,835	53%		248,995	47%	

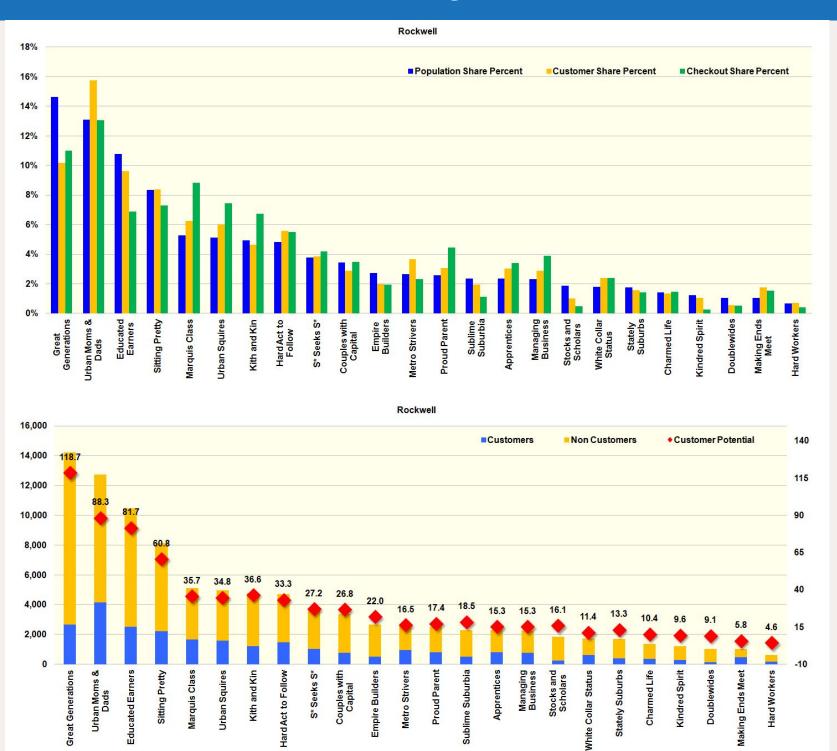
#### Rockwell Service Area: Tables

	Segment	Market Share	Market Potential	Market Performance (note 1)	Customer Potential	Customer Potential Performance (note 2)	Custome Potentia Rank
1	Great Generations	18.8%	81.2%	Low market potential	118.7	High customer potential	1
2	Urban Moms & Dads	32.6%	67.4%	High market potential	88.3	High customer potential	2
3	Educated Earners	24.2%	75.8%	Low market potential	81.7	High customer potential	3
4	Sitting Pretty	27.2%	72.8%	High market potential	60.8	High customer potential	4
5	Marquis Class	32.1%	67.9%	High market potential	35.7	High customer potential	6
6	Urban Squires	31.9%	68.1%	High market potential	34.8	High customer potential	7
7	Kith and Kin	25.6%	74.4%	Low market potential	36.6	High customer potential	5
8	Hard Act to Follow	31.3%	68.7%	High market potential	33.3	High customer potential	8
9	S* Seeks S*	27.7%	72.3%	High market potential	27.2	High customer potential	9
10	Couples with Capital	22.5%	77.5%	Low market potential	26.8	High customer potential	10
11	Empire Builders	19.5%	80.5%	Low market potential	22.0	High customer potential	11
12	Metro Strivers	37.6%	62.4%	High market potential	16.5	Low customer potential	14
13	Proud Parent	32.4%	67.6%	High market potential	17.4	Low customer potential	13
14	Sublime Suburbia	22.1%	77.9%	Low market potential	18.5	High customer potential	12
15	Apprentices	34.8%	65.2%	High market potential	15.3	Low customer potential	16
16	Managing Business	33.7%	66.3%	High market potential	15.3	Low customer potential	17
17	Stocks and Scholars	14.4%	85.6%	Low market potential	16.1	Low customer potential	15
18	White Collar Status	36.2%	63.8%	High market potential	11.4	Low customer potential	19
19	Stately Suburbs	24.0%	76.0%	Low market potential	13.3	Low customer potential	18
20	Charmed Life	26.2%	73.8%	Low market potential	10.4	Low customer potential	20
21	Kindred Spirit	23.1%	76.9%	Low market potential	9.6	Low customer potential	21
22	Doublewides	14.1%	85.9%	Low market potential	9.1	Low customer potential	22
23	Making Ends Meet	45.3%	54.7%	High market potential	5.8	Low customer potential	23
24		29.9%	70.1%	High market potential	4.6	Low customer potential	24
		27.1%	72.9%	180	17.9	Median	

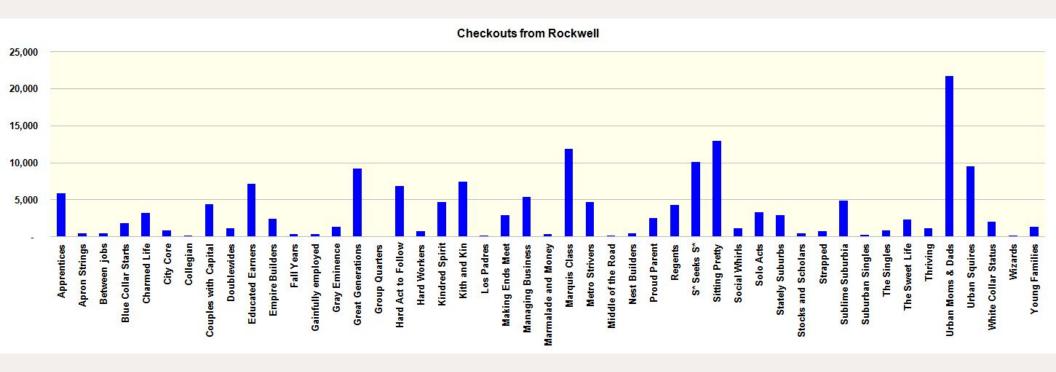
Note 1: "Low" market performance is when the segment's market share is below the District's average market share.

Note 2: "Low" customer potential is when the segment's customer potential is below the District's median customer potential.

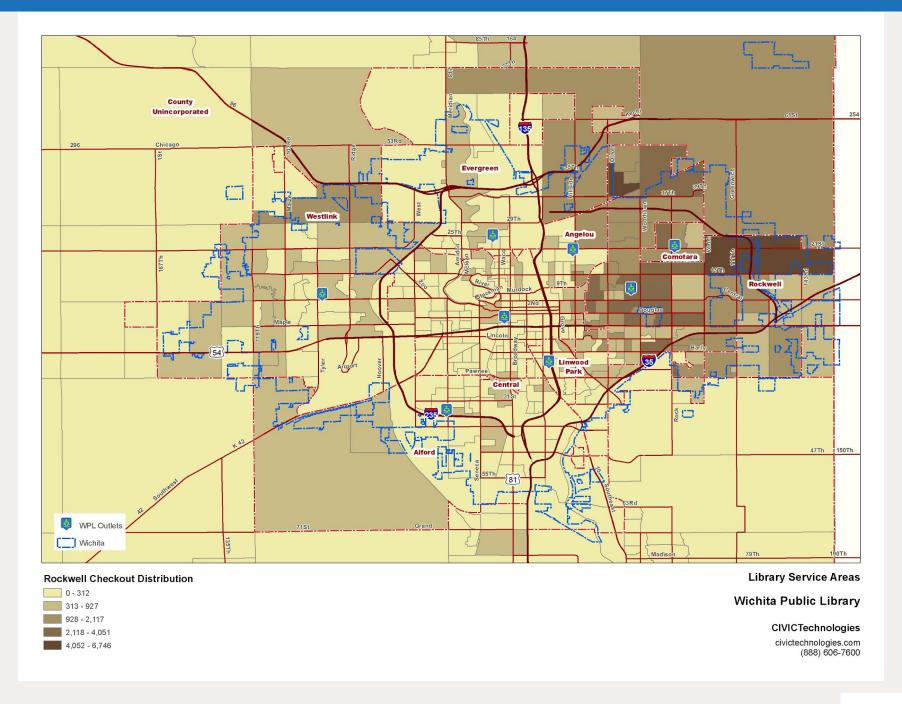
### Rockwell Service Area: Figures



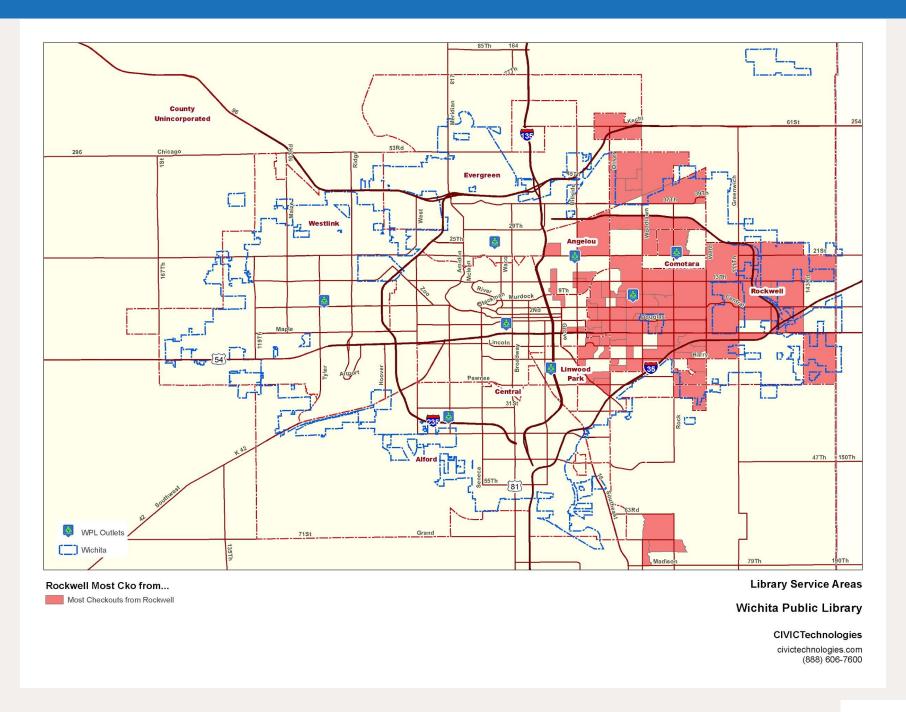
### Rockwell Checkouts by Outlet



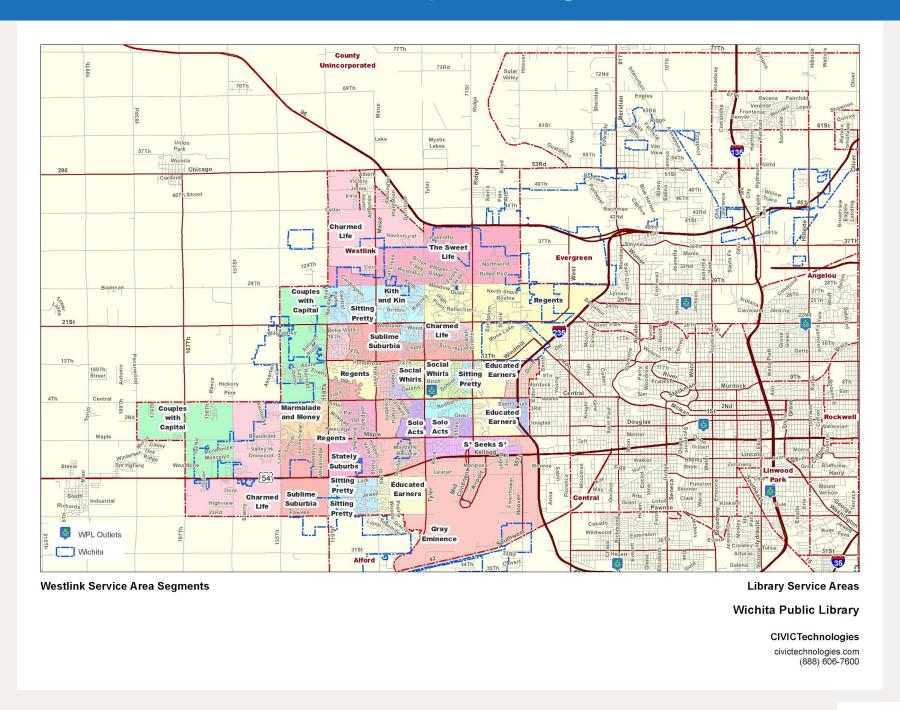
### Rockwell Map of Checkouts by Block Group



### Rockwell Map of Highest Checkout Block Groups



### Westlink Service Area: Map of Segments



#### Westlink Service Area: Tables

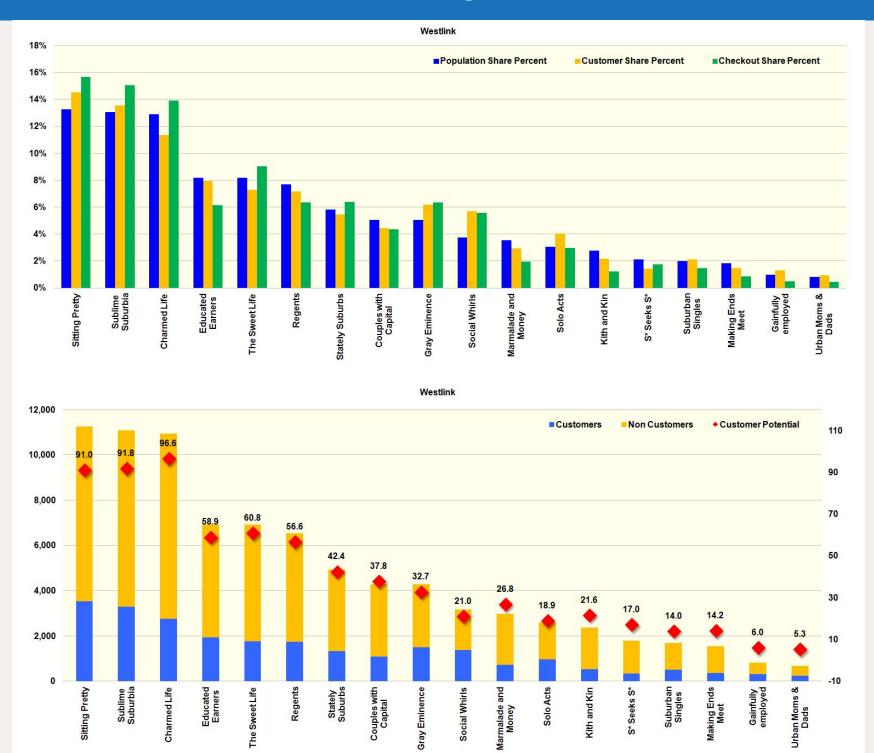
	Segment	Population	Population Share Percent	Population Cumulative Number	Customers	Customer Share Percent	Customer Cumulative Number	Non Customer s	Custome r Share	Customer Cumulative Number	Checkouts	Checkout Share Percent	Checkout Cumulative Number
1	Sitting Pretty	11,257	13.3%	13.3%	3,535	14.5%	14.5%	7,722	12.8%	12.8%	40,160	15.7%	15.7%
2	Sublime Suburbia	11,082	13.1%	26.3%	3,292	13.5%	28.1%	7,790	12.9%	25.6%	38,521	15.0%	30.7%
3	Charmed Life	10,952	12.9%	39.2%	2,758	11.3%	39.4%	8,194	13.5%	39.2%	35,693	13.9%	44.7%
4	Educated Earners	6,929	8.2%	47.4%	1,932	7.9%	47.4%	4,997	8.3%	47.4%	15,768	6.2%	50.8%
5	The Sweet Life	6,929	8.2%	55.6%	1,769	7.3%	54.7%	5,160	8.5%	55.9%	23,122	9.0%	59.8%
6	Regents	6,541	7.7%	63.3%	1,739	7.2%	61.8%	4,802	7.9%	63.9%	16,270	6.4%	66.2%
7	Stately Suburbs	4,927	5.8%	69.1%	1330	5.5%	67.3%	3,597	5.9%	69.8%	16,318	6.4%	72.6%
8	Couples with Capital	4,291	5.1%	74.2%	1081	4.4%	71.7%	3,210	5.3%	75.1%	11,196	4.4%	76.9%
9	Gray Eminence	4,277	5.0%	79.2%	1504	6.2%	77.9%	2,773	4.6%	79.7%	16,246	6.3%	83.3%
10	Social Whirls	3,164	3.7%	82.9%	1384	5.7%	83.6%	1,780	2.9%	82.7%	14,314	5.6%	88.9%
11	Marmalade and Money	2,987	3.5%	86.4%	717	2.9%	86.5%	2,270	3.8%	86.4%	5,057	2.0%	90.8%
12	Solo Acts	2,583	3.0%	89.5%	977	4.0%	90.6%	1,606	2.7%	89.1%	7,573	3.0%	93.8%
13	Kith and Kin	2,362	2.8%	92.3%	527	2.2%	92.7%	1,835	3.0%	92.1%	3,102	1.2%	95.0%
14	S* Seeks S*	1,793	2.1%	94.4%	347	1.4%	94.2%	1,446	2.4%	94.5%	4,513	1.8%	96.8%
15	Suburban Singles	1,703	2.0%	96.4%	515	2.1%	96.3%	1,188	2.0%	96.4%	3,706	1.4%	98.2%
16	Making Ends Meet	1,558	1.8%	98.2%	356	1.5%	97.7%	1,202	2.0%	98.4%	2,169	0.8%	99.1%
17	Gainfully employed	825	1.0%	99.2%	317	1.3%	99.0%	508	0.8%	99.3%	1,233	0.5%	99.5%
18	Urban Moms & Dads	677	0.8%	100.0%	231	1.0%	100.0%	446	0.7%	100.0%	1,184	0.5%	100.0%
	Grand Total	84,837	100.0%		24,311	100%		60,526	100%		256,145	100%	

	Segment	Market Share	Market Potential	Market Performance	Customer Potential	Customer	Potential Potential
				(note 1)		Performance (note	Rank
1	Sitting Pretty	31.4%	68.6%	Low market potential	91.0	High customer potentia	3
2	Sublime Suburbia	29.7%	70.3%	Low market potential	91.8	High customer potentia	2
3	Charmed Life	25.2%	74.8%	Low market potential	96.6	High customer potentia	1
4	Educated Earners	27.9%	72.1%	Low market potential	58.9	High customer potentia	5
5	The Sweet Life	25.5%	74.5%	Low market potential	60.8	High customer potentia	4
6	Regents	26.6%	73.4%	Low market potential	56.6	High customer potentia	6
7	Stately Suburbs	27.0%	73.0%	Low market potential	42.4	High customer potentia	7
8	Couples with Capital	25.2%	74.8%	Low market potential	37.8	High customer potentia	8
9	Gray Eminence	35.2%	64.8%	Low market potential	32.7	High customer potentia	9
0	Social Whirls	43.7%	56.3%	Low market potential	21.0	Low customer potentia	12
11	Marmalade and Money	24.0%	76.0%	Low market potential	26.8	Low customer potentia	10
12	Solo Acts	37.8%	62.2%	Low market potential	18.9	Low customer potentia	13
13	Kith and Kin	22.3%	77.7%	Low market potential	21.6	Low customer potentia	11
4	S* Seeks S*	19.4%	80.6%	Low market potential	17.0	Low customer potentia	14
15	Suburban Singles	30.2%	69.8%	Low market potential	14.0	Low customer potentia	16
16	Making Ends Meet	22.8%	77.2%	Low market potential	14.2	Low customer potentia	15
17	Gainfully employed	38.4%	61.6%	Low market potential	6.0	Low customer potentia	17
8	Urban Moms & Dads	34.1%	65.9%	Low market potential	5.3	Low customer potentia	18
		28.7%	71.3%		29.7	Median	

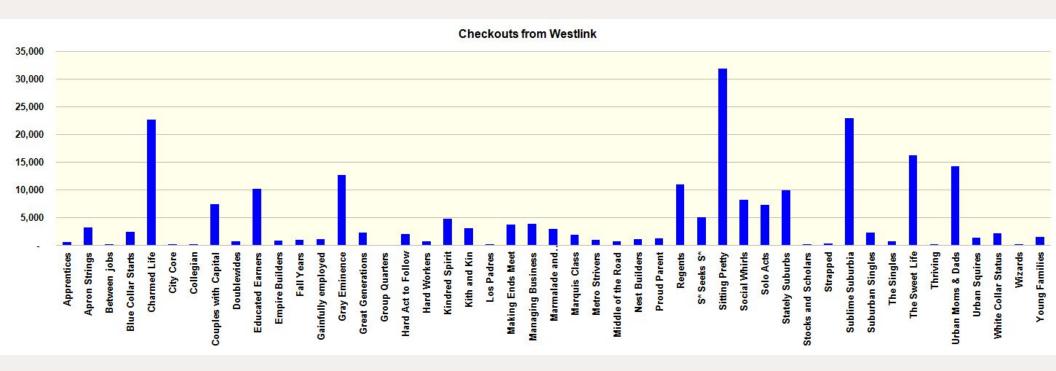
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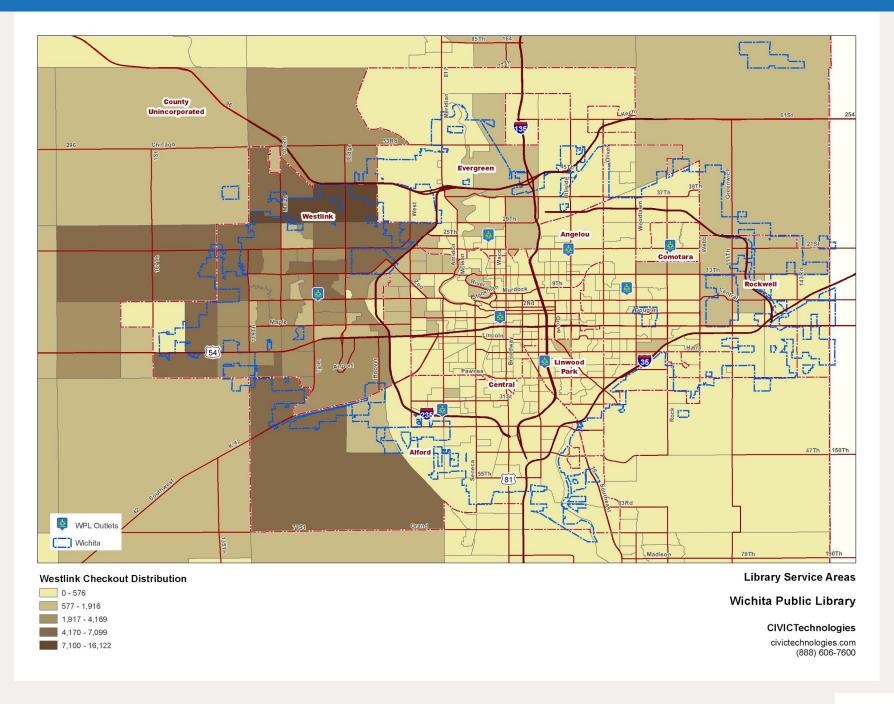
### Westlink Service Area: Figures



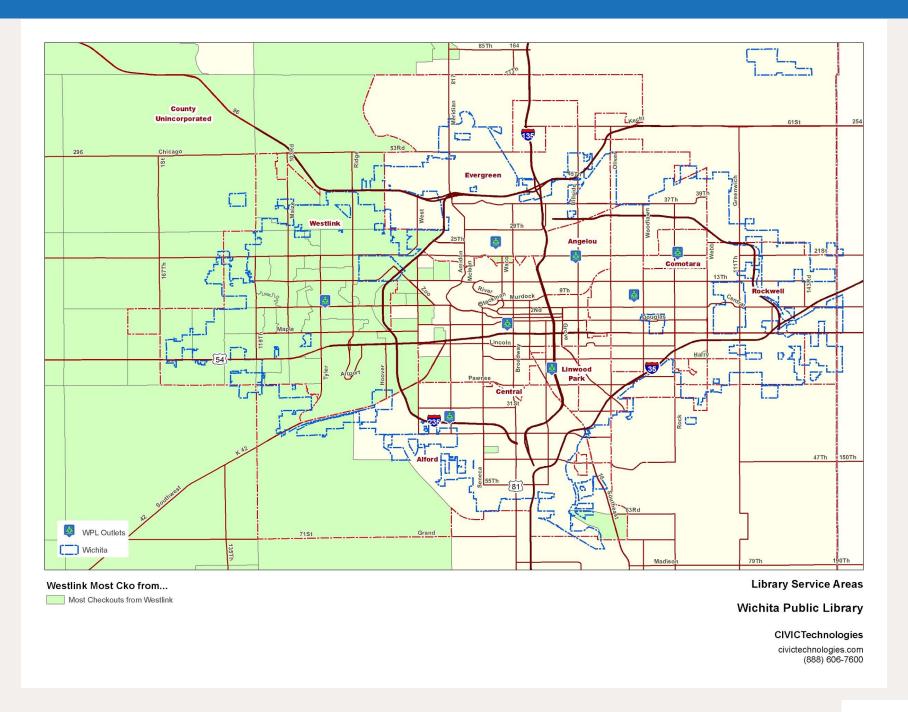
### Westlink Checkouts by Outlet



### Westlink Map of Checkouts by Block Group



# Westlink Map of Highest Checkout Block Groups



# Demographics: Distribution by Age Group

Age Range	Population by Age	Share of Population
Age 0 to 4	28,859	7.1%
Age 5 to 9	31,042	7.6%
Age 10 to 14	29,250	7.2%
Age 15 to 17	17,137	4.2%
Age 18 to 21	24,108	5.9%
Age 22 to 29	43,028	10.5%
Age 30 to 39	56,110	13.7%
Age 40 to 49	48,286	11.8%
Age 50 to 59	54,167	13.3%
Age 60 to 64	23,560	5.8%
Age 65 to 69	18,554	4.5%
Age 70 to 79	20,990	5.1%
Age 80 Plus	13,327	3.3%
Total	408,418	100.0%

### Demographics: Distribution by Age Group

Distribution by age group

Relatively high number of kids -- nearly a quarter

26% -- one in four -- age 0 to 17

Relatively few college age and 20-somethings

16% -- one in six -- age 18 to 29

Relative high the parental years and empty nesters

55% -- six in ten -- between age 30 and 64

Relatively few seniors

13% -- one in eight -- age 65 +

# Demographics: Segments by Median Age

Segment	Average Median Age	
Collegian	23.0	
Young Families	26.5	
Hard Workers	26.8	
Thriving	28.0	
Metro Strivers	29.5	
City Core	30.2	
Educated Earners	30.2	
Los Padres	31.3	
202 . 00. 22		
Proud Parent	32.2	
The Singles	32.5	
Urban Moms & Dads		
S* Seeks S*	32.7	
White Collar Status	32.7	
Between jobs	32.8	
Blue Collar Starts	33.6	
Sitting Pretty	33.9	
Doublewides	34.1	
The Sweet Life	34.2	
Kindred Spirit	34.4	
Middle of the Road	34.6	
Apprentices	34.7	
Group Quarters	34.8	
Suburban Singles	34.9	
Charmed Life	35.1	
Nest Builders	37.4	
Apron Strings	37.8	
Kith and Kin	37.8	
Wizards	38.8	
Strapped	38.9	
Solo Acts	39.3	
Gainfully employed	39.4	
Great Generations	39.6	
Sublime Suburbia	40.1	
Social Whirls	40.3	
Hard Act to Follow	40.5	
Managing Business	40.9	
Couples with Capital		
Urban Squires	41.5	
Marmalade and Mor	45.5	
Fall Years	45.6	
Making Ends Meet	46.0	
Stately Suburbs	46.9	
Stocks and Scholars	47.0	
Gray Eminence	47.4	
Regents	50.0	
Marquis Class	53.1	
Empire Builders	54.4	
Average Median Age	35.1	

### Demographics: Age Findings by Segment

Distribution by segment

Distribution by segment

Average age = 35.1

5 segments under 30

18 segment between 30 and 35

9 segment between 35 and 40

6 segments between 40 and 45

9 segments over 45

Most youthful segments:

Collegian

**Young Families** 

**Hard Workers** 

**Thriving** 

**Metro Strivers** 

**City Core** 

Oldest segments:

**Empire Builders** 

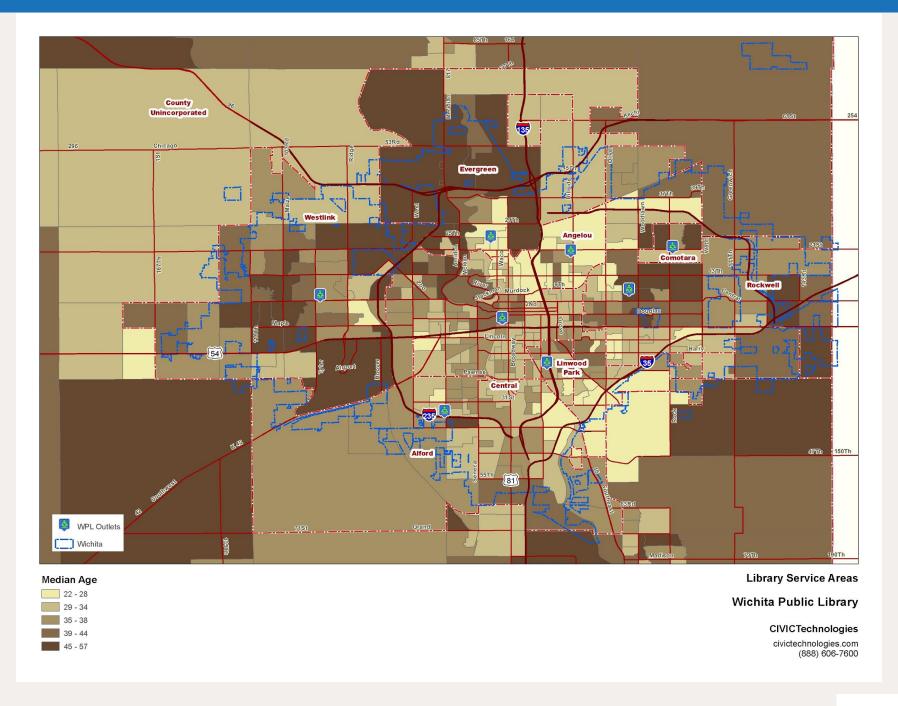
**Marquis Class** 

Regents

**Gray Eminence** 

**Stocks and Scholars** 

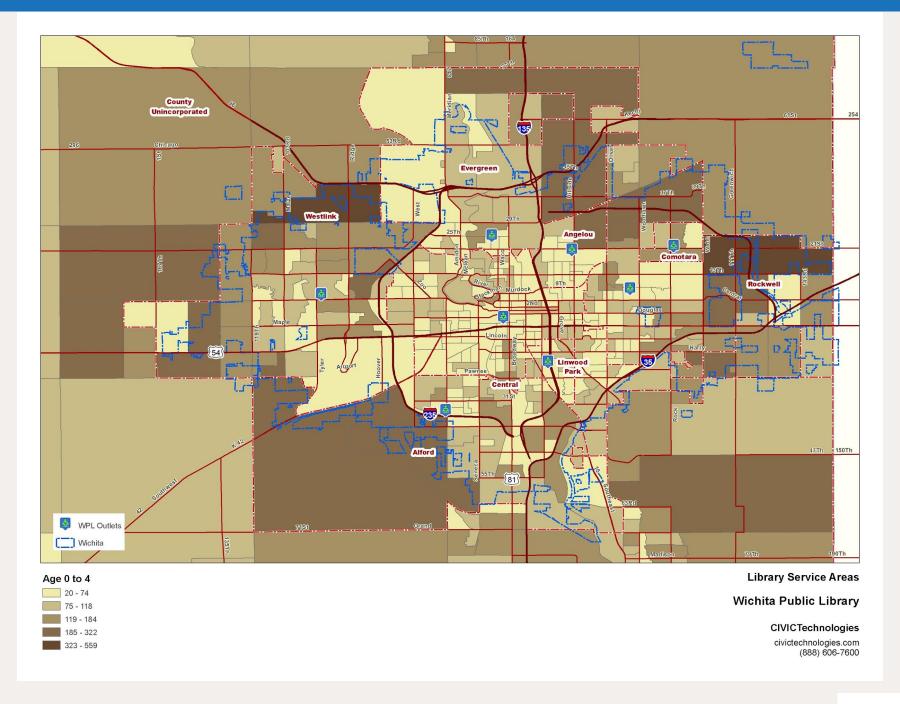
# Demographic Map: Median Age



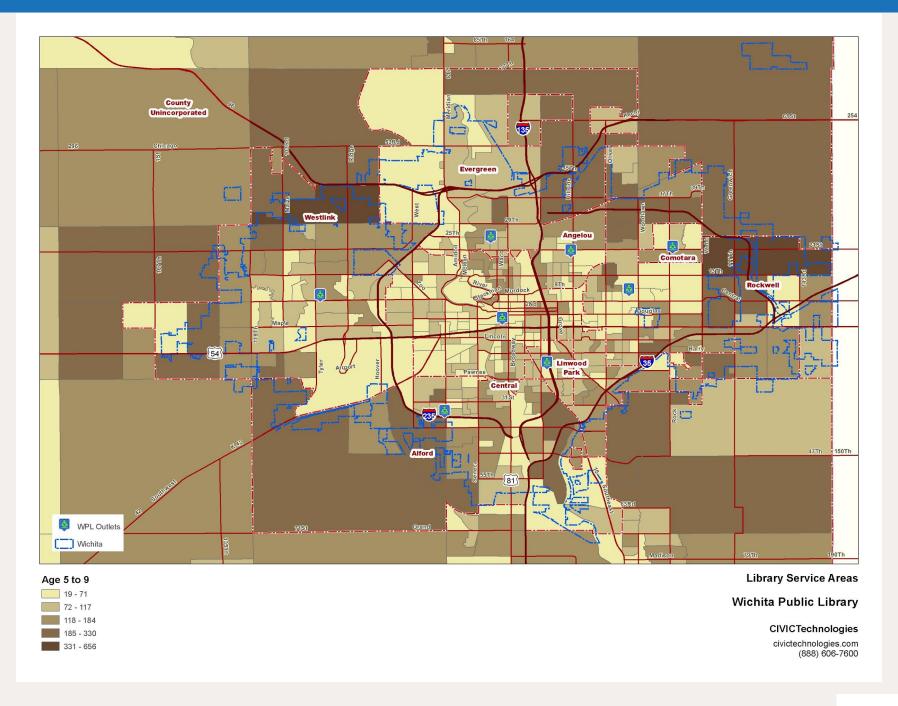
# Demographics: Segments by Age Distribution

Segment	Age 0 to	Age 5 to	Age 10	Age 15	Age 18	Age 22	Age 30	Age 40	Age 50	Age 60	Age 65	Age 70	Age 80
57837	4	9	to 14	to 17	to 21	to 29	to 39	to 49	to 59	to 64	to 69	to 79	Plus
Apprentices	341	253	246	148	188	844	645	471	575	268	241	250	182
Apron Strings	365	351	384	191	236	542	787	591	749	310	259	302	315
Between jobs	113	158	134	67	115	184	197	146	207	95	77	101	95
Blue Collar Starts	811	1,002	871	427	533	1,306	1,629	1,334	1,359	569	426	507	389
Charmed Life	1,063	1,151	1,194	752	1,043	1,144	1,903	2,009	2,084	805	559	612	316
City Core	264	375	332	184	247	403	393	375	399	169	159	198	127
Collegian	28	22	15	17	530	383	194	58	53	21	10	25	7
Couples with Capital	595	487	627	543	790	804	945	1,252	1,625	782	551	626	188
Doublewides	841	1,037	969	499	573	1,216	1,573	1,394	1,350	591	482	600	245
Educated Earners	1,755	1,396	1,026	499	851	3,269	3,844	1,954	1,890	757	628	582	229
Empire Builders	132	153	196	183	273	167	166	353	668	384	391	464	257
Fall Years	87	71	98	46	59	106	163	173	210	92	90	143	108
Gainfully employed	349	337	380	231	282	414	642	638	764	355	281	317	185
	511	428	527	338	529	707	945	994	1,400	The second secon	670	908	683
Gray Eminence Great Generations	903	1,069	1,163	892	1,132	804	1,382			717	V 1000000000000000000000000000000000000	100000	
Control of the State of the Sta						2000		2,134	2,343	914	662	551	262
Group Quarters	53	30	26	12	146	494	407	380	288	51	18	18	2
Hard Act to Follow	492	377	367	217	294	867	1,058	839	1,105	563	482	524	313
Hard Workers	436	690	576	337	397	684	859	749	555	201	144	172	74
Kindred Spirit	1,054	1,137	996	544	689	1,298	2,149	1,643	1,722	718	549	577	334
Kith and Kin	467	514	506	371	531	569	806	968	1,165	436	314	307	189
Los Padres	95	131	121	63	78	148	191	193	150	54	42	33	18
Making Ends Meet	456	416	382	217	275	678	945	751	1,077	542	455	659	773
Managing Business	510	416	410	235	283	650	969	724	1,014	559	443	503	350
Marmalade and Mon	(4)	126	206	216	309	169	130	434	576	217	206	187	77
Marquis Class	226	226	278	190	270	267	370	513	788	495	435	550	505
Metro Strivers	699	1,008	946	481	1,102	1,397	1,202	1,068	1,244	491	374	511	279
Middle of the Road	199	222	224	113	144	270	380	362	338	166	114	99	59
Nest Builders	195	167	227	171	227	212	341	397	458	169	134	139	48
Proud Parent	477	482	500	273	961	451	1,087	691	768	325	257	330	214
Regents	419	407	514	435	670	719	684	1,007	1,731	900	797	758	587
S* Seeks S*	1,269	1,382	1,151	564	737	2,182	2,775	1,699	1,889	863	637	722	422
Sitting Pretty	2,426	2,330	2,320	1,352	1,720	2,969	4,644	4,083	3,629	1,384	1,043	1,046	520
Social Whirls	193	234	196	118	192	263	389	359	407	210	181	229	193
Solo Acts	836	791	759	401	512	1,242	1,752	1,312	1,737	846	646	817	686
Stately Suburbs	437	402	505	375	550	651	728	951	1,490	753	681	693	375
Stocks and Scholars	92	90	126	75	124	117	145	216	317	179	144	137	69
Strapped	206	226	207	111	139	246	395	325	429	164	155	221	165
Sublime Suburbia	1,090	1,079	1,137	765	1,157	1,390	1,975	2,071	2,579	1,257	1,024	1,039	468
Suburban Singles	138	87	74	36	52	294	301	172	244	87	75 92	81	62
The Singles	178	242	202	114	128	267	346	286	279	101		118	104
The Sweet Life	684	734	759	519	524	579	1,157	1,340	1,129	348	272	273	148
Thriving	212	125	152	103	174	855	288	291	362	186	136	226	120
Urban Moms & Dads	6)	6,606	5,509	2,751 169	3,192	8,366 447	10,990	8,031	8,405	3,427 358	2,421	2,822 404	1,946 266
Urban Squires	325	282	287	100000	219	78,000	635	520	759		291	1000000	
White Collar Status	551	670	514	255	276	841	1,092	757	839	302	236	298	192
Wizards	69	19 1,104	910	536	653	1.045	245	124	152 866	58 321	39 231	22 289	5   176
Young Families Total	28,859	31,042	29,250	17,137	24,108	43,028	1,267 56,110	48,286	54,167	23,560	18,554	20,990	13,327
10101	20,033	31,042	25,230	17,137	24,100	43,020	30,110	40,200	34,107	23,300	10,334	20,550	13,321

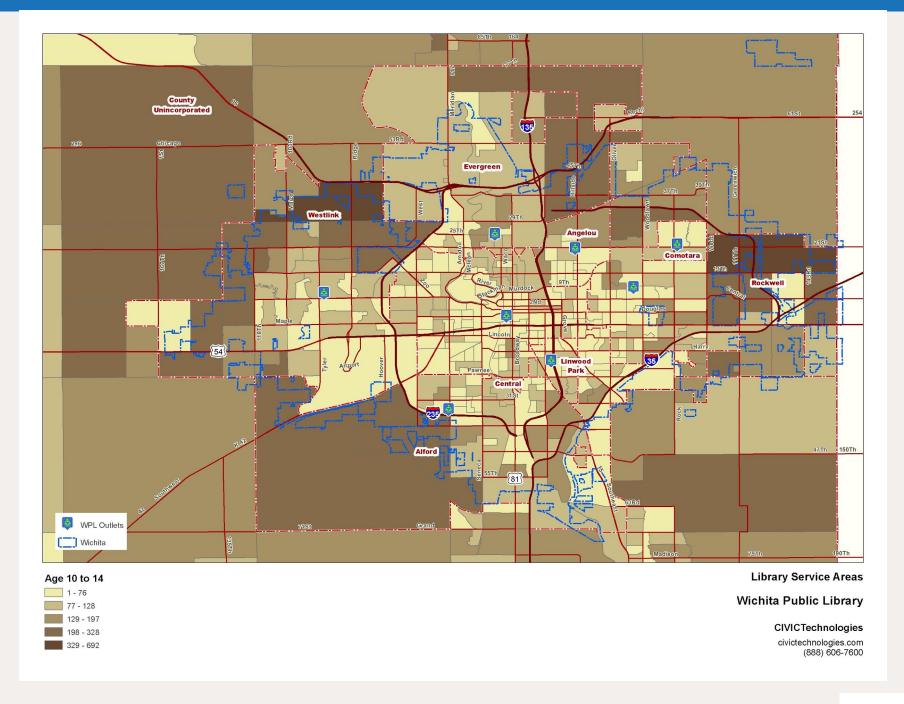
## Demographic Map: Age 0 to 4



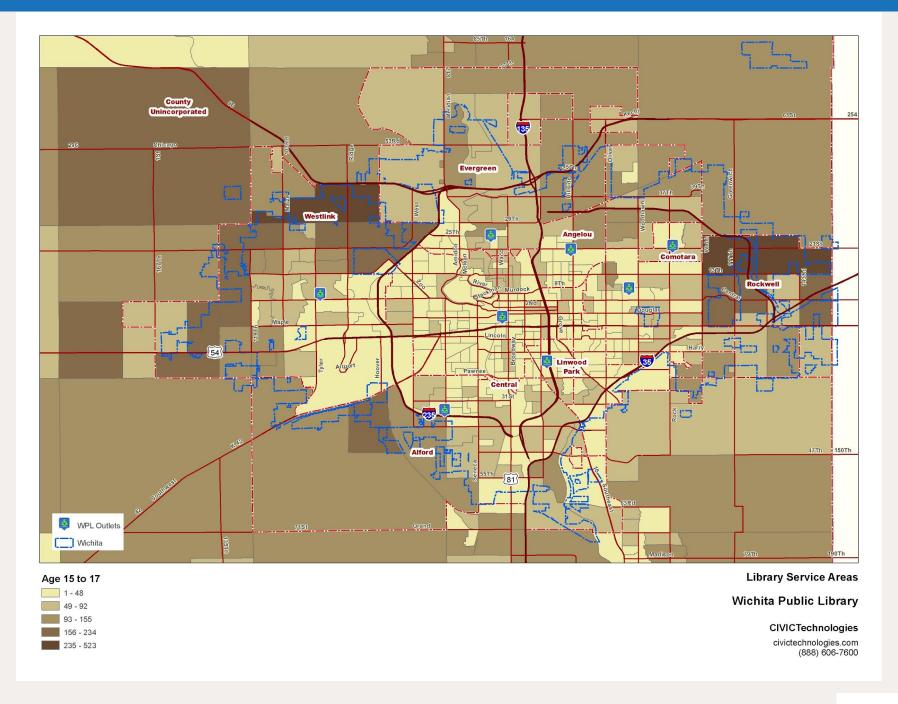
# Demographic Map: Age 5 to 9



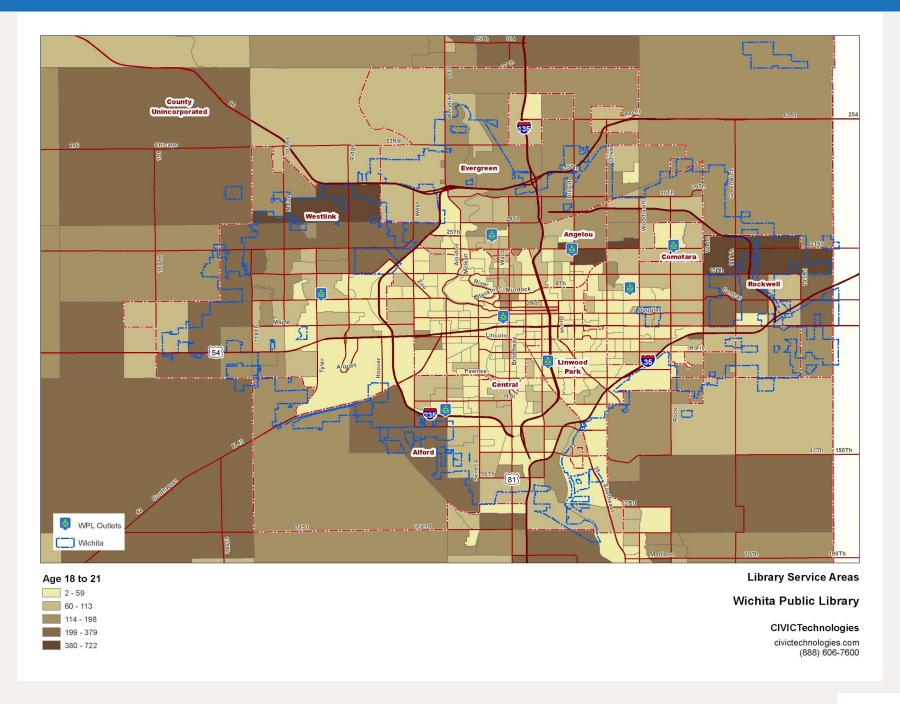
# Demographic Map: Age 10 to 14



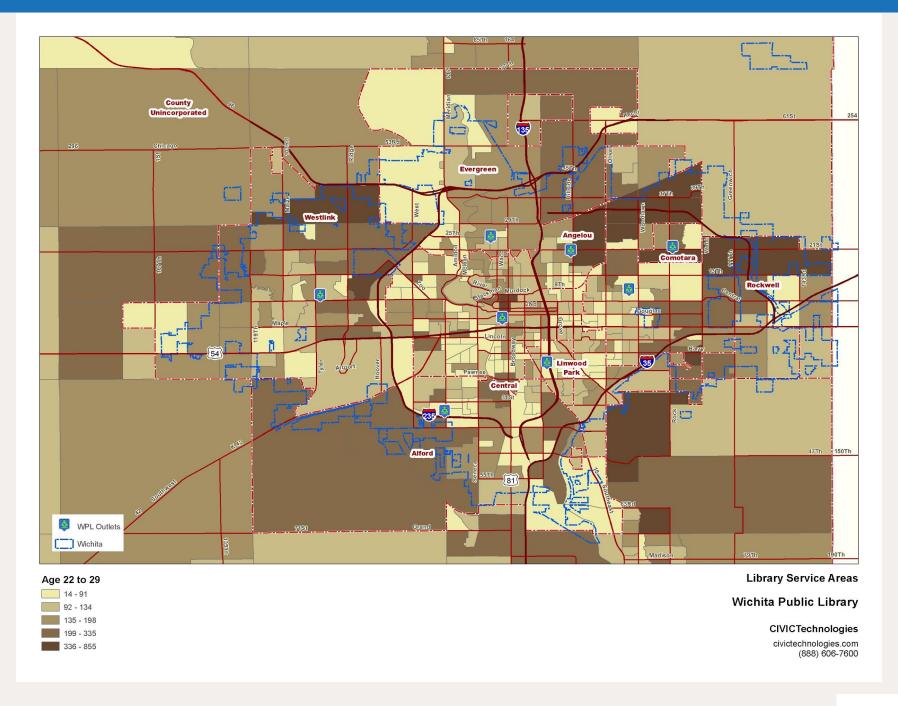
# Demographic Map: Age 15 to 17



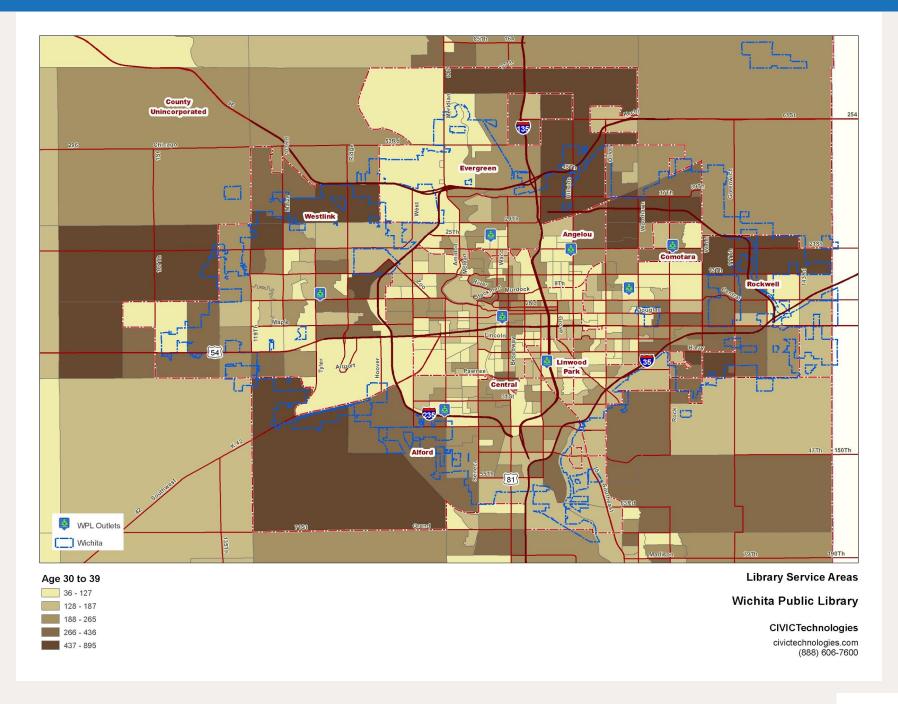
# Demographic Map: Age 18 to 21



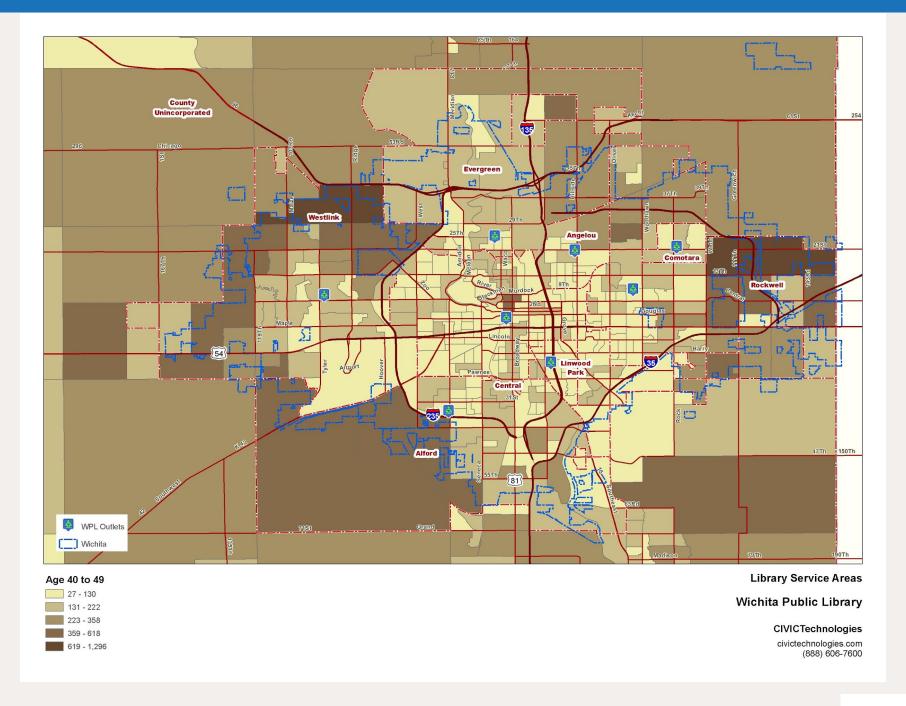
# Demographic Map: Age 22 to 29



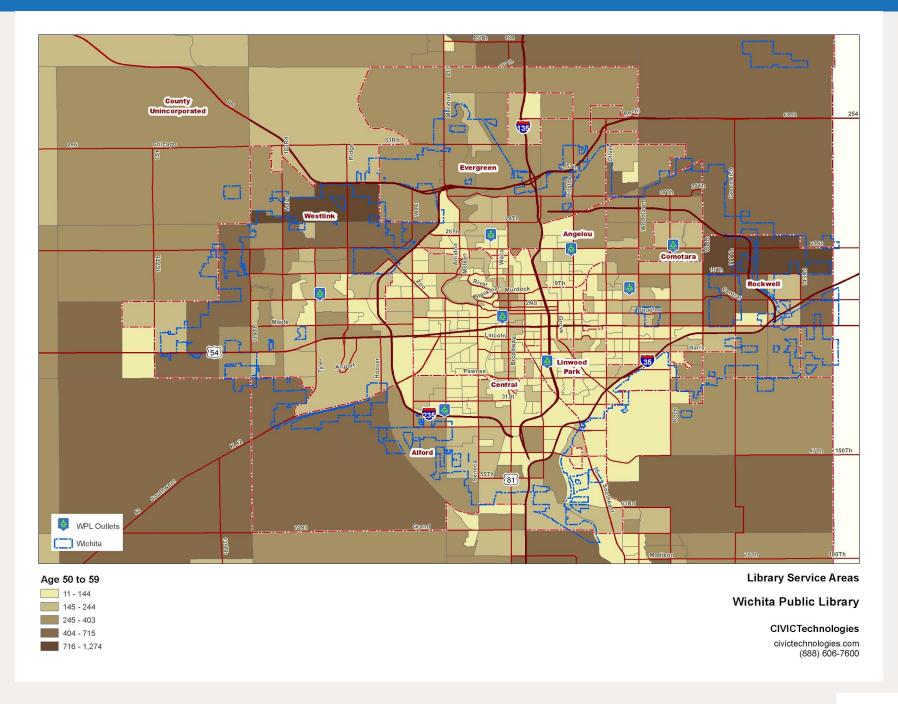
# Demographic Map: Age 30 to 39



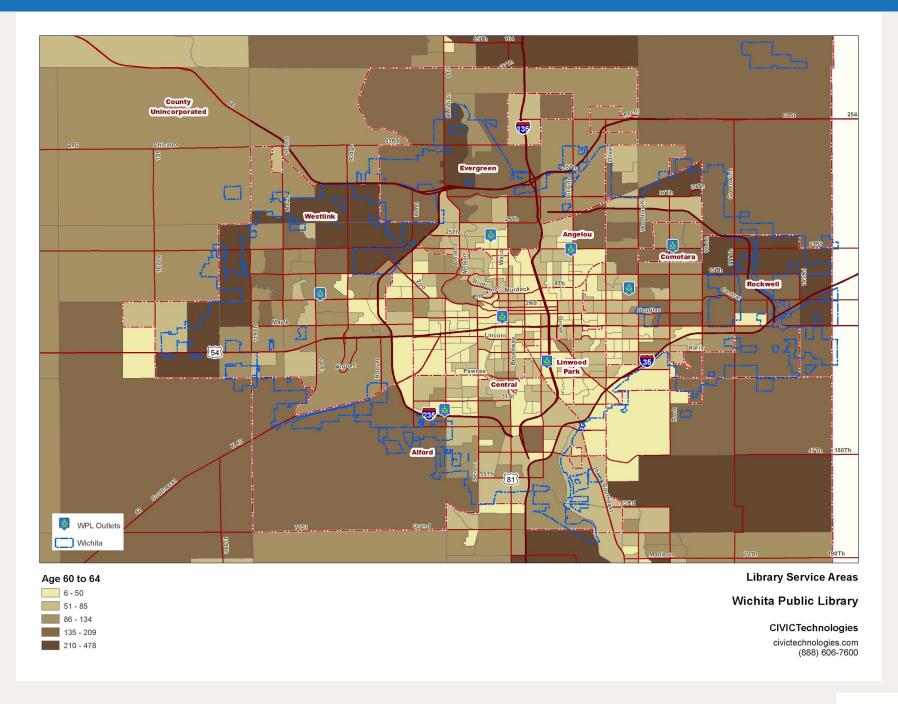
## Demographic Map: Age 40 to 49



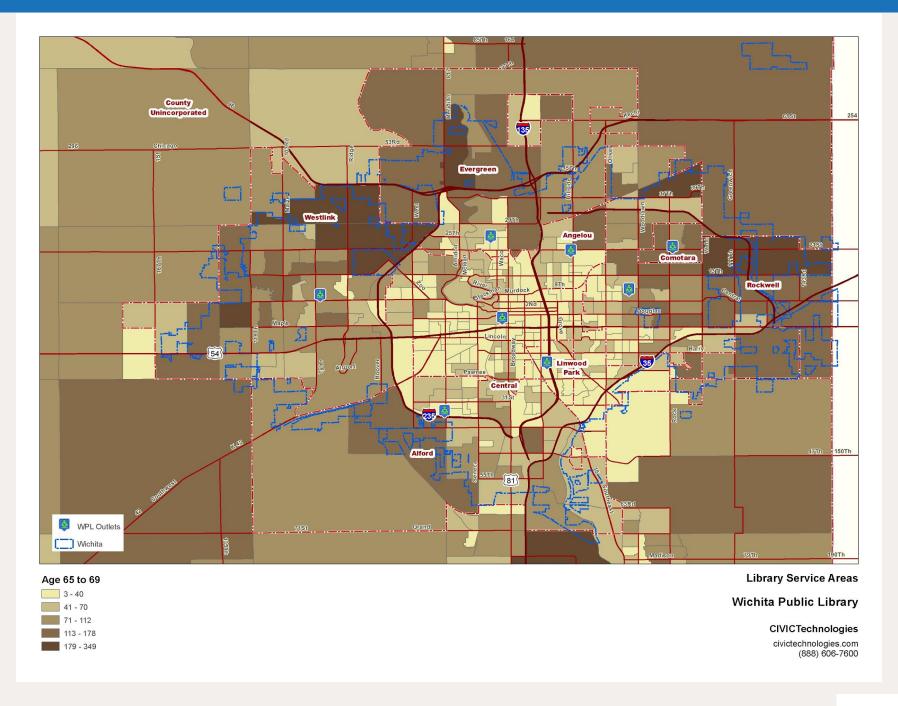
# Demographic Map: Age 50 to 59



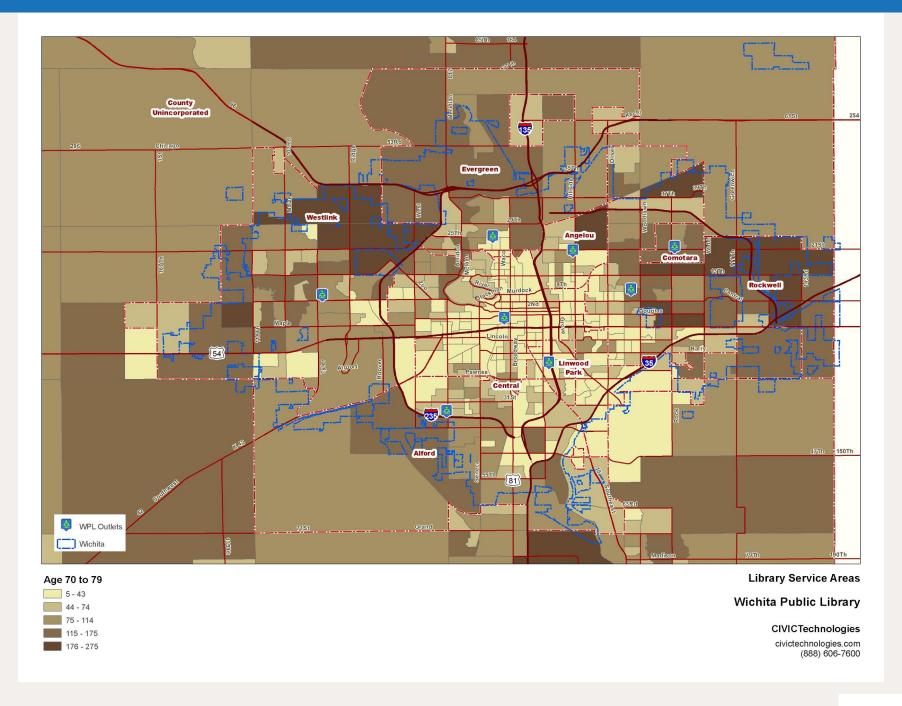
# Demographic Map: Age 60 to 64



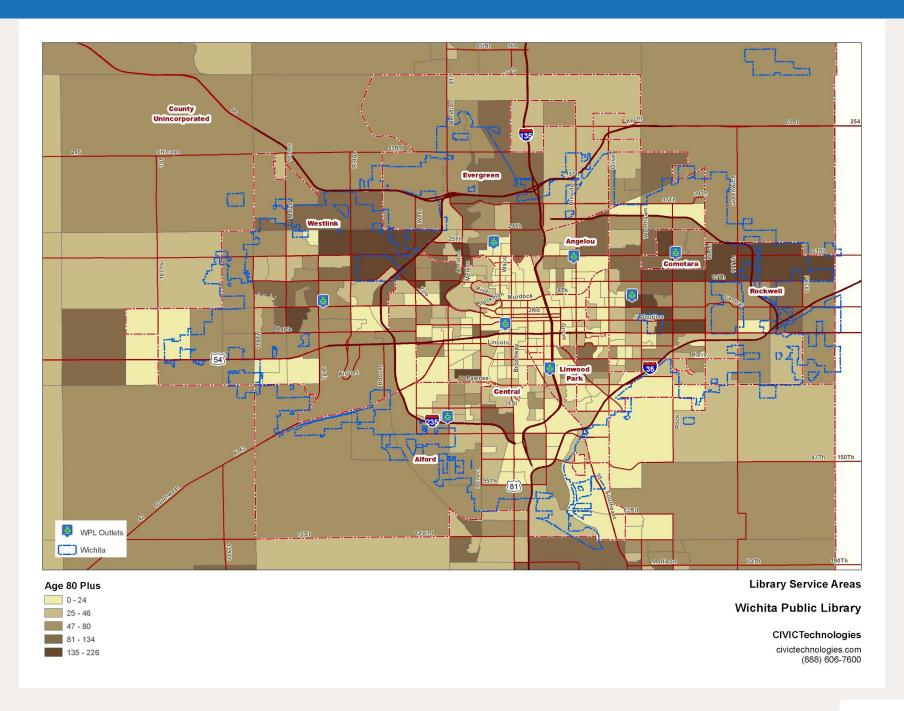
# Demographic Map: Age 65 to 69



# Demographic Map: Age 70 to 79



## Demographic Map: Age 80 Plus



## Demographics: Income Distribution by Group

Income Range	Number of Households	Share
HH Inc \$0 to \$15k	21,425	13%
HH Inc \$15k to \$25k	19,915	12%
HH Inc \$25k to \$35k	19,309	12%
HH Inc \$35k to \$50k	24,248	15%
HH Inc \$50k to \$75k	25,103	15%
HH Inc \$75k to \$100k	24,362	15%
HH Inc \$100k to \$150k	17,534	11%
HH Inc \$150k to \$250k	8,225	5%
HH Inc \$250k+	1,853	1%
Total	161,974	100%

## Demographic: Findings by Income Group

#### Distribution by income groups (by household)

- 25%...under \$25,000 household income
- 12%...between \$25,000 and \$35,000 household income
- **15%...**between \$35,000 and \$50,000 household income
- **15%...**between \$50,000 and \$75,000 household income
- 15%...between \$75,000 and \$100,000 household income
- 11%...between \$100,000 and \$150,000 household income
- 6%...over \$150,000 household income

# Demographics: Segments by Average HH Income

Segment	Av	e Household Income
Between jobs	\$	26,132
Collegian	\$	26,187
Los Padres	\$	28,942
Metro Strivers	\$	29,978
City Core	\$ \$	30,174
Young Families	\$	34,149
Hard Workers	\$	35,252
The Singles	\$	35,353
Urban Moms & Dads	\$	36,413
Apron Strings	\$	37,340
Blue Collar Starts	\$	38,975
Doublewides	\$	39,389
Suburban Singles	\$	41,983
White Collar Status	\$	44,135
Educated Earners	\$	49,311
Proud Parent	\$	49,998
S* Seeks S*	\$	50,419
Group Quarters	\$ \$ \$	52,284
Wizards	\$	52,480
Thriving	\$	53,021
Making Ends Meet	\$	53,290
Middle of the Road	\$	54,349
Kindred Spirit	\$	55,472
Solo Acts	\$	55,747
Gainfully employed	\$ \$	55,931
Fall Years	\$	56,281
Strapped	\$	59,270
Hard Act to Follow	\$	64,938
Social Whirls	\$ \$ \$	65,096
Managing Business	\$	66,454
Gray Eminence	\$	69,740
Nest Builders	\$	72,622
Sitting Pretty	\$	73,320
Stately Suburbs	\$ \$ \$ \$	83,961
Charmed Life	\$	86,032
Sublime Suburbia	\$	87,408
Kith and Kin	\$	89,797
Apprentices		94,080
The Sweet Life	\$	99,288
Urban Squires	\$	102,545
Stocks and Scholars	\$	105,286
Regents	\$	105,653
Marmalade and Money	\$	106,688
Couples with Capital	\$	107,551
Marquis Class	\$	120,782
Great Generations	\$ \$ \$ \$ \$ \$	135,631
Empire Builders	\$	207,475
Average	\$	66,523

## Demographics: Findings Income by Segment

Distribution by average household income by segment

4 segments: under \$30,000 average household income

8 segments: between \$30,000 and \$40,000

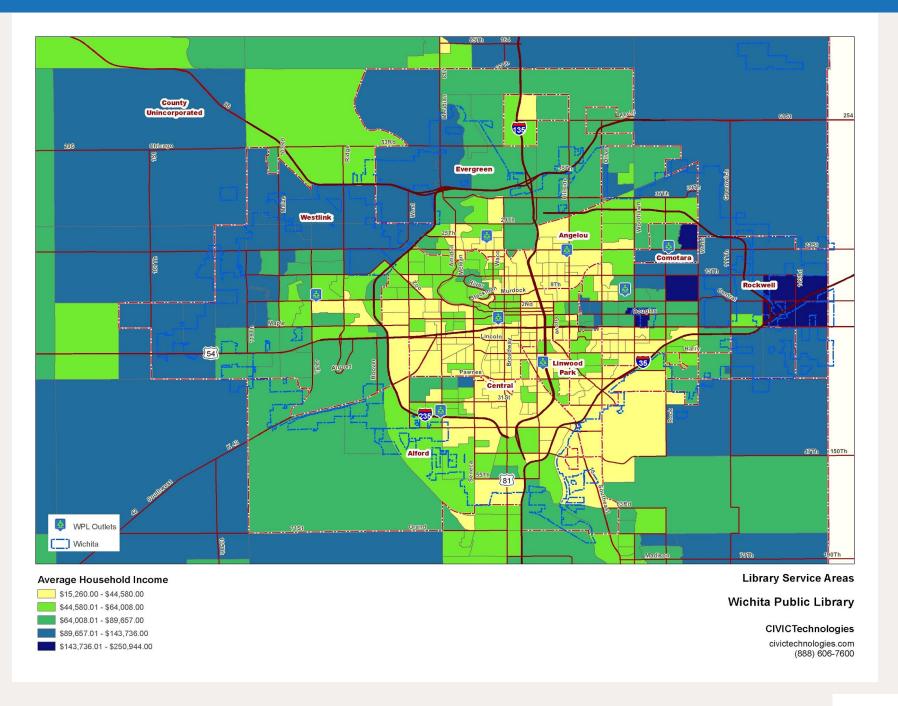
4 segments: between \$40,000 and \$50,000

**11 segments:** between \$50,000 and \$60,000

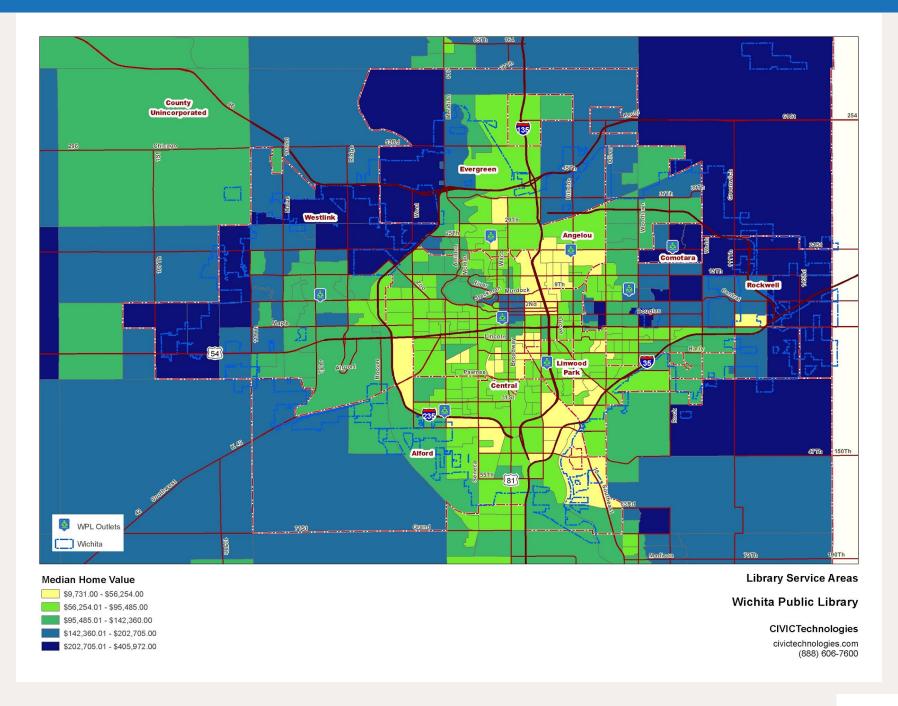
**12 segments:** between \$60,000 and \$100,000

**8 segments:** over \$100,000

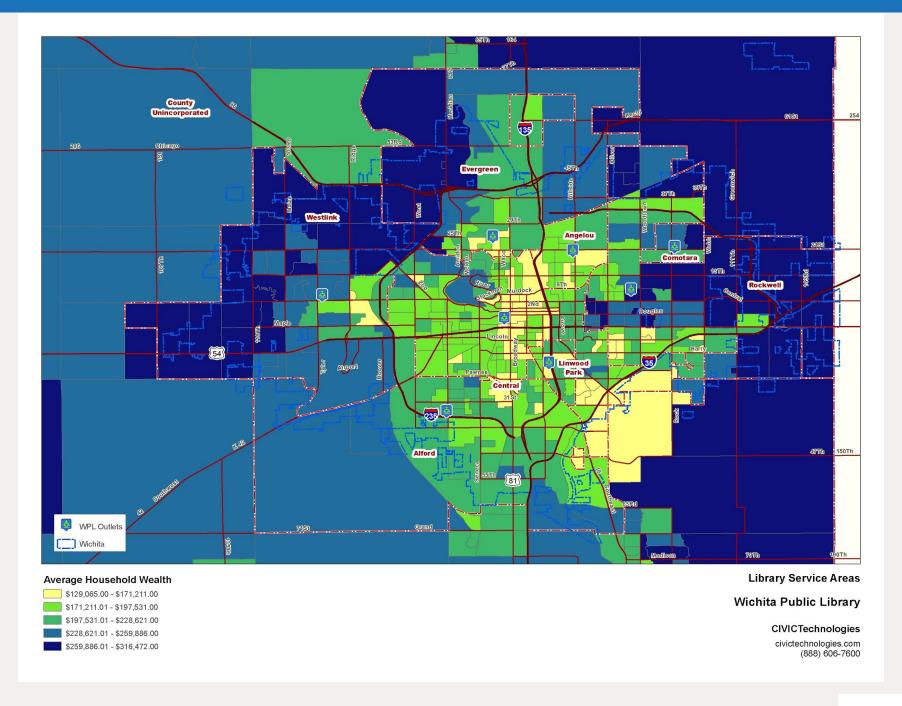
### Demographic Map: Average Household Income



### Demographic Map: Median Home Value



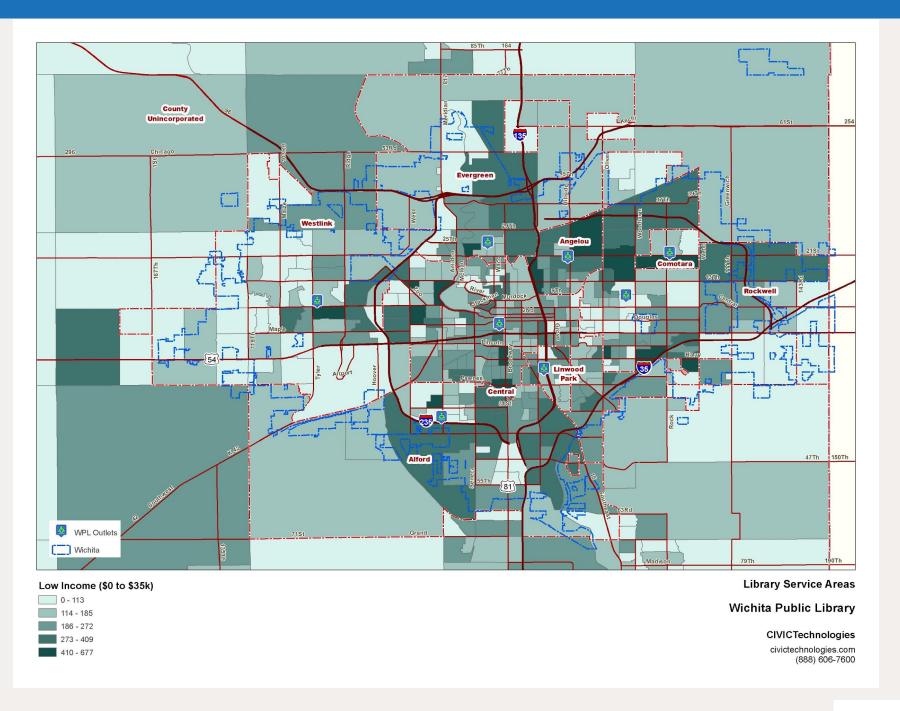
### Demographic Map: Average Household Wealth



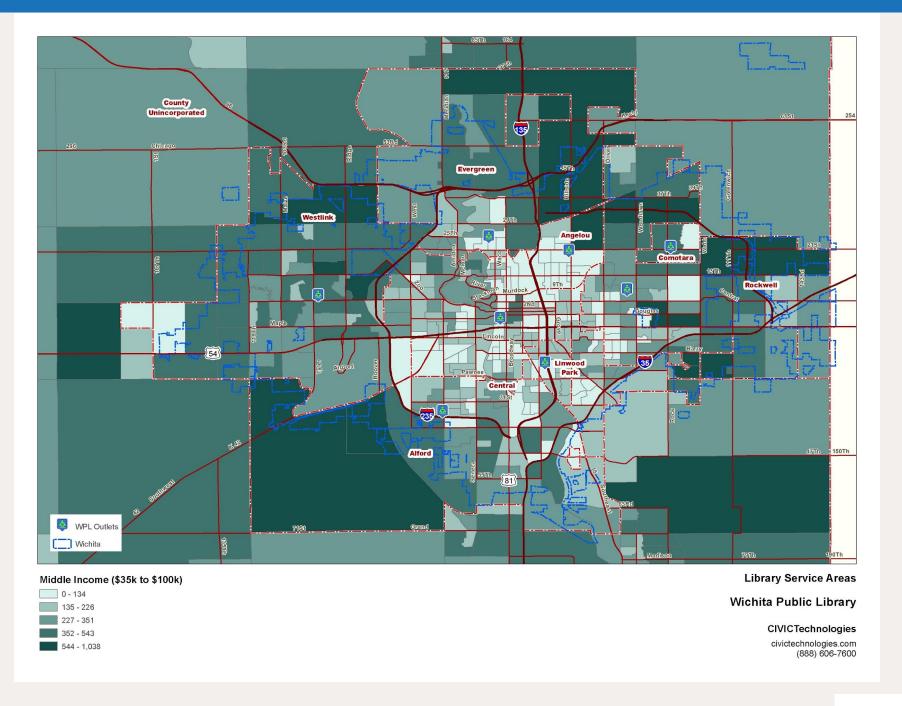
## Demographics: Segments by HH Income Group

Segment	HH Inc \$0 to	HH Inc \$15k to	HH Inc \$25k to	HH Inc \$35k to	HH Inc \$50k to	HH Inc \$75k to	HH Inc \$100k to	HH Inc \$150k to	HH Inc \$250k+
Apprentices	283	277	199	237	273	319	283	203	130
Apron Strings	437	390	603	415	252	237	47	2	- 1
Between jobs	325	107	152	55	53	16	25		2 j
Blue Collar Starts	842	905	594	787	605	480	169	- 1	1
Charmed Life	276	235	448	533	745	1,186	1.079	589	64
City Core	474	222	273	249	83	68	48	1	- 1
Collegian	151	40	97	4	23	45	-	- 1	. 1
Couples with Capital	147	164	187	301	466	651	897	621	84
Doublewides	623	857	788	877	570	450	181	- 1	- T
Educated Earners	1,142	1,136	1,270	1,848	1,562	1,527	709	101	12
Empire Builders	87	56	55	116	84	149	317	472	219
Fall Years	63	62	85	127	132	85	84	- 1	-
Gainfully employed	189	243	278	312	507	320	108	79	. i
Gray Eminence	257	374	410	468	1.006	741	543	170	16
Great Generations	238	203	130	553	489	744	860	1,105	487
Group Quarters	69	50	37	31	33	66	42	-,103	1
Hard Act to Follow	535	456	366	427	661	499	410	188	53
Hard Workers	353	353	467	268	161	199	15	-	
Kindred Spirit	309	615	646	808	1.066	1.074	420	121	7
Kith and Kin	119	93	90	415	378	509	743	197	34
Los Padres	231	91	40	35	62	11	28	0	0
Making Ends Meet	484	533	396	681	646	522	286	78	13
Managing Business	167	262	338	366	689	650	480	110	13
Marmalade and Money		27	50	83	146	206	280	195	10
Marquis Class	111	170	145	215	330	460	395	337	112
Metro Strivers	1242	764	558	576	337	255	55	2	3
Middle of the Road	74	121	172	158	230	89	112	46	0
Nest Builders	56	28	62	154	199	256	167	40	0
Proud Parent	386	422	392	414	533	438	213	3	0
Regents	184	129	343	356	416	720	876	603	226
S* Seeks S*	953	984	857	1178	1227	926	514	125	21
Sitting Pretty	672	715	965	1579	1968	2325	1932	740	52
Social Whirls	87	108	75	210	220	346	152	36	0
Solo Acts	678	777	743	845	998	817	430	180	35
Stately Suburbs	94	227	251	435	614	831	612	261	25
Stocks and Scholars	9	41	16	41	83	136	206	122	13
Strapped	82	240	244	197	230	140	24	28	36
Sublime Suburbia	158	284	272	855	1158	1595	1354	531	23
Suburban Singles	203	123	117	199	134	131	35	3	0
The Singles	376	137	174	140	85	46	7	0	0
The Sweet Life	80	110	189	247	346	606	848	508	43
Thriving	214	194	63	326	231	155	139	44	2
Urban Moms & Dads	6748	5152	4473	4777	3814	2305	822	106	39
Urban Squires	128	138	154	306	390	388	393	247	67
White Collar Status	476	516	380	547	429	336	86	13	6
Wizards	79	65	83	87	175	99	33	16	2
	508	719	582	410	264	208	75	2	4
Young Families Total	21,425	19,915	19,309	24,248	25,103	24,362	17,534	8,225	1,853
TOLdi	21,425	19,915	13,509	24,248	25,105	24,502	17,554	0,225	1,655

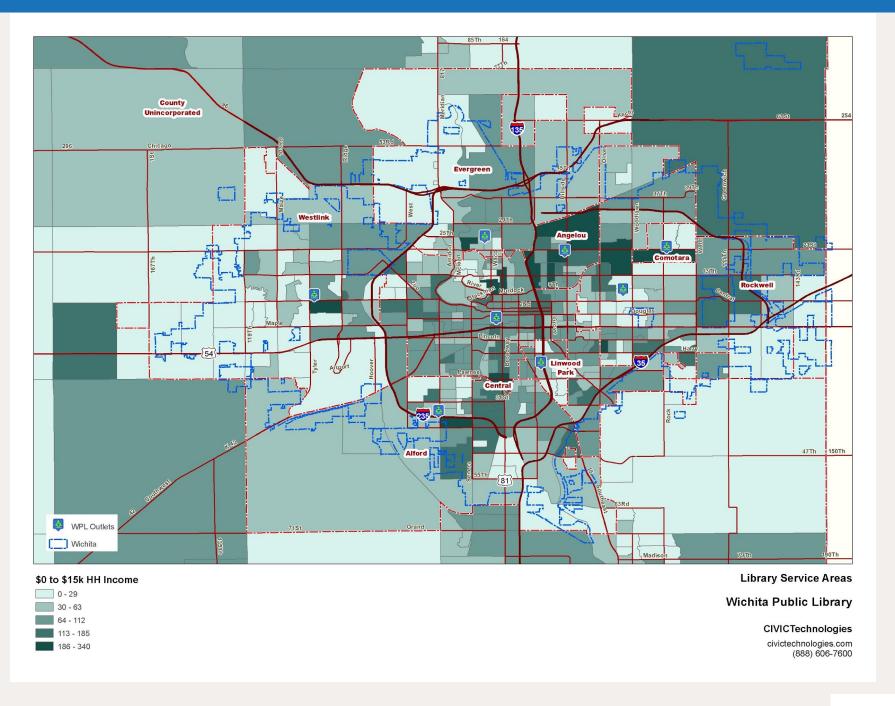
## Demographic Map: Low Income (\$0 to \$35k)



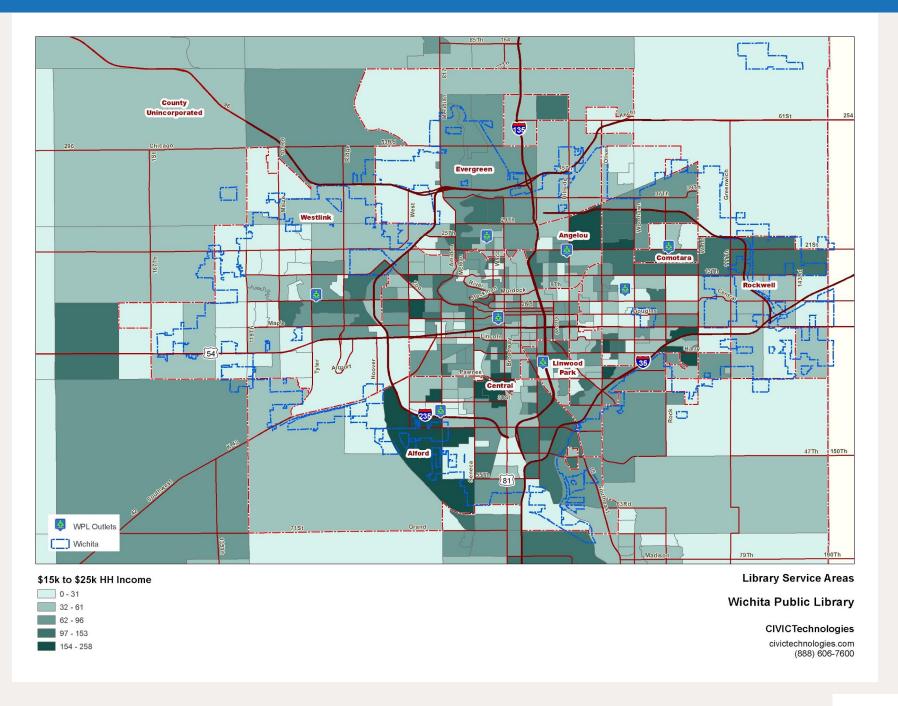
## Demographic Map: Middle Income (\$35k to \$100k)



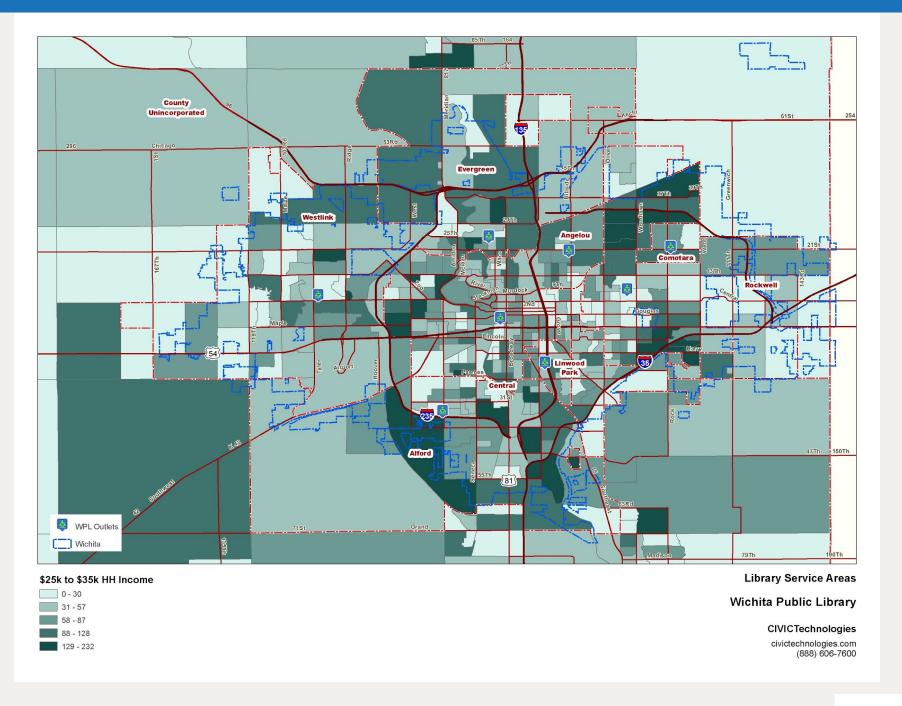
## Demographic Map: \$0-\$15k HH Income



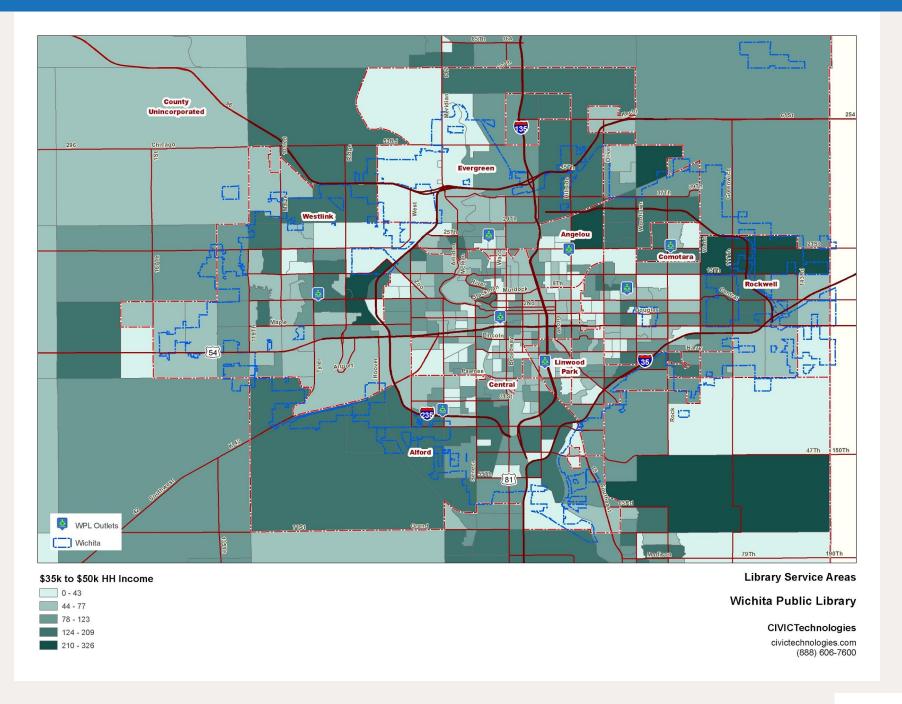
# Demographic Map: \$15k to \$25k HH Income



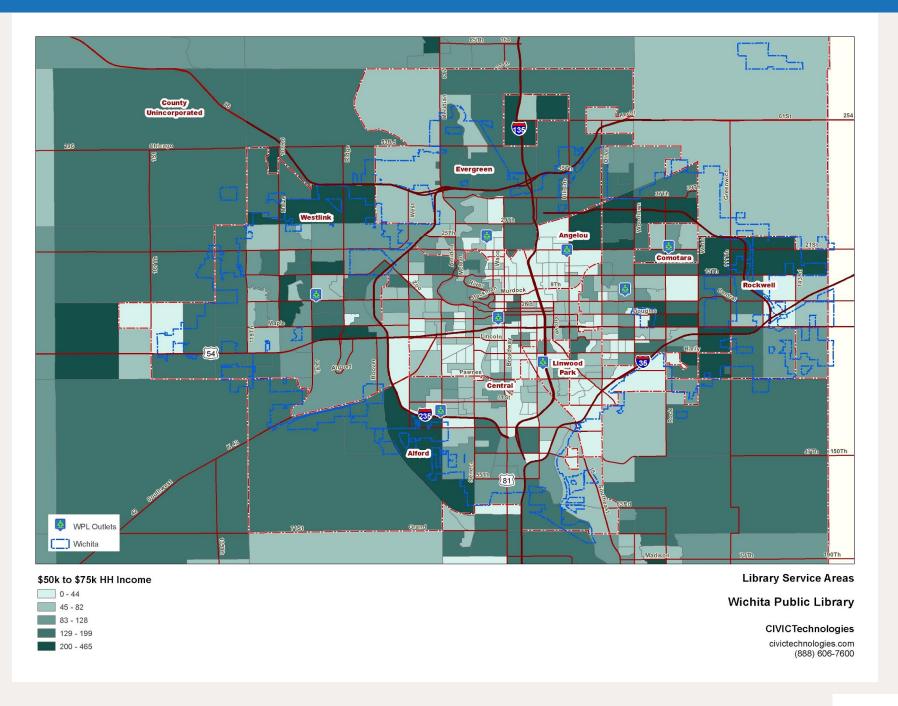
## Demographic Map: \$25k to \$35k HH Income



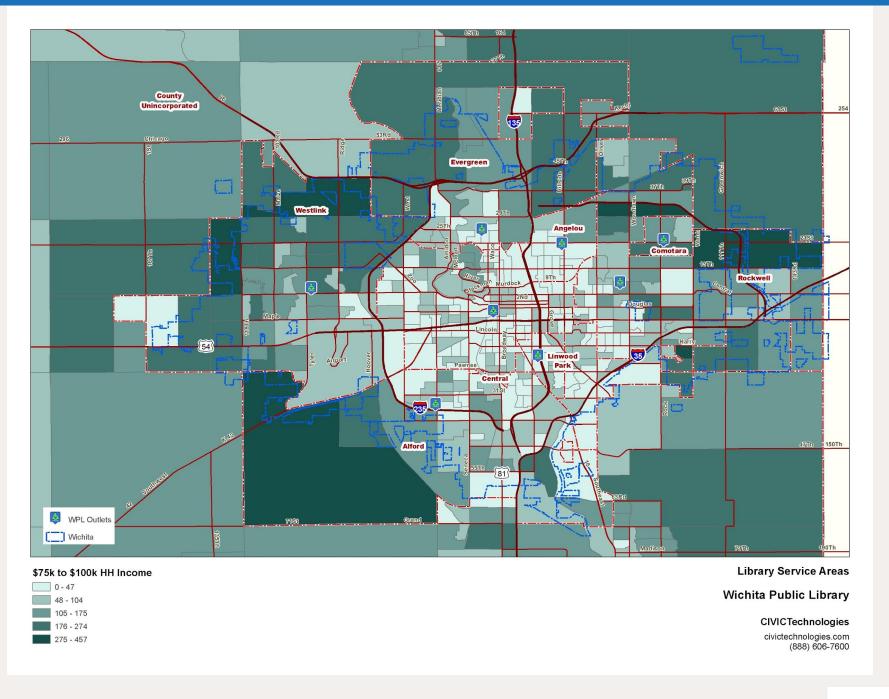
## Demographic Map: \$35k to \$50k HH Income



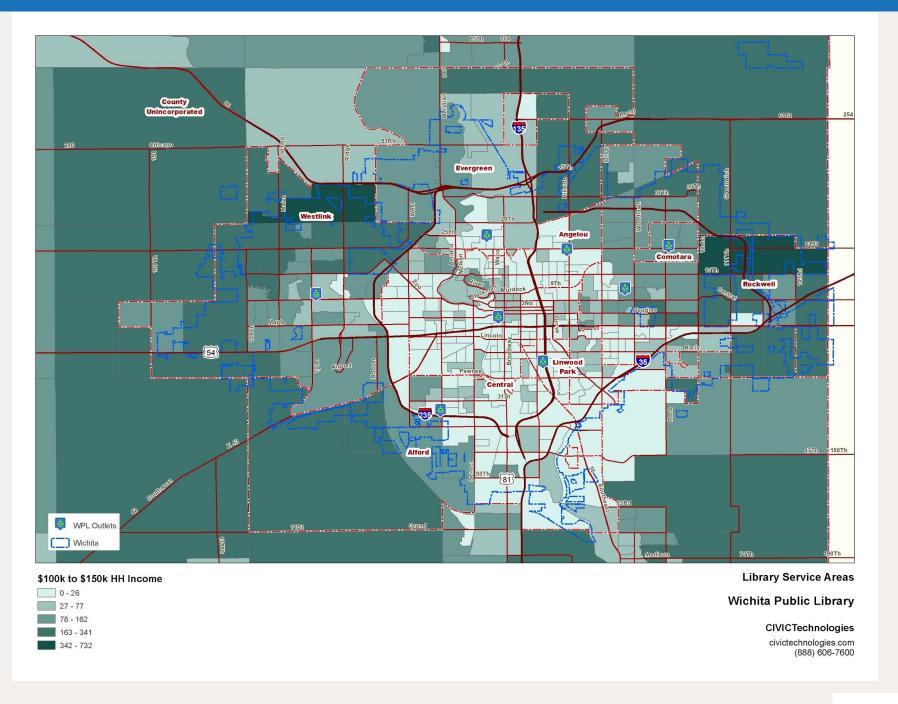
# Demographic Map: \$50k to \$75k HH Income



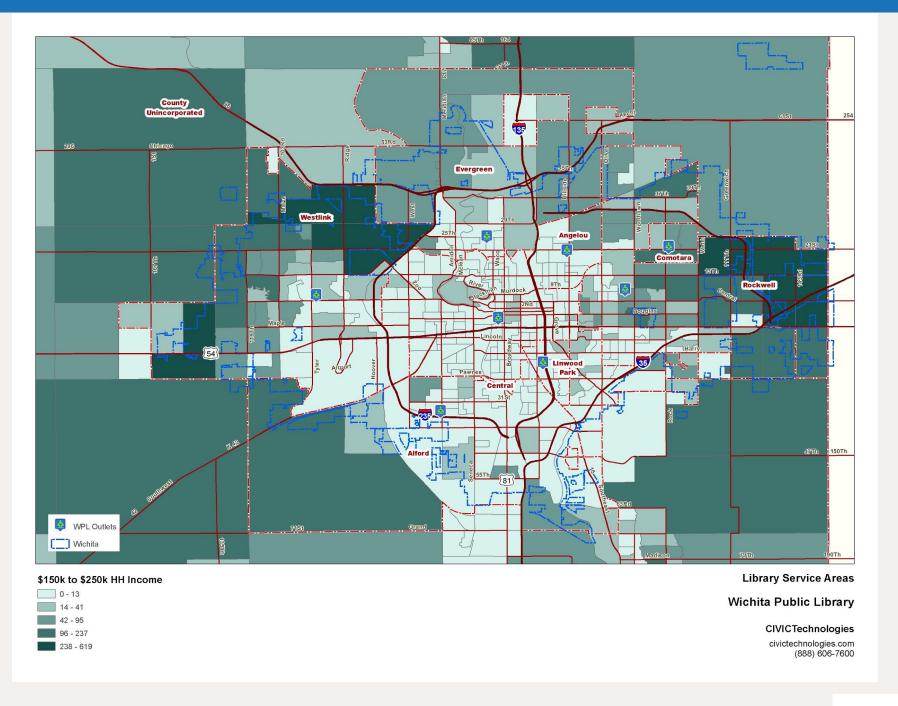
## Demographic Map: \$75k to \$100k HH Income



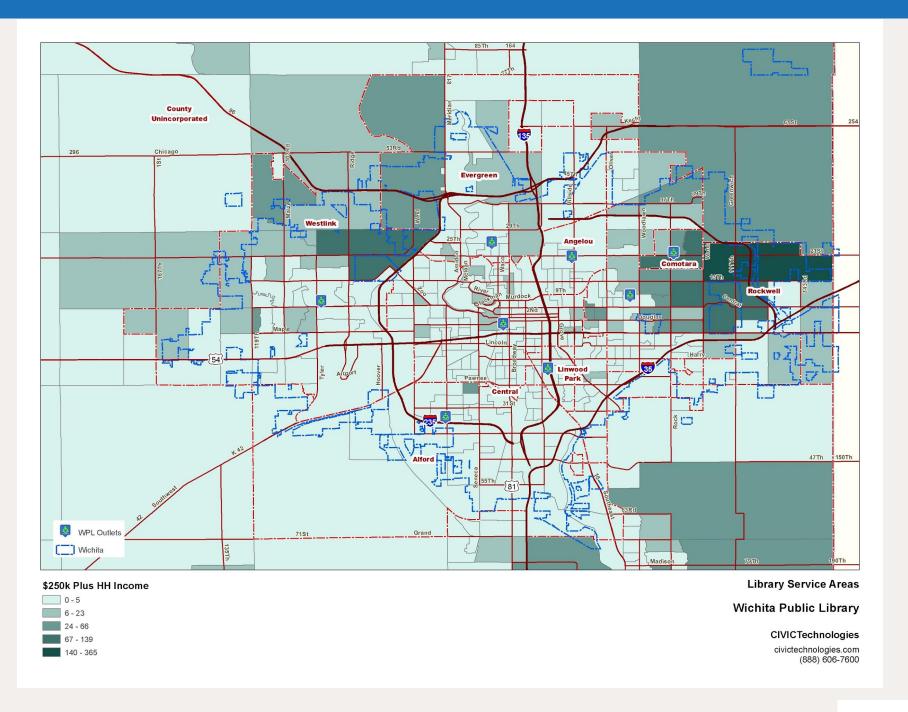
## Demographic Map: \$100k to \$150k HH Income



## Demographic Map: \$150k to \$250k HH Income



## Demographic Map: \$250k Plus Household Income



# Demographics: Population by Race

Race	Population	Share
White	297,087	73%
Black	45,524	11%
Asian	19,421	5%
Other	46,386	11%
Total	408,418	100%

### Demographic Findings: Race and Ethnicity

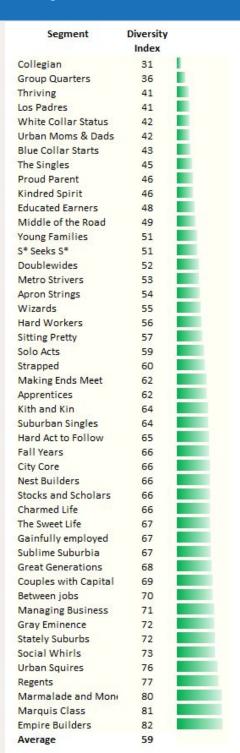
Distribution by race

Three-quarters are white: 76%

Nearly one in ten are Asian: 9%

The rest -- **15%** -- are black, Pacific Islander, American Indian, two or more races, or other race

#### Demographics: Diversity Index



Diversity index is the probability of two or more people being from different racial or ethnic backgrounds

50 is the US average

A lower number represents a higher diversity index

A higher number represents a lower diversity index

#### Demographic Findings: Race and Ethnicity

Diversity index

The average is 59 -- well over the U.S. average

75% (35 of 47) segments are over the U.S. average

12 of 47 segments are below the U.S. norm

10 of 47 segments are within five points of the U.S. norm

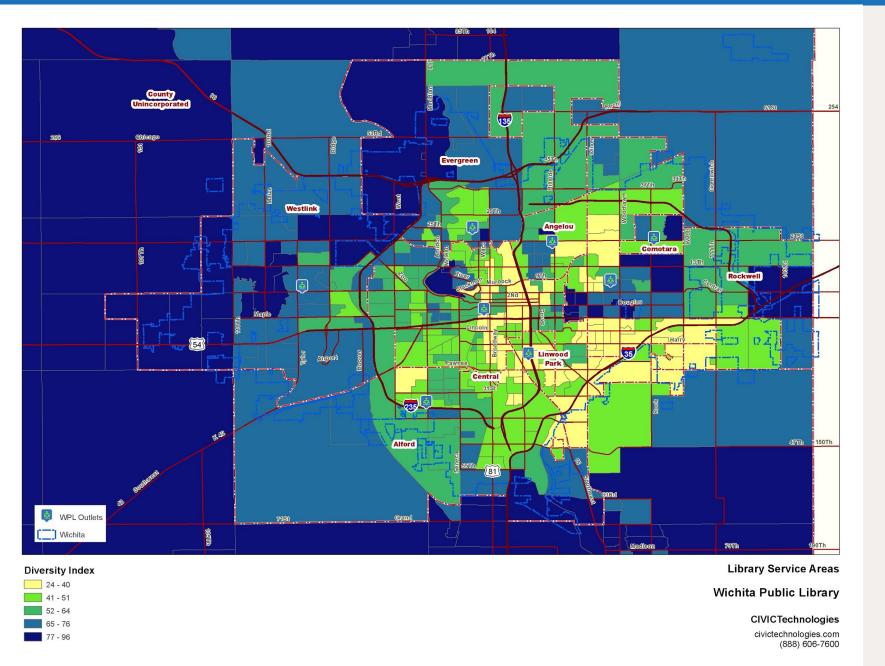
Diversity index is the probability of two or more people being from different racial or ethnic backgrounds

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## Demographic Map: Diversity Index



Diversity index is the probability of two or more people being from different racial or ethnic backgrounds

50 is the US average

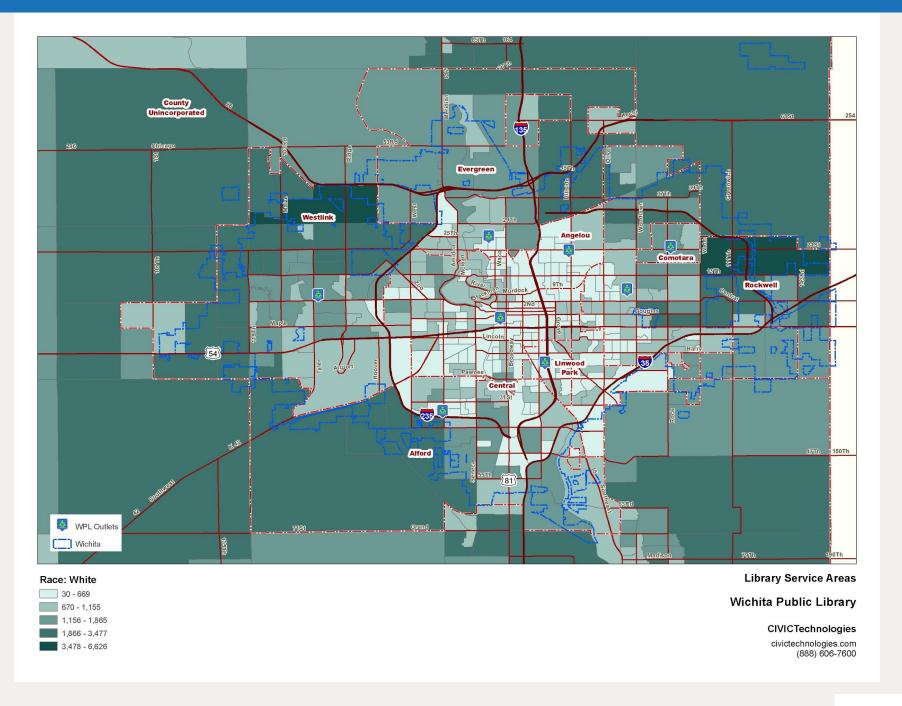
A lower number represents a higher diversity index

A higher number represents a lower diversity index

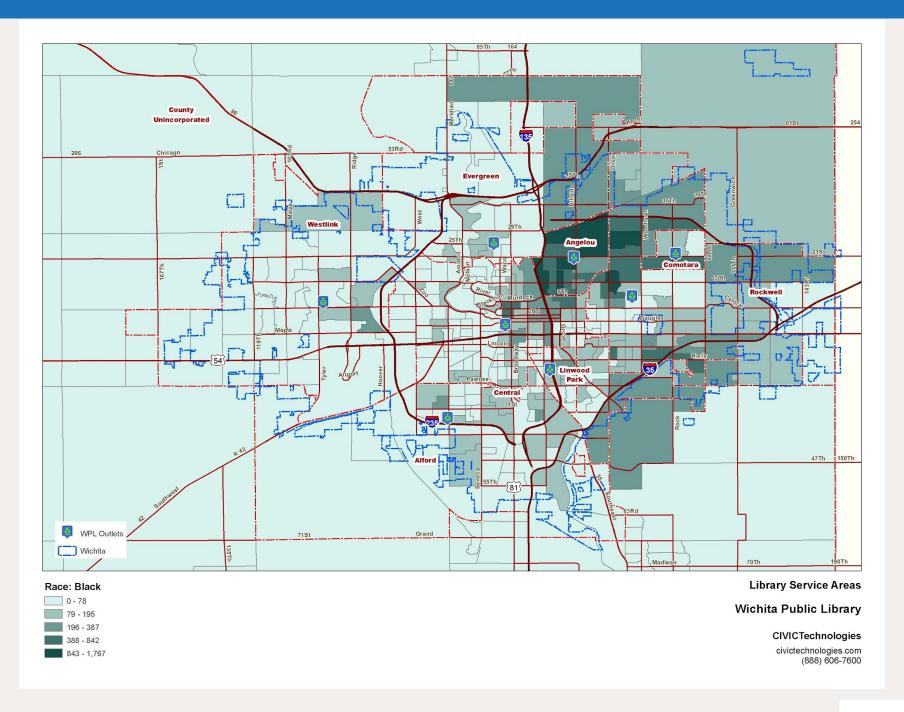
## Demographics: Segment by Race

Segment	White	Black	Asian	Other
Apprentices	3,538	637	248	229
Apron Strings	4,338	298	89	657
Between jobs	145	1,420	13	111
Blue Collar Starts	7.867	878	581	1,837
Charmed Life	12,848	435	328	1,024
City Core	309	2,920	41	355
Collegian	559	321	432	51
Couples with Capita	8,133	429	835	418
Doublewides	8,639	564	434	1,733
Educated Earners	12,971	2,703	1,157	1,849
Empire Builders	3,460	99	147	81
Fall Years	1,273	41	19	113
Gainfully employed	4,349	207	156	463
Gray Eminence	8,351	227	135	644
Great Generations	11,776	523	1,365	547
Group Quarters	1,117	603	19	186
Hard Act to Follow	5,817	891	286	504
Hard Workers	2,854	351	232	2,437
Kindred Spirit	8,875	1.256	1,411	1,868
Kith and Kin	5,844	476	382	441
Los Padres	736	125	29	427
Making Ends Meet	6.371	460	149	646
Managing Business	6,150	336	112	468
Marmalade and Moi	2,774	28	69	116
Marquis Class	4,650	197	113	153
Metro Strivers	2,090	7,322	186	1,204
Middle of the Road	1,869	171	187	463
Nest Builders	2,426	50	250	159
Proud Parent	4,445	1.061	474	836
Regents	8,716	210	365	337
S* Seeks S*	12,191	1,820	432	1,849
Sitting Pretty	22,201	2,792	2,266	2,207
Social Whirls	2,830	87	39	208
Solo Acts	9,888	698	353	1,398
Stately Suburbs	7,537	359	315	380
Stocks and Scholars	1,521	67	139	104
Strapped	2,453	157	96	283
Sublime Suburbia	13,896	788	1,315	1,032
Suburban Singles	1,458	89	26	130
The Singles	1,365	116	50	926
The Sweet Life	7,358	206	482	420
Thriving	1,135	1,767	90	238
Urban Moms & Dads	45,413	9,758	2,661	12,023
Urban Squires	4,379	251	121	211
White Collar Status	4,636	794	256	1,137
Wizards	647	105	19	74
Young Families	4,889	431	517	3,409
Average	297,087	45,524	19,421	46,386

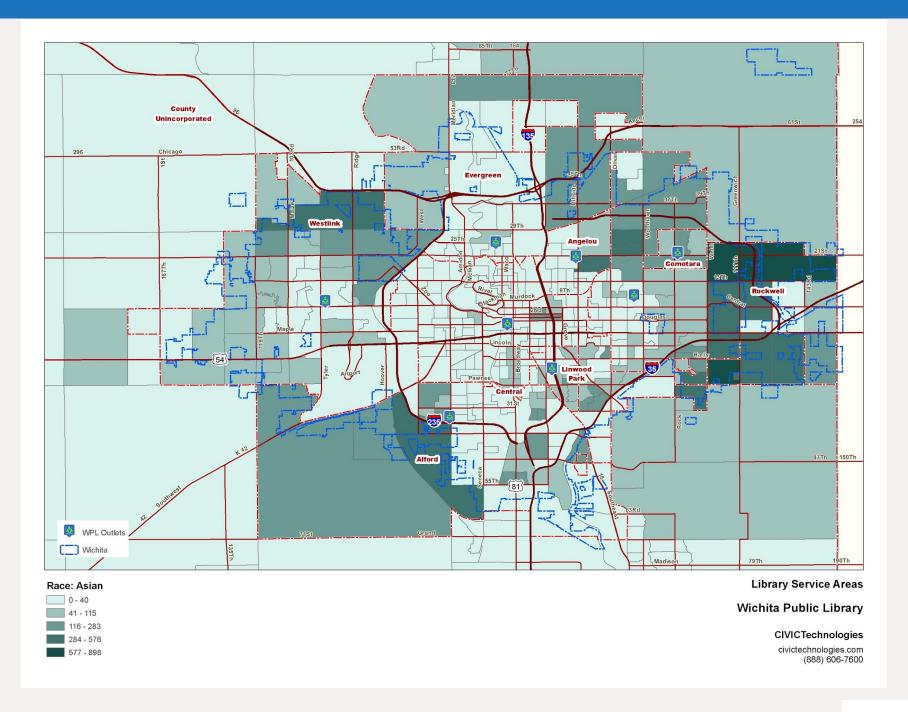
## Demographic Map: White



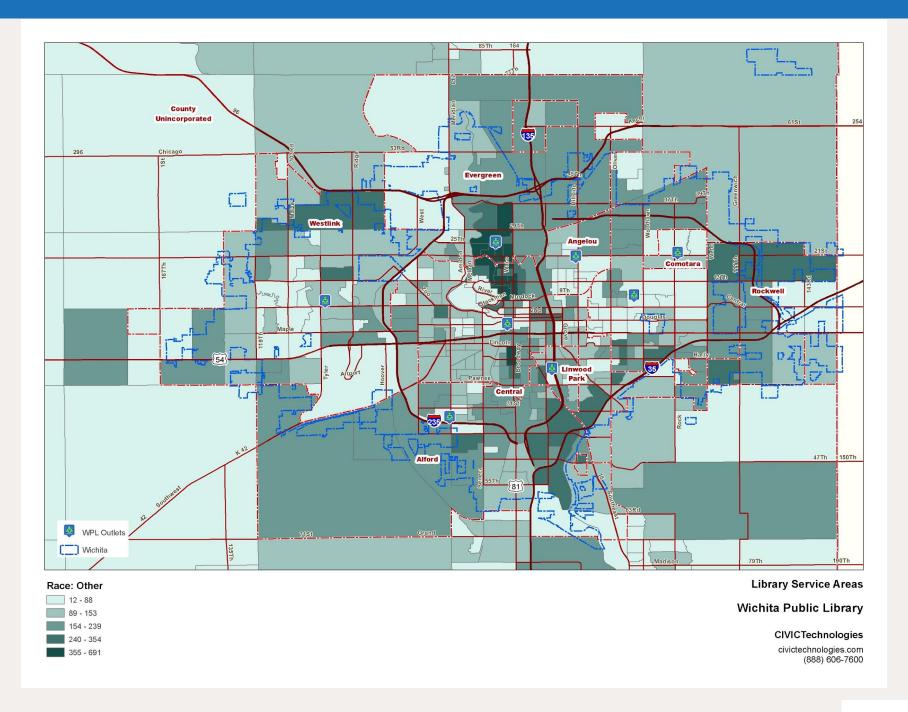
# Demographic Map: Black



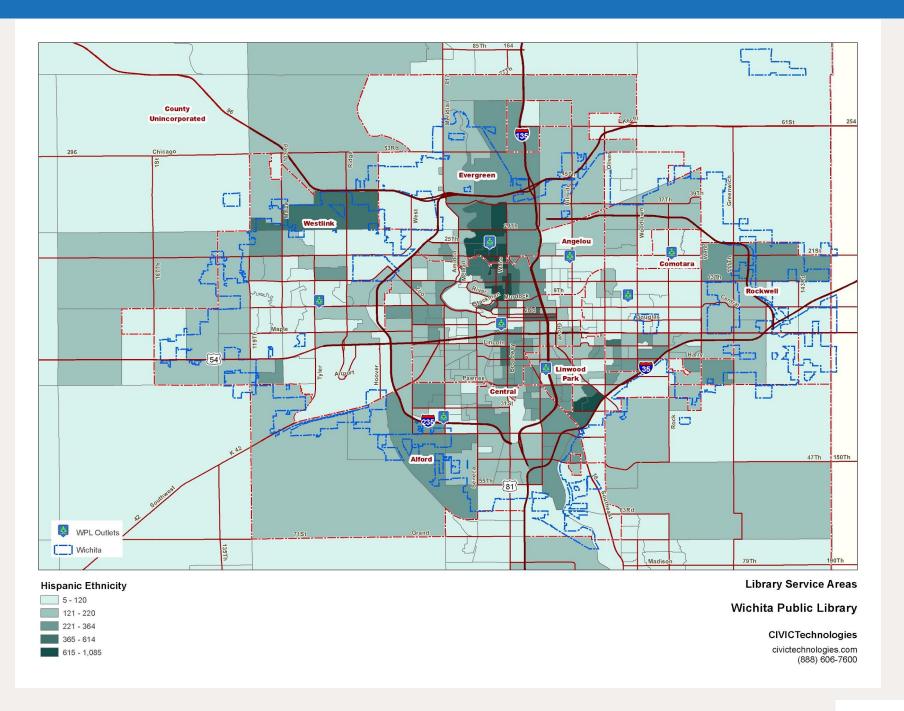
# Demographic Map: Asian



## Demographic Map: All Other Races



## Demographics: Segment by Hispanic Ethnicity



# Demographic Map: Hispanic Ethnicity

Segment	Hispanic Ethnicity	Share by Segment	Total Population	Hispanic Share of Total Pop
Apprentices	253	5.4%	4,652	0.4%
Apron Strings	897	16.7%	5,382	1.5%
Between jobs	129	7.6%	1,689	0.2%
Blue Collar Starts	2,395	21.5%	11,163	4.0%
Charmed Life	1,301	8.9%	14,635	2.2%
City Core	257	7.1%	3,625	0.4%
Collegian	37	2.7%	1,363	0.1%
Couples with Capital	438	4.5%	9,815	0.7%
Doublewides	1,971	17.3%	11,370	3.3%
Educated Earners	1,979	10.6%	18,680	3.3%
Empire Builders	67	1.8%	3,787	0.1%
Fall Years	197	13.6%	1,446	0.3%
Gainfully employed	534	10.3%	5,175	0.9%
Gray Eminence	854	9.1%	9,357	1.4%
Great Generations	628	4.4%	14,211	1.1%
Group Quarters	265	13.8%	1,925	0.4%
Hard Act to Follow	527	7.0%	7,498	0.9%
Hard Workers	4,180	71.2%	5,874	7.0%
Kindred Spirit	2,384	17.8%	13,410	4.0%
Kith and Kin	361	5.1%	7,143	0.6%
Los Padres	733	55.7%	1,317	1.2%
Making Ends Meet	961	12.6%	7,626	1.6%
Managing Business	622	8.8%	7,066	1.0%
Marmalade and Money	155	5.2%	2,987	0.3%
Marquis Class	157	3.1%	5,113	0.3%
Metro Strivers	1.346	12.5%	10,802	2.3%
Middle of the Road	499	18.6%	2,690	0.8%
Nest Builders	206	7.1%	2,885	0.3%
Proud Parent	840	12.3%	6,816	1.4%
Regents	379	3.9%	9,628	0.6%
S* Seeks S*	2,177	13.4%	16,292	3.7%
Sitting Pretty	2,416	8.2%	29,466	4.1%
Social Whirls	219	6.9%	3,164	0.4%
Solo Acts	1,789	14.5%	12,337	3.0%
Stately Suburbs	488	5.7%	8,591	0.8%
Stocks and Scholars	79	4.3%	1,831	0.1%
Strapped	356	11.9%	2,989	0.6%
Sublime Suburbia	1,194	7.0%	17,031	2.0%
Suburban Singles	170	10.0%	1,703	0.3%
The Singles	1,412	57.5%	2,457	2.4%
The Sweet Life	538	6.4%	8,466	0.9%
Thriving	152	4.7%	3,230	0.3%
Urban Moms & Dads	15,242	21.8%	69,855	25.6%
Urban Squires	229	4.6%	4,962	0.4%
White Collar Status	1,430	21.0%	6,823	2.4%
Wizards	68	8.0%	845	0.1%
Young Families	6,016	65.1%	9,246	10.1%
Total	59,527	14.6%	408,418	_ ಸ.ಮ.ಕ.ಶ/

#### Demographics: Findings About Hispanic Ethnicity

#### Hispanic population distribution

14.6% of the population -- 59,527 people -- are Hispanic ethnicity across all races

#### **Largest Hispanic segments**

Urban Moms & Dads: 15,242 people / 25.6% of the total population

Young Families: 6,016 people /10.1 % of the total population

Hard Workers: 4,180 people / 7.0% of the total population

Sitting Pretty: 2,416 people / 4.1% of the total population

Blue Collar Starts: 2,395 people / 4.0% of the total population

Kindred Spirits: 2,384 people / 4.0% of the total population