

# CITY OF ELK GROVE, CA 2011

Benchmark Report





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## UNDERSTANDING THE BENCHMARK COMPARISONS

#### COMPARISON DATA

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The City of Elk Grove chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (select California cities). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Elk Grove Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

| Jurisdiction Characteristic     | Percent of Jurisdictions |
|---------------------------------|--------------------------|
| Region                          |                          |
| West Coast <sup>1</sup>         | 16%                      |
| West <sup>2</sup>               | 21%                      |
| North Central West <sup>3</sup> | 10%                      |
| North Central East <sup>4</sup> | 13%                      |
| South Central <sup>5</sup>      | 7%                       |
| South <sup>6</sup>              | 25%                      |
| Northeast West <sup>7</sup>     | 2%                       |
| Northeast East <sup>8</sup>     | 4%                       |
| Population                      |                          |
| Less than 40,000                | 45%                      |
| 40,000 to 74,999                | 20%                      |
| 75,000 to 149,000               | 17%                      |
| 150,000 or more                 | 19%                      |

<sup>&</sup>lt;sup>1</sup> Alaska, Washington, Oregon, California, Hawaii

<sup>&</sup>lt;sup>2</sup> Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

<sup>&</sup>lt;sup>3</sup> North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

<sup>&</sup>lt;sup>4</sup> Illinois, Indiana, Ohio, Michigan, Wisconsin

<sup>&</sup>lt;sup>5</sup> Oklahoma, Texas, Louisiana, Arkansas

<sup>&</sup>lt;sup>6</sup> West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

<sup>&</sup>lt;sup>7</sup> New York, Pennsylvania, New Jersey

<sup>&</sup>lt;sup>8</sup> Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

#### PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

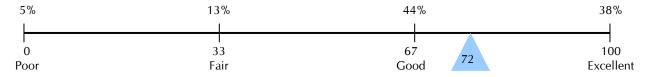
Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus four points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, "excellent" = 100, "good" = 67, "fair" = 33 and "poor" = 0. If everyone reported "excellent," then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor", the result would be 0 on the 100-point scale. If half the respondents gave a score of "excellent" and half gave a score of "poor," the average would be in the middle of the scale (like the center post of a teeter totter) between "fair" and "good." An example of how to convert survey frequencies into an average rating appears below.

#### Example of Converting Responses to the 100-point Scale

|                 | How do you rate the community as a place to live? |   |                                     |                                      |   |  |  |  |
|-----------------|---|---|-------------------------------------|--------------------------------------|---|--|--|--|
| Response option | Total with<br>"don't<br>know"                     | Step1: Remove the percent of "don't know" responses | Total<br>without<br>"don't<br>know" | Step 2:<br>Assign<br>scale<br>values | Step 3: Multiply<br>the percent by<br>the scale value | Step 4: Sum<br>to calculate<br>the average<br>rating |  |  |
| Excellent       | 36%   | = 36 ÷ (100-5) =                                    | 38%                                 | 100                                  | = 38% x 100 =   | 38   |  |  |
| Good            | 42%   | = 42 ÷ (100-5) =                                    | 44%                                 | 67                                   | = 44% x 67 =  | 30   |  |  |
| Fair            | 12%   | = 12 ÷ (100-5) =                                    | 13%                                 | 33                                   | = 13% x 33 =  | 4  |  |  |
| Poor            | 5%  | = 5 ÷ (100-5) =                                     | 5%                                  | 0                                    | = 5% x 0 =  | 0  |  |  |
| Don't know      | 5%  |   | -                                   |                                      |   |  |  |  |
| Total           | 100%  |   | 100%                                |                                      |   | 72   |  |  |

#### How do you rate the community as a place to live?



#### INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of your jurisdiction's average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Elk Grove's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of Elk Grove's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level, as well as for select California cities.

#### NATIONAL BENCHMARK COMPARISONS

| Overall Community Quality Benchmarks              |                             |      |   |                         |  |  |
|---|-----------------------------|------|---|-------------------------|--|--|
|   | Elk Grove<br>average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |
| Overall quality of life in Elk Grove              | 62                          | 225  | 341                                       | Below                   |  |  |
| Your neighborhood as place to live                | 70                          | 120  | 256                                       | Similar                 |  |  |
| Elk Grove as a place to live                      | 67                          | 194  | 297                                       | Below                   |  |  |
| Recommend living in Elk Grove to someone who asks | 74                          | 99   | 168                                       | Similar                 |  |  |
| Remain in Elk Grove for the next five years       | 77                          | 91   | 168                                       | Similar                 |  |  |

| Community Transportation Benchmarks      |                          |      |   |                         |  |  |  |
|--|--------------------------|------|---|-------------------------|--|--|--|
|  | Elk Grove average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |  |
| Ease of car travel in Elk<br>Grove       | 51                       | 151  | 242                                       | Similar                 |  |  |  |
| Ease of bus travel in Elk<br>Grove       | 48                       | 77   | 178                                       | Above                   |  |  |  |
| Ease of bicycle travel in Elk<br>Grove   | 51                       | 103  | 240                                       | Similar                 |  |  |  |
| Ease of walking in Elk Grove             | 58                       | 107  | 245                                       | Similar                 |  |  |  |
| Availability of paths and walking trails | 56                       | 76   | 163                                       | Similar                 |  |  |  |
| Traffic flow on major streets            | 39                       | 147  | 203                                       | Below                   |  |  |  |

| Frequency of Bus Use Benchmarks  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| Elk Grove average Rank Number of Jurisdictions for Comparison to benchmark |  |  |  |  |  |  |
| Ridden a local bus within Elk Grove 15 91 152 Much less                    |  |  |  |  |  |  |

| Drive Alone Benchmarks   |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| Elk Grove Number of Jurisdictions Comparison to average rating Rank for Comparison benchmark |  |  |  |  |  |  |
| Average percent of work commute trips made by driving alone 75 91 158 Similar                |  |  |  |  |  |  |

| Transportation and Parking Services Benchmarks |                          |      |   |                         |  |  |  |
|--|--------------------------|------|---|-------------------------|--|--|--|
|  | Elk Grove average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |  |
| Street repair                                  | 54                       | 71   | 337                                       | Much above              |  |  |  |
| Street cleaning                                | 57                       | 113  | 253                                       | Similar                 |  |  |  |
| Street lighting                                | 58                       | 90   | 264                                       | Above                   |  |  |  |
| Sidewalk<br>maintenance                        | 57                       | 52   | 232                                       | Much above              |  |  |  |
| Traffic signal timing                          | 48                       | 88   | 202                                       | Similar                 |  |  |  |
| Bus or transit services                        | 52                       | 95   | 190                                       | Similar                 |  |  |  |

| Housing Characteristics Benchmarks  |    |    |     |         |  |  |
|---|----|----|-----|---------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |    |     |         |  |  |
| Availability of affordable quality housing 47 86 258 Above                        |    |    |     |         |  |  |
| Variety of housing options  | 52 | 93 | 156 | Similar |  |  |

| Housing Costs Benchmarks   |  |  |  |  |  |
|--|--|--|--|--|--|
| Elk Grove average rating Rank for Comparison benchmark                                     |  |  |  |  |  |
| Experiencing housing costs stress (housing costs 30% or MORE of income) 57 6 164 Much more |  |  |  |  |  |

| Built Environment Benchmarks  |    |     |     |         |  |  |  |
|---|----|-----|-----|---------|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |     |     |         |  |  |  |
| Quality of new development in Elk Grove   | 51 | 142 | 227 | Similar |  |  |  |
| Overall appearance of Elk Grove 65 99 272 Above                                   |    |     |     |         |  |  |  |

| Population Growth Benchmarks  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |  |  |  |  |  |  |  |
| Population growth seen as too fast 55 56 219 Much more                            |  |  |  |  |  |  |  |

| Nuisance Problems Benchmarks   |   |     |     |      |  |  |
|--|---|-----|-----|------|--|--|
| Elk Grove Number of Jurisdictions Comparison to average rating Rank for Comparison benchmark |   |     |     |      |  |  |
| Run down buildings, weed lots and junk vehicles seen as a "major" problem                    | 7 | 127 | 220 | Less |  |  |

| Planning and Community Code Enforcement Services Benchmarks                       |    |     |     |         |  |  |
|---|----|-----|-----|---------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |     |     |         |  |  |
| Land use, planning and zoning   | 47 | 95  | 253 | Similar |  |  |
| Code enforcement (weeds, abandoned buildings, etc.)                               | 47 | 137 | 297 | Similar |  |  |
| Animal control  | 53 | 149 | 259 | Similar |  |  |

| Economic Sustainability and Opportunities Benchmarks                |    |     |     |            |  |  |  |
|---|----|-----|-----|------------|--|--|--|
| Elk Grove average rating Rank For Comparison benchmark              |    |     |     |            |  |  |  |
| Employment opportunities  | 29 | 185 | 251 | Below      |  |  |  |
| Shopping opportunities  | 50 | 135 | 248 | Similar    |  |  |  |
| Elk Grove as a place to work  | 43 | 206 | 266 | Much below |  |  |  |
| Overall quality of business and service establishments in Elk Grove | 54 | 96  | 154 | Similar    |  |  |  |

| Economic Development Services Benchmarks  |    |     |     |       |  |  |  |
|---|----|-----|-----|-------|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |     |     |       |  |  |  |
| Economic<br>development   | 39 | 171 | 240 | Below |  |  |  |

| Job and Retail Growth Benchmarks   |    |    |     |           |  |  |  |  |
|--|----|----|-----|-----------|--|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |    |    |     |           |  |  |  |  |
| Retail growth seen as too slow   | 47 | 64 | 218 | Much more |  |  |  |  |
| Jobs growth seen as too slow   | 89 | 36 | 221 | Much more |  |  |  |  |

| Personal Economic Future Benchmarks   |    |    |     |         |  |  |  |
|---|----|----|-----|---------|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for comparison to benchmark |    |    |     |         |  |  |  |
| Positive impact of economy on household income                                    | 18 | 82 | 213 | Similar |  |  |  |

| Community and Personal Public Safety Benchmarks |                             |      |   |                         |  |  |  |
|---|-----------------------------|------|---|-------------------------|--|--|--|
|   | Elk Grove<br>average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |  |
| In your neighborhood during the day             | 84                          | 194  | 271                                       | Similar                 |  |  |  |
| In your neighborhood after dark                 | 69                          | 172  | 268                                       | Similar                 |  |  |  |
| In Elk Grove's commercial areas during the day  | 78                          | 188  | 241                                       | Below                   |  |  |  |
| In Elk Grove's commercial areas after dark      | 58                          | 162  | 249                                       | Below                   |  |  |  |
| Violent crime (e.g., rape, assault, robbery)    | 67                          | 172  | 249                                       | Below                   |  |  |  |
| Property crimes (e.g., burglary, theft)         | 54                          | 187  | 249                                       | Much below              |  |  |  |
| Environmental hazards, including toxic waste    | 73                          | 107  | 165                                       | Similar                 |  |  |  |

| Crime Victimization and Reporting Benchmarks                                      |    |     |     |           |  |  |  |
|---|----|-----|-----|-----------|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |     |     |           |  |  |  |
| Victim of crime   | 10 | 147 | 218 | Less      |  |  |  |
| Reported crimes   | 91 | 22  | 217 | Much more |  |  |  |

| Public Safety Services Benchmarks  |                                |      |  |                         |  |  |
|--|--------------------------------|------|--|-------------------------|--|--|
|  | Elk Grove<br>average<br>rating | Rank | Number of<br>Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |
| Police services  | 64                             | 215  | 326  | Similar                 |  |  |
| Crime prevention   | 54                             | 178  | 273  | Below                   |  |  |
| Traffic enforcement  | 54                             | 190  | 291  | Similar                 |  |  |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 52                             | 114  | 175  | Similar                 |  |  |

| Contact with Police Department Benchmarks  |    |    |    |         |  |  |  |
|--|----|----|----|---------|--|--|--|
| Elk Grove Number of Jurisdictions Comparison to average rating Rank for Comparison benchmark |    |    |    |         |  |  |  |
| Had contact with the City of Elk Grove Police Department                                     | 36 | 31 | 48 | Similar |  |  |  |
| Overall impression of most recent contact with the City of Elk Grove Police                  |    |    |    |         |  |  |  |
| Department   | 62 | 44 | 59 | Below   |  |  |  |

| Community Environment Benchmarks   |    |     |     |            |  |  |
|--|----|-----|-----|------------|--|--|
| Elk Grove average rating Rank for Comparison benchma                       |    |     |     |            |  |  |
| Cleanliness of Elk Grove   | 65 | 77  | 165 | Similar    |  |  |
| Quality of overall natural environment in Elk Grove                        | 57 | 115 | 162 | Below      |  |  |
| Preservation of natural areas such as open space, farmlands and greenbelts | 52 | 89  | 161 | Similar    |  |  |
| Air quality  | 53 | 155 | 199 | Much below |  |  |

| Frequency of Recycling Benchmarks                                       |  |  |  |  |  |  |
|---|--|--|--|--|--|--|
| Elk Grove average rating Rank Comparison Comparison benchmark           |  |  |  |  |  |  |
| Recycled used paper, cans or bottles from your home 96 14 205 Much more |  |  |  |  |  |  |

| Utility Services Benchmarks |                          |      |   |                         |  |  |
|-----------------------------|--------------------------|------|---|-------------------------|--|--|
|                             | Elk Grove average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |
| Storm drainage              | 60                       | 80   | 278                                       | Above                   |  |  |
| Yard waste pick-<br>up      | 68                       | 71   | 200                                       | Above                   |  |  |
| Recycling                   | 69                       | 119  | 267                                       | Above                   |  |  |
| Garbage<br>collection       | 69                       | 175  | 283                                       | Similar                 |  |  |

| Community Recreational Opportunities Benchmarks                                |    |     |     |         |  |  |
|--|----|-----|-----|---------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |    |     |     |         |  |  |
| Recreation opportunities   | 56 | 142 | 255 | Similar |  |  |

| Cultural and Educational Opportunities Benchmarks                                 |    |     |     |       |  |  |
|---|----|-----|-----|-------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |     |     |       |  |  |
| Opportunities to attend cultural activities                                       | 46 | 167 | 257 | Below |  |  |
| Educational opportunities   | 51 | 146 | 216 | Below |  |  |

| Participation in Cultural and Educational Opportunities Benchmarks                           |    |     |     |           |  |  |
|--|----|-----|-----|-----------|--|--|
| Elk Grove Number of Jurisdictions Comparison to average rating Rank for Comparison benchmark |    |     |     |           |  |  |
| Used Elk Grove public libraries or their services  | 61 | 172 | 189 | Much less |  |  |
| Participated in religious or spiritual activities in Elk Grove                               | 50 | 71  | 113 | Similar   |  |  |

| Cultural and Educational Services Benchmarks                                      |                   |                   |  |  |  |  |  |
|---|-------------------|-------------------|--|--|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |                   |                   |  |  |  |  |  |
| 63  | 221               | 256               | Much below   |  |  |  |  |
|   | Elk Grove average | Elk Grove average | Elk Grove average rating Rank Number of Jurisdictions for Comparison |  |  |  |  |

| Community Health and Wellness Access and Opportunities Benchmarks              |    |    |     |         |  |  |  |
|--|----|----|-----|---------|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |    |    |     |         |  |  |  |
| Availability of affordable quality health care                                 | 52 | 68 | 212 | Above   |  |  |  |
| Availability of affordable quality food  | 58 | 72 | 154 | Similar |  |  |  |
| Availability of preventive health services                                     | 53 | 66 | 125 | Similar |  |  |  |

| Community Quality and Inclusiveness Benchmarks                    |                         |     |     |         |  |
|---|-------------------------|-----|-----|---------|--|
|   | Comparison to benchmark |     |     |         |  |
| Sense of community  | 55                      | 156 | 259 | Similar |  |
| Openness and acceptance of the community toward people of diverse |                         |     |     |         |  |
| backgrounds   | 59                      | 83  | 232 | Above   |  |
| Availability of affordable quality child care                     | 42                      | 121 | 205 | Similar |  |
| Elk Grove as a place to raise kids                                | 67                      | 159 | 293 | Similar |  |
| Elk Grove as a place to retire                                    | 54                      | 182 | 282 | Below   |  |

| Services Provided for Population Subgroups Benchmarks |  |     |     |         |  |  |  |
|---|--|-----|-----|---------|--|--|--|
|   | Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |     |     |         |  |  |  |
| Services to seniors                                   | 58   | 128 | 257 | Similar |  |  |  |
| Services to youth                                     | 56   | 87  | 236 | Above   |  |  |  |
| Services to low income people                         | 43   | 131 | 210 | Similar |  |  |  |

| Civic Engagement Opportunities Benchmarks                           |    |     |     |            |  |  |
|---|----|-----|-----|------------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for benchmark |    |     |     |            |  |  |
| Opportunities to participate in                                     | 54 | 96  | 157 | Similar    |  |  |
| Community matters   | -  |     | 191 |            |  |  |
| Opportunities to volunteer  | 56 | 133 | 159 | Much belov |  |  |

| Participation in Civic Engagement Opportunities Benchmarks  |                                |      |  |                         |  |  |
|---|--------------------------------|------|--|-------------------------|--|--|
|   | Elk Grove<br>average<br>rating | Rank | Number of<br>Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |
| Attended a meeting of local elected officials or other local public meeting   | 19                             | 186  | 216  | Much less               |  |  |
| Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media | 22                             | 161  | 173  | Much less               |  |  |
| Volunteered your time to some group or activity in Elk Grove  | 43                             | 118  | 217  | Similar                 |  |  |
| Participated in a club or civic group in Elk<br>Grove   | 23                             | 103  | 134  | Much less               |  |  |
| Provided help to a friend or neighbor   | 93                             | 89   | 132  | Similar                 |  |  |

| Voter Behavior Benchmarks                                   |    |     |     |         |  |  |
|---|----|-----|-----|---------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for b |    |     |     |         |  |  |
| Registered to vote  | 82 | 143 | 224 | Similar |  |  |
| Voted in last general election                              | 78 | 79  | 223 | More    |  |  |

| Use of Information Sources Benchmarks             |    |    |     |           |  |  |
|---|----|----|-----|-----------|--|--|
| Elk Grove average rating Rank Comparison benchmar |    |    |     |           |  |  |
| Read Elk Grove Newsletter                         | 89 | 46 | 156 | Much more |  |  |
| Visited the City of Elk Grove<br>Web site         | 70 | 26 | 155 | Much more |  |  |

| Local Government Media Services and Information Dissemination Benchmarks |                          |      |   |                         |  |
|--|--------------------------|------|---|-------------------------|--|
|  | Elk Grove average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |
| Cable television   | 53                       | 66   | 166                                       | Similar                 |  |
| Public information services  | 55                       | 156  | 245                                       | Similar                 |  |

| Social Engagement Opportunities Benchmarks                                   |                             |      |  |                         |  |
|--|-----------------------------|------|--|-------------------------|--|
|  | Elk Grove<br>average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |  |
| Opportunities to participate in social events and activities                 | 54                          | 99   | 158                                    | Similar                 |  |
| Opportunities to participate in religious or spiritual events and activities | 57                          | 120  | 128                                    | Much below              |  |

| Contact with Immediate Neighbors Benchmarks                |                             |      |   |                         |  |
|--|-----------------------------|------|---|-------------------------|--|
|  | Elk Grove<br>average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |
| Has contact with neighbors at least several times per week | 44                          | 114  | 150                                       | Less                    |  |

| Public Trust Benchmarks  |                             |      |  |                         |  |
|--|-----------------------------|------|--|-------------------------|--|
|  | Elk Grove<br>average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |  |
| Value of services for the taxes paid to Elk Grove              | 46                          | 195  | 308                                    | Similar                 |  |
| The overall direction that Elk Grove is taking                 | 44                          | 205  | 270                                    | Below                   |  |
| Job Elk Grove government does at welcoming citizen involvement | 43                          | 193  | 278                                    | Below                   |  |
| Overall image or reputation of Elk<br>Grove                    | 56                          | 153  | 253                                    | Similar                 |  |

| Services Provided by Local, State and Federal Governments Benchmarks |                             |      |   |                         |  |
|--|-----------------------------|------|---|-------------------------|--|
|  | Elk Grove<br>average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |
| Services provided by the City of Elk<br>Grove                        | 58                          | 206  | 332                                       | Similar                 |  |
| Services provided by the Federal<br>Government                       | 36                          | 212  | 228                                       | Below                   |  |
| Services provided by the State<br>Government                         | 34                          | 208  | 229                                       | Much below              |  |
| Services provided by Sacramento<br>County Government                 | 39                          | 133  | 145                                       | Much below              |  |

|   | <b>Contact with City</b>    | Employe | ees Benchmarks                            |                         |
|---|-----------------------------|---------|---|-------------------------|
|   | Elk Grove<br>average rating | Rank    | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |
| Had contact with City employee(s) in last 12 months | 37                          | 235     | 247                                       | Much less               |

| Perceptions of City Employees (Among Those Who Had Contact) Benchmarks |                          |      |   |                         |  |
|--|--------------------------|------|---|-------------------------|--|
|  | Elk Grove average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |
| Knowledge  | 63                       | 243  | 277                                       | Below                   |  |
| Responsiveness   | 61                       | 220  | 276                                       | Below                   |  |
| Courteousness  | 66                       | 163  | 234                                       | Below                   |  |
| Overall impression   | 61                       | 232  | 305                                       | Below                   |  |

### JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

| Valdez, AK          | 3,976                    | Newport Beach, CA          | 85,186  |
|---------------------|--------------------------|----------------------------|---------|
| Auburn, AL          | 53,380                   | Palm Springs, CA           | 44,552  |
| Gulf Shores, AL     | 9,741                    | Palo Alto, CA              | 64,403  |
| Tuskegee, AL        | 9,865                    | Poway, CA                  | 47,811  |
| Vestavia Hills, AL  | 34,033                   | Rancho Cordova, CA         | 64,776  |
| Fayetteville, AR    | 73,580                   | Richmond, CA               |         |
| Little Rock, AR     |                          | San Diego, CA              |         |
| Avondale, AZ        | ,                        | San Francisco, CA          |         |
| Casa Grande, AZ     |                          | San Luis Obispo County, CA |         |
| Chandler, AZ        |                          | San Mateo, CA              |         |
| Cococino County, AZ |                          | San Rafael, CA             |         |
| Dewey-Humboldt, AZ  |                          | Santa Monica, CA           |         |
| Flagstaff, AZ       |                          | South Lake Tahoe, CA       |         |
| Florence, AZ        |                          | Stockton, CA               | · ·     |
| Gilbert, AZ         |                          | Sunnyvale, CA              |         |
| Goodyear, AZ        |                          | Temecula, CA               |         |
|                     |                          |                            |         |
| Green Valley, AZ    |                          | Thousand Oaks, CA          |         |
| Kingman, AZ         |                          | Visalia, CA                |         |
| Marana, AZ          |                          | Walnut Creek, CA           |         |
| Maricopa County, AZ |                          | Adams County, CO           |         |
| Mesa, AZ            |                          | Arapahoe County, CO        |         |
| Peoria, AZ          | ,                        | Archuleta County, CO       |         |
| Phoenix, AZ         |                          | Arvada, CO                 | ,       |
| Pinal County, AZ    | •                        | Aspen, CO                  |         |
| Prescott Valley, AZ | •                        | Aurora, CO                 |         |
| Queen Creek, AZ     | 26,361                   | Boulder, CO                | 97,385  |
| Scottsdale, AZ      | 217,385                  | Boulder County, CO         |         |
| Sedona, AZ          | 10,031                   | Breckenridge, CO           | 4,540   |
| Surprise, AZ        | 11 <i>7,</i> 51 <i>7</i> | Broomfield, CO             | 55,889  |
| Tempe, AZ           | 161,719                  | Centennial, CO             | 100,377 |
| Yuma, AZ            | 93,064                   | Clear Creek County, CO     | 9,088   |
| Yuma County, AZ     | 195,751                  | Colorado Springs, CO       | 416,427 |
| Apple Valley, CA    | 69,135                   | Commerce City, CO          | 45,913  |
| Benicia, CA         |                          | Craig, CO                  |         |
| Brea, CA            | 39,282                   | Crested Butte, CO          |         |
| Brisbane, CA        |                          | Denver, CO                 |         |
| Burlingame, CA      |                          | Douglas County, CO         |         |
| Carlsbad, CA        |                          | Durango, CO                | ,       |
| Chula Vista, CA     |                          | Eagle County, CO           |         |
| Concord, CA         | •                        | Edgewater, CO              |         |
| Coronado, CA        | •                        | El Paso County, CO         |         |
| Cupertino, CA       | •                        | Englewood, CO              |         |
| Davis, CA           |                          | Estes Park, CO             |         |
| Del Mar, CA         |                          | Fort Collins, CO           |         |
|                     |                          | Frisco, CO                 |         |
| Dublin, CA          |                          |                            |         |
| El Cerrito, CA      |                          | Fruita, CO                 | ,       |
| Galt, CA            | · ·                      | Georgetown, CO             |         |
| La Mesa, CA         |                          | Gilpin County, CO          |         |
| Laguna Beach, CA    |                          | Golden, CO                 |         |
| Livermore, CA       | •                        | Grand County, CO           |         |
| Lodi, CA            | •                        | Greenwood Village, CO      |         |
| Long Beach, CA      |                          | Gunnison County, CO        |         |
| Lynwood, CA         |                          | Highlands Ranch, CO        |         |
| Menlo Park, CA      |                          | Hot Sulphur Springs, CO    |         |
| Mission Viejo, CA   |                          | Hudson, CO                 |         |
| Mountain View, CA   | 74,066                   | Jackson County, CO         | 1,394   |

| Efferson County, CO.  |        |
|---|--------|
| Lakewood, CO. 142,980 Pinellas Park, FL. Larimer County, CO. 299,630 Port Orange, FL. Lone Tree, CO. 10,218 Port St. Lucie, FL. 1 Longmont, CO. 86,270 Sanford, FL. Loveland, CO. 66,859 Seminole, FL. Mesa County, CO. 146,723 South Daytona, FL. Montrose, CO. 19,132 St. Cloud, FL. Montrose, CO. 19,132 St. Cloud, FL. Northglenn, CO. 35,789 Tallahassee, FL. 1 Park County, CO. 16,206 Titusville, FL. Park County, CO. 16,595 Winter Garden, FL. Pitkin County, CO. 106,595 Winter Garden, FL. Salida, CO. 55,236 Winter Park, FL. Steamboat Springs, CO. 12,088 Albany, GA. Sterling, CO. 14,777 Alpharetta, GA. Sterling, CO. 27,994 Cartersville, GA. Teller County, CO. 23,350 Conyers, GA. Thornton, CO. 118,772 Decatur, GA. Westminster, CO. 106,114 McDonough, GA. What Ridge, CO. 30,166 Milton, GA. What Ridge, CO. 30,166 Milton, GA. What Ridge, CO. 18,644 Peachtree City, GA. Coventry, CT. 2,990 Roswell, GA. Rehoboth Beach, DE. 1,327 Smyrna, GA. Brevard County, FL. 154,305 Valdosta, GA. Charlotte County, FL. 543,376 Suwanee, GA. Charlotte County, FL. 543,376 Suwanee, GA. Cape Coral, FL. 154,305 Valdosta, GA. Charlotte County, FL. 159,978 Honolulu, Hl. 99 Clearwater, FL. 107,685 Ames, IA. Cooper City, FL. 28,547 Bettendorf, IA.  | 10.542 |
| Larimer County, CO         299,630         Port Orange, FL           Lone Tree, CO         10,218         Port St. Lucie, FL         1           Longmont, CO         86,270         Sanford, FL         1           Louisville, CO         18,376         Sarasota, FL         1           Loveland, CO         66,859         Seminole, FL         1           Mesa County, CO         146,723         South Daytona, FL         1           Montrose, CO         19,132         St. Cloud, FL         1           Northglenn, CO         35,789         Tallahassee, FL         1           Park County, CO         16,206         Titusville, FL         1           Parker, CO         45,297         Volusia County, FL         4           Pitkin County, CO         17,148         Walton County, FL         4           Pueblo, CO         106,595         Winter Garden, FL         5           Salida, CO         5,236         Winter Park, FL         1           Steamboat Springs, CO         12,088         Albany, GA         5           Sterling, CO         14,777         Alpharetta, GA         2           Sumit County, CO         27,994         Cartersville, GA         2           Teller County, CO  |        |
| Lone Tree, CO         10,218         Port St. Lucie, FL         1           Longmont, CO         86,270         Sanford, FL            Louisville, CO         18,376         Sarasota, FL            Loveland, CO         66,859         Seminole, FL            Mesa County, CO         146,723         South Daytona, FL            Montrose, CO         19,132         St. Cloud, FL            Northglenn, CO         35,789         Tallahassee, FL         1           Park County, CO         16,206         Titusville, FL            Parker, CO         45,297         Volusia County, FL            Pitkin County, CO         106,595         Winter Garden, FL            Salida, CO         5,236         Winter Park, FL            Sterling, CO         12,088         Albany, GA            Sterling, CO         14,777         Alpharetta, GA            Summit County, CO         27,994         Cartersville, GA            Teller County, CO         23,350         Conyers, GA            Westminster, CO         106,114         McDonough, GA   |        |
| Longmont, CO         86,270         Sanford, FL           Loveland, CO         18,376         Sarasota, FL           Loveland, CO         66,859         Seminole, FL           Mesa County, CO         146,723         South Daytona, FL           Montrose, CO         19,132         St. Cloud, FL           Northglenn, CO         35,789         Tallahassee, FL         1           Park County, CO         16,206         Titusville, FL         4           Parker, CO         45,297         Volusia County, FL         4           Pitkin County, CO         17,148         Walton County, FL         4           Pueblo, CO         106,595         Winter Garden, FL         5           Salida, CO         5,236         Winter Park, FL         5           Steamboat Springs, CO         12,088         Albany, GA         3           Sterling, CO         14,777         Alpharetta, GA         3           Summit County, CO         27,994         Cartersville, GA         2           Teller County, CO         23,350         Conyers, GA         1           Thornton, CO         118,772         Decatur, GA         Westminster, CO         106,114         McDonough, GA           Wheat Ridge, CO         30,1   |        |
| Louisville, CO         18,376         Sarasota, FL           Loveland, CO         66,859         Seminole, FL           Mesa County, CO         146,723         South Daytona, FL           Montrose, CO         19,132         St. Cloud, FL           Northglenn, CO         35,789         Tallahassee, FL         1           Park County, CO         16,206         Titusville, FL         4           Parker, CO         45,297         Volusia County, FL         4           Pitkin County, CO         17,148         Walton County, FL         4           Pueblo, CO         106,595         Winter Garden, FL         5           Salida, CO         5,236         Winter Park, FL         5           Steamboat Springs, CO         12,088         Albany, GA         5           Sterling, CO         14,777         Alpharetta, GA         3           Summit County, CO         27,994         Cartersville, GA         5           Teller County, CO         23,350         Conyers, GA         5           Thornton, CO         118,772         Decatur, GA         4           Westminster, CO         106,114         McDonough, GA         4           Wheat Ridge, CO         30,166         Milton, GA  | ,      |
| Loveland, CO         66,859         Seminole, FL           Mesa County, CO         146,723         South Daytona, FL           Montrose, CO         19,132         St. Cloud, FL           Northglenn, CO         35,789         Tallahassee, FL         1           Park County, CO         16,206         Titusville, FL         4           Parker, CO         45,297         Volusia County, FL         4           Pitkin County, CO         17,148         Walton County, FL         4           Pueblo, CO         106,595         Winter Garden, FL         5           Salida, CO         5,236         Winter Park, FL         5           Steamboat Springs, CO         12,088         Albany, GA         5           Sterling, CO         14,777         Alpharetta, GA         3           Summit County, CO         27,994         Cartersville, GA         7           Teller County, CO         23,350         Conyers, GA         7           Thornton, CO         118,772         Decatur, GA         4           Westminster, CO         106,114         McDonough, GA         4           Wheat Ridge, CO         30,166         Milton, GA         4           Wheat Ridge, CO         30,166         Milto  | ,      |
| Mesa County, CO         146,723         South Daytona, FL           Montrose, CO         19,132         St. Cloud, FL           Northglenn, CO         35,789         Tallahassee, FL         1           Park County, CO         16,206         Titusville, FL         1           Parker, CO         45,297         Volusia County, FL         4           Pitkin County, CO         17,148         Walton County, FL         4           Pueblo, CO         106,595         Winter Garden, FL         5           Salida, CO         5,236         Winter Park, FL         8           Steamboat Springs, CO         12,088         Albany, GA         8           Sterling, CO         14,777         Alpharetta, GA         8           Summit County, CO         27,994         Cartersville, GA         2           Teller County, CO         23,350         Conyers, GA         1           Thornton, CO         118,772         Decatur, GA         8           Westminster, CO         106,114         McDonough, GA         1           Wheat Ridge, CO         30,166         Milton, GA         1           Windsor, CO         18,644         Peachtree City, GA         1           Coventry, CT         2,990 <td></td>   |        |
| Montrose, CO.         19,132         St. Cloud, FL.           Northglenn, CO.         35,789         Tallahassee, FL.         1           Park County, CO.         16,206         Titusville, FL.         1           Parker, CO.         45,297         Volusia County, FL.         4           Pitkin County, CO.         17,148         Walton County, FL.         4           Pueblo, CO.         106,595         Winter Garden, FL.         5           Salida, CO.         5,236         Winter Park, FL         5           Steamboat Springs, CO.         12,088         Albany, GA.         5           Sterling, CO.         14,777         Alpharetta, GA.         5           Summit County, CO.         27,994         Cartersville, GA.         2           Teller County, CO.         23,350         Conyers, GA.         1           Thornton, CO.         118,772         Decatur, GA.         1           Westminster, CO.         106,114         McDonough, GA.         1           Wheat Ridge, CO.         30,166         Milton, GA.         1           Windsor, CO.         18,644         Peachtree City, GA.         1           Coventry, CT.         2,990         Roswell, GA.         1 <td< td=""><td></td></td<>   |        |
| Northglenn, CO.         35,789         Tallahassee, FL         1           Park County, CO.         16,206         Titusville, FL            Parker, CO.         45,297         Volusia County, FL            Pitkin County, CO.         17,148         Walton County, FL            Pueblo, CO.         106,595         Winter Garden, FL            Salida, CO.         5,236         Winter Park, FL            Steamboat Springs, CO.         12,088         Albany, GA            Sterling, CO.         14,777         Alpharetta, GA            Summit County, CO.         27,994         Cartersville, GA            Teller County, CO.         23,350         Conyers, GA            Thornton, CO.         118,772         Decatur, GA            Westminster, CO.         106,114         McDonough, GA            Wheat Ridge, CO.         30,166         Milton, GA            Windsor, CO.         18,644         Peachtree City, GA            Coventry, CT.         2,990         Roswell, GA            Hartford, CT.         124,775         Sandy Springs, GA  |        |
| Park County, CO         16,206         Titusville, FL           Parker, CO         45,297         Volusia County, FL         4           Pitkin County, CO         17,148         Walton County, FL         4           Pueblo, CO         106,595         Winter Garden, FL         5           Salida, CO         5,236         Winter Park, FL         5           Steamboat Springs, CO         12,088         Albany, GA         8           Sterling, CO         14,777         Alpharetta, GA         8           Sterling, CO         27,994         Cartersville, GA         6           Teller County, CO         23,350         Conyers, GA         6           Thornton, CO         118,772         Decatur, GA         8           Westminster, CO         106,114         McDonough, GA         8           Wheat Ridge, CO         30,166         Milton, GA         8           Windsor, CO         18,644         Peachtree City, GA         6           Coventry, CT         2,990         Roswell, GA         9           Hartford, CT         124,775         Sandy Springs, GA         1           Dover, DE         36,047         Savannah, GA         1           Rehoboth Beach, DE         1,   |        |
| Parker, CO         .45,297         Volusia County, FL         .4           Pitkin County, CO         .17,148         Walton County, FL            Pueblo, CO         .106,595         Winter Garden, FL            Salida, CO         .5,236         Winter Park, FL            Steamboat Springs, CO          12,088         Albany, GA            Sterling, CO          14,777         Alpharetta, GA            Summit County, CO          27,994         Cartersville, GA            Teller County, CO          23,350         Conyers, GA            Thornton, CO          118,772         Decatur, GA            Westminster, CO          106,114         McDonough, GA            Wheat Ridge, CO          30,166         Milton, GA            Winter Garden, FL          2,990         Roswell, GA            Hartford, CT          2,990         Roswell, GA            Hartford, CT           2,990         Roswell, GA            Dover, D  | ,      |
| Pitkin County, CO.         .17,148         Walton County, FL.           Pueblo, CO.         .106,595         Winter Garden, FL.           Salida, CO.         .5,236         Winter Park, FL.           Steamboat Springs, CO.         .12,088         Albany, GA.           Sterling, CO.         .14,777         Alpharetta, GA.           Summit County, CO.         .27,994         Cartersville, GA.           Teller County, CO.         .23,350         Conyers, GA.           Thornton, CO.         .118,772         Decatur, GA.           Westminster, CO.         .106,114         McDonough, GA.           Wheat Ridge, CO.         .30,166         Milton, GA.           Windsor, CO.         .18,644         Peachtree City, GA.           Coventry, CT.         .2,990         Roswell, GA.           Hartford, CT.         .124,775         Sandy Springs, GA.           Dover, DE.         .36,047         Savannah, GA.         .1           Rehoboth Beach, DE.         .1,327         Smyrna, GA.           Belleair Beach, FL.         .1,560         Snellville, GA.           Brevard County, FL.         .543,376         Suwanee, GA.           Cape Coral, FL.         .154,305         Valdosta, GA.           Charlotte County, FL.   |        |
| Pueblo, CO.         106,595         Winter Garden, FL.           Salida, CO.         5,236         Winter Park, FL.           Steamboat Springs, CO.         12,088         Albany, GA.           Sterling, CO.         14,777         Alpharetta, GA.           Summit County, CO.         27,994         Cartersville, GA.           Teller County, CO.         23,350         Conyers, GA.           Thornton, CO.         118,772         Decatur, GA.           Westminster, CO.         106,114         McDonough, GA.           Wheat Ridge, CO.         30,166         Milton, GA.           Windsor, CO.         18,644         Peachtree City, GA.           Coventry, CT.         2,990         Roswell, GA.           Hartford, CT.         124,775         Sandy Springs, GA.           Dover, DE.         36,047         Savannah, GA.         1           Rehoboth Beach, DE.         1,327         Smyrna, GA.           Belleair Beach, FL.         1,560         Snellville, GA.           Brevard County, FL.         543,376         Suwanee, GA.           Cape Coral, FL.         154,305         Valdosta, GA.           Charlotte County, FL.         159,978         Honolulu, Hl.         9           Clearwater, FL.   |        |
| Salida, CO       5,236       Winter Park, FL         Steamboat Springs, CO       12,088       Albany, GA         Sterling, CO       14,777       Alpharetta, GA         Summit County, CO       27,994       Cartersville, GA         Teller County, CO       23,350       Conyers, GA         Thornton, CO       118,772       Decatur, GA         Westminster, CO       106,114       McDonough, GA         Wheat Ridge, CO       30,166       Milton, GA         Windsor, CO       18,644       Peachtree City, GA         Coventry, CT       2,990       Roswell, GA         Hartford, CT       124,775       Sandy Springs, GA         Dover, DE       36,047       Savannah, GA       1         Rehoboth Beach, DE       1,327       Smyrna, GA         Belleair Beach, FL       1,560       Snellville, GA         Brevard County, FL       543,376       Suwanee, GA         Cape Coral, FL       154,305       Valdosta, GA         Charlotte County, FL       159,978       Honolulu, HI       9         Clearwater, FL       107,685       Ames, IA         Collier County, FL       321,520       Ankeny, IA         Cooper City, FL       28,547       Bettendorf, IA  |        |
| Steamboat Springs, CO         12,088         Albany, GA           Sterling, CO         14,777         Alpharetta, GA           Summit County, CO         27,994         Cartersville, GA           Teller County, CO         23,350         Conyers, GA           Thornton, CO         118,772         Decatur, GA           Westminster, CO         106,114         McDonough, GA           Wheat Ridge, CO         30,166         Milton, GA           Windsor, CO         18,644         Peachtree City, GA           Coventry, CT         2,990         Roswell, GA           Hartford, CT         124,775         Sandy Springs, GA           Dover, DE         36,047         Savannah, GA         1           Rehoboth Beach, DE         1,327         Smyrna, GA         Belleair Beach, FL         1,560         Snellville, GA           Brevard County, FL         543,376         Suwanee, GA         Charlotte County, FL         154,305         Valdosta, GA           Charlotte County, FL         159,978         Honolulu, HI         9           Clearwater, FL         107,685         Ames, IA           Collier County, FL         28,547         Bettendorf, IA  |        |
| Sterling, CO       14,777       Alpharetta, GA         Summit County, CO       27,994       Cartersville, GA         Teller County, CO       23,350       Conyers, GA         Thornton, CO       118,772       Decatur, GA         Westminster, CO       106,114       McDonough, GA         Wheat Ridge, CO       30,166       Milton, GA         Windsor, CO       18,644       Peachtree City, GA         Coventry, CT       2,990       Roswell, GA         Hartford, CT       124,775       Sandy Springs, GA         Dover, DE       36,047       Savannah, GA       1         Rehoboth Beach, DE       1,327       Smyrna, GA         Belleair Beach, FL       1,560       Snellville, GA         Brevard County, FL       543,376       Suwanee, GA         Cape Coral, FL       154,305       Valdosta, GA         Charlotte County, FL       159,978       Honolulu, HI       9         Clearwater, FL       107,685       Ames, IA         Collier County, FL       321,520       Ankeny, IA         Cooper City, FL       28,547       Bettendorf, IA   |        |
| Summit County, CO         27,994         Cartersville, GA           Teller County, CO         23,350         Conyers, GA           Thornton, CO         118,772         Decatur, GA           Westminster, CO         106,114         McDonough, GA           Wheat Ridge, CO         30,166         Milton, GA           Windsor, CO         18,644         Peachtree City, GA           Coventry, CT         2,990         Roswell, GA           Hartford, CT         124,775         Sandy Springs, GA           Dover, DE         36,047         Savannah, GA         1           Rehoboth Beach, DE         1,327         Smyrna, GA           Belleair Beach, FL         1,560         Snellville, GA           Brevard County, FL         543,376         Suwanee, GA           Cape Coral, FL         154,305         Valdosta, GA           Charlotte County, FL         159,978         Honolulu, HI         9           Clearwater, FL         107,685         Ames, IA           Collier County, FL         321,520         Ankeny, IA           Cooper City, FL         28,547         Bettendorf, IA  |        |
| Teller County, CO.       23,350       Conyers, GA.         Thornton, CO.       118,772       Decatur, GA.         Westminster, CO.       106,114       McDonough, GA.         Wheat Ridge, CO.       30,166       Milton, GA.         Windsor, CO.       18,644       Peachtree City, GA.         Coventry, CT.       2,990       Roswell, GA.         Hartford, CT.       124,775       Sandy Springs, GA.         Dover, DE.       36,047       Savannah, GA.       1         Rehoboth Beach, DE.       1,327       Smyrna, GA.       1         Belleair Beach, FL.       1,560       Snellville, GA.       Snellville, GA.         Brevard County, FL.       543,376       Suwanee, GA.       Valdosta, GA.       Charlotte County, FL.       159,978       Honolulu, HI.       9         Clearwater, FL.       107,685       Ames, IA.       Ankeny, IA.       Colier County, FL.       28,547       Bettendorf, IA.  |        |
| Thornton, CO         118,772         Decatur, GA           Westminster, CO         106,114         McDonough, GA           Wheat Ridge, CO         30,166         Milton, GA           Windsor, CO         18,644         Peachtree City, GA           Coventry, CT         2,990         Roswell, GA           Hartford, CT         124,775         Sandy Springs, GA           Dover, DE         36,047         Savannah, GA         1           Rehoboth Beach, DE         1,327         Smyrna, GA         Smyrna, GA           Belleair Beach, FL         1,560         Snellville, GA         Snellville, GA           Brevard County, FL         543,376         Suwanee, GA         Valdosta, GA           Charlotte County, FL         159,978         Honolulu, HI         9           Clearwater, FL         107,685         Ames, IA         Ankeny, IA           Collier County, FL         28,547         Bettendorf, IA  |        |
| Westminster, CO       106,114       McDonough, GA         Wheat Ridge, CO       30,166       Milton, GA         Windsor, CO       18,644       Peachtree City, GA         Coventry, CT       2,990       Roswell, GA         Hartford, CT       124,775       Sandy Springs, GA         Dover, DE       36,047       Savannah, GA       1         Rehoboth Beach, DE       1,327       Smyrna, GA       Smyrna, GA         Belleair Beach, FL       1,560       Snellville, GA       Snellville, GA         Brevard County, FL       543,376       Suwanee, GA       Valdosta, GA         Cape Coral, FL       154,305       Valdosta, GA       9         Charlotte County, FL       159,978       Honolulu, HI       9         Clearwater, FL       107,685       Ames, IA       0         Collier County, FL       321,520       Ankeny, IA       0         Cooper City, FL       28,547       Bettendorf, IA       0   | 15,195 |
| Wheat Ridge, CO.       30,166       Milton, GA.         Windsor, CO.       18,644       Peachtree City, GA.         Coventry, CT.       2,990       Roswell, GA.         Hartford, CT.       124,775       Sandy Springs, GA.         Dover, DE.       36,047       Savannah, GA.       1         Rehoboth Beach, DE.       1,327       Smyrna, GA.       Smyrna, GA.         Belleair Beach, FL.       1,560       Snellville, GA.       Snellville, GA.         Brevard County, FL.       543,376       Suwanee, GA.       Valdosta, GA.         Cape Coral, FL.       154,305       Valdosta, GA.       9         Charlotte County, FL.       159,978       Honolulu, HI.       9         Clearwater, FL.       107,685       Ames, IA.       Ankeny, IA         Collier County, FL.       321,520       Ankeny, IA       Bettendorf, IA   | ,      |
| Windsor, CO       18,644       Peachtree City, GA         Coventry, CT       2,990       Roswell, GA         Hartford, CT       124,775       Sandy Springs, GA         Dover, DE       36,047       Savannah, GA       1         Rehoboth Beach, DE       1,327       Smyrna, GA       Smyrna, GA         Belleair Beach, FL       1,560       Snellville, GA       Snellville, GA         Brevard County, FL       543,376       Suwanee, GA       Suwanee, GA         Cape Coral, FL       154,305       Valdosta, GA       Oharlotte County, FL       9         Clearwater, FL       107,685       Ames, IA       Ankeny, IA         Collier County, FL       321,520       Ankeny, IA         Cooper City, FL       28,547       Bettendorf, IA  | 22,084 |
| Coventry, CT.       2,990       Roswell, GA         Hartford, CT.       124,775       Sandy Springs, GA         Dover, DE.       36,047       Savannah, GA       1         Rehoboth Beach, DE.       1,327       Smyrna, GA       Smyrna, GA       Snellville, GA       Snell | 32,661 |
| Hartford, CT.       124,775       Sandy Springs, GA.         Dover, DE.       36,047       Savannah, GA.       1         Rehoboth Beach, DE.       1,327       Smyrna, GA.          Belleair Beach, FL.       1,560       Snellville, GA.          Brevard County, FL.       543,376       Suwanee, GA.          Cape Coral, FL.       154,305       Valdosta, GA.          Charlotte County, FL.       159,978       Honolulu, HI.       9         Clearwater, FL.       107,685       Ames, IA.          Collier County, FL.       321,520       Ankeny, IA          Cooper City, FL.       28,547       Bettendorf, IA   | 34,364 |
| Dover, DE       36,047       Savannah, GA       1         Rehoboth Beach, DE       1,327       Smyrna, GA       1         Belleair Beach, FL       1,560       Snellville, GA       1         Brevard County, FL       543,376       Suwanee, GA       1         Cape Coral, FL       154,305       Valdosta, GA       1         Charlotte County, FL       159,978       Honolulu, HI       9         Clearwater, FL       107,685       Ames, IA       1         Collier County, FL       321,520       Ankeny, IA       2         Cooper City, FL       28,547       Bettendorf, IA       1  | 38,346 |
| Rehoboth Beach, DE       1,327       Smyrna, GA         Belleair Beach, FL       1,560       Snellville, GA         Brevard County, FL       543,376       Suwanee, GA         Cape Coral, FL       154,305       Valdosta, GA         Charlotte County, FL       159,978       Honolulu, HI       9         Clearwater, FL       107,685       Ames, IA         Collier County, FL       321,520       Ankeny, IA         Cooper City, FL       28,547       Bettendorf, IA  | 3,853  |
| Rehoboth Beach, DE       1,327       Smyrna, GA         Belleair Beach, FL       1,560       Snellville, GA         Brevard County, FL       543,376       Suwanee, GA         Cape Coral, FL       154,305       Valdosta, GA         Charlotte County, FL       159,978       Honolulu, HI       9         Clearwater, FL       107,685       Ames, IA         Collier County, FL       321,520       Ankeny, IA         Cooper City, FL       28,547       Bettendorf, IA  | 36,286 |
| Belleair Beach, FL       1,560       Snellville, GA         Brevard County, FL       543,376       Suwanee, GA         Cape Coral, FL       154,305       Valdosta, GA         Charlotte County, FL       159,978       Honolulu, HI       9         Clearwater, FL       107,685       Ames, IA         Collier County, FL       321,520       Ankeny, IA         Cooper City, FL       28,547       Bettendorf, IA  |        |
| Brevard County, FL       543,376       Suwanee, GA         Cape Coral, FL       154,305       Valdosta, GA         Charlotte County, FL       159,978       Honolulu, HI       9         Clearwater, FL       107,685       Ames, IA         Collier County, FL       321,520       Ankeny, IA         Cooper City, FL       28,547       Bettendorf, IA  |        |
| Cape Coral, FL       154,305       Valdosta, GA         Charlotte County, FL       159,978       Honolulu, HI       9         Clearwater, FL       107,685       Ames, IA         Collier County, FL       321,520       Ankeny, IA         Cooper City, FL       28,547       Bettendorf, IA   |        |
| Charlotte County, FL       159,978       Honolulu, HI       9         Clearwater, FL       107,685       Ames, IA       10         Collier County, FL       321,520       Ankeny, IA       Ankeny, IA         Cooper City, FL       28,547       Bettendorf, IA       Bettendorf, IA  |        |
| Clearwater, FL       107,685       Ames, IA         Collier County, FL       321,520       Ankeny, IA         Cooper City, FL       28,547       Bettendorf, IA   |        |
| Collier County, FL  |        |
| Cooper City, FL   |        |
|   | ,      |
|   |        |
| Dania Beach, FL   |        |
| Daytona Beach, FL   |        |
| Delray Beach, FL  |        |
| Destin, FL  |        |
| Escambia County, FL   | ,      |
| Eustis, FL  |        |
| Gainesville, FL   |        |
| Hillsborough County, FL   |        |
|   | ,      |
| Jupiter, FL   |        |
| Kissimmee, FL   |        |
| Lee County, FL  |        |
| Martin County, FL   |        |
| Miami Beach, FL   |        |
| North Palm Beach, FL  |        |
| Oakland Park, FL  |        |
| Ocala, FL   |        |
| Oldsmar, FL   |        |
| Oviedo, FL  | 10,743 |
| Palm Bay, FL  |        |
| Palm Beach County, FL   |        |
| Palm Beach Gardens, FL48,452 Evanston, IL   |        |
| Palm Coast, FL  |        |
| Panama City, FL   | 31,295 |

| Highland Park, IL          | 29.763  | Farmington Hills, MI       | 79.740  |
|----------------------------|---------|----------------------------|---------|
| Lincolnwood, IL            | ,       | Flushing, MI               | ,       |
| Lyons, IL                  |         | Gladstone, MI              |         |
| Naperville, IL             |         | Howell, MI                 |         |
| Normal, IL                 |         | Jackson County, MI         |         |
| Oak Park, IL               | ,       | Kalamazoo, MI              |         |
| O'Fallon, IL               | - /     | Kalamazoo County, MI       |         |
| Palatine, IL               |         | Midland, MI                |         |
| •                          | ,       | ,                          | ,       |
| Park Ridge, IL             |         | Novi, MI                   |         |
| Peoria County, IL          | ,       | Ottawa County, MI          | ,       |
| Riverside, IL              | ,       | Petoskey, MI               | ,       |
| Sherman, IL                | •       | Port Huron, MI             |         |
| Shorewood, IL              | •       | Rochester, MI              |         |
| Skokie, IL                 |         | Sault Sainte Marie, MI     |         |
| Sugar Grove, IL            |         | South Haven, MI            |         |
| Wilmington, IL             |         | Village of Howard City, MI |         |
| Woodridge, IL              |         | Blue Earth, MN             |         |
| Fishers, IN                |         | Carver County, MN          | 91,042  |
| Munster, IN                | 23,603  | Chanhassen, MN             |         |
| Noblesville, IN            | 51,969  | Dakota County, MN          | 398,552 |
| Abilene, KS                | 6,844   | Duluth, MN                 | 86,265  |
| Arkansas City, KS          | 12,415  | Fridley, MN                | 27,208  |
| Fairway, KS                | 3,882   | Hutchinson, MN             |         |
| Garden City, KS            | 26,658  | Maple Grove, MN            | 61,567  |
| Gardner, KS                |         | Mayer, MN                  |         |
| Johnson County, KS         | 544,179 | Medina, MN                 | 4,892   |
| Lawrence, KS               |         | Minneapolis, MN            |         |
| Merriam, KS                | ,       | Olmsted County, MN         |         |
| Mission, KS                | ,       | Scott County, MN           |         |
| Olathe, KS                 | ,       | St. Louis County, MN       |         |
| Overland Park, KS          | ,       | Washington County, MN      |         |
| Roeland Park, KS           | •       | Woodbury, MN               |         |
| Salina, KS                 | •       | Blue Springs, MO           |         |
| Wichita, KS                | ,       | Branson, MO                |         |
| Bowling Green, KY          |         | Clay County, MO            |         |
|                            |         |                            |         |
| Daviess County, KY         |         | Clayton, MO                |         |
| New Orleans, LA            | •       | Ellisville, MO             |         |
| Andover, MA                | ,       | Harrisonville, MO          |         |
| Barnstable, MA             |         | Jefferson City, MO         |         |
| Burlington, MA             | ,       | Joplin, MO                 |         |
| Cambridge, MA              |         | Lee's Summit, MO           |         |
| Needham, MA                |         | Liberty, MO                |         |
| Worcester, MA              | •       | Maryland Heights, MO       |         |
| Baltimore, MD              |         | Maryville, MO              |         |
| Baltimore County, MD       |         | Platte City, MO            |         |
| Dorchester County, MD      |         | Raymore, MO                |         |
| Gaithersburg, MD           |         | Richmond Heights, MO       |         |
| La Plata, MD               |         | Riverside, MO              | 2,937   |
| Montgomery County, MD      | 971,777 | Rolla, MO                  | 19,559  |
| Ocean City, MD             | 7,102   | Wentzville, MO             | 29,070  |
| Prince George's County, MD | 863,420 | Starkville, MS             | 23,888  |
| Rockville, MD              |         | Billings, MT               |         |
| Takoma Park, MD            | 16,715  | Bozeman, MT                |         |
| Saco, ME                   |         | Missoula, MT               |         |
| Scarborough, ME            |         | Asheville, NC              |         |
| South Portland, ME         |         | Cabarrus County, NC        |         |
| Ann Arbor, MI              |         | Cary, NC                   |         |
| Battle Creek, MI           |         | Charlotte, NC              |         |
| Escanaba, MI               |         | Concord, NC                |         |
|                            |         | 2020.2, 2                  |         |

| Davidson, NC                            | 10,944  | Medford, OR              | 74,907    |
|---|---------|--------------------------|-----------|
| High Point, NC                          | 104,371 | Multnomah County, OR     | 735,334   |
| Hillsborough, NC                        |         | Portland, OR             |           |
| Indian Trail, NC                        |         | Springfield, OR          | 59,403    |
| Kannapolis, NC                          |         | Tualatin, OR             |           |
| Mecklenburg County, NC                  | ,       | Borough of Ebensburg, PA | ,         |
| Mooresville, NC                         |         | Cumberland County, PA    |           |
| Wake Forest, NC                         |         | Kutztown Borough, PA     |           |
| Wilmington, NC                          |         | Philadelphia, PA         |           |
| Wahpeton, ND                            |         | State College, PA        |           |
| Cedar Creek, NE                         | ,       | East Providence, RI      |           |
| •                                       |         | ,                        | ,         |
| Grand Island, NE                        | ,       | Newport, RI              |           |
| La Vista, NE                            | ,       | Rock Hill, SC            |           |
| Dover, NH                               |         | Rapid City, SD           |           |
| Lebanon, NH                             | •       | Sioux Falls, SD          | ,         |
| Alamogordo, NM                          |         | Cookeville, TN           | · ·       |
| Albuquerque, NM                         |         | Johnson City, TN         |           |
| Bloomfield, NM                          |         | Nashville, TN            |           |
| Farmington, NM                          |         | Oak Ridge, TN            |           |
| Los Alamos County, NM                   | 17,950  | White House, TN          | 10,255    |
| Rio Rancho, NM                          |         | Arlington, TX            | 365,438   |
| San Juan County, NM                     | 130,044 | Austin, TX               |           |
| Carson City, NV                         | 55,274  | Benbrook, TX             | 21,234    |
| Henderson, NV                           | 257,729 | Bryan, TX                | 76,201    |
| North Las Vegas, NV                     | 216,961 | Colleyville, TX          | 22,807    |
| Reno, NV                                | 225,221 | Corpus Christi, TX       | 305,215   |
| Sparks, NV                              | 90,264  | Dallas, TX               | 1,197,816 |
| Washoe County, NV                       |         | Denton, TX               |           |
| Canandaigua, NY                         |         | Duncanville, TX          |           |
| Geneva, NY                              |         | El Paso, TX              | ,         |
| New York City, NY                       | ,       | Flower Mound, TX         | ,         |
| Ogdensburg, NY                          |         | Fort Worth, TX           | ,         |
| Blue Ash, OH                            |         | Georgetown, TX           | ,         |
| Delaware, OH                            |         | Grand Prairie, TX        |           |
| Dublin, OH                              |         | Houston, TX              |           |
| Kettering, OH                           | ,       | Hurst, TX                | , ,       |
| Lebanon, OH                             | ,       | Hutto, TX                | ,         |
| Orange Village, OH                      | ,       | Irving, TX               | ,         |
| Sandusky, OH                            | •       | League City, TX          |           |
| Springboro, OH                          |         | McAllen, TX              |           |
| Sylvania Township, OH                   | ,       | •                        | ,         |
| • |         | McKinney, TX             |           |
| Upper Arlington, OH                     |         | Pasadena, TX             |           |
| Broken Arrow, OK                        | ,       | Plano, TX                | ,         |
| Edmond, OK                              |         | Round Rock, TX           | ,         |
| Norman, OK                              |         | Rowlett, TX              |           |
| Oklahoma City, OK                       | ,       | San Marcos, TX           |           |
| Stillwater, OK                          |         | Shenandoah, TX           |           |
| Tulsa, OK                               |         | Southlake, TX            |           |
| Albany, OR                              | •       | Sugar Land, TX           |           |
| Ashland, OR                             |         | Temple, TX               | ,         |
| Bend, OR                                |         | Tomball, TX              |           |
| Corvallis, OR                           | 54,462  | Westlake, TX             | 992       |
| Eugene, OR                              | 156,185 | Farmington, UT           | 18,275    |
| Forest Grove, OR                        |         | Park City, UT            | 7,558     |
| Hermiston, OR                           | 16,745  | Provo, UT                |           |
| Jackson County, OR                      |         | Riverdale, UT            |           |
| Keizer, OR                              |         | Salt Lake City, UT       |           |
| Lane County, OR                         |         | Sandy, UT                |           |
| McMinnville, OR                         |         | Saratoga Springs, UT     |           |

| Springville, UT           | 29,466  |
|---------------------------|---------|
| Washington City, UT       |         |
| Albemarle County, VA      |         |
| Arlington County, VA      |         |
| Ashland, VA               |         |
| Blacksburg, VA            |         |
| Botetourt County, VA      |         |
| Chesapeake, VA            |         |
| Chesterfield County, VA   |         |
| Fredericksburg, VA        |         |
| Hampton, VA               |         |
| Hanover County, VA        |         |
| Herndon, VA               | ,       |
| Hopewell, VA              | 22,591  |
| James City County, VA     | 67,009  |
| Lexington, VA             |         |
| Lynchburg, VA             | 75,568  |
| Montgomery County, VA     | 94,392  |
| Newport News, VA          | 180,719 |
| Prince William County, VA | 402,002 |
| Purcellville, VA          | 7,727   |
| Radford, VA               |         |
| Roanoke, VA               | 97,032  |
| Spotsylvania County, VA   | 122,397 |
| Stafford County, VA       | 128,961 |
| Virginia Beach, VA        | 437,994 |
| Williamsburg, VA          | 14,068  |
| York County, VA           | 65,464  |
| Chittenden County, VT     | 156,545 |
| Montpelier, VT            |         |
| Airway Heights, WA        | 6,114   |
| Auburn, WA                | 70,180  |
| Bellevue, WA              |         |
| Bellingham, WA            | 80,885  |
|                           |         |

| Clark County, WA      | 425,363          |
|-----------------------|------------------|
| Federal Way, WA       | 89,306           |
| Gig Harbor, WA        | 7,126            |
| Hoquiam, WA           | 8,726            |
| Kirkland, WA          | 48,787           |
| Kitsap County, WA     | 251,133          |
| Lynnwood, WA          | 35,836           |
| Maple Valley, WA      | 22,684           |
| Mountlake Terrace, WA |                  |
| Olympia, WA           | 46,478           |
| Pasco, WA             | 59,781           |
| Redmond, WA           | 54,144           |
| Renton, WA            |                  |
| Snoqualmie, WA        | 10,670           |
| Spokane Valley, WA    | 75,206           |
| Tacoma, WA            | 198,397          |
| Vancouver, WA         | 161 <i>,7</i> 91 |
| West Richland, WA     | 11,811           |
| Woodland, WA          | 5,509            |
| Columbus, WI          | 4,991            |
| De Pere, WI           | 23,800           |
| Eau Claire, WI        | 65,883           |
| Madison, WI           | 233,209          |
| Merrill, WI           | 9,661            |
| Oshkosh, WI           | 66,083           |
| Racine, WI            | 78,860           |
| Wausau, WI            | 39,106           |
| Wind Point, WI        | 1,723            |
| Morgantown, WV        | 29,660           |
| Cheyenne, WY          | 59,466           |
| Gillette, WY          | 29,087           |
| Laramie, WY           |                  |
| Teton County, WY      | 21,294           |
|                       |                  |

#### CALIFORNIA CITIES BENCHMARK COMPARISONS

| Overall Community Quality Benchmarks              |                             |      |   |                         |  |  |  |
|---|-----------------------------|------|---|-------------------------|--|--|--|
|   | Elk Grove<br>average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |  |
| Overall quality of life in Elk Grove              | 62                          | 16   | 25  | Below                   |  |  |  |
| Your neighborhood as place to live                | 70                          | 11   | 19  | Similar                 |  |  |  |
| Elk Grove as a place to live                      | 67                          | 12   | 20  | Similar                 |  |  |  |
| Recommend living in Elk Grove to someone who asks | 74                          | 7    | 11  | Similar                 |  |  |  |
| Remain in Elk Grove for the next five years       | 77                          | 8    | 11  | Similar                 |  |  |  |

| Community Transportation Benchmarks      |                          |      |   |                         |  |  |  |
|--|--------------------------|------|---|-------------------------|--|--|--|
|  | Elk Grove average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |  |
| Ease of car travel in Elk<br>Grove       | 51                       | 13   | 18  | Similar                 |  |  |  |
| Ease of bus travel in Elk<br>Grove       | 48                       | 10   | 17  | Similar                 |  |  |  |
| Ease of bicycle travel in Elk<br>Grove   | 51                       | 12   | 18  | Similar                 |  |  |  |
| Ease of walking in Elk Grove             | 58                       | 13   | 19  | Similar                 |  |  |  |
| Availability of paths and walking trails | 56                       | 6    | 9   | Similar                 |  |  |  |
| Traffic flow on major streets            | 39                       | 13   | 16  | Much below              |  |  |  |

| Frequency of Bus Use Benchmarks   |    |    |    |           |  |  |  |
|---|----|----|----|-----------|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |    |    |           |  |  |  |
| Ridden a local bus within<br>Elk Grove  | 15 | 17 | 18 | Much less |  |  |  |

| Drive Alone Benchmarks                                      |    |   |    |           |  |
|---|----|---|----|-----------|--|
| Elk Grove average rating Rank For Comparison benchmark      |    |   |    |           |  |
| Average percent of work commute trips made by driving alone | 75 | 4 | 11 | Much more |  |

| Transportation and Parking Services Benchmarks |  |    |    |            |  |  |  |  |
|--|--|----|----|------------|--|--|--|--|
|  | Elk Grove average rating Rank Number of Jurisdictions for Comparison bench |    |    |            |  |  |  |  |
| Street repair                                  | 54   | 9  | 25 | Much above |  |  |  |  |
| Street cleaning                                | 57   | 11 | 21 | Similar    |  |  |  |  |
| Street lighting                                | 58   | 7  | 22 | Above      |  |  |  |  |
| Sidewalk<br>maintenance                        | 57   | 6  | 21 | Much above |  |  |  |  |

|   | Transportation and Parking Services Benchmarks |    |         |         |  |  |  |  |  |
|---|--|----|---------|---------|--|--|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |  |    |         |         |  |  |  |  |  |
| Traffic signal timing   | 48   | 7  | 20      | Similar |  |  |  |  |  |
| Bus or transit services   | 52   | 17 | Similar |         |  |  |  |  |  |

| Housing Characteristics Benchmarks                                  |    |            |   |       |  |  |  |  |
|---|----|------------|---|-------|--|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for benchmark |    |            |   |       |  |  |  |  |
| Availability of affordable quality housing                          | 18 | Much above |   |       |  |  |  |  |
| Variety of housing options  | 52 | 4          | 9 | Above |  |  |  |  |

| Housing Costs Benchmarks   |            |   |    |           |  |  |
|--|------------|---|----|-----------|--|--|
| Elk Grove Number of Jurisdictions Comparison to average rating Rank for Comparison benchmark |            |   |    |           |  |  |
| Experiencing housing costs stress (housing costs 30% or MORE of income)                      | 5 <i>7</i> | 1 | 11 | Much more |  |  |

| Built Environment Benchmarks   |    |   |    |         |  |  |  |  |
|--|----|---|----|---------|--|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |    |   |    |         |  |  |  |  |
| Quality of new development in Elk Grove  | 51 | 9 | 17 | Similar |  |  |  |  |
| Overall appearance of Elk Grove 65 11 21 Above                                 |    |   |    |         |  |  |  |  |

| Population Growth Benchmarks   |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |  |  |  |  |  |  |  |
| Population growth seen as too fast 55 5 19 Much more                           |  |  |  |  |  |  |  |

| Nuisance Problems Benchmarks  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|
| Elk Grove average rating Rank for Comparison benchmark                                      |  |  |  |  |  |  |
| Run down buildings, weed lots and junk vehicles seen as a "major" problem 7 11 18 Much less |  |  |  |  |  |  |

| Planning and Community Code Enforcement Services Benchmarks                       |    |    |    |         |  |  |
|---|----|----|----|---------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |    |    |         |  |  |
| Land use, planning and zoning   | 47 | 8  | 19 | Above   |  |  |
| Code enforcement (weeds, abandoned buildings, etc.)                               | 47 | 12 | 19 | Similar |  |  |
| Animal control  | 53 | 14 | 19 | Below   |  |  |

| Economic Sustainability and Opportunities Benchmarks                |    |    |    |            |  |  |
|---|----|----|----|------------|--|--|
| Elk Grove average rating Rank For Comparison benchmark              |    |    |    |            |  |  |
| Employment opportunities  | 29 | 12 | 18 | Below      |  |  |
| Shopping opportunities  | 50 | 8  | 19 | Similar    |  |  |
| Elk Grove as a place to work  | 43 | 14 | 18 | Much below |  |  |
| Overall quality of business and service establishments in Elk Grove | 54 | 7  | 10 | Similar    |  |  |

| Economic Development Services Benchmarks                                       |    |    |    |       |  |  |  |
|--|----|----|----|-------|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |    |    |    |       |  |  |  |
| Economic<br>development  | 39 | 12 | 18 | Below |  |  |  |

| Job and Retail Growth Benchmarks   |    |   |    |           |  |  |  |
|--|----|---|----|-----------|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |    |   |    |           |  |  |  |
| Retail growth seen as too slow   | 47 | 7 | 19 | More      |  |  |  |
| Jobs growth seen as too slow   | 89 | 4 | 19 | Much more |  |  |  |

| Personal Economic Future Benchmarks  |    |    |    |         |  |  |
|--|----|----|----|---------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |    |    |    |         |  |  |
| Positive impact of economy on household income                                 | 18 | 11 | 19 | Similar |  |  |

| Community and Personal Public Safety Benchmarks |                             |      |   |                         |  |  |
|---|-----------------------------|------|---|-------------------------|--|--|
|   | Elk Grove<br>average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |
| In your neighborhood during the day             | 84                          | 14   | 24  | Similar                 |  |  |
| In your neighborhood after dark                 | 69                          | 13   | 23  | Similar                 |  |  |
| In Elk Grove's commercial areas during the day  | 78                          | 17   | 20  | Below                   |  |  |
| In Elk Grove's commercial areas after dark      | 58                          | 13   | 21  | Below                   |  |  |
| Violent crime (e.g., rape, assault, robbery)    | 67                          | 13   | 19  | Similar                 |  |  |
| Property crimes (e.g., burglary, theft)         | 54                          | 13   | 19  | Below                   |  |  |
| Environmental hazards, including toxic waste    | 73                          | 7    | 11  | Similar                 |  |  |

| Crime Victimization and Reporting Benchmarks                                      |    |    |    |           |  |  |  |
|---|----|----|----|-----------|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |    |    |           |  |  |  |
| Victim of crime   | 10 | 16 | 19 | Less      |  |  |  |
| Reported crimes   | 91 | 2  | 19 | Much more |  |  |  |

| Public Safety Services Benchmarks  |                                |      |  |                         |  |
|--|--------------------------------|------|--|-------------------------|--|
|  | Elk Grove<br>average<br>rating | Rank | Number of<br>Jurisdictions for<br>Comparison | Comparison to benchmark |  |
| Police services  | 64                             | 16   | 24   | Similar                 |  |
| Crime prevention   | 54                             | 12   | 20   | Similar                 |  |
| Traffic enforcement  | 54                             | 16   | 23   | Similar                 |  |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 52                             | 7    | 13   | Similar                 |  |

| Contact with Police Department Benchmarks                                   |    |   |   |            |  |  |
|---|----|---|---|------------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions benchmark             |    |   |   |            |  |  |
| Had contact with the City of Elk Grove Police Department                    | 36 | 4 | 6 | Less       |  |  |
| Overall impression of most recent contact with the City of Elk Grove Police |    |   |   |            |  |  |
| Department  | 62 | 6 | 6 | Much below |  |  |

| Community Environment Benchmarks  |    |    |    |            |  |  |
|---|----|----|----|------------|--|--|
| Elk Grove Number of Jurisdictions Comparison average rating Rank for Comparison benchmarl |    |    |    |            |  |  |
| Cleanliness of Elk Grove  | 65 | 6  | 11 | Similar    |  |  |
| Quality of overall natural environment in Elk Grove                                       | 57 | 8  | 10 | Much below |  |  |
| Preservation of natural areas such as open space, farmlands and greenbelts                | 52 | 7  | 10 | Similar    |  |  |
| Air quality   | 53 | 12 | 16 | Below      |  |  |

| Frequency of Recycling Benchmarks                                   |    |   |    |         |  |  |
|---|----|---|----|---------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for benchmark |    |   |    |         |  |  |
| Recycled used paper, cans or bottles from your home                 | 96 | 5 | 17 | Similar |  |  |

| Utility Services Benchmarks |                          |      |   |                         |  |  |  |
|-----------------------------|--------------------------|------|---|-------------------------|--|--|--|
|                             | Elk Grove average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |  |
| Storm drainage              | 60                       | 8    | 19  | Above                   |  |  |  |
| Yard waste pick-<br>up      | 68                       | 9    | 15  | Similar                 |  |  |  |
| Recycling                   | 69                       | 10   | 18  | Similar                 |  |  |  |
| Garbage<br>collection       | 69                       | 16   | 21  | Similar                 |  |  |  |

| Community Recreational Opportunities Benchmarks                                |    |    |    |         |  |  |
|--|----|----|----|---------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |    |    |    |         |  |  |
| Recreation opportunities   | 56 | 11 | 18 | Similar |  |  |

| Cultural and Educational Opportunities Benchmarks                                 |    |    |    |            |  |  |
|---|----|----|----|------------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |    |    |            |  |  |
| Opportunities to attend cultural activities                                       | 46 | 14 | 20 | Much below |  |  |
| Educational opportunities   | 51 | 9  | 16 | Below      |  |  |

| Participation in Cultural and Educational Opportunities Benchmarks            |    |    |    |           |  |  |
|---|----|----|----|-----------|--|--|
| Elk Grove average rating Rank for Comparison benchmark                        |    |    |    |           |  |  |
| Used Elk Grove public libraries or their services                             | 61 | 16 | 19 | Much less |  |  |
| Participated in religious or spiritual activities in Elk Grove 50 5 7 Similar |    |    |    |           |  |  |

| Cultural and Educational Services Benchmarks   |    |    |    |            |  |  |  |
|--|----|----|----|------------|--|--|--|
| Elk Grove average Number of Jurisdictions for Comparison to rating Rank Comparison benchmark |    |    |    |            |  |  |  |
| Public library services  | 63 | 20 | 23 | Much below |  |  |  |

| Community Health and Wellness Access and Opportunities Benchmarks |  |   |    |            |  |  |
|---|--|---|----|------------|--|--|
|   | Elk Grove average rating Rank Number of Jurisdictions for Comparison |   |    |            |  |  |
| Availability of affordable quality health care                    | 52   | 5 | 16 | Much above |  |  |
| Availability of affordable quality food                           | 58   | 7 | 13 | Similar    |  |  |
| Availability of preventive health services                        | 53   | 3 | 8  | Similar    |  |  |

| Community Quality and Inclusiveness Benchmarks                    |                          |      |  |                         |  |  |
|---|--------------------------|------|--|-------------------------|--|--|
|   | Elk Grove average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |  |  |
| Sense of community  | 55                       | 11   | 19                                     | Similar                 |  |  |
| Openness and acceptance of the community toward people of diverse | 50                       | 12   | 18                                     | Similar                 |  |  |
| backgrounds   | 59                       |      |  |                         |  |  |
| Availability of affordable quality child care                     | 42                       | 8    | 17                                     | Similar                 |  |  |
| Elk Grove as a place to raise kids                                | 67                       | 10   | 19                                     | Similar                 |  |  |
| Elk Grove as a place to retire                                    | 54                       | 10   | 19                                     | Below                   |  |  |

| Services Provided for Population Subgroups Benchmarks                          |    |    |    |         |  |  |
|--|----|----|----|---------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |    |    |    |         |  |  |
| Services to seniors  | 58 | 12 | 23 | Similar |  |  |
| Services to youth  | 56 | 7  | 21 | Above   |  |  |
| Services to low income people  | 43 | 10 | 17 | Similar |  |  |

| Civic Engagement Opportunities Benchmarks                           |    |   |    |            |  |  |
|---|----|---|----|------------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for benchmark |    |   |    |            |  |  |
| Opportunities to participate in community matters                   | 54 | 7 | 10 | Below      |  |  |
| Opportunities to volunteer  | 56 | 9 | 10 | Much below |  |  |

| Participation in Civic Engagement Opportunities Benchmarks  |                                |      |  |                         |  |  |
|---|--------------------------------|------|--|-------------------------|--|--|
|   | Elk Grove<br>average<br>rating | Rank | Number of<br>Jurisdictions for<br>Comparison | Comparison to benchmark |  |  |
| Attended a meeting of local elected officials or other local public meeting   | 19                             | 17   | 19   | Much less               |  |  |
| Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media | 22                             | 18   | 19   | Much less               |  |  |
| Volunteered your time to some group or activity in Elk Grove  | 43                             | 10   | 19   | Similar                 |  |  |
| Participated in a club or civic group in Elk<br>Grove   | 23                             | 9    | 10   | Much less               |  |  |
| Provided help to a friend or neighbor   | 93                             | 6    | 10   | Similar                 |  |  |

| Voter Behavior Benchmarks  |    |   |    |         |  |  |
|--|----|---|----|---------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |    |   |    |         |  |  |
| Registered to vote   | 82 | 9 | 19 | Similar |  |  |
| Voted in last general election 78 10 19 Similar                                |    |   |    |         |  |  |

| Use of Information Sources Benchmarks   |    |   |    |           |  |  |  |
|---|----|---|----|-----------|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |   |    |           |  |  |  |
| Read Elk Grove Newsletter   | 89 | 4 | 15 | Much more |  |  |  |
| Visited the City of Elk Grove Web site 70 3 10 Much more                          |    |   |    |           |  |  |  |

| Local Government Media Services and Information Dissemination Benchmarks |  |   |    |         |  |  |
|--|--|---|----|---------|--|--|
|  | Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |   |    |         |  |  |
| Cable television   | 53   | 6 | 11 | Similar |  |  |
| Public information services 55 13 20 Similar                             |  |   |    |         |  |  |

| Social Engagement Opportunities Benchmarks                                    |            |   |    |       |  |  |
|---|------------|---|----|-------|--|--|
| Elk Grove average rating Rank Number of Jurisdictions Comparison to benchmark |            |   |    |       |  |  |
| Opportunities to participate in social events and activities                  | 54         | 9 | 11 | Below |  |  |
| Opportunities to participate in religious or spiritual events and activities  | 5 <i>7</i> | 5 | 6  | Below |  |  |

| Contact with Immediate Neighbors Benchmarks                |    |    |    |           |
|--|----|----|----|-----------|
| Elk Grove average rating Rank Comparison benchmark         |    |    |    |           |
| Has contact with neighbors at least several times per week | 44 | 10 | 11 | Much less |

| Public Trust Benchmarks  |                             |      |  |                         |
|--|-----------------------------|------|--|-------------------------|
|  | Elk Grove<br>average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Value of services for the taxes paid to Elk Grove              | 46                          | 17   | 21                                     | Below                   |
| The overall direction that Elk Grove is                        | 40                          | 17   | 21                                     | Delow                   |
| taking   | 44                          | 14   | 20                                     | Below                   |
| Job Elk Grove government does at welcoming citizen involvement | 43                          | 16   | 20                                     | Below                   |
| Overall image or reputation of Elk<br>Grove                    | 56                          | 13   | 20                                     | Below                   |

| Services Provided by Local, State and Federal Governments Benchmarks |                             |      |   |                         |
|--|-----------------------------|------|---|-------------------------|
|  | Elk Grove<br>average rating | Rank | Number of Jurisdictions for<br>Comparison | Comparison to benchmark |
| Services provided by the City of Elk                                 |                             |      |   |                         |
| Grove  | 58                          | 22   | 29  | Below                   |
| Services provided by the Federal                                     |                             |      |   |                         |
| Government   | 36                          | 16   | 19  | Similar                 |
| Services provided by the State                                       |                             |      |   |                         |
| Government   | 34                          | 13   | 19  | Similar                 |
| Services provided by Sacramento                                      |                             |      |   |                         |
| County Government  | 39                          | 10   | 11  | Below                   |

| Contact with City Employees Benchmarks   |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison benchmark |  |  |  |  |  |  |
| Had contact with City employee(s) in last 12 months 37 18 20 Much less         |  |  |  |  |  |  |

| Perceptions of City Employees (Among Those Who Had Contact) Benchmarks            |    |    |    |         |  |
|---|----|----|----|---------|--|
| Elk Grove average rating Rank Number of Jurisdictions for Comparison to benchmark |    |    |    |         |  |
| Knowledge   | 63 | 18 | 21 | Below   |  |
| Responsiveness  | 61 | 15 | 21 | Similar |  |
| Courteousness   | 66 | 13 | 21 | Similar |  |
| Overall impression  | 61 | 15 | 21 | Below   |  |

### JURISDICTIONS INCLUDED IN CALIFORNIA BENCHMARK COMPARISONS

| Coronado, CA         | 18.912                                |
|----------------------|---------------------------------------|
| South Lake Tahoe, CA |                                       |
| Laguna Beach, CA     |                                       |
| El Cerrito, CA       |                                       |
| Galt, CA             |                                       |
| Benicia, CA          | · · · · · · · · · · · · · · · · · · · |
| Burlingame, CA       |                                       |
| Menlo Park, CA       |                                       |
| Brea, CA             |                                       |
| Palm Springs, CA     |                                       |
| Dublin, CA           |                                       |
| Poway, CA            |                                       |
| La Mesa, CA          |                                       |
| San Rafael, CA       |                                       |
| Cupertino, CA        |                                       |
| Lodi, CA             | · · · · · · · · · · · · · · · · · · · |
| Walnut Creek, CA     |                                       |
| Palo Alto, CA        |                                       |
| Rancho Cordova, CA   |                                       |
| Davis, CA            |                                       |
| Apple Valley, CA     |                                       |
| Lynwood, CA          |                                       |
| Mountain View, CA    |                                       |
| Livermore, CA        |                                       |
| Newport Beach, CA    | ,                                     |
| Santa Monica, CA     |                                       |
| Mission Viejo, CA    |                                       |
| San Mateo, CA        |                                       |
| Temecula, CA         |                                       |
| Richmond, CA         |                                       |
| Carlsbad, CA         |                                       |
| Concord, CA          |                                       |
| Visalia, CA          |                                       |
|                      |                                       |
| Thousand Oaks, CA    |                                       |
| Sunnyvale, CA        |                                       |
|                      |                                       |
| Stockton, CA         | 291,/0/                               |