The National Citizen Survey™

CITY OF ELK GROVE, CA
2009

Report of Geographic Subgroup Comparisons

CONTENTS

SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Elk Grove staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Elk Grove staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

Understanding the Results

"Don't Know" Responses

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Understanding the Tables

In this report, comparisons between geographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good", or the percent of respondents who felt the rate of growth was "about right."

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by geographic subgroups. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are "real." Where differences were statistically significant, they are marked in grey.

The 95 percent confidence level for this survey is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample (259 completed surveys). For each Zip Code (95624, 95757, and 95758) the margin of error rises to approximately + or - 12% since sample sizes were approximately 97 for 95624, 71 for 95757 and 91 for 95758.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")			
	Zip Code		
Please rate each of the following aspects of quality of life in Elk Grove:	95624	95757	95758
Elk Grove as a place to live	73%	77%	89%
Your neighborhood as a place to live	79%	83%	77%
Elk Grove as a place to raise children	68%	73%	82%
Elk Grove as a place to work	46%	39%	57%
Elk Grove as a place to retire	45%	50%	51%
The overall quality of life in Elk Grove	68%	72%	80%

Question 2: Community Characteristics (Percent "excellent" or "good")			
	Zip Code		
Please rate each of the following characteristics as they relate to Elk Grove as a whole:	95624	95757	95758
Sense of community	50%	59%	57%
Openness and acceptance of the community towards people of diverse backgrounds	75%	78%	68%
Overall appearance of Elk Grove	69%	83%	83%
Cleanliness of Elk Grove	74%	81%	78%
Overall quality of new development in Elk Grove	46%	58%	57%
Variety of housing options	54%	63%	70%
Overall quality of business and service establishments in Elk Grove	51%	54%	60%
Shopping opportunities	51%	36%	51%
Opportunities to attend cultural activities	37%	32%	43%
Recreational opportunities	42%	45%	64%
Employment opportunities	12%	15%	15%
Educational opportunities	47%	52%	53%
Opportunities to participate in social events and activities	43%	54%	52%
Opportunities to participate in religious or spiritual events and activities	67%	63%	67%
Opportunities to volunteer	55%	50%	50%
Opportunities to participate in community matters	55%	56%	54%

Question 2: Community Characteristics (Percent "excellent" or "good")			
		Zip Code	
Please rate each of the following characteristics as they relate to Elk Grove as a whole:	95624	95757	95758
Ease of car travel in Elk Grove	42%	52%	62%
Ease of bus travel in Elk Grove	29%	56%	45%
Ease of bicycle travel in Elk Grove	46%	62%	64%
Ease of walking in Elk Grove	52%	64%	71%
Availability of paths and walking trails	53%	60%	64%
Traffic flow on major streets	31%	47%	42%
Availability of affordable quality housing	39%	53%	57%
Availability of affordable quality child care	31%	39%	44%
Availability of affordable quality health care	54%	50%	55%
Availability of affordable quality food	66%	61%	67%
Availability of preventive health services	42%	55%	56%
Air quality	42%	69%	55%
Quality of overall natural environment in Elk Grove	45%	68%	68%
Overall image or reputation of Elk Grove	55%	67%	72%

Question 3: Growth (Percent "too fast")			
		Zip Code	
Please rate the speed of growth in the following categories in Elk Grove over the past 2 years:	95624	95757	95758
Population growth	65%	59%	61%
Retail growth (stores, restaurants, etc.)	26%	21%	27%
Jobs growth	2%	2%	3%

Question 4: Code Enforcement (Percent at least a "minor" problem)			
		Zip Code	
	95624	95757	95758
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Elk Grove?	91%	85%	83%

Question 5: Community Safety (Percent "very" or "somewhat" safe)			
	Zip Code		
Please rate how safe or unsafe you feel from the following in Elk Grove:	95624	95757	95758
Violent crime (e.g., rape, assault, robbery)	61%	62%	62%
Property crimes (e.g., burglary, theft)	37%	46%	54%
Environmental hazards, including toxic waste	65%	77%	79%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)			
	Zip Code		
Please rate how safe or unsafe you feel:	95624	95757	95758
In your neighborhood during the day	85%	88%	91%
In your neighborhood after dark	67%	64%	75%
In Elk Grove's commercial areas during the day	80%	89%	84%
In Elk Grove's commercial areas after dark	38%	44%	47%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")			
	Zip Code		
	95624	95757	95758
During the past twelve months, were you or anyone in your household the victim of any crime?	21%	19%	14%
If yes, was this crime (these crimes) reported to the police?	73%	73%	79%

Question 9: Resident Behaviors (Percent at least once in past 12 months)			
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Elk Grove?	Zip Code		
	95624	95757	95758
Used Elk Grove public libraries or their services	63%	66%	60%
Used Elk Grove recreation centers	51%	56%	63%
Participated in a recreation program or activity	48%	55%	45%
Visited a neighborhood park or City park	94%	92%	87%
Ridden a local bus within Elk Grove	14%	12%	15%
Attended a meeting of local elected officials or other local public meeting	30%	21%	14%
Watched a meeting of local elected officials or other local public meeting on cable television	27%	19%	35%
Read Elk Grove Newsletter	87%	87%	82%
Visited the City of Elk Grove Web site (at www.elkgrovecity.org)	64%	64%	60%
Recycled used paper, cans or bottles from your home	97%	90%	93%
Volunteered your time to some group or activity in Elk Grove	48%	25%	32%
Participated in religious or spiritual activities in Elk Grove	53%	47%	33%
Participated in a club or civic group in Elk Grove	36%	17%	14%
Provided help to a friend or neighbor	94%	97%	93%

Question 10: Neighborliness (Percent at least once per month)			
	Zip Code		
	95624	95757	95758
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	87%	69%	79%

Question 11: Service Quality (Percent "excellent" or "good")			
		Zip Code	
Please rate the quality of each of the following services in Elk Grove:	95624	95757	95758
Police services	71%	84%	78%
Fire services	93%	96%	88%
Ambulance or emergency medical services	89%	91%	91%
Crime prevention	47%	69%	64%
Fire prevention and education	68%	75%	74%
Traffic enforcement	55%	63%	60%
Street repair	42%	56%	62%
Street cleaning	46%	68%	68%
Street lighting	71%	75%	65%
Sidewalk maintenance	62%	73%	66%
Traffic signal timing	37%	47%	46%
Bus or transit services	55%	55%	50%
Garbage collection	92%	85%	88%
Recycling	90%	84%	89%
Yard waste pick-up	85%	83%	85%
Storm drainage	64%	77%	66%
Drinking water	47%	58%	46%
Sewer services	73%	80%	66%
Power (electric and/or gas) utility	70%	77%	80%
Parks	85%	97%	88%
Recreation programs or classes	77%	92%	74%
Recreation centers or facilities	77%	84%	79%
Land use, planning and zoning	30%	49%	38%
Code enforcement (weeds, abandoned buildings, etc)	28%	41%	51%
Animal control	53%	70%	57%
Economic development	34%	32%	33%
Health services	54%	76%	61%
Services to seniors	57%	86%	66%
Services to youth	53%	73%	61%

Question 11: Service Quality (Percent "excellent" or "good")			
		Zip Code	
Please rate the quality of each of the following services in Elk Grove:	95624	95757	95758
Services to low-income people	47%	69%	45%
Public library services	73%	89%	64%
Public information services	59%	78%	49%
Public schools	71%	85%	80%
Cable television	63%	59%	56%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	38%	48%	55%
Preservation of natural areas such as open space, farmlands and greenbelts	45%	61%	45%

Question 12: Government Services Overall (Percent "excellent" or "good")			
		Zip Code	
Overall, how would you rate the quality of the services provided by each of the following?	95624	95757	95758
The City of Elk Grove	63%	74%	63%
The Federal Government	24%	37%	30%
The State Government	17%	34%	22%
Sacramento County Government	28%	43%	26%

Question 13: Contact with City Employees (Percent "yes")			
		Zip Code	
	95624	95757	95758
Have you had any in-person or phone contact with an employee of the City of Elk Grove within the last 12 months (including police, receptionists, planners or any others)?	44%	39%	27%

Question 14: City Employees (Percent "excellent" or "good")			
		Zip Code	
What was your impression of the employee(s) of the City of Elk Grove in your most recent contact?	95624	95757	95758
Knowledge	76%	73%	81%
Responsiveness	65%	63%	77%
Courtesy	72%	65%	81%
Overall impression	60%	65%	76%

Question 15: Government Performance (Percent "excellent" or "good")			
Please rate the following categories of Elk Grove government performance:	**Zip Code**		
	95624	**95757**	**95758**
The value of services for the taxes paid to Elk Grove	33%	51%	52%
The overall direction that Elk Grove is taking	26%	41%	38%
The job Elk Grove government does at welcoming citizen involvement	43%	37%	43%
The job Elk Grove government does at listening to citizens	28%	37%	35%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)			
Please indicate how likely or unlikely you are to do each of the following:	**Zip Code**		
	95624	**95757**	**95758**
Recommend living in Elk Grove to someone who asks	67%	80%	83%
Remain in Elk Grove for the next five years	79%	82%	86%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)			
	Zip Code		
	95624	**95757**	**95758**
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	18%	14%	13%