



The National Citizen Survey™

CITY OF ELK GROVE, CA
2011

Supplemental Web Survey Results

C O N T E N T S

About This Report..... 1

Complete Survey Frequencies 2

 Frequencies Excluding “Don’t Know” Responses 2

 Frequencies Including “Don’t Know” Responses..... 11

ABOUT THIS REPORT

As part of its participation in The National Citizen Survey™ (The NCS), the City of Elk Grove conducted a mailed survey of 1,200 residents. Surveys were mailed to randomly selected households in September of 2011 and data was collected through the end of October. After the official data collection period was over and the data were reported (see the report, *The National Citizen Survey: City of Elk Grove, 2011*), the City made available the Web-based survey to its residents through a link on the City's Web site. Visitors to the site were able to complete the survey November and December and 396 surveys were received.

This report contains the results of this administration of the Web-based survey and have not been weighted to current population estimates of the City.

COMPLETE SURVEY FREQUENCIES

FREQUENCIES EXCLUDING "DON'T KNOW" RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Elk Grove:	Excellent	Good	Fair	Poor	Total
Elk Grove as a place to live	17%	53%	25%	5%	100%
Your neighborhood as a place to live	30%	49%	17%	4%	100%
Elk Grove as a place to raise children	17%	53%	24%	6%	100%
Elk Grove as a place to work	10%	29%	28%	33%	100%
Elk Grove as a place to retire	15%	35%	28%	22%	100%
The overall quality of life in Elk Grove	12%	54%	29%	5%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	13%	41%	36%	10%	100%
Openness and acceptance of the community towards people of diverse backgrounds	18%	51%	25%	6%	100%
Overall appearance of Elk Grove	14%	54%	25%	7%	100%
Cleanliness of Elk Grove	20%	53%	20%	6%	100%
Overall quality of new development in Elk Grove	9%	33%	32%	26%	100%
Variety of housing options	15%	52%	24%	10%	100%
Overall quality of business and service establishments in Elk Grove	10%	35%	40%	16%	100%
Shopping opportunities	8%	34%	32%	26%	100%
Opportunities to attend cultural activities	5%	28%	37%	30%	100%
Recreational opportunities	11%	38%	35%	16%	100%
Employment opportunities	1%	13%	32%	54%	100%
Educational opportunities	10%	38%	36%	17%	100%
Opportunities to participate in social events and activities	9%	44%	37%	9%	100%
Opportunities to participate in religious or spiritual events and activities	17%	53%	27%	3%	100%
Opportunities to volunteer	18%	45%	30%	7%	100%
Opportunities to participate in community matters	11%	44%	34%	11%	100%
Ease of car travel in Elk Grove	8%	34%	32%	26%	100%
Ease of bus travel in Elk Grove	7%	32%	31%	29%	100%
Ease of bicycle travel in Elk Grove	9%	29%	34%	28%	100%
Ease of walking in Elk Grove	15%	40%	31%	15%	100%
Availability of paths and walking trails	16%	35%	29%	20%	100%
Traffic flow on major streets	5%	26%	37%	32%	100%
Availability of affordable quality housing	11%	44%	34%	10%	100%
Availability of affordable quality child care	9%	43%	33%	15%	100%
Availability of affordable quality health care	18%	50%	24%	8%	100%
Availability of affordable quality food	18%	50%	24%	8%	100%
Availability of preventive health services	19%	50%	24%	6%	100%
Air quality	9%	52%	31%	8%	100%
Quality of overall natural environment in Elk Grove	14%	42%	33%	12%	100%
Overall image or reputation of Elk Grove	10%	36%	36%	18%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Elk Grove over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	1%	3%	32%	27%	37%	100%
Retail growth (stores, restaurants, etc.)	24%	32%	24%	12%	8%	100%
Jobs growth	56%	38%	6%	0%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Elk Grove?	Percent of respondents
Not a problem	15%
Minor problem	50%
Moderate problem	24%
Major problem	11%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Elk Grove:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	21%	41%	16%	16%	6%	100%
Property crimes (e.g., burglary, theft)	9%	33%	17%	29%	12%	100%
Environmental hazards, including toxic waste	37%	36%	17%	8%	3%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	59%	30%	5%	5%	1%	100%
In your neighborhood after dark	29%	45%	10%	12%	4%	100%
In Elk Grove's commercial areas during the day	36%	45%	10%	8%	2%	100%
In Elk Grove's commercial areas after dark	8%	34%	21%	29%	8%	100%

Question 7: Contact with Police Department			
Have you had any in-person or phone contact with an employee of the City of Elk Grove Police Department within the last 12 months?	Yes	No	Total
Have you had any in-person or phone contact with an employee of the City of Elk Grove Police Department within the last 12 months?	58%	42%	100%

Question 8: Ratings of Contact with Police Department					
What was your overall impression of your most recent contact with the City of Elk Grove Police Department?	Excellent	Good	Fair	Poor	Total
What was your overall impression of your most recent contact with the City of Elk Grove Police Department?	46%	30%	15%	9%	100%

Question 9: Crime Victim	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	83%
Yes	17%
Total	100%

Question 10: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	19%
Yes	81%
Total	100%

Question 11: Resident Behaviors						
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?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Elk Grove public libraries or their services	35%	25%	24%	7%	9%	100%
Ridden a local bus within Elk Grove	82%	9%	3%	2%	4%	100%
Attended a meeting of local elected officials or other local public meeting	49%	30%	17%	3%	2%	100%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	54%	24%	17%	3%	1%	100%
Read Elk Grove Newsletter	5%	14%	55%	12%	14%	100%
Visited the City of Elk Grove Web site (at www.elkgrovecity.org)	5%	23%	43%	15%	15%	100%
Recycled used paper, cans or bottles from your home	1%	3%	14%	11%	70%	100%
Volunteered your time to some group or activity in Elk Grove	38%	24%	17%	7%	14%	100%
Participated in religious or spiritual activities in Elk Grove	43%	18%	13%	4%	22%	100%
Participated in a club or civic group in Elk Grove	49%	17%	18%	6%	10%	100%
Provided help to a friend or neighbor	2%	18%	40%	21%	20%	100%

Question 12: Neighborliness	
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)?	Percent of respondents
Just about everyday	26%
Several times a week	32%
Several times a month	19%
Less than several times a month	22%
Total	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in Elk Grove:	Excellent	Good	Fair	Poor	Total
Police services	34%	42%	17%	6%	100%
Crime prevention	18%	46%	24%	12%	100%
Traffic enforcement	17%	44%	26%	14%	100%
Street repair	14%	43%	31%	13%	100%
Street cleaning	15%	47%	24%	14%	100%
Street lighting	15%	57%	19%	9%	100%
Sidewalk maintenance	15%	52%	22%	12%	100%
Traffic signal timing	8%	34%	33%	25%	100%
Bus or transit services	12%	37%	31%	20%	100%
Garbage collection	39%	49%	11%	1%	100%
Recycling	40%	47%	12%	1%	100%
Yard waste pick-up	36%	47%	15%	2%	100%
Storm drainage	21%	53%	18%	8%	100%
Land use, planning and zoning	8%	27%	27%	38%	100%
Code enforcement (weeds, abandoned buildings, etc.)	11%	35%	32%	22%	100%
Animal control	15%	43%	31%	11%	100%
Economic development	3%	21%	38%	38%	100%
Services to seniors	10%	42%	34%	14%	100%
Services to youth	11%	39%	31%	18%	100%
Services to low-income people	13%	34%	32%	20%	100%
Public library services	28%	48%	18%	6%	100%
Public information services	18%	49%	26%	6%	100%
Cable television	19%	40%	29%	13%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	35%	31%	16%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	15%	37%	25%	23%	100%

Question 14: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City of Elk Grove	19%	46%	27%	9%	100%
The Federal Government	3%	24%	43%	30%	100%
The State Government	3%	23%	40%	35%	100%
Sacramento County Government	3%	29%	46%	23%	100%

Question 15: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Elk Grove to someone who asks	40%	45%	0%	15%	100%
Remain in Elk Grove for the next five years	61%	25%	0%	14%	100%

Question 16: Impact of the Economy	
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:	Percent of respondents
Very positive	3%
Somewhat positive	10%
Neutral	42%
Somewhat negative	35%
Very negative	10%
Total	100%

Question 17: Contact with City Employees	
Have you had any in-person, phone or email with an employee of the City of Elk Grove within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
Yes	30%
No	70%
Total	100%

Question 18: City Employees					
What was your impression of the employee(s) of the City of Elk Grove in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	34%	44%	16%	6%	100%
Responsiveness	38%	35%	18%	10%	100%
Courtesy	43%	39%	11%	7%	100%
Overall impression	33%	43%	17%	7%	100%

Question 19: Government Performance					
Please rate the following categories of Elk Grove government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Elk Grove	11%	41%	32%	16%	100%
The overall direction that Elk Grove is taking	5%	33%	31%	31%	100%
The job Elk Grove government does at welcoming citizen involvement	11%	35%	34%	20%	100%

Question 20a: Custom Question 1			
Please indicate if you or anyone in your household had contact with the Elk Grove Code Enforcement Department in the last 12 months:	No	Yes	Total
To report a code violation in the community	69%	31%	100%
To be notified that your household was in violation of a code	95%	5%	100%

Question 20b: Custom Question 2	
Please indicate how familiar or unfamiliar you are with what the Elk Grove Code Enforcement Department does and how it works:	Percent of respondents
Very familiar	20%
Somewhat familiar	43%
Somewhat unfamiliar	15%
Not at all familiar	22%
Total	100%

Question 20c: Custom Question 3					
Please indicate how likely or unlikely you would be to take the following actions regarding a City program or project:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Attend a meeting at City Hall	21%	37%	21%	21%	100%
Attend a meeting in my neighborhood	39%	45%	10%	6%	100%
Send participation comments online or by mail	48%	40%	8%	4%	100%
Participation in a focus group	26%	39%	23%	13%	100%
Contact a member of the City Council	25%	28%	32%	16%	100%

Question 20d: Custom Question 4					
Please indicate the extent to which you agree or disagree that the City of Elk Grove welcomes your participation in local government in each of the following ways:	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total
Attend a meeting at City Hall	25%	49%	20%	6%	100%
Attend a meeting in my neighborhood	35%	49%	12%	5%	100%
Send participation comments online or by mail	37%	44%	16%	4%	100%
Participation in a focus group	20%	48%	25%	6%	100%
Contact a member of the City Council	23%	49%	21%	6%	100%
Draft proposed Ordinance, Resolutions, or other local laws	12%	41%	31%	16%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	33%
Yes, full-time	58%
Yes, part-time	10%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	63%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	16%
Bus, rail, subway or other public transportation	4%
Walk	2%
Bicycle	1%
Work at home	14%
Other	1%

Question D3: Length of Residency	
How many years have you lived in Elk Grove?	Percent of respondents
Less than 2 years	4%
2 to 5 years	15%
6 to 10 years	18%
11 to 20 years	31%
More than 20 years	32%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	97%
House attached to one or more houses (e.g., a duplex or townhome)	1%
Building with two or more apartments or condominiums	1%
Mobile home	0%
Other	1%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	7%
Owned by you or someone in this house with a mortgage or free and clear	93%
Total	100%

Question D6: Monthly Housing Cost	
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	4%
\$300 to \$599 per month	6%
\$600 to \$999 per month	9%
\$1,000 to \$1,499 per month	23%
\$1,500 to \$2,499 per month	42%
\$2,500 or more per month	17%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	36%
Yes	64%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	26%
Yes	74%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	3%
\$25,000 to \$49,999	11%
\$50,000 to \$99,999	39%
\$100,000 to \$149,000	30%
\$150,000 or more	18%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
Yes, I consider myself to be Spanish, Hispanic or Latino	10%
No, not Spanish, Hispanic or Latino	90%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	3%
Asian, Asian Indian or Pacific Islander	11%
Black or African American	5%
White	79%
Other	9%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	1%
25 to 34 years	11%
35 to 44 years	22%
45 to 54 years	23%
55 to 64 years	22%
65 to 74 years	18%
75 years or older	2%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	54%
Male	46%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
Yes	94%
No	6%
Ineligible to vote	0%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
Yes	94%
No	6%
Ineligible to vote	0%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	3%
Yes	97%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	13%
Yes	87%
Total	100%

Question D18: Primary Phone	
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents
Cell	30%
Land line	48%
Both	22%
Total	100%

FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Elk Grove:	Excellent		Good		Fair		Poor		Don't know		Total	
Elk Grove as a place to live	17%	67	53%	208	25%	98	5%	21	0%	0	100%	394
Your neighborhood as a place to live	30%	119	49%	194	17%	66	4%	17	0%	0	100%	396
Elk Grove as a place to raise children	16%	62	48%	189	22%	86	5%	20	8%	33	100%	390
Elk Grove as a place to work	7%	29	22%	87	22%	85	25%	99	24%	93	100%	393
Elk Grove as a place to retire	14%	56	32%	127	26%	101	20%	78	9%	34	100%	396
The overall quality of life in Elk Grove	12%	46	54%	213	29%	116	5%	20	0%	0	100%	395

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	13%	47	41%	146	35%	125	10%	34	1%	3	100%	355
Openness and acceptance of the community towards people of diverse backgrounds	17%	62	49%	173	24%	84	6%	22	4%	14	100%	355
Overall appearance of Elk Grove	14%	51	54%	197	25%	91	7%	24	0%	0	100%	363
Cleanliness of Elk Grove	20%	73	53%	189	20%	73	6%	23	0%	0	100%	358
Overall quality of new development in Elk Grove	8%	30	31%	113	30%	109	25%	88	5%	19	100%	359
Variety of housing options	14%	51	50%	178	23%	81	10%	34	3%	11	100%	355
Overall quality of business and service establishments in Elk Grove	10%	36	35%	124	40%	142	16%	57	0%	0	100%	359
Shopping opportunities	8%	29	33%	120	32%	116	26%	92	1%	2	100%	359
Opportunities to attend cultural activities	5%	18	26%	94	34%	122	28%	100	7%	27	100%	361
Recreational opportunities	11%	39	38%	135	34%	122	16%	57	1%	5	100%	358
Employment opportunities	1%	3	11%	38	27%	97	45%	162	16%	57	100%	357
Educational opportunities	9%	32	35%	126	33%	118	16%	56	8%	27	100%	359
Opportunities to participate in social events and activities	9%	32	42%	151	36%	127	9%	32	4%	15	100%	357
Opportunities to participate in religious or spiritual events and activities	14%	52	45%	160	22%	80	2%	8	16%	59	100%	359
Opportunities to volunteer	15%	55	39%	142	26%	93	6%	23	13%	48	100%	361
Opportunities to participate in community matters	10%	36	41%	145	31%	112	10%	35	8%	29	100%	357

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Ease of car travel in Elk Grove	8%	30	34%	122	31%	113	25%	91	1%	4	100%
Ease of bus travel in Elk Grove	4%	14	18%	64	17%	62	16%	58	45%	159	100%	357
Ease of bicycle travel in Elk Grove	8%	27	24%	85	27%	97	22%	80	19%	69	100%	358
Ease of walking in Elk Grove	14%	50	39%	138	29%	105	14%	50	4%	14	100%	357
Availability of paths and walking trails	15%	52	33%	117	27%	96	19%	68	6%	23	100%	356
Traffic flow on major streets	5%	16	26%	93	37%	132	32%	112	1%	2	100%	355
Availability of affordable quality housing	10%	36	40%	143	31%	111	9%	32	9%	33	100%	355
Availability of affordable quality child care	4%	14	19%	67	15%	52	7%	23	56%	197	100%	353
Availability of affordable quality health care	16%	58	44%	156	21%	75	7%	25	12%	41	100%	355
Availability of affordable quality food	18%	62	49%	175	24%	84	8%	29	1%	4	100%	354
Availability of preventive health services	17%	59	43%	154	21%	75	5%	19	14%	49	100%	356
Air quality	8%	30	50%	178	30%	106	8%	29	3%	10	100%	353
Quality of overall natural environment in Elk Grove	14%	49	41%	146	32%	114	11%	41	2%	7	100%	357
Overall image or reputation of Elk Grove	10%	35	36%	129	36%	128	17%	62	1%	5	100%	359

Question 3: Growth														
Please rate the speed of growth in the following categories in Elk Grove over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	1%	3	3%	11	31%	109	26%	91	35%	124	4%	15	100%
Retail growth (stores, restaurants, etc.)	23%	83	31%	110	23%	83	12%	42	8%	27	3%	9	100%	354
Jobs growth	45%	162	30%	109	5%	17	0%	0	0%	1	19%	69	100%	358

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Elk Grove?	Percent of respondents	Count
Not a problem	15%	53
Minor problem	48%	174
Moderate problem	23%	83
Major problem	11%	40
Don't know	3%	9
Total	100%	359

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Elk Grove:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	21%	74	40%	142	16%	57	15%	55	6%	20	3%	11	100%
Property crimes (e.g., burglary, theft)	9%	31	33%	117	17%	61	29%	102	12%	42	1%	4	100%	357
Environmental hazards, including toxic waste	32%	115	32%	113	15%	54	7%	24	2%	8	12%	42	100%	356

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	In your neighborhood during the day	59%	211	29%	105	4%	16	5%	18	1%	5	0%	1	100%
In your neighborhood after dark	29%	103	45%	159	10%	35	12%	44	4%	13	1%	2	100%	356
In Elk Grove's commercial areas during the day	36%	127	44%	157	10%	34	8%	28	2%	6	1%	5	100%	357
In Elk Grove's commercial areas after dark	8%	28	32%	113	20%	70	27%	95	7%	26	7%	24	100%	356

Question 7: Contact with Police Department													
Have you had any in-person or phone contact with an employee of the City of Elk Grove Police Department within the last 12 months?	Yes		No		Don't know		Total						
	Have you had any in-person or phone contact with an employee of the City of Elk Grove Police Department within the last 12 months?	57%	204	42%	149	1%	3	100%	356				

Question 8: Ratings of Contact with Police Department													
What was your overall impression of your most recent contact with the City of Elk Grove Police Department?	Excellent		Good		Fair		Poor		Don't know		Total		
	What was your overall impression of your most recent contact with the City of Elk Grove Police Department?	46%	93	30%	60	15%	30	9%	18	1%	2	100%	203

Question 9: Crime Victim													
During the past 12 months, were you or anyone in your household the victim of any crime?										Percent of respondents		Count	
No										83%		295	
Yes										17%		59	
Don't know										0%		1	
Total										100%		355	

Question 10: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	19%	11
Yes	80%	47
Don't know	2%	1
Total	100%	59

Question 11: Resident Behaviors												
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?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Used Elk Grove public libraries or their services	35%	121	25%	87	24%	85	7%	26	9%	30	100%
Ridden a local bus within Elk Grove	82%	286	9%	30	3%	11	2%	7	4%	15	100%	349
Attended a meeting of local elected officials or other local public meeting	49%	167	30%	104	17%	58	3%	9	2%	6	100%	344
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	54%	190	24%	84	17%	60	3%	11	1%	4	100%	349
Read Elk Grove Newsletter	5%	19	14%	49	55%	190	12%	40	14%	49	100%	347
Visited the City of Elk Grove Web site (at www.elkgrovecity.org)	5%	16	23%	79	43%	148	15%	52	15%	51	100%	346
Recycled used paper, cans or bottles from your home	1%	5	3%	12	14%	49	11%	38	70%	243	100%	347
Volunteered your time to some group or activity in Elk Grove	38%	129	24%	82	17%	60	7%	25	14%	48	100%	344
Participated in religious or spiritual activities in Elk Grove	43%	150	18%	63	13%	44	4%	13	22%	77	100%	347
Participated in a club or civic group in Elk Grove	49%	168	17%	60	18%	61	6%	22	10%	35	100%	346
Provided help to a friend or neighbor	2%	6	18%	61	40%	138	21%	73	20%	70	100%	348

Question 12: Neighborliness		
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)?	Percent of respondents	Count
Just about everyday	26%	93
Several times a week	32%	113
Several times a month	19%	68
Less than several times a month	22%	78
Total	100%	352

Question 13: Service Quality												
Please rate the quality of each of the following services in Elk Grove:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Police services	32%	110	40%	135	16%	56	6%	20	6%	19	100%	340
Crime prevention	16%	56	42%	143	22%	75	11%	39	8%	27	100%	340
Traffic enforcement	16%	53	41%	139	25%	83	13%	43	6%	20	100%	338
Street repair	13%	45	41%	140	30%	102	12%	42	3%	11	100%	340
Street cleaning	15%	49	45%	151	23%	77	14%	46	4%	14	100%	337
Street lighting	15%	51	57%	193	19%	64	9%	29	1%	3	100%	340
Sidewalk maintenance	14%	48	49%	166	20%	69	11%	37	6%	20	100%	340
Traffic signal timing	8%	26	33%	114	32%	109	25%	85	2%	7	100%	341
Bus or transit services	6%	19	17%	59	14%	49	9%	32	53%	181	100%	340
Garbage collection	39%	133	49%	166	11%	38	1%	2	0%	1	100%	340
Recycling	39%	135	47%	161	12%	41	1%	2	1%	3	100%	342
Yard waste pick-up	35%	119	45%	155	14%	48	1%	5	4%	14	100%	341
Storm drainage	20%	67	50%	169	17%	59	7%	25	6%	21	100%	341
Land use, planning and zoning	7%	23	24%	82	24%	82	35%	117	10%	35	100%	339
Code enforcement (weeds, abandoned buildings, etc.)	9%	31	30%	103	28%	94	19%	66	14%	47	100%	341
Animal control	11%	39	33%	112	23%	80	8%	28	24%	83	100%	342
Economic development	3%	10	18%	63	33%	113	33%	113	12%	42	100%	341
Services to seniors	6%	19	24%	83	19%	66	8%	28	42%	144	100%	340
Services to youth	7%	25	26%	87	20%	69	12%	41	35%	119	100%	341
Services to low-income people	6%	19	15%	51	14%	48	9%	30	56%	191	100%	339
Public library services	22%	74	38%	127	15%	49	5%	17	21%	69	100%	336
Public information services	15%	50	40%	134	21%	72	5%	16	19%	63	100%	335
Cable television	14%	48	30%	103	22%	74	10%	34	23%	79	100%	338
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	10%	33	20%	68	18%	60	9%	31	43%	142	100%	334
Preservation of natural areas such as open space, farmlands and greenbelts	14%	46	34%	115	24%	80	21%	73	8%	26	100%	340

Question 14: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	The City of Elk Grove	18%	63	45%	154	26%	90	9%	29	1%	5	100%
The Federal Government	3%	9	22%	75	39%	132	27%	92	9%	32	100%	340
The State Government	2%	8	21%	72	37%	124	32%	109	7%	25	100%	338
Sacramento County Government	3%	9	26%	88	41%	139	20%	69	10%	35	100%	340

Question 15: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Recommend living in Elk Grove to someone who asks	35%	119	39%	133	0%	0	13%	43	13%	46	100%
Remain in Elk Grove for the next five years	54%	184	22%	75	0%	0	12%	42	9%	32	100%	343

Question 16: Impact of the Economy		
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:	Percent of respondents	Count
Very positive	3%	11
Somewhat positive	10%	33
Neutral	42%	144
Somewhat negative	35%	122
Very negative	10%	34
Total	100%	344

Question 17: Contact with City Employees		
Have you had any in-person, phone or email with an employee of the City of Elk Grove within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
Yes	30%	103
No	70%	241
Total	100%	344

Question 18: City Employees												
What was your impression of the employee(s) of the City of Elk Grove in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	34%	82	43%	104	16%	38	6%	14	1%	2	100%
Responsiveness	38%	90	35%	84	18%	43	10%	23	0%	0	100%	240
Courtesy	43%	103	38%	92	11%	27	7%	16	0%	1	100%	239
Overall impression	33%	79	43%	102	17%	40	7%	16	0%	1	100%	238

Question 19: Government Performance												
Please rate the following categories of Elk Grove government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	The value of services for the taxes paid to Elk Grove	11%	37	39%	133	30%	104	16%	53	4%	14	100%
The overall direction that Elk Grove is taking	5%	16	31%	107	30%	102	30%	103	5%	16	100%	344
The job Elk Grove government does at welcoming citizen involvement	9%	31	29%	99	28%	96	17%	58	17%	58	100%	342

Question 20a: Custom Question 1												
Please indicate if you or anyone in your household had contact with the Elk Grove Code Enforcement Department in the last 12 months:	No		Yes		Don't know		Total					
	To report a code violation in the community	67%	228	30%	104	3%	9	100%	341			
To be notified that your household was in violation of a code	93%	314	4%	15	3%	10	100%	339				

Question 20b: Custom Question 2			
Please indicate how familiar or unfamiliar you are with what the Elk Grove Code Enforcement Department does and how it works:	Percent of respondents		Count
	Very familiar	20%	68
Somewhat familiar	43%	146	
Somewhat unfamiliar	15%	52	
Not at all familiar	22%	74	
Total	100%	340	

Question 20c: Custom Question 3												
Please indicate how likely or unlikely you would be to take the following actions regarding a City program or project:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Attend a meeting at City Hall	21%	70	36%	121	21%	71	20%	69	2%	8	100%
Attend a meeting in my neighborhood	38%	131	44%	150	10%	35	6%	21	1%	5	100%	342
Send participation comments online or by mail	48%	162	39%	134	8%	27	4%	14	1%	3	100%	340
Participation in a focus group	24%	83	37%	125	21%	72	12%	40	6%	19	100%	339
Contact a member of the City Council	24%	83	27%	91	31%	104	15%	51	3%	10	100%	339

Question 20d: Custom Question 4												
Please indicate the extent to which you agree or disagree that the City of Elk Grove welcomes your participation in local government in each of the following ways:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Don't know		Total	
	Attend a meeting at City Hall	19%	62	37%	124	15%	50	5%	16	25%	83	100%
Attend a meeting in my neighborhood	26%	87	37%	122	9%	29	4%	12	25%	84	100%	334
Send participation comments online or by mail	28%	94	34%	113	12%	40	3%	10	23%	75	100%	332
Participation in a focus group	13%	43	32%	105	17%	55	4%	14	35%	115	100%	332
Contact a member of the City Council	17%	58	37%	123	16%	53	5%	16	25%	83	100%	333
Draft proposed Ordinance, Resolutions, or other local laws	8%	26	26%	85	20%	64	10%	34	36%	119	100%	328

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	33%	110
Yes, full-time	58%	195
Yes, part-time	10%	33
Total	100%	338

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	63%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	16%
Bus, rail, subway or other public transportation	4%
Walk	2%
Bicycle	1%
Work at home	14%
Other	1%

Question D3: Length of Residency		
How many years have you lived in Elk Grove?	Percent of respondents	Count
Less than 2 years	4%	15
2 to 5 years	15%	50
6 to 10 years	18%	60
11 to 20 years	31%	103
More than 20 years	32%	109
Total	100%	337

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	97%	326
House attached to one or more houses (e.g., a duplex or townhome)	1%	3
Building with two or more apartments or condominiums	1%	4
Mobile home	0%	1
Other	1%	2
Total	100%	336

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	7%	24
Owned by you or someone in this house with a mortgage or free and clear	93%	307
Total	100%	331

Question D6: Monthly Housing Cost		
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	4%	12
\$300 to \$599 per month	6%	18
\$600 to \$999 per month	9%	29
\$1,000 to \$1,499 per month	23%	75
\$1,500 to \$2,499 per month	42%	136
\$2,500 or more per month	17%	56
Total	100%	326

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	36%	118
Yes	64%	214
Total	100%	332

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	26%	85
Yes	74%	248
Total	100%	333

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than \$24,999	3%	8
\$25,000 to \$49,999	11%	34
\$50,000 to \$99,999	39%	121
\$100,000 to \$149,000	30%	92
\$150,000 or more	18%	56
Total	100%	311

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
Yes, I consider myself to be Spanish, Hispanic or Latino	10%	31
No, not Spanish, Hispanic or Latino	90%	291
Total	100%	322

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	3%	10
Asian, Asian Indian or Pacific Islander	11%	37
Black or African American	5%	17
White	79%	254
Other	9%	29
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	1%	4
25 to 34 years	11%	38
35 to 44 years	22%	74
45 to 54 years	23%	75
55 to 64 years	22%	74
65 to 74 years	18%	60
75 years or older	2%	6
Total	100%	331

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	54%	177
Male	46%	151
Total	100%	328

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
Yes	94%	313
No	6%	19
Ineligible to vote	0%	1
Don't know	0%	0
Total	100%	333

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
Yes	94%	312
No	6%	21
Ineligible to vote	0%	0
Don't know	0%	0
Total	100%	333

Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	3%	9
Yes	97%	317
Total	100%	326

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	13%	41
Yes	87%	286
Total	100%	327

Question D18: Primary Phone		
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents	Count
Cell	30%	83
Land line	48%	135
Both	22%	61
Total	100%	279