

The National Citizen Survey™

Elk Grove, CA

Trends over Time

2013

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The National Citizen Survey™
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Summary

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 research methods and directly comparable results across The National Citizen Survey communities. This report discusses trends over time, comparing the 2013 ratings for the City of Elk Grove to its previous survey results in 2009 and 2011. Additional reports and technical appendices are available under separate cover.

Trend data for Elk Grove represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than eight percentage points, otherwise the comparison between 2011 and 2013 are noted as being "similar." Additionally benchmark comparison for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks; regional and national economic or other events; as well as emerging survey methodologies.

Overall, ratings in Elk Grove for 2013 generally remained stable. Of the 81 items for which comparisons were available, 59 items were rated similarly in 2011 and 2013, 20 items showed an increase in ratings and two showed a decrease in ratings. Notable trends over time included the following:

- Most of the General Community Characteristics remained stable over time, however ratings for the overall image or reputation of Elk Grove and Elk Grove as a place to retire increased in 2013 when compared to 2011.
- Most facets of the Community Characteristics remained stable between 2011 and 2013. Increases in ratings were in the area of Mobility with the availability of paths and walking trails and ease of walking in Elk Grove both showing improvement from 2011. Within Natural Environment, the quality of the overall natural environment and air quality increased.
- In the area of Governance, Community Engagement saw increases in the overall direction of Elk Grove and the job the City does in welcoming citizen involvement.
- Participation saw increases in the likelihood of respondents to remain in Elk Grove and to recommend Elk Grove as a place to live.

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)			2013 compared to 2011	Comparison to benchmark		
	2009	2011	2013		2009	2011	2013
The overall quality of life in Elk Grove	73%	74%	81%	Similar	Lower	Lower	Similar
Overall image or reputation of Elk Grove	64%	64%	74%	Higher	Lower	Similar	Similar
Elk Grove as a place to live	80%	82%	88%	Similar	Lower	Lower	Similar
Your neighborhood as a place to live	79%	83%	82%	Similar	Similar	Similar	Similar
Elk Grove as a place to raise children	74%	80%	86%	Similar	Similar	Similar	Similar
Elk Grove as a place to retire	49%	60%	69%	Higher	Much lower	Lower	Similar
Overall appearance of Elk Grove	78%	81%	79%	Similar	Higher	Higher	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2013 compared to 2011	Comparison to benchmark		
		2009	2011	2013		2009	2011	2013
Safety	Overall feeling of safety in Elk Grove	NA	NA	79%	NA	NA	NA	Similar
	In your neighborhood during the day	88%	91%	93%	Similar	Similar	Similar	Similar
	In Elk Grove's downtown/commercial area during the day	84%	85%	83%	Similar	Lower	Lower	Similar
Mobility	Overall ease of getting to the places you usually have to visit	NA	NA	75%	NA	NA	NA	Similar
	Availability of paths and walking trails	59%	59%	73%	Higher	Similar	Similar	Similar
	Ease of walking in Elk Grove	61%	62%	71%	Higher	Similar	Similar	Similar
	Ease of travel by bicycle in Elk Grove	57%	52%	57%	Similar	Similar	Similar	Similar
	Ease of travel by public transportation in Elk Grove	NA	NA	41%	NA	NA	NA	Lower
	Ease of travel by car in Elk Grove	52%	54%	58%	Similar	Lower	Similar	Similar
	Traffic flow on major streets	39%	37%	48%	Higher	Similar	Lower	Similar
	Natural Environment	Quality of overall natural environment in Elk Grove	59%	64%	77%	Higher	Much lower	Lower
Cleanliness of Elk Grove		77%	80%	80%	Similar	Similar	Similar	Similar
Air quality		54%	58%	73%	Higher	Much lower	Much lower	Similar
Built Environment	Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems)	NA	NA	65%	NA	NA	NA	NA
	Overall quality of new development in Elk Grove	53%	57%	52%	Similar	Similar	Similar	Similar
	Availability of affordable quality housing	49%	44%	50%	Similar	Much higher	Higher	Similar
	Variety of housing options	62%	56%	63%	Similar	Higher	Similar	Similar
	Public places where people want to spend time	NA	NA	58%	NA	NA	NA	NA
Economy	Overall economic health of Elk Grove	NA	NA	63%	NA	NA	NA	Similar
	Vibrant downtown/commercial area	NA	NA	30%	NA	NA	NA	NA

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2013 compared to 2011	Comparison to benchmark		
		2009	2011	2013		2009	2011	2013
	Overall quality of business and service establishments in Elk Grove	55%	58%	59%	Similar	Similar	Similar	Similar
	Cost of living in Elk Grove	NA	NA	43%	NA	NA	NA	Similar
	Shopping opportunities	47%	52%	50%	Similar	Similar	Similar	Similar
	Employment opportunities	14%	22%	32%	Higher	Much lower	Lower	Similar
	Elk Grove as a place to visit	NA	NA	45%	NA	NA	NA	Lower
	Elk Grove as a place to work	49%	42%	59%	Higher	Lower	Much lower	Similar
Recreation and Wellness	Health and wellness opportunities in Elk Grove	NA	NA	74%	NA	NA	NA	NA
	Availability of affordable quality mental health care	NA	NA	57%	NA	NA	NA	NA
	Availability of preventive health services	51%	58%	70%	Higher	Similar	Similar	Higher
	Availability of affordable quality health care	53%	59%	73%	Higher	Similar	Higher	Higher
	Availability of affordable quality food	65%	67%	66%	Similar	Similar	Similar	Similar
	Recreational opportunities	50%	59%	69%	Higher	Lower	Similar	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	NA	NA	77%	NA	NA	NA	Similar
	Opportunities to participate in religious or spiritual events and activities	66%	64%	65%	Similar	Lower	Much lower	Similar
	Opportunities to attend cultural/arts/music activities	38%	44%	44%	Similar	Much lower	Lower	Similar
	Adult educational opportunities	NA	NA	59%	NA	NA	NA	NA
	K-12 education	78%	NA	78%	Similar	Much higher	NA	Similar
Community Engagement	Availability of affordable quality child care/preschool	39%	39%	60%	Higher	Similar	Similar	Higher
	Opportunities to participate in social events and activities	49%	58%	52%	Similar	Lower	Similar	Similar
	Neighborhoodness of Elk Grove	NA	NA	59%	NA	NA	NA	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	73%	69%	63%	Similar	Higher	Higher	Similar
	Opportunities to participate in community matters	55%	60%	54%	Similar	Lower	Similar	Similar
	Opportunities to volunteer	51%	62%	62%	Similar	Much lower	Much lower	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)			2013 compared to 2011	Comparison to benchmark		
	2009	2011	2013		2009	2011	2013
Services provided by the City of Elk Grove	66%	67%	70%	Similar	Similar	Similar	Similar
Overall customer service by Elk Grove employees (police, receptionists, planners, etc.)	66%	67%	66%	Similar	Similar	Lower	Similar
Value of services for the taxes paid to Elk Grove	45%	48%	48%	Similar	Much lower	Similar	Similar
Overall direction that Elk Grove is taking	35%	43%	52%	Higher	Much lower	Lower	Similar
Job Elk Grove government does at welcoming citizen involvement	41%	40%	52%	Higher	Much lower	Lower	Similar
Overall confidence in Elk Grove government	NA	NA	49%	NA	NA	NA	Similar
Generally acting in the best interest of the community	NA	NA	55%	NA	NA	NA	NA
Being honest	NA	NA	53%	NA	NA	NA	NA
Treating all residents fairly	NA	NA	56%	NA	NA	NA	NA
Services provided by the Federal Government	30%	31%	39%	Similar	Lower	Lower	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)			2013 compared to 2011	Comparison to benchmark		
		2009	2011	2013		2009	2011	2013
Safety	Police/Sheriff services	76%	77%	71%	Similar	Similar	Similar	Similar
	Fire services	92%	NA	NA	NA	Similar	NA	NA
	Ambulance or emergency medical services	90%	NA	NA	NA	Similar	NA	NA
	Crime prevention	58%	61%	62%	Similar	Lower	Lower	Similar
	Fire prevention and education	72%	NA	NA	NA	Similar	NA	NA
	Animal control	58%	64%	58%	Similar	Similar	Similar	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	47%	62%	57%	Similar	Much lower	Similar	Similar
Mobility	Traffic enforcement	59%	61%	62%	Similar	Similar	Similar	Similar
	Street repair	53%	57%	62%	Similar	Higher	Much higher	Similar
	Street cleaning	59%	65%	66%	Similar	Similar	Similar	Similar
	Street lighting	70%	67%	72%	Similar	Much higher	Higher	Similar
	Sidewalk maintenance	67%	66%	67%	Similar	Much higher	Much higher	Similar
	Traffic signal timing	43%	53%	50%	Similar	Similar	Similar	Similar

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		Percent rating positively (e.g., excellent/good)			2013 compared to 2011	Comparison to benchmark		
		2009	2011	2013		2009	2011	2013
Natural Environment	Bus or transit services	53%	56%	56%	Similar	Similar	Similar	Similar
	Garbage collection	89%	79%	83%	Similar	Higher	Similar	Similar
	Recycling	88%	81%	84%	Similar	Much higher	Higher	Similar
	Yard waste pick-up	84%	80%	79%	Similar	Much higher	Higher	Similar
	Drinking water	50%	NA	NA	NA	Much lower	NA	NA
	Preservation of natural areas such as open space, farmlands and greenbelts	50%	53%	61%	Similar	Lower	Similar	Similar
	Elk Grove open space	NA	NA	59%	NA	NA	NA	Lower
Built Environment	Storm drainage	68%	71%	68%	Similar	Much higher	Higher	Similar
	Sewer services	72%	NA	NA	NA	Similar	NA	NA
	Power (electric and/or gas) utility	75%	NA	NA	NA	Similar	NA	NA
	Utility billing	NA	NA	59%	NA	NA	NA	Lower
	Land use, planning and zoning	38%	50%	53%	Similar	Similar	Similar	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	39%	49%	47%	Similar	Similar	Similar	Similar
Economy	Economic development	33%	37%	47%	Higher	Much lower	Lower	Similar
Recreation and Wellness	City parks	89%	NA	NA	NA	Much higher	NA	NA
	Recreation programs or classes	81%	NA	NA	NA	Higher	NA	NA
	Recreation centers or facilities	80%	NA	NA	NA	Much higher	NA	NA
	Health services	62%	NA	NA	NA	Similar	NA	NA
Education and Enrichment	City-sponsored special events	NA	NA	59%	NA	NA	NA	Similar
	Public library services	74%	74%	79%	Similar	Lower	Much lower	Similar
Community Engagement	Public information services	60%	60%	64%	Similar	Similar	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2013 compared to 2011	Comparison to benchmark		
	2009	2011	2013		2009	2011	2013
Sense of community	55%	62%	66%	Similar	Similar	Similar	Similar
Recommend living in Elk Grove to someone who asks	65%	74%	88%	Higher	Much lower	Similar	Similar
Remain in Elk Grove for the next five years	72%	77%	87%	Higher	Similar	Similar	Similar
Contacted Elk Grove (in-person, phone, email or web) for help or information	37%	37%	39%	Similar	Much lower	Much lower	Lower

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2013 compared to 2011	Comparison to benchmark		
		2009	2011	2013		2009	2011	2013
Safety	Stocked supplies in preparation for an emergency	NA	NA	31%	NA	NA	NA	NA
	Did NOT reported a crime to the police	NA	NA	74%	NA	NA	NA	NA
	Household member was NOT a victim of a crime	82%	90%	86%	Similar	Lower	Higher	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	NA	NA	18%	NA	NA	NA	NA
	Carpooled with other adults or children instead of driving alone	NA	NA	49%	NA	NA	NA	NA
	Walked or biked instead of driving	NA	NA	57%	NA	NA	NA	NA
Natural Environment	Made efforts to conserve water	NA	NA	89%	NA	NA	NA	NA
	Made efforts to make your home more energy efficient	NA	NA	79%	NA	NA	NA	NA
	Recycle at home	94%	96%	96%	Similar	Much higher	Much higher	Higher
Built Environment	Did NOT observe a code violation or other hazard in Elk Grove	NA	NA	60%	NA	NA	NA	NA
	NOT experiencing housing costs stress	52%	43%	57%	Higher	Much lower	Much lower	Similar
Economy	Purchase goods or services from a business located in Elk Grove	NA	NA	97%	NA	NA	NA	NA
	Economy will have positive impact on income	14%	18%	30%	Higher	Similar	Similar	Higher
	Work inside boundaries of Elk Grove	NA	NA	28%	NA	NA	NA	NA
Recreation and Wellness	Used Elk Grove recreation centers or their services	57%	NA	NA	NA	Similar	NA	NA
	Visited a neighborhood park or City park	91%	NA	NA	NA	Higher	NA	NA
	Eat at least 5 portions of fruits and vegetables a day	NA	NA	88%	NA	NA	NA	NA
	Participate in moderate or vigorous physical activity	NA	NA	79%	NA	NA	NA	NA

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2013 compared to 2011	Comparison to benchmark		
		2009	2011	2013		2009	2011	2013
Education and Enrichment	In very good to excellent health	NA	NA	58%	NA	NA	NA	NA
	Used Elk Grove public libraries or their services	63%	61%	56%	Similar	Much lower	Much lower	Lower
	Participated in religious or spiritual activities in Elk Grove	44%	50%	45%	Similar	Much lower	Similar	Similar
Community Engagement	Attended a City-sponsored event	NA	NA	47%	NA	NA	NA	NA
	Campaigned or advocated for an issue, cause or candidate	NA	NA	20%	NA	NA	NA	NA
	Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion	NA	NA	13%	NA	NA	NA	NA
	Volunteered your time to some group/activity in Elk Grove	36%	43%	32%	Lower	Much lower	Similar	Lower
	Participated in a club	23%	23%	21%	Similar	Much lower	Much lower	Similar
	Talked to or visited with your immediate neighbors	79%	44%	42%	Similar	Similar	Lower	Similar
	Done a favor for a neighbor	94%	93%	82%	Lower	Similar	Similar	Lower
	Attended a local public meeting	22%	19%	19%	Similar	Lower	Much lower	Similar
	Watched (online or on television) a local public meeting	28%	22%	18%	Similar	Much lower	Much lower	Lower
	Read or watch local news (via television, paper, computer, etc.)	NA	NA	92%	NA	NA	NA	NA
	Vote in local elections	80%	78%	81%	Similar	Higher	Higher	Similar