



THE NCSTM
The National Citizen SurveyTM

Elk Grove, CA

Technical Appendices

2017



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Elk Grove:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Elk Grove as a place to live	29%	N=150	54%	N=274	16%	N=83	1%	N=4	100%	N=511
Your neighborhood as a place to live	34%	N=173	50%	N=254	14%	N=73	2%	N=10	100%	N=509
Elk Grove as a place to raise children	34%	N=159	49%	N=231	15%	N=71	2%	N=12	100%	N=473
Elk Grove as a place to work	16%	N=59	35%	N=128	30%	N=111	20%	N=72	100%	N=370
Elk Grove as a place to visit	14%	N=69	28%	N=136	40%	N=191	18%	N=85	100%	N=482
Elk Grove as a place to retire	19%	N=82	36%	N=160	28%	N=126	17%	N=74	100%	N=442
The overall quality of life in Elk Grove	19%	N=94	58%	N=293	23%	N=114	1%	N=4	100%	N=505

Table 2: Question 2

Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Elk Grove	14%	N=73	50%	N=254	27%	N=136	9%	N=45	100%	N=509
Overall ease of getting to the places you usually have to visit	15%	N=78	41%	N=209	35%	N=175	9%	N=45	100%	N=507
Quality of overall natural environment in Elk Grove	20%	N=100	50%	N=251	26%	N=129	4%	N=21	100%	N=502
Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems)	19%	N=94	45%	N=229	25%	N=127	11%	N=54	100%	N=504
Health and wellness opportunities in Elk Grove	20%	N=96	48%	N=228	28%	N=135	4%	N=17	100%	N=476
Overall opportunities for education and enrichment	21%	N=96	48%	N=223	26%	N=123	6%	N=26	100%	N=469
Overall economic health of Elk Grove	12%	N=56	51%	N=241	30%	N=142	6%	N=30	100%	N=469
Sense of community	15%	N=76	42%	N=210	32%	N=162	10%	N=52	100%	N=500
Overall image or reputation of Elk Grove	16%	N=78	54%	N=272	24%	N=122	6%	N=29	100%	N=501

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Elk Grove to someone who asks	42%	N=210	42%	N=213	11%	N=57	4%	N=21	100%	N=501
Remain in Elk Grove for the next five years	62%	N=306	23%	N=115	9%	N=46	6%	N=28	100%	N=496

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	52%	N=267	36%	N=184	6%	N=31	4%	N=23	1%	N=5	100%	N=510
In Elk Grove's downtown/commercial area during the day	38%	N=179	45%	N=211	9%	N=44	7%	N=35	1%	N=4	100%	N=473

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	4%	N=22	31%	N=155	38%	N=191	28%	N=141	100%	N=509
Ease of public parking	16%	N=81	46%	N=228	31%	N=152	7%	N=37	100%	N=497
Ease of travel by car in Elk Grove	15%	N=77	41%	N=203	30%	N=151	14%	N=67	100%	N=498
Ease of travel by public transportation in Elk Grove	7%	N=15	33%	N=73	34%	N=74	26%	N=58	100%	N=221
Ease of travel by bicycle in Elk Grove	11%	N=36	35%	N=113	40%	N=128	14%	N=47	100%	N=323
Ease of walking in Elk Grove	19%	N=90	48%	N=230	26%	N=126	7%	N=32	100%	N=477
Availability of paths and walking trails	19%	N=92	46%	N=220	27%	N=128	9%	N=41	100%	N=481
Air quality	10%	N=51	50%	N=246	36%	N=177	3%	N=16	100%	N=490
Cleanliness of Elk Grove	20%	N=103	53%	N=268	23%	N=117	4%	N=21	100%	N=510
Overall appearance of Elk Grove	20%	N=102	55%	N=278	20%	N=103	4%	N=23	100%	N=505
Public places where people want to spend time	14%	N=68	42%	N=209	32%	N=160	12%	N=57	100%	N=495
Variety of housing options	13%	N=58	45%	N=207	32%	N=146	10%	N=47	100%	N=458
Availability of affordable quality housing	13%	N=55	34%	N=141	32%	N=133	21%	N=88	100%	N=416
Fitness opportunities (including exercise classes and paths or trails, etc.)	20%	N=96	49%	N=235	26%	N=123	5%	N=24	100%	N=477
Recreational opportunities	17%	N=81	41%	N=196	31%	N=145	11%	N=52	100%	N=474
Availability of affordable quality food	21%	N=105	44%	N=219	29%	N=146	6%	N=29	100%	N=500
Availability of affordable quality health care	18%	N=82	48%	N=215	28%	N=127	6%	N=27	100%	N=451
Availability of preventive health services	18%	N=78	52%	N=228	26%	N=115	4%	N=16	100%	N=436
Availability of affordable quality mental health care	12%	N=29	33%	N=84	40%	N=102	15%	N=37	100%	N=252

Table 6: Question 6

Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	20%	N=58	34%	N=96	27%	N=77	19%	N=55	100%	N=286
K-12 education	36%	N=149	44%	N=181	18%	N=77	2%	N=8	100%	N=415
Adult educational opportunities	13%	N=42	46%	N=147	34%	N=110	7%	N=24	100%	N=322
Opportunities to attend cultural/arts/music activities	10%	N=42	40%	N=171	36%	N=156	15%	N=63	100%	N=432
Opportunities to participate in religious or spiritual events and activities	21%	N=79	49%	N=187	22%	N=86	8%	N=31	100%	N=382
Employment opportunities	7%	N=25	28%	N=102	36%	N=130	29%	N=105	100%	N=363
Shopping opportunities	17%	N=85	39%	N=197	29%	N=147	14%	N=71	100%	N=501
Cost of living in Elk Grove	8%	N=38	32%	N=158	45%	N=224	15%	N=76	100%	N=496
Overall quality of business and service establishments in Elk Grove	11%	N=52	49%	N=237	31%	N=150	10%	N=48	100%	N=487
Vibrant downtown/commercial area	5%	N=23	24%	N=114	41%	N=191	30%	N=141	100%	N=470
Overall quality of new development in Elk Grove	11%	N=49	39%	N=180	35%	N=160	15%	N=70	100%	N=459
Opportunities to participate in social events and activities	11%	N=51	41%	N=182	37%	N=166	11%	N=47	100%	N=446
Opportunities to volunteer	16%	N=57	44%	N=156	32%	N=113	7%	N=26	100%	N=352
Opportunities to participate in community matters	11%	N=42	45%	N=165	31%	N=115	13%	N=47	100%	N=369
Openness and acceptance of the community toward people of diverse backgrounds	24%	N=108	47%	N=213	23%	N=107	6%	N=28	100%	N=456
Neighborliness of residents in Elk Grove	14%	N=68	48%	N=234	31%	N=148	7%	N=33	100%	N=483

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	8%	N=38	92%	N=467	100%	N=506
Made efforts to make your home more energy efficient	25%	N=125	75%	N=380	100%	N=505
Observed a code violation or other hazard in Elk Grove (weeds, abandoned buildings, etc.)	44%	N=222	56%	N=283	100%	N=504
Household member was a victim of a crime in Elk Grove	80%	N=406	20%	N=99	100%	N=505
Reported a crime to the police in Elk Grove	70%	N=356	30%	N=149	100%	N=505
Stocked supplies in preparation for an emergency	65%	N=330	35%	N=174	100%	N=504
Campaigned or advocated for an issue, cause or candidate	78%	N=388	22%	N=111	100%	N=499
Contacted the City of Elk Grove (in-person, phone, email or web) for help or information	53%	N=266	47%	N=237	100%	N=503
Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion	80%	N=406	20%	N=99	100%	N=505

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Elk Grove?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Elk Grove public libraries or their services	5%	N=27	17%	N=87	33%	N=165	45%	N=227	100%	N=506
Participated in religious or spiritual activities in Elk Grove	13%	N=67	16%	N=78	17%	N=84	54%	N=274	100%	N=502
Attended a City-sponsored event	1%	N=7	6%	N=32	48%	N=239	45%	N=225	100%	N=503
Used bus, rail, subway or other public transportation instead of driving	3%	N=15	3%	N=16	9%	N=45	85%	N=426	100%	N=503
Carpooled with other adults or children instead of driving alone	20%	N=103	17%	N=87	18%	N=90	44%	N=224	100%	N=504
Walked or biked instead of driving	14%	N=69	18%	N=93	27%	N=134	41%	N=206	100%	N=502
Volunteered your time to some group/activity in Elk Grove	8%	N=39	11%	N=55	21%	N=103	61%	N=306	100%	N=503
Participated in a club	4%	N=19	9%	N=45	12%	N=61	75%	N=378	100%	N=503
Talked to or visited with your immediate neighbors	38%	N=195	31%	N=155	23%	N=117	8%	N=40	100%	N=507
Done a favor for a neighbor	23%	N=117	23%	N=115	39%	N=198	15%	N=75	100%	N=505

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	1%	N=3	1%	N=7	20%	N=99	78%	N=393	100%	N=502
Watched (online or on television) a local public meeting	2%	N=10	2%	N=11	21%	N=104	75%	N=382	100%	N=506

Table 10: Question 10

Please rate the quality of each of the following services in Elk Grove:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	30%	N=135	49%	N=220	17%	N=75	5%	N=22	100%	N=452
Crime prevention	14%	N=62	46%	N=195	26%	N=111	14%	N=60	100%	N=429
Traffic enforcement	13%	N=56	51%	N=228	25%	N=110	12%	N=53	100%	N=448
Street repair	12%	N=59	44%	N=212	30%	N=147	13%	N=64	100%	N=482
Street cleaning	21%	N=100	49%	N=233	21%	N=100	10%	N=48	100%	N=481
Street lighting	21%	N=104	53%	N=258	19%	N=95	7%	N=34	100%	N=492
Sidewalk maintenance	19%	N=93	47%	N=229	25%	N=122	8%	N=41	100%	N=486
Traffic signal timing	11%	N=54	44%	N=216	29%	N=143	16%	N=76	100%	N=490

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Please rate the quality of each of the following services in Elk Grove:	Excellent		Good		Fair		Poor		Total	
Bus or transit services	14%	N=30	42%	N=89	29%	N=61	15%	N=32	100%	N=212
Garbage collection	31%	N=151	56%	N=271	12%	N=57	2%	N=8	100%	N=488
Recycling	30%	N=145	56%	N=271	11%	N=55	2%	N=10	100%	N=481
Yard waste pick-up	28%	N=132	56%	N=267	13%	N=64	2%	N=11	100%	N=474
Storm drainage	19%	N=89	56%	N=260	20%	N=92	5%	N=24	100%	N=466
Utility billing	12%	N=60	46%	N=227	32%	N=158	9%	N=42	100%	N=487
Land use, planning and zoning	10%	N=38	41%	N=160	29%	N=114	21%	N=83	100%	N=394
Code enforcement (weeds, abandoned buildings, etc.)	9%	N=33	32%	N=122	35%	N=132	25%	N=93	100%	N=380
Animal control	16%	N=55	47%	N=167	26%	N=92	11%	N=38	100%	N=352
Economic development	8%	N=32	39%	N=150	34%	N=130	18%	N=70	100%	N=381
Public library services	26%	N=96	53%	N=193	18%	N=64	3%	N=9	100%	N=363
Public information services	11%	N=39	54%	N=187	30%	N=102	5%	N=16	100%	N=345
Cable television	12%	N=42	38%	N=138	34%	N=122	17%	N=62	100%	N=363
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=26	31%	N=78	34%	N=84	24%	N=58	100%	N=246
Preservation of natural areas such as open space, farmlands and greenbelts	12%	N=50	41%	N=169	29%	N=120	18%	N=73	100%	N=411
Elk Grove open space	11%	N=46	51%	N=209	24%	N=100	14%	N=57	100%	N=413
City-sponsored special events	13%	N=49	52%	N=195	29%	N=110	6%	N=21	100%	N=376
Overall customer service by Elk Grove employees (police, receptionists, planners, etc.)	16%	N=65	52%	N=215	26%	N=108	6%	N=24	100%	N=412

Table 11: Question 11

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	15%	N=70	52%	N=236	31%	N=140	2%	N=9	100%	N=455
The Federal Government	5%	N=21	29%	N=112	46%	N=181	20%	N=77	100%	N=392

Table 12: Question 12

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	8%	N=36	36%	N=156	42%	N=184	14%	N=61	100%	N=436
The overall direction that Elk Grove is taking	8%	N=36	38%	N=172	33%	N=148	21%	N=95	100%	N=450
The job Elk Grove government does at welcoming citizen involvement	9%	N=32	37%	N=136	38%	N=138	16%	N=60	100%	N=366
Overall confidence in Elk Grove government	8%	N=32	36%	N=153	35%	N=151	21%	N=91	100%	N=426
Generally acting in the best interest of the community	7%	N=32	39%	N=164	35%	N=147	19%	N=81	100%	N=424
Being honest	7%	N=27	33%	N=119	45%	N=164	14%	N=52	100%	N=362
Treating all residents fairly	12%	N=47	35%	N=140	38%	N=153	15%	N=58	100%	N=398

Table 13: Question 13

Please rate how important, if at all, you think it is for the Elk Grove community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Elk Grove	70%	N=350	25%	N=123	5%	N=25	0%	N=0	100%	N=498
Overall ease of getting to the places you usually have to visit	30%	N=149	48%	N=239	19%	N=92	3%	N=13	100%	N=492
Quality of overall natural environment in Elk Grove	32%	N=158	49%	N=241	19%	N=92	1%	N=4	100%	N=495
Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems)	27%	N=136	49%	N=243	23%	N=114	1%	N=4	100%	N=496

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Please rate how important, if at all, you think it is for the Elk Grove community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Health and wellness opportunities in Elk Grove	23%	N=115	48%	N=239	25%	N=122	4%	N=20	100%	N=496
Overall opportunities for education and enrichment	38%	N=189	42%	N=208	18%	N=92	2%	N=9	100%	N=498
Overall economic health of Elk Grove	46%	N=227	42%	N=211	11%	N=55	1%	N=4	100%	N=497
Sense of community	33%	N=163	46%	N=229	20%	N=99	1%	N=5	100%	N=496

Table 14: Question 14

How would you rate the financial condition of the City of Elk Grove?	Percent	Number
Excellent	10%	N=37
Good	60%	N=229
Fair	28%	N=106
Poor	3%	N=11
Total	100%	N=382

Table 15: Question 15

Do you have a favorable or unfavorable opinion of the job the City of Elk Grove is doing to effectively manage and spend taxpayer dollars and public funds?	Percent	Number
Very favorable	12%	N=46
Somewhat favorable	58%	N=232
Somewhat unfavorable	23%	N=89
Very unfavorable	7%	N=29
Total	100%	N=396

Table 16: Question 16

Do you have a favorable or unfavorable opinion of the job the City of Elk Grove is doing to provide city services and amenities?	Percent	Number
Very favorable	21%	N=90
Somewhat favorable	52%	N=219
Somewhat unfavorable	23%	N=97
Very unfavorable	4%	N=19
Total	100%	N=425

Table 17: Question 17

How much of a source, if at all, do you consider each of the following to be for obtaining information about the local community, local events, and the City government?	Major source		Minor source		Not a source		Total	
	Percent	N	Percent	N	Percent	N	Percent	N
City of Elk Grove website (www.elkgrovecity.org)	53%	N=257	30%	N=148	17%	N=81	100%	N=486
City Facebook page	19%	N=89	37%	N=178	44%	N=210	100%	N=477
City social media feeds (Twitter, Instagram, Snapchat)	13%	N=62	31%	N=148	56%	N=266	100%	N=476
City mobile app	18%	N=84	27%	N=128	55%	N=259	100%	N=471
City email alerts	25%	N=118	33%	N=157	42%	N=200	100%	N=475
Nextdoor	30%	N=140	34%	N=161	37%	N=173	100%	N=474
Local community blogs	21%	N=100	33%	N=158	46%	N=218	100%	N=476
City of Elk Grove newsletter	44%	N=209	41%	N=195	16%	N=75	100%	N=479
Elk Grove Citizen	32%	N=150	38%	N=183	30%	N=142	100%	N=475
Sacramento Bee	25%	N=120	39%	N=185	36%	N=175	100%	N=480

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How much of a source, if at all, do you consider each of the following to be for obtaining information about the local community, local events, and the City government?	Major source		Minor source		Not a source		Total	
Sacramento News and Review	13%	N=61	27%	N=129	60%	N=284	100%	N=475
Sacramento Business Journal	11%	N=54	25%	N=117	64%	N=301	100%	N=472
Ardent For Life Magazine	7%	N=35	23%	N=108	70%	N=326	100%	N=469
Public hearing notices/City postcards	19%	N=87	38%	N=180	43%	N=203	100%	N=470
KCRA (Channel 3)	42%	N=200	37%	N=175	21%	N=102	100%	N=477
ABC10	28%	N=131	41%	N=195	31%	N=147	100%	N=474
KOVR (Channel 13)	26%	N=121	43%	N=204	31%	N=149	100%	N=474
FOX40	28%	N=130	41%	N=195	31%	N=148	100%	N=473
KQCA (My58)	18%	N=85	42%	N=198	40%	N=186	100%	N=469
Good Day KMAX (Channel 31)	18%	N=83	38%	N=177	44%	N=208	100%	N=469
Univision 19	10%	N=47	21%	N=97	69%	N=321	100%	N=465
CBS Radio: KNCI, NOW100.5, SPORTS 1140, MIX96, KSFM	15%	N=70	25%	N=118	60%	N=280	100%	N=468
Entercom: 106.5 The End, 98 Rock, 96.9 The Eagle, Radio 94.7	15%	N=69	27%	N=126	58%	N=269	100%	N=463
City Facebook page	19%	N=89	37%	N=178	44%	N=210	100%	N=477
Other radio: K-Hits 101.5, Capital Public Radio	20%	N=93	23%	N=109	57%	N=268	100%	N=471

Table 18: Question 18

Please indicate how interested, if at all, you are in engaging with the City of Elk Grove in the following ways:	Very interested		Somewhat interested		Not at all interested		Total	
Attending a community workshop	15%	N=65	43%	N=182	42%	N=181	100%	N=428
Participating in an online forum	14%	N=60	34%	N=149	52%	N=223	100%	N=432
Serving on a City board or commission	13%	N=54	19%	N=82	68%	N=286	100%	N=422
Volunteering in a City program	12%	N=51	50%	N=215	38%	N=162	100%	N=428
Subscribing to emails from the City	17%	N=72	39%	N=168	44%	N=191	100%	N=430
Subscribing to Elk Grove Facebook pages	15%	N=63	32%	N=135	54%	N=230	100%	N=428

Table 19: Question 19

What would you say is the ONE most important service provided by the City of Elk Grove?	Percent	Number
General public safety	19%	N=57
Managing growth and infrastructure needs	8%	N=23
Parks and recreation/CSD	9%	N=26
Trash/cleanliness/code enforcement	5%	N=16
Education/schools	6%	N=19
General governance/City communications/community events and activities	3%	N=10
Police/fire/EMS/crime prevention	46%	N=139
Other	3%	N=9
Total	100%	N=299

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Table 20: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	3%	N=15	1%	N=5	6%	N=33	16%	N=82	73%	N=367	100%	N=502
Purchase goods or services from a business located in Elk Grove	0%	N=1	1%	N=6	9%	N=47	50%	N=251	39%	N=195	100%	N=499
Eat at least 5 portions of fruits and vegetables a day	1%	N=4	12%	N=62	33%	N=164	33%	N=161	21%	N=105	100%	N=496
Participate in moderate or vigorous physical activity	2%	N=9	9%	N=43	35%	N=174	33%	N=161	22%	N=108	100%	N=496
Read or watch local news (via television, paper, computer, etc.)	2%	N=9	9%	N=45	18%	N=91	31%	N=156	40%	N=197	100%	N=497
Vote in local elections	5%	N=23	7%	N=37	9%	N=46	16%	N=82	62%	N=311	100%	N=499

Table 21: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	17%	N=87
Very good	46%	N=229
Good	32%	N=160
Fair	4%	N=22
Poor	0%	N=2
Total	100%	N=501

Table 22: Question D3

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	Number
Very positive	9%	N=46
Somewhat positive	28%	N=141
Neutral	50%	N=248
Somewhat negative	12%	N=60
Very negative	1%	N=5
Total	100%	N=500

Table 23: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=331
Working part time for pay	7%	N=37
Unemployed, looking for paid work	4%	N=20
Unemployed, not looking for paid work	3%	N=16
Fully retired	19%	N=94
Total	100%	N=497

Table 24: Question D5

Do you work inside the boundaries of Elk Grove?	Percent	Number
Yes, outside the home	24%	N=116
Yes, from home	9%	N=41
No	68%	N=327
Total	100%	N=484

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Table 25: Question D6

How many years have you lived in Elk Grove?	Percent	Number
Less than 2 years	14%	N=68
2 to 5 years	13%	N=63
6 to 10 years	17%	N=86
11 to 20 years	28%	N=143
More than 20 years	28%	N=141
Total	100%	N=501

Table 26: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	88%	N=439
Building with two or more homes (duplex, townhome, apartment or condominium)	11%	N=55
Mobile home	0%	N=0
Other	1%	N=7
Total	100%	N=501

Table 27: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	23%	N=114
Owned	77%	N=386
Total	100%	N=499

Table 28: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	2%	N=12
\$300 to \$599 per month	4%	N=20
\$600 to \$999 per month	9%	N=42
\$1,000 to \$1,499 per month	16%	N=78
\$1,500 to \$2,499 per month	45%	N=217
\$2,500 or more per month	24%	N=114
Total	100%	N=483

Table 29: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	52%	N=261
Yes	48%	N=240
Total	100%	N=501

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Table 30: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=382
Yes	23%	N=117
Total	100%	N=500

Table 31: Question D12

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	Number
Less than \$25,000	4%	N=19
\$25,000 to \$49,999	15%	N=71
\$50,000 to \$99,999	29%	N=136
\$100,000 to \$149,999	25%	N=118
\$150,000 or more	27%	N=130
Total	100%	N=474

Table 32: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	85%	N=413
Yes, I consider myself to be Spanish, Hispanic or Latino	15%	N=74
Total	100%	N=487

Table 33: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=10
Asian, Asian Indian or Pacific Islander	26%	N=124
Black or African American	8%	N=39
White	55%	N=267
Other	14%	N=66

Total may exceed 100% as respondents could select more than one option.

Table 34: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=16
25 to 34 years	24%	N=117
35 to 44 years	17%	N=87
45 to 54 years	28%	N=138
55 to 64 years	12%	N=58
65 to 74 years	10%	N=50
75 years or older	7%	N=33
Total	100%	N=499

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Table 35: Question D16

What is your sex?	Percent	Number
Female	53%	N=263
Male	47%	N=232
Total	100%	N=495

Table 36: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	70%	N=349
Land line	12%	N=62
Both	18%	N=89
Total	100%	N=499

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 37: Question 1

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	29%	N=150	54%	N=274	16%	N=83	1%	N=4	0%	N=0	100%	N=511
Your neighborhood as a place to live	34%	N=173	50%	N=254	14%	N=73	2%	N=10	0%	N=0	100%	N=509
Elk Grove as a place to raise children	32%	N=159	46%	N=231	14%	N=71	2%	N=12	6%	N=31	100%	N=504
Elk Grove as a place to work	12%	N=59	26%	N=128	22%	N=111	14%	N=72	26%	N=131	100%	N=501
Elk Grove as a place to visit	14%	N=69	27%	N=136	38%	N=191	17%	N=85	4%	N=20	100%	N=502
Elk Grove as a place to retire	16%	N=82	32%	N=160	25%	N=126	15%	N=74	12%	N=60	100%	N=502
The overall quality of life in Elk Grove	19%	N=94	58%	N=293	22%	N=114	1%	N=4	0%	N=1	100%	N=506

Table 38: Question 2

Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Elk Grove	14%	N=73	50%	N=254	27%	N=136	9%	N=45	0%	N=0	100%	N=509
Overall ease of getting to the places you usually have to visit	15%	N=78	41%	N=209	35%	N=175	9%	N=45	0%	N=1	100%	N=508
Quality of overall natural environment in Elk Grove	20%	N=100	50%	N=251	25%	N=129	4%	N=21	1%	N=5	100%	N=506
Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems)	19%	N=94	45%	N=229	25%	N=127	11%	N=54	0%	N=2	100%	N=506
Health and wellness opportunities in Elk Grove	19%	N=96	45%	N=228	26%	N=135	3%	N=17	6%	N=32	100%	N=508
Overall opportunities for education and enrichment	19%	N=96	44%	N=223	24%	N=123	5%	N=26	7%	N=34	100%	N=503
Overall economic health of Elk Grove	11%	N=56	48%	N=241	28%	N=142	6%	N=30	7%	N=36	100%	N=505
Sense of community	15%	N=76	42%	N=210	32%	N=162	10%	N=52	1%	N=4	100%	N=504
Overall image or reputation of Elk Grove	15%	N=78	54%	N=272	24%	N=122	6%	N=29	1%	N=6	100%	N=508

Table 39: Question 3

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	41%	N=210	42%	N=213	11%	N=57	4%	N=21	1%	N=7	100%	N=507
Remain in Elk Grove for the next five years	60%	N=306	23%	N=115	9%	N=46	6%	N=28	3%	N=13	100%	N=509

Table 40: Question 4

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	52%	N=267	36%	N=184	6%	N=31	4%	N=23	1%	N=5	0%	N=2	100%	N=512
In Elk Grove's downtown/commercial area during the day	35%	N=179	42%	N=211	9%	N=44	7%	N=35	1%	N=4	6%	N=33	100%	N=506

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Table 41: Question 5

Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	4%	N=22	30%	N=155	38%	N=191	28%	N=141	0%	N=0	100%	N=510
Ease of public parking	16%	N=81	45%	N=228	30%	N=152	7%	N=37	3%	N=15	100%	N=512
Ease of travel by car in Elk Grove	15%	N=77	40%	N=203	30%	N=151	13%	N=67	2%	N=11	100%	N=509
Ease of travel by public transportation in Elk Grove	3%	N=15	15%	N=73	15%	N=74	12%	N=58	56%	N=281	100%	N=501
Ease of travel by bicycle in Elk Grove	7%	N=36	23%	N=113	25%	N=128	9%	N=47	36%	N=178	100%	N=501
Ease of walking in Elk Grove	18%	N=90	46%	N=230	25%	N=126	6%	N=32	5%	N=24	100%	N=501
Availability of paths and walking trails	18%	N=92	44%	N=220	25%	N=128	8%	N=41	5%	N=24	100%	N=505
Air quality	10%	N=51	48%	N=246	35%	N=177	3%	N=16	3%	N=17	100%	N=507
Cleanliness of Elk Grove	20%	N=103	53%	N=268	23%	N=117	4%	N=21	0%	N=0	100%	N=510
Overall appearance of Elk Grove	20%	N=102	55%	N=278	20%	N=103	4%	N=23	1%	N=3	100%	N=508
Public places where people want to spend time	13%	N=68	41%	N=209	32%	N=160	11%	N=57	2%	N=12	100%	N=507
Variety of housing options	12%	N=58	41%	N=207	29%	N=146	9%	N=47	10%	N=49	100%	N=507
Availability of affordable quality housing	11%	N=55	28%	N=141	26%	N=133	17%	N=88	17%	N=88	100%	N=505
Fitness opportunities (including exercise classes and paths or trails, etc.)	19%	N=96	46%	N=235	24%	N=123	5%	N=24	6%	N=29	100%	N=506
Recreational opportunities	16%	N=81	39%	N=196	29%	N=145	10%	N=52	7%	N=33	100%	N=508
Availability of affordable quality food	21%	N=105	43%	N=219	29%	N=146	6%	N=29	1%	N=5	100%	N=505
Availability of affordable quality health care	16%	N=82	42%	N=215	25%	N=127	5%	N=27	11%	N=58	100%	N=510
Availability of preventive health services	15%	N=78	45%	N=228	23%	N=115	3%	N=16	14%	N=72	100%	N=508
Availability of affordable quality mental health care	6%	N=29	17%	N=84	20%	N=102	7%	N=37	50%	N=256	100%	N=508

Table 42: Question 6

Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	11%	N=58	19%	N=96	15%	N=77	11%	N=55	43%	N=216	100%	N=502
K-12 education	30%	N=149	36%	N=181	15%	N=77	2%	N=8	17%	N=86	100%	N=501
Adult educational opportunities	8%	N=42	29%	N=147	22%	N=110	5%	N=24	36%	N=179	100%	N=501
Opportunities to attend cultural/arts/music activities	8%	N=42	34%	N=171	31%	N=156	13%	N=63	14%	N=70	100%	N=502
Opportunities to participate in religious or spiritual events and activities	16%	N=79	37%	N=187	17%	N=86	6%	N=31	24%	N=120	100%	N=503
Employment opportunities	5%	N=25	20%	N=102	26%	N=130	21%	N=105	27%	N=137	100%	N=500
Shopping opportunities	17%	N=85	39%	N=197	29%	N=147	14%	N=71	0%	N=1	100%	N=502
Cost of living in Elk Grove	7%	N=38	31%	N=158	44%	N=224	15%	N=76	2%	N=8	100%	N=504
Overall quality of business and service establishments in Elk Grove	11%	N=52	48%	N=237	30%	N=150	10%	N=48	2%	N=10	100%	N=497
Vibrant downtown/commercial area	5%	N=23	23%	N=114	38%	N=191	28%	N=141	7%	N=33	100%	N=503
Overall quality of new development in Elk Grove	10%	N=49	36%	N=180	32%	N=160	14%	N=70	8%	N=42	100%	N=501
Opportunities to participate in social events and activities	10%	N=51	36%	N=182	33%	N=166	9%	N=47	11%	N=53	100%	N=499
Opportunities to volunteer	11%	N=57	31%	N=156	23%	N=113	5%	N=26	30%	N=150	100%	N=502
Opportunities to participate in community matters	8%	N=42	33%	N=165	23%	N=115	9%	N=47	26%	N=128	100%	N=498
Openness and acceptance of the community toward people of diverse backgrounds	22%	N=108	43%	N=213	21%	N=107	6%	N=28	9%	N=43	100%	N=499
Neighborliness of residents in Elk Grove	14%	N=68	47%	N=234	29%	N=148	7%	N=33	4%	N=18	100%	N=501

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Table 43: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	8%	N=38	92%	N=467	100%	N=506
Made efforts to make your home more energy efficient	25%	N=125	75%	N=380	100%	N=505
Observed a code violation or other hazard in Elk Grove (weeds, abandoned buildings, etc.)	44%	N=222	56%	N=283	100%	N=504
Household member was a victim of a crime in Elk Grove	80%	N=406	20%	N=99	100%	N=505
Reported a crime to the police in Elk Grove	70%	N=356	30%	N=149	100%	N=505
Stocked supplies in preparation for an emergency	65%	N=330	35%	N=174	100%	N=504
Campaigned or advocated for an issue, cause or candidate	78%	N=388	22%	N=111	100%	N=499
Contacted the City of Elk Grove (in-person, phone, email or web) for help or information	53%	N=266	47%	N=237	100%	N=503
Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion	80%	N=406	20%	N=99	100%	N=505

Table 44: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Elk Grove?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Elk Grove public libraries or their services	5%	N=27	17%	N=87	33%	N=165	45%	N=227	100%	N=506
Participated in religious or spiritual activities in Elk Grove	13%	N=67	16%	N=78	17%	N=84	54%	N=274	100%	N=502
Attended a City-sponsored event	1%	N=7	6%	N=32	48%	N=239	45%	N=225	100%	N=503
Used bus, rail, subway or other public transportation instead of driving	3%	N=15	3%	N=16	9%	N=45	85%	N=426	100%	N=503
Carpooled with other adults or children instead of driving alone	20%	N=103	17%	N=87	18%	N=90	44%	N=224	100%	N=504
Walked or biked instead of driving	14%	N=69	18%	N=93	27%	N=134	41%	N=206	100%	N=502
Volunteered your time to some group/activity in Elk Grove	8%	N=39	11%	N=55	21%	N=103	61%	N=306	100%	N=503
Participated in a club	4%	N=19	9%	N=45	12%	N=61	75%	N=378	100%	N=503
Talked to or visited with your immediate neighbors	38%	N=195	31%	N=155	23%	N=117	8%	N=40	100%	N=507
Done a favor for a neighbor	23%	N=117	23%	N=115	39%	N=198	15%	N=75	100%	N=505

Table 45: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	1%	N=3	1%	N=7	20%	N=99	78%	N=393	100%	N=502
Watched (online or on television) a local public meeting	2%	N=10	2%	N=11	21%	N=104	75%	N=382	100%	N=506

Table 46: Question 10

Please rate the quality of each of the following services in Elk Grove:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	27%	N=135	44%	N=220	15%	N=75	4%	N=22	9%	N=47	100%	N=499
Crime prevention	12%	N=62	39%	N=195	22%	N=111	12%	N=60	14%	N=69	100%	N=497
Traffic enforcement	11%	N=56	46%	N=228	22%	N=110	11%	N=53	9%	N=46	100%	N=494
Street repair	12%	N=59	43%	N=212	30%	N=147	13%	N=64	3%	N=13	100%	N=495
Street cleaning	20%	N=100	47%	N=233	20%	N=100	10%	N=48	3%	N=16	100%	N=498
Street lighting	21%	N=104	52%	N=258	19%	N=95	7%	N=34	1%	N=4	100%	N=496
Sidewalk maintenance	19%	N=93	46%	N=229	24%	N=122	8%	N=41	3%	N=13	100%	N=499
Traffic signal timing	11%	N=54	43%	N=216	29%	N=143	15%	N=76	2%	N=9	100%	N=499

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Please rate the quality of each of the following services in Elk Grove:	Excellent		Good		Fair		Poor		Don't know		Total	
Bus or transit services	6%	N=30	18%	N=89	12%	N=61	6%	N=32	57%	N=283	100%	N=494
Garbage collection	30%	N=151	54%	N=271	12%	N=57	2%	N=8	2%	N=10	100%	N=498
Recycling	29%	N=145	54%	N=271	11%	N=55	2%	N=10	4%	N=19	100%	N=501
Yard waste pick-up	26%	N=132	54%	N=267	13%	N=64	2%	N=11	5%	N=24	100%	N=498
Storm drainage	18%	N=89	52%	N=260	18%	N=92	5%	N=24	7%	N=33	100%	N=499
Utility billing	12%	N=60	46%	N=227	32%	N=158	9%	N=42	2%	N=10	100%	N=498
Land use, planning and zoning	8%	N=38	32%	N=160	23%	N=114	17%	N=83	21%	N=103	100%	N=496
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=33	25%	N=122	27%	N=132	19%	N=93	22%	N=110	100%	N=490
Animal control	11%	N=55	34%	N=167	19%	N=92	8%	N=38	29%	N=142	100%	N=495
Economic development	6%	N=32	30%	N=150	26%	N=130	14%	N=70	23%	N=111	100%	N=493
Public library services	19%	N=96	39%	N=193	13%	N=64	2%	N=9	27%	N=131	100%	N=494
Public information services	8%	N=39	38%	N=187	21%	N=102	3%	N=16	30%	N=146	100%	N=491
Cable television	9%	N=42	28%	N=138	25%	N=122	12%	N=62	27%	N=133	100%	N=496
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	5%	N=26	16%	N=78	17%	N=84	12%	N=58	50%	N=248	100%	N=494
Preservation of natural areas such as open space, farmlands and greenbelts	10%	N=50	34%	N=169	25%	N=120	15%	N=73	16%	N=78	100%	N=489
Elk Grove open space	9%	N=46	43%	N=209	21%	N=100	12%	N=57	15%	N=75	100%	N=488
City-sponsored special events	10%	N=49	40%	N=195	22%	N=110	4%	N=21	24%	N=116	100%	N=492
Overall customer service by Elk Grove employees (police, receptionists, planners, etc.)	13%	N=65	44%	N=215	22%	N=108	5%	N=24	16%	N=78	100%	N=490

Table 47: Question 11

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	14%	N=70	48%	N=236	29%	N=140	2%	N=9	7%	N=35	100%	N=489
The Federal Government	4%	N=21	23%	N=112	37%	N=181	16%	N=77	20%	N=101	100%	N=492

Table 48: Question 12

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	7%	N=36	31%	N=156	37%	N=184	12%	N=61	12%	N=60	100%	N=496
The overall direction that Elk Grove is taking	7%	N=36	35%	N=172	30%	N=148	19%	N=95	9%	N=45	100%	N=495
The job Elk Grove government does at welcoming citizen involvement	7%	N=32	27%	N=136	28%	N=138	12%	N=60	26%	N=127	100%	N=493
Overall confidence in Elk Grove government	7%	N=32	31%	N=153	31%	N=151	18%	N=91	14%	N=67	100%	N=492
Generally acting in the best interest of the community	6%	N=32	33%	N=164	30%	N=147	16%	N=81	14%	N=68	100%	N=492
Being honest	5%	N=27	24%	N=119	33%	N=164	10%	N=52	27%	N=134	100%	N=496
Treating all residents fairly	10%	N=47	28%	N=140	31%	N=153	12%	N=58	20%	N=98	100%	N=496

Table 49: Question 13

Please rate how important, if at all, you think it is for the Elk Grove community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Elk Grove	70%	N=350	25%	N=123	5%	N=25	0%	N=0	100%	N=498
Overall ease of getting to the places you usually have to visit	30%	N=149	48%	N=239	19%	N=92	3%	N=13	100%	N=492
Quality of overall natural environment in Elk Grove	32%	N=158	49%	N=241	19%	N=92	1%	N=4	100%	N=495

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Please rate how important, if at all, you think it is for the Elk Grove community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems)	27%	N=136	49%	N=243	23%	N=114	1%	N=4	100%	N=496
Health and wellness opportunities in Elk Grove	23%	N=115	48%	N=239	25%	N=122	4%	N=20	100%	N=496
Overall opportunities for education and enrichment	38%	N=189	42%	N=208	18%	N=92	2%	N=9	100%	N=498
Overall economic health of Elk Grove	46%	N=227	42%	N=211	11%	N=55	1%	N=4	100%	N=497
Sense of community	33%	N=163	46%	N=229	20%	N=99	1%	N=5	100%	N=496

Table 50: Question 14

How would you rate the financial condition of the City of Elk Grove?	Percent	Number
Excellent	7%	N=37
Good	46%	N=229
Fair	21%	N=106
Poor	2%	N=11
Don't know	24%	N=119
Total	100%	N=501

Table 51: Question 15

Do you have a favorable or unfavorable opinion of the job the City of Elk Grove is doing to effectively manage and spend taxpayer dollars and public funds?	Percent	Number
Very favorable	9%	N=46
Somewhat favorable	46%	N=232
Somewhat unfavorable	18%	N=89
Very unfavorable	6%	N=29
Don't know	21%	N=105
Total	100%	N=501

Table 52: Question 16

Do you have a favorable or unfavorable opinion of the job the City of Elk Grove is doing to provide city services and amenities?	Percent	Number
Very favorable	18%	N=90
Somewhat favorable	44%	N=219
Somewhat unfavorable	19%	N=97
Very unfavorable	4%	N=19
Don't know	15%	N=76
Total	100%	N=501

Table 53: Question 17

How much of a source, if at all, do you consider each of the following to be for obtaining information about the local community, local events, and the City government?	Major source		Minor source		Not a source		Total	
	Percent	N	Percent	N	Percent	N	Percent	N
City of Elk Grove website (www.elkgrovecity.org)	53%	N=257	30%	N=148	17%	N=81	100%	N=486
City Facebook page	19%	N=89	37%	N=178	44%	N=210	100%	N=477
City social media feeds (Twitter, Instagram, Snapchat)	13%	N=62	31%	N=148	56%	N=266	100%	N=476
City mobile app	18%	N=84	27%	N=128	55%	N=259	100%	N=471
City email alerts	25%	N=118	33%	N=157	42%	N=200	100%	N=475

The National Citizen Survey™

How much of a source, if at all, do you consider each of the following to be for obtaining information about the local community, local events, and the City government?	Major source		Minor source		Not a source		Total	
Nextdoor	30%	N=140	34%	N=161	37%	N=173	100%	N=474
Local community blogs	21%	N=100	33%	N=158	46%	N=218	100%	N=476
City of Elk Grove newsletter	44%	N=209	41%	N=195	16%	N=75	100%	N=479
Elk Grove Citizen	32%	N=150	38%	N=183	30%	N=142	100%	N=475
Sacramento Bee	25%	N=120	39%	N=185	36%	N=175	100%	N=480
Sacramento News and Review	13%	N=61	27%	N=129	60%	N=284	100%	N=475
Sacramento Business Journal	11%	N=54	25%	N=117	64%	N=301	100%	N=472
Ardent For Life Magazine	7%	N=35	23%	N=108	70%	N=326	100%	N=469
Public hearing notices/City postcards	19%	N=87	38%	N=180	43%	N=203	100%	N=470
KCRA (Channel 3)	42%	N=200	37%	N=175	21%	N=102	100%	N=477
ABC10	28%	N=131	41%	N=195	31%	N=147	100%	N=474
KOVR (Channel 13)	26%	N=121	43%	N=204	31%	N=149	100%	N=474
FOX40	28%	N=130	41%	N=195	31%	N=148	100%	N=473
KQCA (My58)	18%	N=85	42%	N=198	40%	N=186	100%	N=469
Good Day KMAX (Channel 31)	18%	N=83	38%	N=177	44%	N=208	100%	N=469
Univision 19	10%	N=47	21%	N=97	69%	N=321	100%	N=465
CBS Radio: KNCI, NOW100.5, SPORTS 1140, MIX96, KSFM	15%	N=70	25%	N=118	60%	N=280	100%	N=468
Entercom: 106.5 The End, 98 Rock, 96.9 The Eagle, Radio 94.7	15%	N=69	27%	N=126	58%	N=269	100%	N=463
City Facebook page	19%	N=89	37%	N=178	44%	N=210	100%	N=477
Other radio: K-Hits 101.5, Capital Public Radio	20%	N=93	23%	N=109	57%	N=268	100%	N=471

Table 54: Question 18

Please indicate how interested, if at all, you are in engaging with the City of Elk Grove in the following ways:	Very interested		Somewhat interested		Not at all interested		Don't know		Total	
Attending a community workshop	13%	N=65	37%	N=182	37%	N=181	13%	N=65	100%	N=492
Participating in an online forum	12%	N=60	30%	N=149	45%	N=223	12%	N=60	100%	N=492
Serving on a City board or commission	11%	N=54	17%	N=82	58%	N=286	14%	N=68	100%	N=490
Volunteering in a City program	10%	N=51	44%	N=215	33%	N=162	13%	N=63	100%	N=491
Subscribing to emails from the City	15%	N=72	34%	N=168	39%	N=191	13%	N=64	100%	N=494
Subscribing to Elk Grove Facebook pages	13%	N=63	28%	N=135	47%	N=230	13%	N=62	100%	N=490

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Table 55: Question 19

What would you say is the ONE most important service provided by the City of Elk Grove?	Percent	Number
General public safety	19%	N=57
Managing growth and infrastructure needs	8%	N=23
Parks and recreation/CSD	8%	N=26
Trash/cleanliness/code enforcement	5%	N=16
Education/schools	6%	N=19
General governance/City communications/community events and activities	3%	N=10
Police/fire/EMS/crime prevention	45%	N=139
Other	3%	N=9
Don't know/nothing	2%	N=7
Total	100%	N=306

Table 56: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	3%	N=15	1%	N=5	6%	N=33	16%	N=82	73%	N=367	100%	N=502
Purchase goods or services from a business located in Elk Grove	0%	N=1	1%	N=6	9%	N=47	50%	N=251	39%	N=195	100%	N=499
Eat at least 5 portions of fruits and vegetables a day	1%	N=4	12%	N=62	33%	N=164	33%	N=161	21%	N=105	100%	N=496
Participate in moderate or vigorous physical activity	2%	N=9	9%	N=43	35%	N=174	33%	N=161	22%	N=108	100%	N=496
Read or watch local news (via television, paper, computer, etc.)	2%	N=9	9%	N=45	18%	N=91	31%	N=156	40%	N=197	100%	N=497
Vote in local elections	5%	N=23	7%	N=37	9%	N=46	16%	N=82	62%	N=311	100%	N=499

Table 57: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	17%	N=87
Very good	46%	N=229
Good	32%	N=160
Fair	4%	N=22
Poor	0%	N=2
Total	100%	N=501

Table 58: Question D3

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	Number
Very positive	9%	N=46
Somewhat positive	28%	N=141
Neutral	50%	N=248
Somewhat negative	12%	N=60
Very negative	1%	N=5
Total	100%	N=500

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Table 59: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=331
Working part time for pay	7%	N=37
Unemployed, looking for paid work	4%	N=20
Unemployed, not looking for paid work	3%	N=16
Fully retired	19%	N=94
Total	100%	N=497

Table 60: Question D5

Do you work inside the boundaries of Elk Grove?	Percent	Number
Yes, outside the home	24%	N=116
Yes, from home	9%	N=41
No	68%	N=327
Total	100%	N=484

Table 61: Question D6

How many years have you lived in Elk Grove?	Percent	Number
Less than 2 years	14%	N=68
2 to 5 years	13%	N=63
6 to 10 years	17%	N=86
11 to 20 years	28%	N=143
More than 20 years	28%	N=141
Total	100%	N=501

Table 62: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	88%	N=439
Building with two or more homes (duplex, townhome, apartment or condominium)	11%	N=55
Mobile home	0%	N=0
Other	1%	N=7
Total	100%	N=501

Table 63: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	23%	N=114
Owned	77%	N=386
Total	100%	N=499

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Table 64: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	2%	N=12
\$300 to \$599 per month	4%	N=20
\$600 to \$999 per month	9%	N=42
\$1,000 to \$1,499 per month	16%	N=78
\$1,500 to \$2,499 per month	45%	N=217
\$2,500 or more per month	24%	N=114
Total	100%	N=483

Table 65: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	52%	N=261
Yes	48%	N=240
Total	100%	N=501

Table 66: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=382
Yes	23%	N=117
Total	100%	N=500

Table 67: Question D12

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	Number
Less than \$25,000	4%	N=19
\$25,000 to \$49,999	15%	N=71
\$50,000 to \$99,999	29%	N=136
\$100,000 to \$149,999	25%	N=118
\$150,000 or more	27%	N=130
Total	100%	N=474

Table 68: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	85%	N=413
Yes, I consider myself to be Spanish, Hispanic or Latino	15%	N=74
Total	100%	N=487

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Table 69: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=10
Asian, Asian Indian or Pacific Islander	26%	N=124
Black or African American	8%	N=39
White	55%	N=267
Other	14%	N=66

Total may exceed 100% as respondents could select more than one option.

Table 70: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=16
25 to 34 years	24%	N=117
35 to 44 years	17%	N=87
45 to 54 years	28%	N=138
55 to 64 years	12%	N=58
65 to 74 years	10%	N=50
75 years or older	7%	N=33
Total	100%	N=499

Table 71: Question D16

What is your sex?	Percent	Number
Female	53%	N=263
Male	47%	N=232
Total	100%	N=495

Table 72: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	70%	N=349
Land line	12%	N=62
Both	18%	N=89
Total	100%	N=499

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; 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 communities in the database represent a wide geographic and population range. The City of Elk Grove chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (California communities with population 60,000 or greater).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Elk Grove’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Elk Grove’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Elk Grove’s rating to the benchmark.

In that final column, Elk Grove’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Elk Grove residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 73: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Elk Grove	77%	291	447	Similar
Overall image or reputation of Elk Grove	70%	210	338	Similar
Elk Grove as a place to live	83%	257	383	Similar
Your neighborhood as a place to live	84%	160	303	Similar
Elk Grove as a place to raise children	83%	193	374	Similar
Elk Grove as a place to retire	55%	258	349	Similar
Overall appearance of Elk Grove	75%	178	350	Similar

Table 74: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Elk Grove	64%	268	323	Lower
	In your neighborhood during the day	88%	285	346	Similar
	In Elk Grove's downtown/commercial area during the day	83%	240	303	Similar
Mobility	Overall ease of getting to the places you usually have to visit	57%	200	231	Lower
	Availability of paths and walking trails	65%	152	303	Similar
	Ease of walking in Elk Grove	67%	138	291	Similar
	Ease of travel by bicycle in Elk Grove	46%	175	294	Similar
	Ease of travel by public transportation in Elk Grove	40%	98	195	Similar
	Ease of travel by car in Elk Grove	56%	204	294	Similar
	Ease of public parking	62%	62	193	Similar
	Traffic flow on major streets	35%	261	336	Similar
Natural Environment	Quality of overall natural environment in Elk Grove	70%	194	267	Similar
	Cleanliness of Elk Grove	73%	163	274	Similar
	Air quality	61%	201	232	Lower
Built Environment	Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems)	64%	105	220	Similar
	Overall quality of new development in Elk Grove	50%	192	278	Similar
	Availability of affordable quality housing	47%	123	293	Similar
	Variety of housing options	58%	122	269	Similar
	Public places where people want to spend time	56%	152	212	Similar
	Overall economic health of Elk Grove	63%	128	226	Similar
	Vibrant downtown/commercial area	29%	158	204	Lower
	Overall quality of business and service establishments in Elk Grove	59%	170	261	Similar
	Cost of living in Elk Grove	39%	126	223	Similar
	Shopping opportunities	57%	145	284	Similar
Economy	Employment opportunities	35%	183	302	Similar
	Elk Grove as a place to visit	43%	197	240	Lower
	Elk Grove as a place to work	51%	251	350	Similar
	Health and wellness opportunities in Elk Grove	68%	128	221	Similar
	Availability of affordable quality mental health care	45%	84	192	Similar
	Availability of preventive health services	70%	85	222	Similar
	Availability of affordable quality health care	66%	107	249	Similar
	Availability of affordable quality food	65%	111	225	Similar
	Recreational opportunities	58%	203	289	Similar
	Recreation and Wellness	Fitness opportunities (including exercise classes and paths or trails, etc.)	69%	116	211

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	68%	123	222	Similar
	Opportunities to participate in religious or spiritual events and activities	70%	162	192	Similar
	Opportunities to attend cultural/arts/music activities	49%	194	288	Similar
	Adult educational opportunities	59%	96	198	Similar
	K-12 education	80%	88	258	Similar
	Availability of affordable quality child care/preschool	54%	113	238	Similar
Community Engagement	Opportunities to participate in social events and activities	52%	175	250	Similar
	Neighborhoodness of Elk Grove	62%	122	215	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	70%	49	282	Similar
	Opportunities to participate in community matters	56%	199	262	Similar
	Opportunities to volunteer	61%	191	254	Similar

Table 75: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Elk Grove	67%	266	424	Similar
Overall customer service by Elk Grove employees (police, receptionists, planners, etc.)	68%	266	368	Similar
Value of services for the taxes paid to Elk Grove	44%	259	393	Similar
Overall direction that Elk Grove is taking	46%	241	308	Similar
Job Elk Grove government does at welcoming citizen involvement	46%	209	308	Similar
Overall confidence in Elk Grove government	43%	168	224	Similar
Generally acting in the best interest of the community	46%	166	224	Similar
Being honest	40%	167	217	Similar
Treating all residents fairly	47%	142	222	Similar
Services provided by the Federal Government	34%	159	238	Similar

Table 76: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Crime prevention	60%	255	349	Similar
	Animal control	63%	174	331	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	42%	248	266	Lower
	Traffic enforcement	64%	226	364	Similar
Mobility	Street repair	56%	136	387	Similar
	Street cleaning	69%	125	313	Similar
	Street lighting	74%	51	318	Similar
	Sidewalk maintenance	66%	65	313	Similar
	Traffic signal timing	55%	108	252	Similar
	Bus or transit services	56%	91	217	Similar
	Garbage collection	87%	171	352	Similar
Natural Environment	Recycling	86%	131	353	Similar
	Yard waste pick-up	84%	96	268	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	53%	195	246	Similar
Built Environment	Elk Grove open space	62%	129	201	Similar
	Storm drainage	75%	93	344	Similar
Built Environment	Utility billing	59%	159	194	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Land use, planning and zoning	50%	155	295	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	41%	273	379	Similar
	Cable television	50%	112	193	Similar
Economy	Economic development	48%	177	276	Similar
Education and Enrichment	City-sponsored special events	65%	149	242	Similar
	Public library services	80%	249	335	Similar
Community Engagement	Public information services	66%	167	273	Similar

Table 77: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	57%	205	303	Similar
Recommend living in Elk Grove to someone who asks	84%	180	275	Similar
Remain in Elk Grove for the next five years	85%	126	266	Similar
Contacted Elk Grove (in-person, phone, email or web) for help or information	47%	128	307	Similar

Table 78: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	35%	96	195	Similar
	Did NOT report a crime to the police	70%	178	217	Similar
	Household member was NOT a victim of a crime	80%	241	263	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	15%	105	176	Lower
	Carpooled with other adults or children instead of driving alone	56%	20	205	Higher
	Walked or biked instead of driving	59%	88	213	Similar
Natural Environment	Made efforts to conserve water	92%	18	201	Higher
	Made efforts to make your home more energy efficient	75%	116	201	Similar
	Recycle at home	96%	61	247	Similar
Built Environment	Did NOT observe a code violation or other hazard in Elk Grove	44%	164	207	Similar
	NOT experiencing housing costs stress	64%	181	244	Similar
Economy	Purchase goods or services from a business located in Elk Grove	99%	23	211	Similar
	Economy will have positive impact on income	37%	33	245	Similar
	Work inside boundaries of Elk Grove	32%	130	212	Similar
Recreation and Wellness	Eat at least 5 portions of fruits and vegetables a day	87%	48	203	Similar
	Participate in moderate or vigorous physical activity	89%	44	207	Similar
	In very good to excellent health	63%	107	207	Similar
Education and Enrichment	Used Elk Grove public libraries or their services	55%	188	233	Similar
	Participated in religious or spiritual activities in Elk Grove	46%	95	190	Similar
	Attended City-sponsored event	55%	105	213	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	22%	103	194	Similar

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	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion	20%	64	210	Similar
Volunteered your time to some group/activity in Elk Grove	39%	132	253	Similar
Participated in a club	25%	123	227	Similar
Talked to or visited with your immediate neighbors	92%	87	208	Similar
Done a favor for a neighbor	85%	51	203	Similar
Attended a local public meeting	22%	112	252	Similar
Watched (online or on television) a local public meeting	25%	89	217	Similar
Read or watch local news (via television, paper, computer, etc.)	89%	47	212	Similar
Vote in local elections	88%	55	246	Similar

Communities included in national comparisons

The communities included in Elk Grove’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO	441,603	Baytown city, TX	71,802
Airway Heights city, WA	6,114	Bedford city, TX	46,979
Albany city, OR	50,158	Bedford town, MA	13,320
Albemarle County, VA	98,970	Bellevue city, WA	122,363
Albert Lea city, MN	18,016	Bellingham city, WA	80,885
Alexandria city, VA	139,966	Benbrook city, TX	21,234
Algonquin village, IL	30,046	Bend city, OR	76,639
Aliso Viejo city, CA	47,823	Bettendorf city, IA	33,217
Altoona city, IA	14,541	Billings city, MT	104,170
American Canyon city, CA	19,454	Blaine city, MN	57,186
Ames city, IA	58,965	Bloomfield Hills city, MI	3,869
Andover CDP, MA	8,762	Bloomington city, IN	80,405
Ankeny city, IA	45,582	Bloomington city, MN	82,893
Ann Arbor city, MI	113,934	Blue Springs city, MO	52,575
Annapolis city, MD	38,394	Boise City city, ID	205,671
Apache Junction city, AZ	35,840	Bonner Springs city, KS	7,314
Arapahoe County, CO	572,003	Boone County, KY	118,811
Arkansas City city, AR	366	Boulder city, CO	97,385
Arlington city, TX	365,438	Bowling Green city, KY	58,067
Arvada city, CO	106,433	Bozeman city, MT	37,280
Asheville city, NC	83,393	Brentwood city, MO	8,055
Ashland city, OR	20,078	Brentwood city, TN	37,060
Ashland town, MA	16,593	Brighton city, CO	33,352
Ashland town, VA	7,225	Brighton city, MI	7,444
Aspen city, CO	6,658	Bristol city, TN	26,702
Athens-Clarke County, GA	115,452	Broken Arrow city, OK	98,850
Auburn city, AL	53,380	Brookfield city, WI	37,920
Augusta CCD, GA	134,777	Brookline CDP, MA	58,732
Aurora city, CO	325,078	Brooklyn Center city, MN	30,104
Austin city, TX	790,390	Brooklyn city, OH	11,169
Avon town, CO	6,447	Broomfield city, CO	55,889
Avon town, IN	12,446	Brownsburg town, IN	21,285
Avondale city, AZ	76,238	Buffalo Grove village, IL	41,496
Azusa city, CA	46,361	Burien city, WA	33,313
Bainbridge Island city, WA	23,025	Burleson city, TX	36,690
Baltimore city, MD	620,961	Burlingame city, CA	28,806
Bartonville town, TX	1,469	Cabarrus County, NC	178,011
Battle Creek city, MI	52,347	Cambridge city, MA	105,162
Bay City city, MI	34,932	Cannon Beach city, OR	1,690
Bay Village city, OH	15,651	Cañon City city, CO	16,400

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Canton city, SD.....	3,057	Delray Beach city, FL.....	60,522
Cape Coral city, FL.....	154,305	Denison city, TX.....	22,682
Cape Girardeau city, MO.....	37,941	Denton city, TX.....	113,383
Carlisle borough, PA.....	18,682	Denver city, CO.....	600,158
Carlsbad city, CA.....	105,328	Derby city, KS.....	22,158
Carroll city, IA.....	10,103	Des Moines city, IA.....	203,433
Cartersville city, GA.....	19,731	Des Peres city, MO.....	8,373
Cary town, NC.....	135,234	Destin city, FL.....	12,305
Castine town, ME.....	1,366	Dothan city, AL.....	65,496
Castle Pines North city, CO.....	10,360	Douglas County, CO.....	285,465
Castle Rock town, CO.....	48,231	Dover city, NH.....	29,987
Cedar Hill city, TX.....	45,028	Dublin city, CA.....	46,036
Cedar Rapids city, IA.....	126,326	Dublin city, OH.....	41,751
Celina city, TX.....	6,028	Duluth city, MN.....	86,265
Centennial city, CO.....	100,377	Durham city, NC.....	228,330
Chandler city, AZ.....	236,123	Durham County, NC.....	267,587
Chandler city, TX.....	2,734	Eagan city, MN.....	64,206
Chanhassen city, MN.....	22,952	Eagle Mountain city, UT.....	21,415
Chapel Hill town, NC.....	57,233	Eagle town, CO.....	6,508
Chardon city, OH.....	5,148	East Grand Forks city, MN.....	8,601
Charles County, MD.....	146,551	East Lansing city, MI.....	48,579
Charlotte city, NC.....	731,424	Eau Claire city, WI.....	65,883
Charlotte County, FL.....	159,978	Eden Prairie city, MN.....	60,797
Charlottesville city, VA.....	43,475	Edgerton city, KS.....	1,671
Chattanooga city, TN.....	167,674	Edgewater city, CO.....	5,170
Chautauqua town, NY.....	4,464	Edina city, MN.....	47,941
Chesterfield County, VA.....	316,236	Edmond city, OK.....	81,405
Citrus Heights city, CA.....	83,301	Edmonds city, WA.....	39,709
Clackamas County, OR.....	375,992	El Cerrito city, CA.....	23,549
Clarendon Hills village, IL.....	8,427	El Dorado County, CA.....	181,058
Clayton city, MO.....	15,939	Elk Grove city, CA.....	153,015
Clearwater city, FL.....	107,685	Elko New Market city, MN.....	4,110
Cleveland Heights city, OH.....	46,121	Elmhurst city, IL.....	44,121
Clinton city, SC.....	8,490	Encinitas city, CA.....	59,518
Clive city, IA.....	15,447	Englewood city, CO.....	30,255
Clovis city, CA.....	95,631	Erie town, CO.....	18,135
College Park city, MD.....	30,413	Escambia County, FL.....	297,619
College Station city, TX.....	93,857	Estes Park town, CO.....	5,858
Columbia city, MO.....	108,500	Euclid city, OH.....	48,920
Columbia city, SC.....	129,272	Fairview town, TX.....	7,248
Columbia Falls city, MT.....	4,688	Farmersville city, TX.....	3,301
Commerce City city, CO.....	45,913	Farmington Hills city, MI.....	79,740
Concord city, CA.....	122,067	Fayetteville city, NC.....	200,564
Concord town, MA.....	17,668	Fernandina Beach city, FL.....	11,487
Conshohocken borough, PA.....	7,833	Fishers town, IN.....	76,794
Coon Rapids city, MN.....	61,476	Flagstaff city, AZ.....	65,870
Copperas Cove city, TX.....	32,032	Flower Mound town, TX.....	64,669
Coral Springs city, FL.....	121,096	Forest Grove city, OR.....	21,083
Coronado city, CA.....	18,912	Fort Collins city, CO.....	143,986
Corvallis city, OR.....	54,462	Fort Lauderdale city, FL.....	165,521
Cottonwood Heights city, UT.....	33,433	Fort Smith city, AR.....	86,209
Creve Coeur city, MO.....	17,833	Franklin city, TN.....	62,487
Cross Roads town, TX.....	1,563	Fremont city, CA.....	214,089
Dacono city, CO.....	4,152	Friendswood city, TX.....	35,805
Dade City city, FL.....	6,437	Fruita city, CO.....	12,646
Dakota County, MN.....	398,552	Gahanna city, OH.....	33,248
Dallas city, OR.....	14,583	Gaithersburg city, MD.....	59,933
Dallas city, TX.....	1,197,816	Galveston city, TX.....	47,743
Danville city, KY.....	16,218	Gardner city, KS.....	19,123
Dardenne Prairie city, MO.....	11,494	Georgetown city, TX.....	47,400
Darien city, IL.....	22,086	Germantown city, TN.....	38,844
Davenport city, FL.....	2,888	Gilbert town, AZ.....	208,453
Davenport city, IA.....	99,685	Gillette city, WY.....	29,087
Davidson town, NC.....	10,944	Glen Ellyn village, IL.....	27,450
Dayton city, OH.....	141,527	Glendora city, CA.....	50,073
Dayton town, WY.....	757	Glenview village, IL.....	44,692
Decatur city, GA.....	19,335	Globe city, AZ.....	7,532
Del Mar city, CA.....	4,161	Golden city, CO.....	18,867
DeLand city, FL.....	27,031	Golden Valley city, MN.....	20,371
Delaware city, OH.....	34,753	Goodyear city, AZ.....	65,275

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Grafton village, WI	11,459	La Porte city, TX	33,800
Grand Blanc city, MI	8,276	La Vista city, NE	15,758
Grants Pass city, OR	34,533	Lafayette city, CO	24,453
Grass Valley city, CA	12,860	Laguna Beach city, CA	22,723
Greeley city, CO	92,889	Laguna Niguel city, CA	62,979
Greenville city, NC	84,554	Lake Forest city, IL	19,375
Greenwich town, CT	61,171	Lake in the Hills village, IL	28,965
Greenwood Village city, CO	13,925	Lake Stevens city, WA	28,069
Greer city, SC	25,515	Lake Worth city, FL	34,910
Gunnison County, CO	15,324	Lake Zurich village, IL	19,631
Hailey city, ID	7,960	Lakeville city, MN	55,954
Haines Borough, AK	2,508	Lakewood city, CO	142,980
Haltom City city, TX	42,409	Lakewood city, WA	58,163
Hamilton city, OH	62,477	Lane County, OR	351,715
Hamilton town, MA	7,764	Lansing city, MI	114,297
Hanover County, VA	99,863	Laramie city, WY	30,816
Harrisburg city, SD	4,089	Larimer County, CO	299,630
Harrisonburg city, VA	48,914	Las Cruces city, NM	97,618
Harrisonville city, MO	10,019	Las Vegas city, NM	13,753
Hayward city, CA	144,186	Las Vegas city, NV	583,756
Henderson city, NV	257,729	Lawrence city, KS	87,643
Herndon town, VA	23,292	Lawrenceville city, GA	28,546
High Point city, NC	104,371	Lee's Summit city, MO	91,364
Highland Park city, IL	29,763	Lehi city, UT	47,407
Highlands Ranch CDP, CO	96,713	Lenexa city, KS	48,190
Holland city, MI	33,051	Lewis County, NY	27,087
Homer Glen village, IL	24,220	Lewiston city, ID	31,894
Honolulu County, HI	953,207	Lewisville city, TX	95,290
Hooksett town, NH	13,451	Lewisville town, NC	12,639
Hopkins city, MN	17,591	Libertyville village, IL	20,315
Hopkinton town, MA	14,925	Lincoln city, NE	258,379
Hoquiam city, WA	8,726	Lindsborg city, KS	3,458
Horry County, SC	269,291	Little Chute village, WI	10,449
Howard village, WI	17,399	Littleton city, CO	41,737
Hudson city, OH	22,262	Livermore city, CA	80,968
Hudson town, CO	2,356	Lombard village, IL	43,165
Huntley village, IL	24,291	Lone Tree city, CO	10,218
Hurst city, TX	37,337	Long Grove village, IL	8,043
Hutchinson city, MN	14,178	Longmont city, CO	86,270
Hutto city, TX	14,698	Longview city, TX	80,455
Independence city, MO	116,830	Lonsdale city, MN	3,674
Indianola city, IA	14,782	Los Alamos County, NM	17,950
Indio city, CA	76,036	Los Altos Hills town, CA	7,922
Iowa City city, IA	67,862	Louisville city, CO	18,376
Irving city, TX	216,290	Lower Merion township, PA	57,825
Issaquah city, WA	30,434	Lynchburg city, VA	75,568
Jackson County, MI	160,248	Lynnwood city, WA	35,836
James City County, VA	67,009	Macomb County, MI	840,978
Jefferson County, NY	116,229	Manassas city, VA	37,821
Jefferson Parish, LA	432,552	Manhattan Beach city, CA	35,135
Johnson City city, TN	63,152	Manhattan city, KS	52,281
Johnston city, IA	17,278	Mankato city, MN	39,309
Jupiter town, FL	55,156	Maple Grove city, MN	61,567
Kalamazoo city, MI	74,262	Maricopa County, AZ	3,817,117
Kansas City city, KS	145,786	Marion city, IA	34,768
Kansas City city, MO	459,787	Marshfield city, WI	19,118
Keizer city, OR	36,478	Martinez city, CA	35,824
Kenmore city, WA	20,460	Marysville city, WA	60,020
Kennedale city, TX	6,763	Matthews town, NC	27,198
Kennett Square borough, PA	6,072	McAllen city, TX	129,877
Kent city, WA	92,411	McKinney city, TX	131,117
Kerrville city, TX	22,347	McMinnville city, OR	32,187
Kettering city, OH	56,163	Menlo Park city, CA	32,026
Key West city, FL	24,649	Menomonee Falls village, WI	35,626
King City city, CA	12,874	Mercer Island city, WA	22,699
King County, WA	1,931,249	Meridian charter township, MI	39,688
Kirkland city, WA	48,787	Meridian city, ID	75,092
Kirkwood city, MO	27,540	Merriam city, KS	11,003
Knoxville city, IA	7,313	Mesa city, AZ	439,041
La Plata town, MD	8,753	Mesa County, CO	146,723

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Miami Beach city, FL	87,779	Palo Alto city, CA	64,403
Miami city, FL	399,457	Palos Verdes Estates city, CA	13,438
Middleton city, WI	17,442	Papillion city, NE	18,894
Midland city, MI	41,863	Paradise Valley town, AZ	12,820
Milford city, DE	9,559	Park City city, UT	7,558
Milton city, GA	32,661	Parker town, CO	45,297
Minneapolis city, MN	382,578	Parkland city, FL	23,962
Missouri City city, TX	67,358	Pasco city, WA	59,781
Modesto city, CA	201,165	Pasco County, FL	464,697
Monterey city, CA	27,810	Payette city, ID	7,433
Montgomery city, MN	2,956	Pearland city, TX	91,252
Monticello city, UT	1,972	Peoria city, AZ	154,065
Montrose city, CO	19,132	Peoria city, IL	115,007
Monument town, CO	5,530	Pflugerville city, TX	46,936
Mooreville town, NC	32,711	Phoenix city, AZ	1,445,632
Moraga town, CA	16,016	Pinehurst village, NC	13,124
Morristown city, TN	29,137	Piqua city, OH	20,522
Morrisville town, NC	18,576	Pitkin County, CO	17,148
Morro Bay city, CA	10,234	Plano city, TX	259,841
Mountain Village town, CO	1,320	Platte City city, MO	4,691
Mountlake Terrace city, WA	19,909	Pleasant Hill city, IA	8,785
Murphy city, TX	17,708	Pleasanton city, CA	70,285
Naperville city, IL	141,853	Plymouth city, MN	70,576
Napoleon city, OH	8,749	Polk County, IA	430,640
Needham CDP, MA	28,886	Pompano Beach city, FL	99,845
Nevada City city, CA	3,068	Port Orange city, FL	56,048
Nevada County, CA	98,764	Portland city, OR	583,776
New Braunfels city, TX	57,740	Post Falls city, ID	27,574
New Brighton city, MN	21,456	Powell city, OH	11,500
New Hanover County, NC	202,667	Prince William County, VA	402,002
New Hope city, MN	20,339	Prior Lake city, MN	22,796
New Orleans city, LA	343,829	Pueblo city, CO	106,595
New Port Richey city, FL	14,911	Purcellville town, VA	7,727
New Smyrna Beach city, FL	22,464	Queen Creek town, AZ	26,361
New Ulm city, MN	13,522	Raleigh city, NC	403,892
Newberg city, OR	22,068	Ramsey city, MN	23,668
Newport city, RI	24,672	Raymond town, ME	4,436
Newport News city, VA	180,719	Raymore city, MO	19,206
Newton city, IA	15,254	Redmond city, OR	26,215
Noblesville city, IN	51,969	Redmond city, WA	54,144
Nogales city, AZ	20,837	Reno city, NV	225,221
Norcross city, GA	9,116	Reston CDP, VA	58,404
Norfolk city, VA	242,803	Richland city, WA	48,058
North Mankato city, MN	13,394	Richmond city, CA	103,701
North Port city, FL	57,357	Richmond Heights city, MO	8,603
North Richland Hills city, TX	63,343	Rio Rancho city, NM	87,521
North Yarmouth town, ME	3,565	River Falls city, WI	15,000
Novato city, CA	51,904	Riverside city, CA	303,871
Novi city, MI	55,224	Riverside city, MO	2,937
O'Fallon city, IL	28,281	Roanoke city, VA	97,032
O'Fallon city, MO	79,329	Roanoke County, VA	92,376
Oak Park village, IL	51,878	Rochester Hills city, MI	70,995
Oakland city, CA	390,724	Rock Hill city, SC	66,154
Oakley city, CA	35,432	Rockville city, MD	61,209
Oklahoma City city, OK	579,999	Roeland Park city, KS	6,731
Olathe city, KS	125,872	Rogers city, MN	8,597
Old Town city, ME	7,840	Rohnert Park city, CA	40,971
Olmsted County, MN	144,248	Rolla city, MO	19,559
Olympia city, WA	46,478	Roselle village, IL	22,763
Orange village, OH	3,323	Rosemount city, MN	21,874
Orland Park village, IL	56,767	Rosenberg city, TX	30,618
Orleans Parish, LA	343,829	Roseville city, MN	33,660
Oshkosh city, WI	66,083	Round Rock city, TX	99,887
Oshtemo charter township, MI	21,705	Royal Oak city, MI	57,236
Oswego village, IL	30,355	Saco city, ME	18,482
Otsego County, MI	24,164	Sahuarita town, AZ	25,259
Ottawa County, MI	263,801	Salida city, CO	5,236
Paducah city, KY	25,024	Sammamish city, WA	45,780
Palm Beach Gardens city, FL	48,452	San Anselmo town, CA	12,336
Palm Coast city, FL	75,180	San Diego city, CA	1,307,402

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San Francisco city, CA	805,235	Takoma Park city, MD	16,715
San Jose city, CA	945,942	Tamarac city, FL	60,427
San Juan County, NM	130,044	Temecula city, CA	100,097
San Marcos city, CA	83,781	Tempe city, AZ	161,719
San Marcos city, TX	44,894	Temple city, TX	66,102
San Rafael city, CA	57,713	Texarkana city, TX	36,411
Sanford city, FL	53,570	The Woodlands CDP, TX	93,847
Sangamon County, IL	197,465	Thousand Oaks city, CA	126,683
Santa Clarita city, CA	176,320	Tigard city, OR	48,035
Santa Fe city, NM	67,947	Tracy city, CA	82,922
Santa Fe County, NM	144,170	Trinidad CCD, CO	12,017
Santa Monica city, CA	89,736	Tualatin city, OR	26,054
Sarasota County, FL	379,448	Tulsa city, OK	391,906
Savage city, MN	26,911	Twin Falls city, ID	44,125
Schaumburg village, IL	74,227	Tyler city, TX	96,900
Schertz city, TX	31,465	University Heights city, OH	13,539
Scott County, MN	129,928	University Park city, TX	23,068
Scottsdale city, AZ	217,385	Upper Arlington city, OH	33,771
Seaside city, CA	33,025	Urbandale city, IA	39,463
Sevierville city, TN	14,807	Vail town, CO	5,305
Shakopee city, MN	37,076	Vancouver city, WA	161,791
Sharonville city, OH	13,560	Ventura CCD, CA	111,889
Shawnee city, KS	62,209	Vernon Hills village, IL	25,113
Shawnee city, OK	29,857	Vestavia Hills city, AL	34,033
Sherborn town, MA	4,119	Victoria city, MN	7,345
Shoreview city, MN	25,043	Vienna town, VA	15,687
Shorewood village, IL	15,615	Virginia Beach city, VA	437,994
Shorewood village, WI	13,162	Walnut Creek city, CA	64,173
Sierra Vista city, AZ	43,888	Washington County, MN	238,136
Silverton city, OR	9,222	Washington town, NH	1,123
Sioux Center city, IA	7,048	Washoe County, NV	421,407
Sioux Falls city, SD	153,888	Washougal city, WA	14,095
Skokie village, IL	64,784	Wauwatosa city, WI	46,396
Snellville city, GA	18,242	Waverly city, IA	9,874
Snoqualmie city, WA	10,670	Weddington town, NC	9,459
Somerset town, MA	18,165	Wentzville city, MO	29,070
South Jordan city, UT	50,418	West Carrollton city, OH	13,143
South Lake Tahoe city, CA	21,403	West Chester borough, PA	18,461
Southlake city, TX	26,575	West Des Moines city, IA	56,609
Spearfish city, SD	10,494	Western Springs village, IL	12,975
Spring Hill city, KS	5,437	Westerville city, OH	36,120
Springboro city, OH	17,409	Westlake town, TX	992
Springfield city, MO	159,498	Westminster city, CO	106,114
Springville city, UT	29,466	Weston town, MA	11,261
St. Augustine city, FL	12,975	White House city, TN	10,255
St. Charles city, IL	32,974	Wichita city, KS	382,368
St. Cloud city, FL	35,183	Williamsburg city, VA	14,068
St. Cloud city, MN	65,842	Willowbrook village, IL	8,540
St. Joseph city, MO	76,780	Wilmington city, NC	106,476
St. Joseph town, WI	3,842	Wilsonville city, OR	19,509
St. Louis County, MN	200,226	Windsor town, CO	18,644
State College borough, PA	42,034	Windsor town, CT	29,044
Steamboat Springs city, CO	12,088	Winnetka village, IL	12,187
Sterling Heights city, MI	129,699	Winter Garden city, FL	34,568
Sugar Grove village, IL	8,997	Woodbury city, MN	61,961
Sugar Land city, TX	78,817	Woodland city, CA	55,468
Suisun City city, CA	28,111	Wrentham town, MA	10,955
Summit city, NJ	21,457	Wyandotte County, KS	157,505
Summit County, UT	36,324	Yakima city, WA	91,067
Summit village, IL	11,054	York County, VA	65,464
Sunnyvale city, CA	140,081	Yorktown town, IN	9,405
Surprise city, AZ	117,517	Yorkville city, IL	16,921
Suwanee city, GA	15,355	Yountville city, CA	2,933
Tacoma city, WA	198,397		

California Communities with Population 60,000 or Greater Benchmark Comparisons

Table 79: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Elk Grove	77%	11	16	Similar
Overall image or reputation of Elk Grove	70%	7	10	Similar
Elk Grove as a place to live	83%	9	13	Similar
Your neighborhood as a place to live	84%	6	10	Similar
Elk Grove as a place to raise children	83%	6	12	Similar
Elk Grove as a place to retire	55%	6	11	Similar
Overall appearance of Elk Grove	75%	6	9	Similar

Table 80: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Elk Grove	64%	9	12	Similar	
	In your neighborhood during the day	88%	9	11	Similar	
	In Elk Grove's downtown/commercial area during the day	83%	9	11	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	57%	7	10	Similar	
	Availability of paths and walking trails	65%	6	10	Similar	
	Ease of walking in Elk Grove	67%	5	10	Similar	
	Ease of travel by bicycle in Elk Grove	46%	6	10	Similar	
	Ease of travel by public transportation in Elk Grove	40%	5	10	Similar	
	Ease of travel by car in Elk Grove	56%	7	10	Similar	
	Ease of public parking	62%	1	8	Higher	
	Traffic flow on major streets	35%	8	12	Similar	
	Natural Environment	Quality of overall natural environment in Elk Grove	70%	7	10	Similar
Cleanliness of Elk Grove		73%	6	9	Similar	
Air quality		61%	6	10	Similar	
Built Environment	Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems)	64%	4	10	Similar	
	Overall quality of new development in Elk Grove	50%	5	9	Similar	
	Availability of affordable quality housing	47%	3	11	Higher	
	Variety of housing options	58%	2	10	Higher	
	Public places where people want to spend time	56%	7	10	Similar	
Economy	Overall economic health of Elk Grove	63%	6	10	Similar	
	Vibrant downtown/commercial area	29%	7	9	Lower	
	Overall quality of business and service establishments in Elk Grove	59%	7	10	Similar	
	Cost of living in Elk Grove	39%	3	11	Higher	
	Shopping opportunities	57%	7	10	Similar	
	Employment opportunities	35%	8	11	Similar	
	Elk Grove as a place to visit	43%	8	11	Similar	
	Elk Grove as a place to work	51%	8	11	Similar	
	Recreation and Wellness	Health and wellness opportunities in Elk Grove	68%	6	10	Similar
		Availability of affordable quality mental health care	45%	5	9	Similar
Availability of preventive health services		70%	4	10	Similar	
Availability of affordable quality health care		66%	5	10	Similar	
Availability of affordable quality food		65%	6	10	Similar	
Recreational opportunities		58%	6	10	Similar	
	Fitness opportunities (including exercise classes and paths or trails, etc.)	69%	6	10	Similar	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	68%	6	10	Similar
	Opportunities to participate in religious or spiritual events and activities	70%	6	8	Similar
	Opportunities to attend cultural/arts/music activities	49%	10	12	Similar
	Adult educational opportunities	59%	7	10	Similar
	K-12 education	80%	4	10	Similar
	Availability of affordable quality child care/preschool	54%	5	9	Similar
Community Engagement	Opportunities to participate in social events and activities	52%	7	10	Similar
	Neighborhoodliness of Elk Grove	62%	5	10	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	70%	3	10	Similar
	Opportunities to participate in community matters	56%	8	11	Similar
	Opportunities to volunteer	61%	9	11	Similar

Table 81: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Elk Grove	67%	10	21	Similar
Overall customer service by Elk Grove employees (police, receptionists, planners, etc.)	68%	7	10	Similar
Value of services for the taxes paid to Elk Grove	44%	6	10	Similar
Overall direction that Elk Grove is taking	46%	5	10	Similar
Job Elk Grove government does at welcoming citizen involvement	46%	7	10	Similar
Overall confidence in Elk Grove government	43%	7	10	Similar
Generally acting in the best interest of the community	46%	7	10	Similar
Being honest	40%	7	9	Similar
Treating all residents fairly	47%	6	10	Similar
Services provided by the Federal Government	34%	6	10	Similar

Table 82: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Crime prevention	60%	9	12	Similar
	Animal control	63%	8	11	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	42%	8	11	Similar
	Traffic enforcement	64%	3	11	Similar
Mobility	Street repair	56%	6	15	Similar
	Street cleaning	69%	5	10	Similar
	Street lighting	74%	3	10	Similar
	Sidewalk maintenance	66%	2	10	Higher
	Traffic signal timing	55%	2	9	Similar
	Bus or transit services	56%	3	10	Similar
Natural Environment	Garbage collection	87%	5	11	Similar
	Recycling	86%	3	10	Similar
	Yard waste pick-up	84%	6	10	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	53%	8	12	Similar
Built Environment	Elk Grove open space	62%	5	8	Similar
	Storm drainage	75%	5	11	Similar
Built Environment	Utility billing	59%	6	8	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Land use, planning and zoning	50%	4	10	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	41%	9	12	Similar
	Cable television	50%	7	8	Similar
Economy	Economic development	48%	7	11	Similar
Education and Enrichment	City-sponsored special events	65%	5	8	Similar
	Public library services	80%	9	15	Similar
Community Engagement	Public information services	66%	7	10	Similar

Table 83: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	57%	6	10	Similar
Recommend living in Elk Grove to someone who asks	84%	5	10	Similar
Remain in Elk Grove for the next five years	85%	5	10	Similar
Contacted Elk Grove (in-person, phone, email or web) for help or information	47%	6	12	Similar

Table 84: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	35%	8	10	Similar
	Did NOT report a crime to the police	70%	7	10	Similar
	Household member was NOT a victim of a crime	80%	8	10	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	15%	8	10	Lower
	Carpooled with other adults or children instead of driving alone	56%	4	10	Similar
	Walked or biked instead of driving	59%	5	10	Similar
Natural Environment	Made efforts to conserve water	92%	9	10	Similar
	Made efforts to make your home more energy efficient	75%	8	10	Similar
	Recycle at home	96%	9	10	Similar
Built Environment	Did NOT observe a code violation or other hazard in Elk Grove	44%	5	10	Similar
	NOT experiencing housing costs stress	64%	4	10	Similar
Economy	Purchase goods or services from a business located in Elk Grove	99%	3	10	Similar
	Economy will have positive impact on income	37%	2	10	Similar
	Work inside boundaries of Elk Grove	32%	9	10	Similar
Recreation and Wellness	Eat at least 5 portions of fruits and vegetables a day	87%	5	10	Similar
	Participate in moderate or vigorous physical activity	89%	4	10	Similar
	In very good to excellent health	63%	7	10	Similar
Education and Enrichment	Used Elk Grove public libraries or their services	55%	7	10	Similar
	Participated in religious or spiritual activities in Elk Grove	46%	2	8	Similar
	Attended City-sponsored event	55%	5	10	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	22%	7	10	Similar

The National Citizen Survey™

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion	20%	4	10	Similar
Volunteered your time to some group/activity in Elk Grove	39%	7	10	Similar
Participated in a club	25%	7	10	Similar
Talked to or visited with your immediate neighbors	92%	4	10	Similar
Done a favor for a neighbor	85%	2	10	Similar
Attended a local public meeting	22%	6	10	Similar
Watched (online or on television) a local public meeting	25%	5	9	Similar
Read or watch local news (via television, paper, computer, etc.)	89%	2	10	Similar
Vote in local elections	88%	4	10	Similar

Communities included in California population benchmark comparisons

The communities included in Elk Grove’s custom comparisons are listed below along with their population according to the 2010 Census.

Carlsbad city, CA.....	105,328
Citrus Heights city, CA.....	83,301
Clovis city, CA.....	95,631
Concord city, CA.....	122,067
El Dorado County, CA.....	181,058
Elk Grove city, CA.....	153,015
Fremont city, CA.....	214,089
Hayward city, CA.....	144,186
Indio city, CA.....	76,036
Laguna Niguel city, CA.....	62,979
Livermore city, CA.....	80,968
Modesto city, CA.....	201,165
Nevada County, CA.....	98,764
Oakland city, CA.....	390,724
Palo Alto city, CA.....	64,403
Pleasanton city, CA.....	70,285

Richmond city, CA.....	103,701
Riverside city, CA.....	303,871
San Diego city, CA.....	1,307,402
San Francisco city, CA.....	805,235
San Jose city, CA.....	945,942
San Marcos city, CA.....	83,781
Santa Clarita city, CA.....	176,320
Santa Monica city, CA.....	89,736
Sunnyvale city, CA.....	140,081
Temecula city, CA.....	100,097
Thousand Oaks city, CA.....	126,683
Tracy city, CA.....	82,922
Ventura CCD, CA.....	111,889
Walnut Creek city, CA.....	64,173

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Elk Grove funded this research. Please contact Kara Reddig of the City of Elk Grove at kreddig@elkgrovecity.org if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

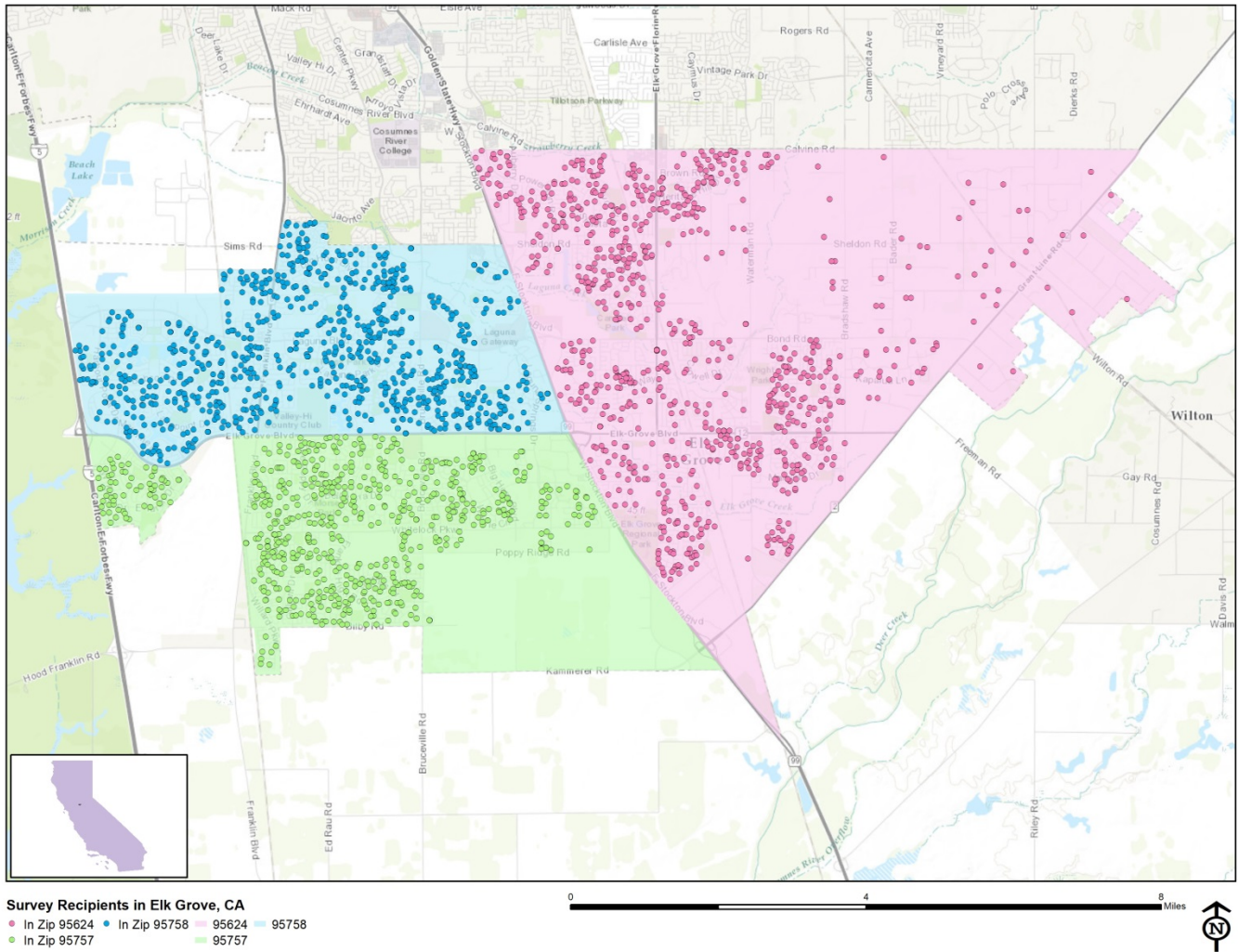
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Elk Grove were eligible to participate in the survey. A list of all households within the zip codes serving Elk Grove was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Elk Grove households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Elk Grove boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the three zip codes.

To choose the 2,700 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the City of Elk Grove website. This opt-in survey was identical to the scientific survey and open to all City residents. The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on September 25, 2017. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English only. Respondents could opt to take the survey online if they preferred. The City of Elk Grove chose to augment their administration of The NCS with several additional services, including demographic and geographic subgroup comparisons, custom benchmark comparisons and an open-ended question. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on October 27, 2017 and remained open for four weeks.

About 1% of the 2,700 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,666 households that received the survey, 515 completed the survey, providing an overall response rate of 19%. Of the 515 completed surveys, 62 were completed online. Additionally, responses were tracked by area; response rates by zip code ranged from 19% to 20%. The response rates were calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 36 residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

¹ See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

Table 85: Survey Response Rates by Area

	95624	95757	95758	Overall
Total sample used	929	723	1,048	2,700
I=Complete Interviews	183	133	189	505
P=Partial Interviews	4	1	5	10
R=Refusal and break off	0	0	0	0
NC=Non Contact	0	0	0	0
O=Other	0	0	0	0
UH=Unknown household	0	0	0	0
UO=Unknown other	732	580	839	2,151
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	20%	19%	19%	19%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the City of Elk Grove survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (515 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Elk Grove. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), ethnicity, sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

Table 86: Elk Grove, CA 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	25%	16%	23%
Own home	75%	84%	77%
Detached unit	87%	90%	88%
Attached unit	13%	10%	12%
Race and Ethnicity			
White	49%	53%	51%
Not white	51%	47%	49%
Not Hispanic	84%	91%	85%
Hispanic	16%	9%	15%
Sex and Age			
Female	53%	59%	53%
Male	47%	41%	47%
18-34 years of age	30%	9%	27%
35-54 years of age	44%	39%	45%
55+ years of age	26%	52%	28%
Females 18-34	15%	6%	15%
Females 35-54	23%	25%	23%
Females 55+	14%	28%	15%
Males 18-34	15%	2%	12%
Males 35-54	21%	14%	22%
Males 55+	12%	25%	13%
Zip Code			
95624	34%	36%	36%
95757	27%	26%	29%
95758	39%	38%	35%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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 reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

Appendix D: Survey Materials

Dear Elk Grove Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,

A handwritten signature in blue ink that reads "Steve Ly". The "L" is stylized with a large loop.

Steve Ly
Mayor

Dear Elk Grove Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

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Steve Ly
Mayor



City of Elk Grove
8401 Laguna Palms Way
Elk Grove, CA 95758

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Elk Grove
8401 Laguna Palms Way
Elk Grove, CA 95758

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



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City of Elk Grove
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Elk Grove, CA 95758

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Permit NO.94

Phone: 916.683.7111
Fax: 916.627.4200

Web: www.elkgrovecity.org

8401 Laguna Palms Way
Elk Grove, California 95758



October 2017

Dear City of Elk Grove Resident:

Please help us shape the future of Elk Grove! You have been selected at random to participate in the 2017 Elk Grove Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Elk Grove make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/elkgrovesurvey2017>

If you have any questions about the survey please call 916-478-2222.

Thank you for your time and participation!

Sincerely,

A handwritten signature in blue ink that reads "Steve Ly". The signature is written in a cursive style with a large, looped "L" and a distinct "y" at the end.

Steve Ly
Mayor

Phone: 916.683.7111
Fax: 916.627.4200

Web: www.elkgrovecity.org

8401 Laguna Palms Way
Elk Grove, California 95758



October 2017

Dear City of Elk Grove Resident:

Here's a second chance if you haven't already responded to the 2017 Elk Grove Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Elk Grove! You have been selected at random to participate in the 2017 Elk Grove Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Elk Grove make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
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Thank you for your time and participation!

Sincerely,

A handwritten signature in blue ink that reads "Steve Ly". The signature is written in a cursive style with a large, looped "L" at the end.

Steve Ly
Mayor

The City of Elk Grove 2017 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Elk Grove:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Elk Grove as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Elk Grove as a place to raise children.....	1	2	3	4	5
Elk Grove as a place to work.....	1	2	3	4	5
Elk Grove as a place to visit.....	1	2	3	4	5
Elk Grove as a place to retire.....	1	2	3	4	5
The overall quality of life in Elk Grove.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Elk Grove as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Elk Grove.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Elk Grove.....	1	2	3	4	5
Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Elk Grove.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Elk Grove.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Elk Grove.....	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Elk Grove to someone who asks.....	1	2	3	4	5
Remain in Elk Grove for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Elk Grove's downtown/commercial area during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Elk Grove as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Elk Grove.....	1	2	3	4	5
Ease of travel by public transportation in Elk Grove.....	1	2	3	4	5
Ease of travel by bicycle in Elk Grove.....	1	2	3	4	5
Ease of walking in Elk Grove.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Cleanliness of Elk Grove.....	1	2	3	4	5
Overall appearance of Elk Grove.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Elk Grove as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Elk Grove.....	1	2	3	4	5
Overall quality of business and service establishments in Elk Grove.....	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Elk Grove.....	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Elk Grove	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Elk Grove (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Elk Grove	1	2
Reported a crime to the police in Elk Grove	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted the City of Elk Grove (in-person, phone, email or web) for help or information	1	2
Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Elk Grove?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Elk Grove public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Elk Grove	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Elk Grove	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

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10. Please rate the quality of each of the following services in Elk Grove:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Elk Grove open space.....	1	2	3	4	5
City-sponsored special events.....	1	2	3	4	5
Overall customer service by Elk Grove employees (police, receptionists, planners, etc.).....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Elk Grove.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate the following categories of Elk Grove government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Elk Grove.....	1	2	3	4	5
The overall direction that Elk Grove is taking.....	1	2	3	4	5
The job Elk Grove government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in Elk Grove government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Elk Grove community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Elk Grove.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Elk Grove.....	1	2	3	4
Overall “built environment” of Elk Grove (including overall design, buildings, parks and transportation systems).....	1	2	3	4
Health and wellness opportunities in Elk Grove.....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Elk Grove.....	1	2	3	4
Sense of community.....	1	2	3	4

14. How would you rate the financial condition of the City of Elk Grove?

- Excellent Good Fair Poor Don't know

15. Do you have a favorable or unfavorable opinion of the job the City of Elk Grove is doing to effectively manage and spend taxpayer dollars and public funds?

- Very favorable Somewhat favorable Somewhat unfavorable Very unfavorable Don't know

16. Do you have a favorable or unfavorable opinion of the job the City of Elk Grove is doing to provide city services and amenities?

- Very favorable Somewhat favorable Somewhat unfavorable Very unfavorable Don't know

17. How much of a source, if at all, do you consider each of the following to be for obtaining information about the local community, local events, and the City government?

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
City of Elk Grove website (www.elkgrovecity.org).....	1	2	3
City Facebook page	1	2	3
City social media feeds (Twitter, Instagram, Snapchat).....	1	2	3
City mobile app	1	2	3
City email alerts	1	2	3
Nextdoor.....	1	2	3
Local community blogs.....	1	2	3
City of Elk Grove newsletter.....	1	2	3
<i>Elk Grove Citizen</i>	1	2	3
<i>Sacramento Bee</i>	1	2	3
<i>Sacramento News and Review</i>	1	2	3
<i>Sacramento Business Journal</i>	1	2	3
<i>Ardent For Life Magazine</i>	1	2	3
Public hearing notices/City postcards	1	2	3
KCRA (Channel 3).....	1	2	3
ABC10	1	2	3
KOVR (Channel 13)	1	2	3
FOX40.....	1	2	3
KQCA (My58).....	1	2	3
Good Day KMAX (Channel 31)	1	2	3
Univision 19.....	1	2	3
CBS Radio: KNCI, NOW100.5, SPORTS 1140, MIX96, KSFM	1	2	3
Entercom: 106.5 The End, 98 Rock, 96.9 The Eagle, Radio 94.7.....	1	2	3
I Heart: 93.7 The River, KFBK Talk Radio, 92.5 The Bull, Talk 650 KSTE, V101, Smooth Jazz	1	2	3
Other radio: K-Hits 101.5, Capital Public Radio.....	1	2	3

18. Please indicate how interested, if at all, you are in engaging with the City of Elk Grove in the following ways:

	<i>Very interested</i>	<i>Somewhat interested</i>	<i>Not at all interested</i>	<i>Don't know</i>
Attending a community workshop.....	1	2	3	4
Participating in an online forum	1	2	3	4
Serving on a City board or commission.....	1	2	3	4
Volunteering in a City program	1	2	3	4
Subscribing to emails from the City.....	1	2	3	4
Subscribing to Elk Grove Facebook pages.....	1	2	3	4

19. What would you say is the ONE most important service provided by the City of Elk Grove?

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Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Elk Grove	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- Excellent Very good Good Fair Poor

D3. 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:

- Very positive Somewhat positive Neutral Somewhat negative Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Elk Grove?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Elk Grove?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. 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.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502