



THE NCSTM
The National Citizen SurveyTM

Elk Grove, CA

Open-ended Responses

2017



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The National Citizen Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report includes the verbatim responses to an open-ended question included on The NCS 2017 survey for Elk Grove. Additional reports and the technical appendices are available under separate cover.

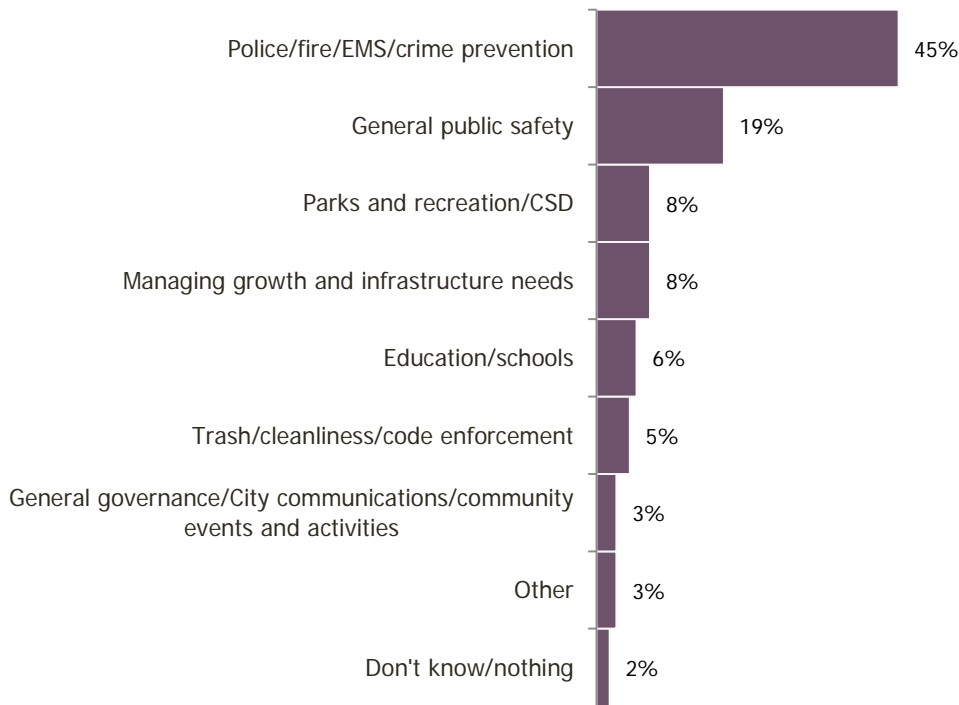
Respondents were asked to record their opinions about Elk Grove services in the following question:

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

The verbatim responses were categorized by topic area and those topics are reported in the following chart with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic.

Results from the open-ended question are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 515 surveys were completed by Elk Grove residents; of these, 318 respondents wrote in responses for the open-ended question. Of the residents who wrote in a response to this question, a majority thought that safety-related services were the most important, either generally (19%) or specifically related to police, fire, EMS and/or crime prevention (45%). About 1 in 10 respondents thought that either parks and recreation or managing growth and infrastructure needs were the most important City service.

Figure 1: Question 19
What would you say is the ONE most important service provided by the City of Elk Grove?



Verbatim Responses to Open-ended Question

The following pages contain the respondents' verbatim responses as written on the survey or entered in the web survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

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

Police/fire/EMS/crime prevention

- (1) Increase police around shopping centers and residential homes.
- Community safety- police, fire, medical.
- Crime prevention, monitoring trends; and law enforcement.
- Crime prevention, natural environment street code enforcement (such as removing junk vehicles etc.).
- Crime prevention, yard waste pick-up, street cleaning.
- Crime prevention.
- Crime prevention.
- EGPD & EGF.
- EGPD.
- Elk Grove city water, sewer most important is the EG police fire dept they are the best I know about the fire dept. EMTS & fire I've called 911 for the multiple times. Police are very friendly & easy to talk to & very competent. also compassionate about their job & public feelings.
- Elk Grove police.
- Emergency medical service.
- Fire & police dept's.
- Fire & police.
- Fire and health response.
- Fire and Police.
- Fire department- we have much land that needs protecting.
- First responders!
- First responders, but need more!
- Friendly/ caring police officers. EGPD take forever to respond to emergencies & have no sympathy/ empathy for victims!
- Great police force, although we need more officers (safety/ crime prevention).
- I feel safe in my hometown most of the time, that to me shows the good job of the police force.
- In my opinion, the most important service in community protection- police services- especially for women alone, elders, and disabled, because those are the most vulnerable.
- Law enforcement (incl. police, crime prevention, school security, traffic enforcement).
- Law enforcement..... need a larger presence in beat #4 (95757).
- Law enforcement and safety of the citizens.
- Law enforcement!
- Law enforcement!!
- Law enforcement.
- Law enforcement.
- Law enforcement.
- Law enforcement.
- Law enforcement. Keep the city safe, arrest the criminals, get rid of the homeless (move them along/ elsewhere). It doesn't matter how great a city is, if I don't feel safe, then I will not live there. Elk Grove has been generally a safe place thus far.
- Law enforcement/ code enforcement.
- Law enforcement/ police/ sheriff (2nd: garbage pickup).
- More presence of police on roads- watching for phone use of drivers; speeders; reckless drivers.

- Need more police to patrol neighborhood... Especially on the graveyard shift! I don't feel safe in the HY own home do to home invasion.... East Elk Grove.
- Neighborhood policing. There is an increase in theft and crime.
- Neighborhood watch zone.
- Our police officers.
- PD.
- Police & fire departments- Keeping crime down.
- Police & fire departments.
- Police & Fire dept.
- Police & fire- exit's.
- Police & fire- public safety.
- Police & fire svcs.
- Police & fire.
- Police & Fire.
- Police & fire.
- Police & fire.
- Police & fire.
- Police & fire.
- Police and fire protection.
- Police and fire/ first responders.
- Police department.
- Police Department.
- Police department/ fire department.
- Police dept & fire dept (realize it is regional).
- Police dept.
- Police dept.
- Police dept. there is so much crime in Elk Grove. We don't feel safe walking, shopping- leaving a backyard door open for some air- even during the day.
- Police dept.- usually prompt in coming when called for non- emergency calls. Always see a car driving through the neighborhood every now & then- makes me feel "safer" especially w/ increase in crime.
- Police E6 chamber.
- Police fire dept. Public transportation. Please add more bike trails like Folsom. Electric charging stations for Tesla.
- Police for public safety.
- Police force.
- Police protection!!!! Retired community volunteer for 30 years on more need it stroke no longer to participate.
- Police protection.
- Police protection.
- Police protection.
- Police protection/ enforcement.
- Police protection/ security- I've lived in Elk Grove since 1997, but recently my neighborhood (Lakeside in Laguna) seems to be having break-ins & other criminal problems.
- Police response.
- Police safety.
- Police service, schools, parks.
- Police service.
- Police services- safety.
- Police services.
- Police services.
- Police services.
- Police services.
- Police services. I fear there is a lot of bleed over crime from South Sac.
- Police! Without police officers, there wouldn't even be a city!

- Police, making community safe.
- Police, safety, fire dept.- these to me are the most important to keeping our community safe- without feeling safe in our homes & communities we have nothing!! And Elk Grove can do even better!!
- Police, Sheriff response.
- Police.
- Police.
- Police.
- Police.
- Police.
- Police.
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- Police.
- Police.
- Police.
- Police.
- Police.
- Police.
- Police. Rec. sports programs are great here in Elk Grove.
- Police/ crime prevention.
- Police/ fire = public safety.
- Police/ fire- way too much crime here!
- Police/ fire.
- Police/ fire.
- Police/ fire/ EMS all together.
- Police/ safety.
- Police/ sheriff- feeling safe in Elk Grove.
- Police/ Sheriff services.
- Policing.
- Policing.
- Pro active policing. More funding to police to prevent murder, Parolee's and Probationers from committing crimes. Installation of spot shooter. More patrolling of border of city center parkway & Calvine to prevent rift raft coming into city of EG.
- Public safety - police & fire.
- Public safety & law enforcement.
- Public safety (police).
- Public safety/ the police department is the most important service provided by the city.
- Quality of policing and overall safety of the community.
- Quick response of police & fire.
- Safety- getting on top of crime. There are too many break-ins all over.
- Safety, crime control.
- Safety/ Law enforcement; Although I would like to point out that traffic cops appear to be overly aggressive, this is a common theme with friends/ neighbors.
- Safety: police, fire etc...

- Security by the police.
- Security/ police protection.
- Sense of public safety due to police, local security lighting & communication.
- Sheriff/ policemen check around streets. This is very important.
- Taking care of residents - police, fire, garbage service etc. Stop trying to make Elk Grove a "tourist" spot - that's not what we are. Do not allow that casino to be built!
- Terrific police force.
- The Elk Grove police! That is why I love Elk Grove! They are the best I've seen.
- The most important service is the police department & crime prevention with public works being a close second.
- The most important service provided by the city of Elk Grove is the city's police department.
- The police department.
- The police service and the check points they do on Laguna blvd every once in a while.
- The safety and law enforcement.
- There isn't just one. Police services/ fire services very important Park & Rec very important. Neighborhood night out important.
- They need to: Training police officers to respect the people they encounter- verbally and physically.

General public safety

- A safe community, but that does not mean using our police to write tickets all day and then show up after crimes occur, or having 10+ officer at traffic accidents standing around.
- Keep it safe.
- Keeping community safe.
- Keeping the community safe. Having activities that affordable for the kids when they are out of school and after school help keep them out of trouble.
- Make Elk Grove more safety.
- More safety.
- Police/ sheriff services.
- Public safety is the one most important service provided by the city of Elk Grove.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety; education.
- Safety - don't feel very safe here.
- Safety & crime prevention!!
- Safety & education. Traffic has become terrible in Elk Grove.
- Safety & protection of its citizens.
- Safety & security; pretty much anywhere I went, it felt safe to go walks at night, strolls in the evening at the beautiful parks Elk Grove has to offer.
- Safety & traffic.
- Safety & welfare.
- Safety and environment.
- Safety and job opportunities.
- Safety- first. Worst, lack of code enforcement on front yards! Weeds etc!

- Safety for its residents & public recreation & parks.
- Safety- not traffic enforcement for revenue.
- Safety of community. Too many small crimes that are going unpunished thus emboldening the criminals.
- Safety of residents.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety/ crime prevention.
- Safety/ security.
- Security.
- The most important service provided by the city of Elk Grove is safety, in my opinion we value the safety we feel in this community.
- To me, safety is probably the foundation for all other things in my life. It determines where and when I go someplace. I believe this is the reason for most laws, therefore enforcement of laws is very important.

Parks and recreation/CSD

- Abundance of park & recreation centers.
- Aquatic complex, parks CSD.
- C.S.D.
- Clean and safe parks!
- Community gatherings at Elk Grove Park, families of all ages and disabilities are always involved.
- CSD services= wide range of community building services which ultimately creates awareness & education for larger number of residents.
- CSD.
- CSD.
- Elk Grove park!
- Most of the services we feel are important are provided by CSD.
- Park maintenance.
- Park maintenance.
- Parks & trails.
- Parks and recreation.
- Parks, walking paths, sporting fields.
- Parks.
- Public work department: infrastructure, city parks, etc. And CSD- parks, landscaping.
- Safe friendly family environment with many parks recreation.
- The Elk Grove community service district.

Managing growth and infrastructure needs

- Affordable housing.
- Bring more business in so there are more jobs.
- Bus service to FTB (Butterfield).
- City streets and drainage.

- E-Tran customer rides.
- Free parking.
- Improve shopping options. Put more high end shopping and stop adding Walmarts!!
- Infrastructure, which needs to improve.
- It is not a service, but this towns traffic & housing problem is horrible. Do something please.
- Keeping streets clean & lighted during the night.
- Land use, planning and zoning.
- Need improve traffic jam at peak hour (I-5, Hwy 99).
- Need more jobs.
- No casino I did not move here in 1964 to live by an Indian casino.
- No casino.
- No to casino, but build a premium outlet!
- Open more streets towards freeway.
- Public transportation.
- Public transportation.
- Repairing the pot holes in the street & laying asphalts. I noticed they are not trimming the shrubs besides the streets.
- Roads.
- Street safety- lighting is horrible within 95624. Crosswalk are not properly lighted. Round about look horrible (landscaping) speed!!! Keep our street & walk way safe & clean!
- The city needs to improve job opportunities so we don't have to commute to Sacramento.
- Their infrastructure maintenance/ development- roads, sidewalks, parks, sewer, water, storm drain, electric, etc...
- Traffic safety.
- Traffic.
- Vitalize old town- nicely. Like Placerville no "New" beauty shops in 'old-town'! We need new entries- not chairs- we need a wonderful old town along the likes of Placerville. P.S. I live in old town, but drive to Placerville!
- Working opportunities.

Education/schools

- Adult education opportunities.
- Education- 5 grand children have benefited. So far, Republic Services is impossible re: billing.
- Education opportunities.
- Education we have for kids. Disappointed the casino was approved- this is not who Elk Grove is as a community. The mall incomplete is ridiculous. Plan on moving out of Elk Grove to Roseville.
- Education, housing.
- Education.
- Education.
- Educational opportunities as well as extra curricular i.e: classical instrument instruction, ballet.
- EGUSD.
- Elk Grove school system!! Good schools and park and playing field facility.
- Moral education/ Recreation for young adult safety/ Cleanliness in neighborhood more police patrolling needed in neighborhood should be done. Drug free neighborhood be more implemented.
- Provide good schools, clean, and places to relax and exercise.
- Public schools K-12.
- The EGUSD!

Trash/cleanliness/code enforcement

- Clean environment: i.e: trash pickup, clean trash cans (empty) at bus stops, making McDonalds pick up trash around EGB, Harbor Pt and Maritime. Maritime is especially trashed.
- Clean environment; safe & city offices easy access. Bldg development services is excellent in helping home owners concern & fire dept. inspectors understand and provide good support.

- Cleanliness of the streets. Less homeless people.
- Cleanliness.
- Code enforcement to keep our neighborhoods and streets nice.
- Cutting, trimming, pruning trees and branches along the streets, alleys and backyards and front yards. Can we do it at least every 3 months including front yards!
- Garbage & recycling.
- Garbage collection.
- Garbage collection. Safe roads.
- Garbage pickup/ waste services.
- Garbage service.
- I love the hazardous material drop off... Great job!
- Looking after the condition of roads, parks and amenities. Cleanliness of the city.
- Maintain Elk Grove appearance- especially Laguna West area keeping it clear & general up keep. But something needs to be done about noise factor on Harbour Point.
- Residential garbage pick up.
- Road side/ street side grass maintenance.
- They keep city neat and clean. Lots of parks.
- Trash pickup.
- Year pick up of Trash-Junk.

General governance/City communications/community events and activities

- Activities for families with children/ grand children.
- Community support and activities.
- Concern for residents.
- Decorating & remembering holidays and special events.
- Governance.
- Overall communication & economic openness i.e: taxes.
- Public hearings.
- Representation by the city council of the residents of Elk Grove. Great confidence in the city council and staff.
- Responsible government to the city.
- Sense of community - Giant Pumpkin festival, 4th of July, Western festival, etc.
- Service to the community.
- Sporting opportunities for kids.
- Sports for kids. Family activities.
- The newsletter.
- Their support of diversity within the city by sponsoring, supporting & promoting different events & festivals.

Other

- (Not the most important) Feedback, street & roads need to be clear & weed free. This has been a trend the past few years and not a good one. We need to remedy. Thank you.
- Animal welfare (not control).
- Conduct all services in a respectful way.
- Dogs.
- Help for senior citizens.
- Just moved from Mid-West Illinois to an apt. Soon be moving in to a house in 95757 (area code) thus then I'll be making use of City of Elk Grove for info. I do not use a computer thus phone and newsletter will mainly be my ways of communication.
- Peaceful living.
- Quality of living environment.
- Senior center services.
- The city of Elk Grove provide us with quality services, beautiful area to live in, also a feeling of security with a lots of nature area to visit.

- The re-surfacing of our streets was a pleasant surprise! Love using the yearly planner calendar we get every year.
- What I think about Elk Grove.
- You have none!!!

Don't know/nothing

- ... can't say any service provided is most important or not most important.
- Can't think of it right now.
- Don't know.
- Don't know.
- I cannot say it is so many services the city provided.
- I do not know!
- No comment!
- No comment.
- Unknown.