



CITY OF ELK GROVE, CA 2011

Report of Geographic Subgroup Comparisons

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

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

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

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

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included under separate cover in *The NCS Report of Results, Elk Grove 2011*, Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables display the responses from respondents who had an opinion about a specific item.

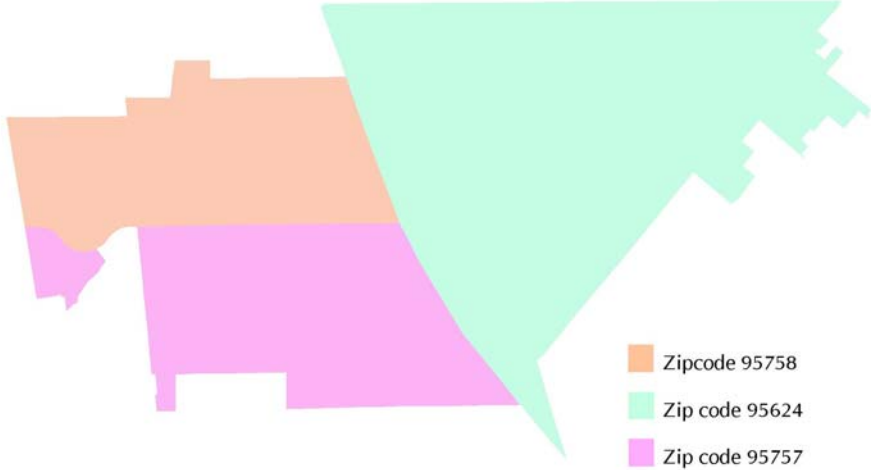
UNDERSTANDING THE TABLES

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

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

The 95 percent confidence level for this survey is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample (285 completed surveys). For each zip code (95624, 95757 or 95758), the margin of error rises to approximately + or - 13% since sample sizes were 133 for 95624, 55 for 95757 and 97 for 95758.

The National Citizen Survey™ Elk Grove, CA 2011
Geographic Comparison Areas



The National Citizen Survey™ by National Research Center, Inc.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")				
Please rate each of the following aspects of quality of life in Elk Grove:	Zip Code			
	95624	95757	95758	Overall
Elk Grove as a place to live	81%	76%	87%	82%
Your neighborhood as a place to live	86%	77%	83%	83%
Elk Grove as a place to raise children	81%	84%	76%	80%
Elk Grove as a place to work	47%	31%	42%	42%
Elk Grove as a place to retire	61%	59%	58%	60%
The overall quality of life in Elk Grove	72%	73%	78%	74%

Question 2: Community Characteristics (Percent "excellent" or "good")				
Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Zip Code			
	95624	95757	95758	Overall
Sense of community	57%	70%	65%	62%
Openness and acceptance of the community towards people of diverse backgrounds	66%	79%	67%	69%
Overall appearance of Elk Grove	78%	85%	84%	81%
Cleanliness of Elk Grove	77%	87%	80%	80%
Overall quality of new development in Elk Grove	54%	70%	55%	57%
Variety of housing options	53%	54%	61%	56%
Overall quality of business and service establishments in Elk Grove	59%	47%	64%	58%
Shopping opportunities	53%	43%	57%	52%
Opportunities to attend cultural activities	46%	40%	44%	44%
Recreational opportunities	58%	65%	56%	59%
Employment opportunities	25%	13%	22%	22%
Educational opportunities	46%	56%	67%	55%
Opportunities to participate in social events and activities	56%	61%	60%	58%
Opportunities to participate in religious or spiritual events and activities	58%	77%	66%	64%
Opportunities to volunteer	61%	69%	60%	62%
Opportunities to participate in community matters	58%	66%	60%	60%

Question 2: Community Characteristics (Percent "excellent" or "good")				
Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Zip Code			
	95624	95757	95758	Overall
Ease of car travel in Elk Grove	44%	72%	59%	54%
Ease of bus travel in Elk Grove	51%	45%	57%	52%
Ease of bicycle travel in Elk Grove	49%	59%	54%	52%
Ease of walking in Elk Grove	54%	69%	69%	62%
Availability of paths and walking trails	48%	73%	65%	59%
Traffic flow on major streets	29%	48%	42%	37%
Availability of affordable quality housing	39%	51%	48%	44%
Availability of affordable quality child care	42%	41%	33%	39%
Availability of affordable quality health care	57%	55%	63%	59%
Availability of affordable quality food	61%	82%	68%	67%
Availability of preventive health services	57%	77%	47%	58%
Air quality	57%	61%	57%	58%
Quality of overall natural environment in Elk Grove	62%	72%	62%	64%
Overall image or reputation of Elk Grove	56%	74%	70%	64%

Question 3: Growth (Percent of respondents)				
Please rate the speed of growth in the following categories in Elk Grove over the past 2 years:	Zip Code			
	95624	95757	95758	Overall
Population growth too fast	61%	49%	49%	55%
Retail growth too slow	45%	55%	44%	47%
Job growth too slow	88%	94%	84%	89%

Question 4: Code Enforcement (Percent a "major" problem)				
	Zip Code			
	95624	95757	95758	Overall
Run down buildings, weed lots or junk vehicle a major problem in Elk Grove	11%	0%	6%	7%

Question 5: Community Safety (Percent "very" or "somewhat" safe)				
Please rate how safe or unsafe you feel from the following in Elk Grove:	Zip Code			
	95624	95757	95758	Overall
Violent crime (e.g., rape, assault, robbery)	65%	72%	68%	67%
Property crimes (e.g., burglary, theft)	46%	61%	55%	52%
Environmental hazards, including toxic waste	69%	68%	76%	71%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)				
Please rate how safe or unsafe you feel:	Zip Code			
	95624	95757	95758	Overall
In your neighborhood during the day	91%	94%	91%	91%
In your neighborhood after dark	67%	76%	77%	72%
In Elk Grove's commercial areas during the day	85%	88%	86%	85%
In Elk Grove's commercial areas after dark	50%	64%	57%	55%

Question 7: Contact with Police Department (Percent "yes")				
	Zip Code			
	95624	95757	95758	Overall
Have you had any in-person or phone contact with an employee of the City of Elk Grove Police Department within the last 12 months?	41%	34%	31%	36%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")				
	Zip Code			
	95624	95757	95758	Overall
What was your overall impression of your most recent contact with the City of Elk Grove Police Department?	81%	52%	48%	67%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")				
	Zip Code			
	95624	95757	95758	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	11%	12%	6%	10%
If yes, was this crime (these crimes) reported to the police?	89%	88%	100%	91%

Question 11: Resident Behaviors (Percent at least once in past 12 months)				
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Elk Grove?	Zip Code			
	95624	95757	95758	Overall
Used Elk Grove public libraries or their services	62%	66%	58%	61%
Ridden a local bus within Elk Grove	15%	14%	17%	15%
Attended a meeting of local elected officials or other local public meeting	20%	23%	17%	19%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	21%	27%	22%	22%
Read Elk Grove Newsletter	87%	84%	94%	89%
Visited the City of Elk Grove Web site (at www.elkgrovecity.org)	68%	81%	66%	70%
Recycled used paper, cans or bottles from your home	98%	96%	95%	96%
Volunteered your time to some group or activity in Elk Grove	45%	42%	41%	43%
Participated in religious or spiritual activities in Elk Grove	48%	51%	51%	50%
Participated in a club or civic group in Elk Grove	25%	23%	22%	23%
Provided help to a friend or neighbor	94%	100%	89%	93%

Question 12: Neighborliness (Percent at least several times a week)				
	Zip Code			
	95624	95757	95758	Overall
Visit with neighbors at least several times a week	42%	47%	45%	44%

Question 13: Service Quality (Percent "excellent" or "good")				
Please rate the quality of each of the following services in Elk Grove:	Zip Code			
	95624	95757	95758	Overall
Police services	76%	80%	77%	77%
Crime prevention	59%	69%	59%	61%
Traffic enforcement	53%	76%	66%	61%
Street repair	43%	77%	67%	57%
Street cleaning	56%	81%	69%	65%
Street lighting	58%	72%	75%	67%
Sidewalk maintenance	60%	74%	70%	66%
Traffic signal timing	50%	63%	51%	53%
Bus or transit services	53%	63%	53%	56%

Question 13: Service Quality (Percent "excellent" or "good")				
Please rate the quality of each of the following services in Elk Grove:	Zip Code			
	95624	95757	95758	Overall
Garbage collection	76%	88%	79%	79%
Recycling	78%	83%	84%	81%
Yard waste pick-up	77%	86%	82%	80%
Storm drainage	68%	85%	67%	71%
Land use, planning and zoning	49%	56%	47%	50%
Code enforcement (weeds, abandoned buildings, etc.)	52%	53%	42%	49%
Animal control	65%	78%	56%	64%
Economic development	38%	42%	32%	37%
Services to seniors	56%	77%	79%	68%
Services to youth	61%	74%	59%	64%
Services to low-income people	40%	58%	48%	46%
Public library services	72%	86%	69%	74%
Public information services	57%	70%	57%	60%
Cable television	58%	74%	57%	61%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	64%	64%	57%	62%
Preservation of natural areas such as open space, farmlands and greenbelts	44%	64%	60%	53%

Question 14: Government Services Overall (Percent "excellent" or "good")				
Overall, how would you rate the quality of the services provided by each of the following?	Zip Code			
	95624	95757	95758	Overall
The City of Elk Grove	61%	77%	71%	67%
The Federal Government	28%	39%	31%	31%
The State Government	26%	30%	27%	27%
Sacramento County Government	30%	35%	34%	32%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)				
Please indicate how likely or unlikely you are to do each of the following:	Zip Code			
	95624	95757	95758	Overall
Recommend living in Elk Grove to someone who asks	84%	84%	88%	85%
Remain in Elk Grove for the next five years	76%	88%	86%	81%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)				
	Zip Code			
	95624	95757	95758	Overall
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:	24%	16%	11%	18%

Question 17: Contact with City Employees (Percent "yes")				
	Zip Code			
	95624	95757	95758	Overall
Have you had any in-person, phone or email with an employee of the City of Elk Grove within the last 12 months (including police, receptionists, planners or any others)?	37%	46%	31%	37%

Question 18: City Employees (Percent "excellent" or "good")				
What was your impression of the employee(s) of the City of Elk Grove in your most recent contact?	Zip Code			
	95624	95757	95758	Overall
Knowledge	71%	86%	68%	74%
Responsiveness	74%	71%	58%	69%
Courtesy	73%	69%	71%	71%
Overall impression	72%	69%	59%	67%

Question 19: Government Performance (Percent "excellent" or "good")				
Please rate the following categories of Elk Grove government performance:	Zip Code			
	95624	95757	95758	Overall
The value of services for the taxes paid to Elk Grove	42%	59%	51%	48%
The overall direction that Elk Grove is taking	33%	57%	50%	43%
The job Elk Grove government does at welcoming citizen involvement	44%	37%	37%	40%

