CITY OF ELK GROVE, CA
2009

Benchmark Report
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</tr>
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Understanding the Benchmark Comparisons

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The City of Elk Grove chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Elk Grove Survey was included in NRC’s database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

<table>
<thead>
<tr>
<th>Jurisdiction Characteristic</th>
<th>Percent of Jurisdictions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Region</strong></td>
<td></td>
</tr>
<tr>
<td>West Coast</td>
<td>16%</td>
</tr>
<tr>
<td>West</td>
<td>20%</td>
</tr>
<tr>
<td>North Central West</td>
<td>10%</td>
</tr>
<tr>
<td>North Central East</td>
<td>13%</td>
</tr>
<tr>
<td>South Central</td>
<td>7%</td>
</tr>
<tr>
<td>South</td>
<td>26%</td>
</tr>
<tr>
<td>Northeast West</td>
<td>3%</td>
</tr>
<tr>
<td>Northeast East</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Population</strong></td>
<td></td>
</tr>
<tr>
<td>Less than 40,000</td>
<td>45%</td>
</tr>
<tr>
<td>40,000 to 74,999</td>
<td>20%</td>
</tr>
<tr>
<td>75,000 to 149,000</td>
<td>17%</td>
</tr>
<tr>
<td>150,000 or more</td>
<td>19%</td>
</tr>
</tbody>
</table>

1 Alaska, Washington, Oregon, California, Hawaii
2 Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico
3 North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota
4 Illinois, Indiana, Ohio, Michigan, Wisconsin
5 Oklahoma, Texas, Louisiana, Arkansas
6 West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC
7 New York, Pennsylvania, New Jersey
8 Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine
PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus four points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor”, the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

<table>
<thead>
<tr>
<th>Response option</th>
<th>Total with “don’t know”</th>
<th>Step 1: Remove the percent of “don’t know” responses</th>
<th>Total without “don’t know”</th>
<th>Step 2: Assign scale values</th>
<th>Step 3: Multiply the percent by the scale value</th>
<th>Step 4: Sum to calculate the average rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>36%</td>
<td>= 36 ÷ (100-5)</td>
<td>38%</td>
<td>100</td>
<td>= 38% x 100 =</td>
<td>38</td>
</tr>
<tr>
<td>Good</td>
<td>42%</td>
<td>= 42 ÷ (100-5)</td>
<td>44%</td>
<td>67</td>
<td>= 44% x 67 =</td>
<td>30</td>
</tr>
<tr>
<td>Fair</td>
<td>12%</td>
<td>= 12 ÷ (100-5)</td>
<td>13%</td>
<td>33</td>
<td>= 13% x 33 =</td>
<td>4</td>
</tr>
<tr>
<td>Poor</td>
<td>5%</td>
<td>= 5 ÷ (100-5)</td>
<td>5%</td>
<td>0</td>
<td>= 5% x 0 =</td>
<td>0</td>
</tr>
<tr>
<td>Don’t know</td>
<td>5%</td>
<td>--</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
<td>72</td>
</tr>
</tbody>
</table>

How do you rate the community as a place to live?

<table>
<thead>
<tr>
<th>5% Poor</th>
<th>13% Fair</th>
<th>44% Good</th>
<th>38% Excellent</th>
</tr>
</thead>
</table>

The National Citizen Survey™
INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC’s database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction’s rating on the 100-point scale. The second column is the rank assigned to your jurisdiction’s rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The final column shows the comparison of your jurisdiction’s average rating to the benchmark.

The comparison: “above,” “below” or “similar” comes from a statistical comparison of your jurisdiction’s rating to the benchmark (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of more than four points on the 100-point scale between your jurisdiction’s ratings and the average based on the appropriate comparisons from the database are considered “statistically significant,” and thus are marked as “above” or “below” the benchmark. When differences between your jurisdiction’s ratings and the benchmarks are four points or fewer, they are marked as “similar to” the benchmark.

This report contains benchmarks at the national level.
# National Benchmark Comparisons

## Overall Community Quality Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of life in Elk Grove</td>
<td>62</td>
<td>227</td>
<td>344</td>
<td>Below</td>
</tr>
<tr>
<td>Your neighborhood as place to live</td>
<td>68</td>
<td>122</td>
<td>221</td>
<td>Similar</td>
</tr>
<tr>
<td>Elk Grove as a place to live</td>
<td>66</td>
<td>196</td>
<td>285</td>
<td>Below</td>
</tr>
<tr>
<td>Remain in Elk Grove for the next five years</td>
<td>72</td>
<td>69</td>
<td>89</td>
<td>Similar</td>
</tr>
<tr>
<td>Recommend living in Elk Grove to someone who asks</td>
<td>65</td>
<td>78</td>
<td>90</td>
<td>Below</td>
</tr>
</tbody>
</table>

## Community Transportation Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of bus travel in Elk Grove</td>
<td>42</td>
<td>86</td>
<td>147</td>
<td>Similar</td>
</tr>
<tr>
<td>Ease of car travel in Elk Grove</td>
<td>48</td>
<td>137</td>
<td>211</td>
<td>Below</td>
</tr>
<tr>
<td>Ease of walking in Elk Grove</td>
<td>56</td>
<td>95</td>
<td>208</td>
<td>Similar</td>
</tr>
<tr>
<td>Ease of bicycle travel in Elk Grove</td>
<td>50</td>
<td>80</td>
<td>209</td>
<td>Similar</td>
</tr>
<tr>
<td>Availability of paths and walking trails</td>
<td>55</td>
<td>41</td>
<td>90</td>
<td>Similar</td>
</tr>
<tr>
<td>Traffic flow on major streets</td>
<td>42</td>
<td>85</td>
<td>153</td>
<td>Similar</td>
</tr>
</tbody>
</table>

## Frequency of Bus Use Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ridden a local bus within Elk Grove</td>
<td>13</td>
<td>81</td>
<td>123</td>
<td>Less</td>
</tr>
</tbody>
</table>

## Transportation and Parking Services Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street repair /maintenance</td>
<td>50</td>
<td>117</td>
<td>342</td>
<td>Above</td>
</tr>
<tr>
<td>Street cleaning</td>
<td>55</td>
<td>129</td>
<td>240</td>
<td>Similar</td>
</tr>
<tr>
<td>Street lighting</td>
<td>61</td>
<td>42</td>
<td>253</td>
<td>Above</td>
</tr>
<tr>
<td>Sidewalk maintenance</td>
<td>58</td>
<td>37</td>
<td>216</td>
<td>Above</td>
</tr>
<tr>
<td>Light timing</td>
<td>46</td>
<td>80</td>
<td>162</td>
<td>Similar</td>
</tr>
<tr>
<td>Bus or transit services</td>
<td>50</td>
<td>95</td>
<td>170</td>
<td>Similar</td>
</tr>
</tbody>
</table>
### Housing Characteristics Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of affordable quality housing</td>
<td>50</td>
<td>28</td>
<td>240</td>
<td>Above</td>
</tr>
<tr>
<td>Variety of housing options</td>
<td>55</td>
<td>32</td>
<td>86</td>
<td>Above</td>
</tr>
</tbody>
</table>

### Housing Costs Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experiencing housing costs stress (housing costs 30% or more of income)</td>
<td>48</td>
<td>9</td>
<td>86</td>
<td>More</td>
</tr>
</tbody>
</table>

### Built Environment Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of new development in city</td>
<td>50</td>
<td>110</td>
<td>176</td>
<td>Similar</td>
</tr>
<tr>
<td>Overall appearance of Elk Grove</td>
<td>64</td>
<td>88</td>
<td>257</td>
<td>Above</td>
</tr>
</tbody>
</table>

### Population Growth Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population growth seen as too fast</td>
<td>62</td>
<td>47</td>
<td>177</td>
<td>More</td>
</tr>
</tbody>
</table>

### Nuisance Problems Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run down buildings, weed lots and junk vehicles are a &quot;major&quot; problem</td>
<td>7</td>
<td>111</td>
<td>172</td>
<td>Less</td>
</tr>
</tbody>
</table>

### Planning and Community Code Enforcement Services Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land use, planning and zoning</td>
<td>40</td>
<td>129</td>
<td>222</td>
<td>Similar</td>
</tr>
<tr>
<td>Code enforcement (weeds, abandoned buildings, etc)</td>
<td>42</td>
<td>173</td>
<td>274</td>
<td>Similar</td>
</tr>
<tr>
<td>Animal control</td>
<td>55</td>
<td>128</td>
<td>243</td>
<td>Similar</td>
</tr>
</tbody>
</table>
### Economic Sustainability and Opportunities Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment opportunities</td>
<td>25</td>
<td>184</td>
<td>229</td>
<td>Below</td>
</tr>
<tr>
<td>Shopping opportunities</td>
<td>46</td>
<td>137</td>
<td>217</td>
<td>Similar</td>
</tr>
<tr>
<td>Place to work</td>
<td>47</td>
<td>147</td>
<td>217</td>
<td>Below</td>
</tr>
<tr>
<td>Overall quality of business and service establishments in Elk Grove</td>
<td>51</td>
<td>58</td>
<td>81</td>
<td>Similar</td>
</tr>
</tbody>
</table>

### Economic Development Services Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic development</td>
<td>36</td>
<td>172</td>
<td>216</td>
<td>Below</td>
</tr>
</tbody>
</table>

### Job and Retail Growth Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail growth seen as too slow</td>
<td>37</td>
<td>74</td>
<td>177</td>
<td>Similar</td>
</tr>
<tr>
<td>Jobs growth seen as too slow</td>
<td>81</td>
<td>49</td>
<td>178</td>
<td>More</td>
</tr>
</tbody>
</table>

### Personal Economic Future Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive impact of economy on household income</td>
<td>14</td>
<td>103</td>
<td>176</td>
<td>Similar</td>
</tr>
</tbody>
</table>

### Community and Personal Public Safety Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety in your neighborhood during the day</td>
<td>84</td>
<td>162</td>
<td>248</td>
<td>Similar</td>
</tr>
<tr>
<td>Safety in your neighborhood after dark</td>
<td>68</td>
<td>154</td>
<td>243</td>
<td>Similar</td>
</tr>
<tr>
<td>Safety in Elk Grove's commercial areas during the day</td>
<td>78</td>
<td>146</td>
<td>207</td>
<td>Below</td>
</tr>
<tr>
<td>Safety in Elk Grove's commercial areas after dark</td>
<td>54</td>
<td>152</td>
<td>216</td>
<td>Below</td>
</tr>
<tr>
<td>Safety from violent crime (e.g., rape, assault, robbery)</td>
<td>64</td>
<td>153</td>
<td>212</td>
<td>Below</td>
</tr>
<tr>
<td>Safety from property crimes (e.g., burglary, theft)</td>
<td>52</td>
<td>165</td>
<td>211</td>
<td>Below</td>
</tr>
<tr>
<td>Toxic waste or other environmental hazard(s)</td>
<td>74</td>
<td>54</td>
<td>89</td>
<td>Similar</td>
</tr>
</tbody>
</table>
### Crime Victimization and Reporting Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victim of crime</td>
<td>18</td>
<td>39</td>
<td>181</td>
<td>More</td>
</tr>
<tr>
<td>Reported crimes</td>
<td>74</td>
<td>105</td>
<td>179</td>
<td>Similar</td>
</tr>
</tbody>
</table>

### Public Safety Services Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police services</td>
<td>66</td>
<td>170</td>
<td>338</td>
<td>Similar</td>
</tr>
<tr>
<td>Fire services</td>
<td>77</td>
<td>139</td>
<td>277</td>
<td>Similar</td>
</tr>
<tr>
<td>EMS/ambulance</td>
<td>75</td>
<td>129</td>
<td>262</td>
<td>Similar</td>
</tr>
<tr>
<td>Crime prevention</td>
<td>52</td>
<td>160</td>
<td>244</td>
<td>Below</td>
</tr>
<tr>
<td>Fire prevention and education</td>
<td>62</td>
<td>128</td>
<td>201</td>
<td>Similar</td>
</tr>
<tr>
<td>Traffic enforcement</td>
<td>55</td>
<td>162</td>
<td>269</td>
<td>Similar</td>
</tr>
<tr>
<td>Emergency preparedness</td>
<td>47</td>
<td>90</td>
<td>107</td>
<td>Below</td>
</tr>
</tbody>
</table>

### Community Environment Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness of Elk Grove</td>
<td>63</td>
<td>48</td>
<td>95</td>
<td>Similar</td>
</tr>
<tr>
<td>Quality of overall natural environment in Elk Grove</td>
<td>54</td>
<td>73</td>
<td>88</td>
<td>Below</td>
</tr>
<tr>
<td>Preservation of natural areas such as open space, farmlands and greenbelts</td>
<td>47</td>
<td>73</td>
<td>96</td>
<td>Below</td>
</tr>
<tr>
<td>Air quality</td>
<td>51</td>
<td>120</td>
<td>152</td>
<td>Below</td>
</tr>
</tbody>
</table>

### Frequency of Recycling Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recycled used paper, cans or bottles from your home</td>
<td>94</td>
<td>24</td>
<td>164</td>
<td>More</td>
</tr>
</tbody>
</table>

### Utility Services Benchmarks

<table>
<thead>
<tr>
<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power (electric and/or gas) utility</td>
<td>64</td>
<td>20</td>
<td>46</td>
<td>Similar</td>
</tr>
<tr>
<td>Sewer services</td>
<td>63</td>
<td>92</td>
<td>223</td>
<td>Similar</td>
</tr>
<tr>
<td>Drinking water</td>
<td>48</td>
<td>175</td>
<td>221</td>
<td>Below</td>
</tr>
<tr>
<td>Storm drainage</td>
<td>60</td>
<td>54</td>
<td>268</td>
<td>Above</td>
</tr>
<tr>
<td>Yard waste pick-up</td>
<td>71</td>
<td>35</td>
<td>177</td>
<td>Above</td>
</tr>
<tr>
<td>Recycling</td>
<td>73</td>
<td>38</td>
<td>246</td>
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<tr>
<td>Garbage collection</td>
<td>72</td>
<td>88</td>
<td>281</td>
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</table>
### Community Recreational Opportunities Benchmarks

<table>
<thead>
<tr>
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<th>Elk Grove average rating</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
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<tbody>
<tr>
<td>Recreation</td>
<td>52</td>
<td>146</td>
<td>225</td>
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### Participation in Parks and Recreation Opportunities Benchmarks

<table>
<thead>
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<th></th>
<th>Elk Grove average rating</th>
<th>Number of Jurisdictions for Comparison</th>
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</thead>
<tbody>
<tr>
<td>Used Elk Grove recreation centers</td>
<td>57</td>
<td>69</td>
<td>139</td>
</tr>
<tr>
<td>Participated in a recreation program or activity</td>
<td>49</td>
<td>76</td>
<td>168</td>
</tr>
<tr>
<td>Visited a neighborhood park or City park</td>
<td>91</td>
<td>39</td>
<td>176</td>
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### Parks and Recreation Services Benchmarks

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<tbody>
<tr>
<td>City parks</td>
<td>76</td>
<td>36</td>
<td>242</td>
</tr>
<tr>
<td>Recreation programs or classes</td>
<td>69</td>
<td>61</td>
<td>264</td>
</tr>
<tr>
<td>Recreation centers or facilities</td>
<td>69</td>
<td>42</td>
<td>205</td>
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### Cultural and Educational Opportunities Benchmarks

<table>
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<tbody>
<tr>
<td>Opportunities to attend cultural activities</td>
<td>41</td>
<td>183</td>
<td>223</td>
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<tr>
<td>Educational opportunities</td>
<td>52</td>
<td>110</td>
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### Participation in Cultural and Educational Opportunities Benchmarks

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<th>Number of Jurisdictions for Comparison</th>
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<tbody>
<tr>
<td>Used Elk Grove public libraries or their services</td>
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<td>131</td>
<td>152</td>
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<tr>
<td>Participated in religious or spiritual activities in Elk Grove</td>
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<td>46</td>
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### Cultural and Educational Services Benchmarks

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<tr>
<td>Public schools</td>
<td>67</td>
<td>51</td>
<td>187</td>
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<tr>
<td>Public library services</td>
<td>65</td>
<td>193</td>
<td>241</td>
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### Community Health and Wellness Access and Opportunities Benchmarks

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<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
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</thead>
<tbody>
<tr>
<td>Availability of affordable quality health care</td>
<td>49</td>
<td>65</td>
<td>169</td>
<td>Similar</td>
</tr>
<tr>
<td>Availability of affordable quality food</td>
<td>58</td>
<td>40</td>
<td>104</td>
<td>Similar</td>
</tr>
<tr>
<td>Availability of preventive health services</td>
<td>52</td>
<td>32</td>
<td>66</td>
<td>Similar</td>
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### Health and Wellness Services Benchmarks

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<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
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<tr>
<td>Health services</td>
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<td>66</td>
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### Community Quality and Inclusiveness Benchmarks

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<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
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</thead>
<tbody>
<tr>
<td>Sense of community</td>
<td>53</td>
<td>152</td>
<td>229</td>
<td>Similar</td>
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<tr>
<td>Openness and acceptance of the community toward people of diverse backgrounds</td>
<td>60</td>
<td>57</td>
<td>194</td>
<td>Above</td>
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<tr>
<td>Availability of affordable quality child care</td>
<td>42</td>
<td>85</td>
<td>168</td>
<td>Similar</td>
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<td>Elk Grove as a place to raise kids</td>
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<td>157</td>
<td>278</td>
<td>Similar</td>
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<tr>
<td>Elk Grove as a place to retire</td>
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<td>215</td>
<td>255</td>
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### Services Provided for Population Subgroups Benchmarks

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<th>Comparison to benchmark</th>
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<tbody>
<tr>
<td>Services to seniors</td>
<td>57</td>
<td>102</td>
<td>224</td>
<td>Similar</td>
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<tr>
<td>Services to youth</td>
<td>55</td>
<td>78</td>
<td>200</td>
<td>Similar</td>
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<tr>
<td>Services to low income residents</td>
<td>51</td>
<td>20</td>
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### Civic Engagement Opportunities Benchmarks

<table>
<thead>
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<th></th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
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</thead>
<tbody>
<tr>
<td>Opportunities to participate in community matters</td>
<td>52</td>
<td>60</td>
<td>83</td>
<td>Below</td>
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<tr>
<td>Opportunities to volunteer</td>
<td>52</td>
<td>77</td>
<td>83</td>
<td>Below</td>
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### Participation in Civic Engagement Opportunities Benchmarks

<table>
<thead>
<tr>
<th>Activity</th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
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</thead>
<tbody>
<tr>
<td>Attended a meeting of local elected officials or other local public meeting</td>
<td>22</td>
<td>138</td>
<td>177</td>
<td>Less</td>
</tr>
<tr>
<td>Watched a meeting of local elected officials or other local public meeting on cable television</td>
<td>28</td>
<td>122</td>
<td>134</td>
<td>Less</td>
</tr>
<tr>
<td>Volunteered your time to some group or activity in Elk Grove</td>
<td>36</td>
<td>128</td>
<td>177</td>
<td>Less</td>
</tr>
<tr>
<td>Participated in a club or civic group in Elk Grove</td>
<td>23</td>
<td>51</td>
<td>65</td>
<td>Less</td>
</tr>
<tr>
<td>Provided help to a friend or neighbor</td>
<td>94</td>
<td>28</td>
<td>65</td>
<td>Similar</td>
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### Voter Behavior Benchmarks

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<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
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</thead>
<tbody>
<tr>
<td>Registered to vote</td>
<td>82</td>
<td>110</td>
<td>188</td>
<td>Similar</td>
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<tr>
<td>Voted in last general election</td>
<td>80</td>
<td>59</td>
<td>188</td>
<td>More</td>
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### Use of Information Sources Benchmarks

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<th>Activity</th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read Elk Grove Newsletter</td>
<td>85</td>
<td>59</td>
<td>123</td>
<td>More</td>
</tr>
<tr>
<td>Visited the City of Elk Grove Web site</td>
<td>63</td>
<td>29</td>
<td>78</td>
<td>More</td>
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### Local Government Media Services and Information Dissemination Benchmarks

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<th>Service</th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
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</thead>
<tbody>
<tr>
<td>Cable television</td>
<td>55</td>
<td>40</td>
<td>149</td>
<td>Above</td>
</tr>
<tr>
<td>Public information services</td>
<td>54</td>
<td>142</td>
<td>224</td>
<td>Similar</td>
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</table>

### Social Engagement Opportunities Benchmarks

<table>
<thead>
<tr>
<th>Activity</th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opportunities to participate in social events and activities</td>
<td>50</td>
<td>66</td>
<td>85</td>
<td>Below</td>
</tr>
<tr>
<td>Opportunities to participate in religious or spiritual events</td>
<td>60</td>
<td>55</td>
<td>66</td>
<td>Below</td>
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</tbody>
</table>

### Contact with Immediate Neighbors Benchmarks

<table>
<thead>
<tr>
<th>Activity</th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has contact with neighbors at least once per month</td>
<td>79</td>
<td>53</td>
<td>76</td>
<td>Similar</td>
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</table>
### Public Trust Benchmarks

<table>
<thead>
<tr>
<th>Service</th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
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</thead>
<tbody>
<tr>
<td>Value of services for the taxes paid to Elk Grove</td>
<td>45</td>
<td>240</td>
<td>293</td>
<td>Below</td>
</tr>
<tr>
<td>The overall direction that Elk Grove is taking</td>
<td>38</td>
<td>222</td>
<td>237</td>
<td>Below</td>
</tr>
<tr>
<td>Job Elk Grove government does at welcoming citizen involvement</td>
<td>43</td>
<td>225</td>
<td>254</td>
<td>Below</td>
</tr>
<tr>
<td>Job Elk Grove government does at listening to citizens</td>
<td>35</td>
<td>198</td>
<td>219</td>
<td>Below</td>
</tr>
<tr>
<td>Overall image or reputation of Elk Grove</td>
<td>54</td>
<td>131</td>
<td>202</td>
<td>Below</td>
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</tbody>
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### Services Provided by Local, State and Federal Governments Benchmarks

<table>
<thead>
<tr>
<th>Services Provided by</th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Elk Grove</td>
<td>57</td>
<td>207</td>
<td>323</td>
<td>Similar</td>
</tr>
<tr>
<td>Federal Government</td>
<td>37</td>
<td>164</td>
<td>194</td>
<td>Below</td>
</tr>
<tr>
<td>State Government</td>
<td>32</td>
<td>190</td>
<td>196</td>
<td>Below</td>
</tr>
<tr>
<td>Sacramento County Government</td>
<td>38</td>
<td>72</td>
<td>78</td>
<td>Below</td>
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</tbody>
</table>

### Contact with City Employees Benchmarks

<table>
<thead>
<tr>
<th>Had contact with city employee(s) in last 12 months</th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>37</td>
<td>189</td>
<td>195</td>
<td>Less</td>
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</tbody>
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### Perceptions of City Employees (Among Those Who Had Contact) Benchmarks

<table>
<thead>
<tr>
<th>City employee knowledge</th>
<th>Elk Grove average rating</th>
<th>Rank</th>
<th>Number of Jurisdictions for Comparison</th>
<th>Comparison to benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>65</td>
<td>169</td>
<td>251</td>
<td>Similar</td>
</tr>
<tr>
<td>City employee responsiveness</td>
<td>62</td>
<td>169</td>
<td>248</td>
<td>Below</td>
</tr>
<tr>
<td>City employee courteousness</td>
<td>64</td>
<td>153</td>
<td>203</td>
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<tr>
<td>Overall impression</td>
<td>63</td>
<td>178</td>
<td>287</td>
<td>Similar</td>
</tr>
<tr>
<td>Jurisdictions Included in National Benchmark Comparisons</td>
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<td>Auburn, AL .................................................. 42,987</td>
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<td>Claremont, CA ................................................ 33,998</td>
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<td>Concord, CA .................................................... 121,780</td>
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<td>Cupertino, CA ................................................ 50,546</td>
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<td>Davis, CA ....................................................... 60,308</td>
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