



THE NCSTM
The National Citizen SurveyTM

Elk Grove, CA

Comparisons by Geographic Subgroups

2015



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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 discusses differences in opinion of survey respondents by zip code.

Responses in the following tables 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 attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between zip codes 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 have been shaded grey.

The margin of error for this report is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample (275 completed surveys). For each zip code (95624, 95757 and 95758), the margin of error rises to approximately plus or minus 12 percentage points since sample sizes were approximately 105 for zip code 95624, 71 for zip code 95757 and 99 for zip code 95758. Notable differences between zip codes included the following:

- Where differences in opinion were observed, residents of zip code 95624 tended to give lower ratings to aspects of Community Characteristics than residents of other zip codes. One exception to this was for opportunities to participate in religious or spiritual events or activities; residents of zip code 95624 tended to give higher ratings to this aspect than residents who lived elsewhere.
- There were few differences in resident opinion by zip code within the pillar of Governance. Within the facet of Natural Environment, residents of zip code 95758 tended to give higher ratings for recycling than their counterparts, whereas residents of zip code 95757 gave more positive ratings to preservation of natural areas and Elk Grove open space than residents who lived in other zip codes.
- There were also few differences observed in Participation rates by zip code. Residents of zip code 95624 were less likely than their counterparts to have used public transportation instead of driving and were more likely to have observed a code violation in the 12 months prior to the survey.
- Residents of zip code 95758 were most likely to work for the State of California, while residents of zip code 95624 were the least likely to do so.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Zip code			Overall
	95624	95757	95758	
The overall quality of life in Elk Grove	78%	77%	86%	81%
Overall image or reputation of Elk Grove	73%	65%	70%	70%
Elk Grove as a place to live	83%	84%	93%	87%
Your neighborhood as a place to live	76%	89%	85%	83%
Elk Grove as a place to raise children	83%	90%	88%	86%
Elk Grove as a place to retire	55%	71%	72%	65%
Overall appearance of Elk Grove	68%	75%	81%	75%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Zip code			Overall
	95624	95757	95758	
Overall feeling of safety in Elk Grove	74%	66%	74%	72%
In your neighborhood during the day	92%	89%	89%	90%
In Elk Grove's downtown/commercial area during the day	93%	93%	90%	92%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Zip code			Overall
	95624	95757	95758	
Overall ease of getting to the places you usually have to visit	65%	72%	65%	67%
Traffic flow on major streets	31%	43%	35%	35%
Ease of public parking	58%	76%	72%	68%
Ease of travel by car in Elk Grove	53%	65%	62%	59%
Ease of travel by public transportation in Elk Grove	37%	41%	55%	44%
Ease of travel by bicycle in Elk Grove	47%	81%	54%	58%
Ease of walking in Elk Grove	58%	81%	64%	66%
Availability of paths and walking trails	56%	77%	68%	66%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Zip code			Overall
	95624	95757	95758	
Quality of overall natural environment in Elk Grove	65%	82%	78%	74%
Air quality	63%	68%	74%	69%
Cleanliness of Elk Grove	64%	79%	81%	74%

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Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Zip code			Overall
	95624	95757	95758	
Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems)	59%	71%	60%	63%
Public places where people want to spend time	57%	70%	62%	62%
Variety of housing options	55%	66%	53%	57%
Availability of affordable quality housing	54%	52%	40%	48%
Overall quality of new development in Elk Grove	37%	56%	56%	49%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Zip code			Overall
	95624	95757	95758	
Overall economic health of Elk Grove	63%	60%	79%	68%
Elk Grove as a place to work	53%	53%	59%	55%
Elk Grove as a place to visit	34%	41%	48%	41%
Employment opportunities	36%	38%	24%	33%
Shopping opportunities	49%	59%	59%	55%
Cost of living in Elk Grove	43%	54%	41%	45%
Overall quality of business and service establishments in Elk Grove	64%	66%	57%	62%
Vibrant downtown/commercial area	25%	39%	32%	31%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Zip code			Overall
	95624	95757	95758	
Health and wellness opportunities in Elk Grove	66%	77%	65%	68%
Fitness opportunities (including exercise classes and paths or trails, etc.)	67%	82%	75%	74%
Recreational opportunities	54%	63%	58%	58%
Availability of affordable quality food	57%	74%	66%	65%
Availability of affordable quality health care	63%	75%	68%	68%
Availability of preventive health services	71%	64%	69%	68%
Availability of affordable quality mental health care	53%	49%	47%	50%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Zip code			Overall
	95624	95757	95758	
Overall opportunities for education and enrichment	65%	75%	69%	69%
Availability of affordable quality child care/preschool	67%	53%	44%	57%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Zip code			Overall
	95624	95757	95758	
K-12 education	89%	86%	84%	86%
Adult educational opportunities	66%	70%	66%	67%
Opportunities to attend cultural/arts/music activities	43%	47%	45%	45%
Opportunities to participate in religious or spiritual events and activities	82%	77%	65%	74%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Zip code			Overall
	95624	95757	95758	
Opportunities to participate in social events and activities	50%	47%	49%	49%
Opportunities to volunteer	50%	68%	66%	60%
Opportunities to participate in community matters	45%	53%	52%	50%
Openness and acceptance of the community toward people of diverse backgrounds	59%	71%	68%	66%
Neighborliness of residents in Elk Grove	44%	56%	41%	46%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Zip code			Overall
	95624	95757	95758	
The City of Elk Grove	71%	68%	83%	75%
The value of services for the taxes paid to Elk Grove	54%	50%	50%	52%
The overall direction that Elk Grove is taking	51%	55%	53%	52%
The job Elk Grove government does at welcoming citizen involvement	38%	43%	34%	38%
Overall confidence in Elk Grove government	39%	55%	41%	44%
Generally acting in the best interest of the community	47%	60%	46%	50%
Being honest	39%	57%	46%	46%
Treating all residents fairly	49%	55%	45%	49%
Overall customer service by Elk Grove employees (police, receptionists, planners, etc.)	54%	63%	79%	66%
The Federal Government	30%	47%	37%	37%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Zip code			Overall
	95624	95757	95758	
Police/Sheriff services	76%	64%	80%	74%
Crime prevention	71%	59%	72%	68%
Animal control	65%	73%	75%	71%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	29%	46%	46%	39%

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Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Zip code			Overall
	95624	95757	95758	
Traffic enforcement	64%	59%	65%	63%
Street repair	48%	68%	73%	62%
Street cleaning	57%	72%	58%	61%
Street lighting	63%	72%	74%	69%
Sidewalk maintenance	64%	73%	65%	67%
Traffic signal timing	40%	59%	48%	48%
Bus or transit services	43%	50%	63%	53%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Zip code			Overall
	95624	95757	95758	
Garbage collection	83%	86%	93%	87%
Recycling	82%	85%	94%	87%
Yard waste pick-up	83%	84%	92%	86%
Preservation of natural areas such as open space, farmlands and greenbelts	50%	75%	61%	60%
Elk Grove open space	41%	61%	54%	51%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Zip code			Overall
	95624	95757	95758	
Storm drainage	75%	86%	81%	80%
Utility billing	54%	60%	56%	56%
Land use, planning and zoning	45%	55%	40%	46%
Code enforcement (weeds, abandoned buildings, etc.)	40%	54%	58%	50%
Cable television	44%	54%	45%	47%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Zip code			Overall
	95624	95757	95758	
Economic development	40%	50%	45%	45%

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Table 16: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Zip code			Overall
	95624	95757	95758	
Public library services	73%	88%	78%	79%
City-sponsored special events	48%	58%	65%	57%

Table 17: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Zip code			Overall
	95624	95757	95758	
Public information services	60%	76%	65%	66%

Table 18: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Zip code			Overall
	95624	95757	95758	
Sense of community	53%	48%	52%	51%
Recommend living in Elk Grove to someone who asks	89%	89%	92%	91%
Remain in Elk Grove for the next five years	87%	80%	92%	87%
Contacted the City of Elk Grove (in-person, phone, email or web) for help or information	39%	32%	45%	39%

Table 19: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Zip code			Overall
	95624	95757	95758	
Was NOT the victim of a crime	83%	91%	86%	86%
Did NOT report a crime	66%	81%	77%	74%
Stocked supplies in preparation for an emergency	47%	37%	49%	45%

Table 20: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Zip code			Overall
	95624	95757	95758	
Walked or biked instead of driving	60%	65%	52%	59%
Carpooled with other adults or children instead of driving alone	60%	66%	62%	62%
Used bus, rail, subway or other public transportation instead of driving	11%	23%	26%	20%

Table 21: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Zip code			Overall
	95624	95757	95758	
Recycle at home	98%	98%	100%	98%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Zip code			Overall
	95624	95757	95758	
Made efforts to make your home more energy efficient	77%	73%	85%	79%
Made efforts to conserve water	98%	95%	96%	96%

Table 22: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Zip code			Overall
	95624	95757	95758	
NOT under housing cost stress	71%	56%	63%	64%
Did NOT observe a code violation	28%	46%	51%	41%

Table 23: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Zip code			Overall
	95624	95757	95758	
Purchase goods or services from a business located in Elk Grove	100%	100%	98%	99%
Economy will have positive impact on income	26%	35%	28%	29%
Work in Elk Grove	33%	26%	27%	29%

Table 24: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Zip code			Overall
	95624	95757	95758	
Eat at least 5 portions of fruits and vegetables a day	84%	88%	86%	86%
Participate in moderate or vigorous physical activity	90%	92%	89%	90%
Reported being in "very good" or "excellent" health	59%	63%	60%	60%

Table 25: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Zip code			Overall
	95624	95757	95758	
Used Elk Grove public libraries or their services	63%	49%	55%	57%
Participated in religious or spiritual activities in Elk Grove	54%	54%	44%	50%
Attended a City-sponsored event	57%	57%	50%	55%

Table 26: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Zip code			Overall
	95624	95757	95758	
Campaigned or advocated for an issue, cause or candidate	13%	15%	14%	14%
Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion	12%	6%	10%	9%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Zip code			Overall
	95624	95757	95758	
Volunteered your time to some group/activity in Elk Grove	44%	43%	32%	39%
Participated in a club	26%	25%	28%	26%
Talked to or visited with your immediate neighbors	97%	91%	93%	94%
Done a favor for a neighbor	88%	83%	76%	82%
Attended a local public meeting	18%	23%	13%	18%
Watched (online or on television) a local public meeting	24%	26%	15%	21%
Read or watch local news (via television, paper, computer, etc.)	95%	84%	90%	90%
Vote in local elections	82%	80%	91%	85%

Table 27: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Zip code			Overall
	95624	95757	95758	
Overall feeling of safety in Elk Grove	97%	95%	97%	96%
Overall ease of getting to the places you usually have to visit	91%	82%	79%	84%
Quality of overall natural environment in Elk Grove	86%	79%	89%	85%
Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems)	82%	79%	87%	83%
Health and wellness opportunities in Elk Grove	80%	80%	75%	78%
Overall opportunities for education and enrichment	81%	77%	86%	82%
Overall economic health of Elk Grove	86%	91%	95%	90%
Sense of community	77%	76%	84%	79%

Table 28: State Employees

	Zip code			Overall
	95624	95757	95758	
Are you a State of California employee?	20%	30%	39%	30%

Table 29: Commuting Outside of Elk Grove

	Zip code			Overall
	95624	95757	95758	
If yes, do you commute outside the boundaries of Elk Grove to your state job?	80%	93%	87%	87%

Table 30: Preferences for Locating State Agencies in Elk Grove

	Zip code			Overall
	95624	95757	95758	
Would you prefer that more State agencies or departments were located in Elk Grove?	100%	100%	94%	97%

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Table 31: Likelihood of Transferring to Elk Grove Agency

	Zip code			Overall
	95624	95757	95758	
If a State agency or department other than one you work for were to locate in Elk Grove, how likely would you be to pursue a transfer to that agency?	96%	79%	79%	84%