



CITY OF ELK GROVE, CA
2009
Report of Demographic Subgroup Comparisons

C O N T E N T S

Survey Background..... 1
 About The National Citizen Survey™ 1

Understanding the Results 2
 “Don’t Know” Responses 2
 Understanding the Tables..... 2

Comparisons 3

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.

One of the add-on options that Elk Grove chose was to have crosstabulations of evaluative questions 1-17 by demographic questions D3 (number of years in Elk Grove), D5 (rent or own home), D7 (presence of children 17 or under in household), and D8 (presence of adults 65 or older in household).

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 in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic 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 demographic 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.

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:	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
Elk Grove as a place to live	86%	78%	70%	88%	78%	83%	77%	80%	82%
Your neighborhood as a place to live	81%	73%	80%	87%	78%	78%	82%	81%	74%
Elk Grove as a place to raise children	82%	68%	66%	86%	72%	75%	75%	76%	70%
Elk Grove as a place to work	50%	51%	45%	45%	51%	50%	49%	48%	56%
Elk Grove as a place to retire	52%	54%	40%	61%	46%	54%	45%	44%	66%
The overall quality of life in Elk Grove	79%	71%	65%	85%	71%	78%	70%	73%	79%

Question 2: Community Characteristics (Percent "excellent" or "good")									
Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
Sense of community	45%	67%	61%	55%	55%	57%	53%	51%	69%
Openness and acceptance of the community towards people of diverse backgrounds	73%	70%	78%	62%	76%	72%	76%	74%	76%
Overall appearance of Elk Grove	89%	67%	67%	81%	77%	78%	78%	77%	82%
Cleanliness of Elk Grove	85%	64%	74%	83%	76%	75%	80%	76%	82%
Overall quality of new development in Elk Grove	66%	48%	37%	61%	50%	52%	54%	51%	60%
Variety of housing options	68%	54%	57%	63%	61%	60%	63%	63%	59%
Overall quality of business and service establishments in Elk Grove	59%	58%	45%	70%	51%	55%	54%	56%	50%
Shopping opportunities	48%	41%	48%	59%	43%	44%	49%	47%	47%
Opportunities to attend cultural activities	40%	33%	36%	35%	37%	35%	39%	35%	43%
Recreational opportunities	52%	45%	47%	60%	46%	45%	53%	49%	51%
Employment opportunities	15%	13%	12%	12%	13%	11%	15%	13%	14%

Question 2: Community Characteristics (Percent "excellent" or "good")									
Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
Educational opportunities	47%	48%	57%	58%	48%	53%	49%	49%	55%
Opportunities to participate in social events and activities	48%	42%	54%	52%	48%	50%	49%	48%	52%
Opportunities to participate in religious or spiritual events and activities	62%	62%	73%	70%	64%	70%	62%	65%	74%
Opportunities to volunteer	41%	50%	64%	31%	54%	50%	53%	50%	58%
Opportunities to participate in community matters	53%	51%	61%	44%	58%	51%	58%	54%	57%
Ease of car travel in Elk Grove	62%	52%	33%	50%	52%	44%	58%	50%	59%
Ease of bus travel in Elk Grove	50%	42%	31%	33%	43%	42%	44%	42%	45%
Ease of bicycle travel in Elk Grove	64%	49%	52%	44%	61%	58%	57%	57%	57%
Ease of walking in Elk Grove	61%	66%	58%	48%	65%	66%	59%	61%	65%
Availability of paths and walking trails	67%	59%	44%	53%	61%	60%	59%	57%	73%
Traffic flow on major streets	43%	43%	31%	23%	42%	35%	44%	38%	50%
Availability of affordable quality housing	46%	47%	57%	33%	53%	49%	50%	50%	49%
Availability of affordable quality child care	32%	31%	60%	44%	36%	46%	36%	36%	54%
Availability of affordable quality health care	42%	58%	65%	35%	57%	57%	51%	53%	58%
Availability of affordable quality food	62%	61%	74%	64%	66%	71%	61%	65%	72%
Availability of preventive health services	46%	53%	55%	49%	52%	52%	52%	50%	56%
Air quality	56%	46%	56%	52%	55%	56%	53%	54%	61%
Quality of overall natural environment in Elk Grove	65%	53%	53%	61%	59%	57%	62%	59%	66%
Overall image or reputation of Elk Grove	75%	59%	50%	77%	61%	67%	62%	64%	64%

Question 3: Growth (Percent "too fast")									
Please rate the speed of growth in the following categories in Elk Grove over the past 2 years:	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
	Population growth	55%	63%	73%	61%	62%	70%	56%	61%
Retail growth (stores, restaurants, etc.)	21%	29%	28%	20%	26%	30%	21%	23%	33%
Jobs growth	1%	4%	3%	0%	3%	4%	1%	1%	9%

Question 4: Code Enforcement (Percent at least a "minor" problem)									
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Elk Grove?	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
		81%	94%	88%	77%	88%	87%	86%	87%

Question 5: Community Safety (Percent "very" or "somewhat" safe)									
Please rate how safe or unsafe you feel from the following in Elk Grove:	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
	Violent crime (e.g., rape, assault, robbery)	64%	51%	65%	65%	62%	66%	59%	64%
Property crimes (e.g., burglary, theft)	52%	30%	45%	42%	47%	51%	40%	46%	43%
Environmental hazards, including toxic waste	80%	70%	63%	77%	73%	78%	69%	73%	74%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)									
Please rate how safe or unsafe you feel:	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
In your neighborhood during the day	91%	77%	89%	83%	89%	91%	85%	88%	90%
In your neighborhood after dark	77%	52%	69%	64%	71%	68%	71%	72%	62%
In Elk Grove's commercial areas during the day	88%	73%	85%	73%	86%	88%	80%	83%	90%
In Elk Grove's commercial areas after dark	46%	29%	46%	46%	42%	43%	43%	44%	40%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")									
	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
During the past twelve months, were you or anyone in your household the victim of any crime?	15%	28%	15%	32%	14%	17%	19%	19%	15%
If yes, was this crime (these crimes) reported to the police?	81%	70%	76%	67%	77%	62%	84%	70%	94%

Question 9: 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?	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
Used Elk Grove public libraries or their services	60%	70%	64%	61%	64%	47%	77%	64%	62%
Used Elk Grove recreation centers	52%	64%	59%	56%	57%	41%	71%	55%	61%
Participated in a recreation program or activity	40%	59%	54%	40%	50%	29%	66%	48%	51%
Visited a neighborhood park or City park	94%	87%	90%	94%	90%	84%	97%	93%	82%
Ridden a local bus within Elk Grove	11%	21%	12%	7%	15%	12%	15%	12%	21%
Attended a meeting of local elected officials or other local public meeting	8%	26%	42%	6%	26%	24%	21%	21%	30%
Watched a meeting of local elected officials or other local public meeting on cable television	22%	31%	34%	17%	29%	27%	28%	24%	44%
Read Elk Grove Newsletter	83%	91%	84%	86%	85%	82%	88%	84%	89%
Visited the City of Elk Grove Web site (at www.elkgrovecity.org)	70%	49%	63%	56%	65%	57%	67%	67%	43%
Recycled used paper, cans or bottles from your home	93%	94%	96%	83%	97%	91%	97%	95%	91%
Volunteered your time to some group or activity in Elk Grove	19%	43%	59%	32%	38%	30%	42%	34%	50%
Participated in religious or spiritual activities in Elk Grove	31%	50%	62%	43%	45%	39%	49%	40%	60%
Participated in a club or civic group in Elk Grove	14%	25%	37%	11%	26%	15%	30%	21%	32%
Provided help to a friend or neighbor	96%	92%	95%	97%	94%	90%	98%	97%	83%

Question 10: Neighborliness (Percent at least once per month)									
	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	75%	84%	82%	77%	79%	72%	85%	78%	83%

Question 11: Service Quality (Percent "excellent" or "good")									
Please rate the quality of each of the following services in Elk Grove:	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
Police services	83%	72%	70%	60%	80%	78%	76%	75%	83%
Fire services	91%	89%	96%	89%	93%	96%	89%	92%	93%
Ambulance or emergency medical services	92%	90%	88%	94%	90%	97%	85%	89%	95%
Crime prevention	62%	56%	54%	36%	64%	58%	59%	59%	59%
Fire prevention and education	77%	69%	68%	76%	71%	74%	71%	71%	82%
Traffic enforcement	59%	60%	57%	46%	61%	52%	65%	57%	68%
Street repair	66%	47%	37%	53%	53%	45%	60%	50%	61%
Street cleaning	71%	46%	53%	63%	59%	56%	63%	59%	61%
Street lighting	78%	60%	66%	69%	70%	69%	71%	69%	73%
Sidewalk maintenance	75%	63%	56%	68%	66%	68%	65%	66%	66%
Traffic signal timing	48%	44%	35%	44%	42%	44%	42%	40%	57%
Bus or transit services	48%	68%	44%	64%	50%	61%	48%	55%	54%
Garbage collection	86%	88%	93%	88%	88%	90%	88%	89%	90%
Recycling	86%	89%	90%	95%	87%	92%	86%	88%	88%
Yard waste pick-up	81%	83%	89%	89%	84%	89%	81%	85%	85%
Storm drainage	71%	70%	63%	69%	69%	73%	65%	70%	64%
Drinking water	54%	48%	42%	48%	51%	50%	51%	48%	61%
Sewer services	72%	75%	70%	74%	72%	76%	70%	72%	78%
Power (electric and/or gas) utility	77%	71%	77%	73%	76%	81%	71%	75%	81%
Parks	89%	86%	93%	89%	90%	92%	87%	91%	80%
Recreation programs or classes	77%	82%	84%	88%	78%	86%	78%	83%	74%
Recreation centers or facilities	86%	74%	76%	84%	78%	79%	80%	79%	81%
Land use, planning and zoning	59%	25%	16%	34%	38%	33%	41%	35%	49%
Code enforcement (weeds, abandoned buildings, etc)	47%	33%	33%	51%	37%	39%	39%	36%	54%
Animal control	70%	42%	56%	55%	58%	59%	58%	57%	65%
Economic development	46%	28%	20%	34%	34%	31%	36%	33%	38%

Question 11: Service Quality (Percent "excellent" or "good")									
Please rate the quality of each of the following services in Elk Grove:	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
Health services	62%	70%	56%	58%	64%	68%	59%	60%	72%
Services to seniors	73%	72%	60%	57%	72%	75%	62%	64%	76%
Services to youth	64%	61%	58%	55%	63%	68%	58%	60%	73%
Services to low-income people	45%	65%	50%	57%	50%	57%	49%	50%	63%
Public library services	77%	76%	69%	81%	74%	72%	76%	75%	74%
Public information services	64%	60%	53%	64%	61%	60%	61%	62%	59%
Public schools	82%	70%	79%	75%	80%	75%	81%	79%	77%
Cable television	59%	59%	61%	59%	60%	62%	59%	58%	69%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	51%	44%	42%	51%	47%	54%	41%	48%	49%
Preservation of natural areas such as open space, farmlands and greenbelts	50%	63%	39%	46%	51%	50%	51%	51%	48%

Question 12: Government Services Overall (Percent "excellent" or "good")									
Overall, how would you rate the quality of the services provided by each of the following?	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
The City of Elk Grove	76%	59%	57%	63%	68%	68%	65%	66%	71%
The Federal Government	28%	40%	24%	40%	28%	32%	29%	28%	40%
The State Government	19%	32%	25%	17%	26%	26%	23%	22%	36%
Sacramento County Government	30%	36%	30%	25%	33%	40%	25%	30%	42%

Question 13: Contact with City Employees (Percent "yes")									
	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
Have you had any in-person or phone contact with an employee of the City of Elk Grove within the last 12 months (including police, receptionists, planners or any others)?	33%	43%	38%	34%	37%	34%	38%	35%	44%

Question 14: 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?	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
Knowledge	78%	83%	66%	66%	79%	75%	80%	79%	73%
Responsiveness	72%	81%	50%	55%	71%	64%	74%	70%	68%
Courtesy	70%	77%	73%	55%	77%	66%	80%	73%	78%
Overall impression	66%	78%	54%	51%	69%	56%	75%	65%	73%

Question 15: Government Performance (Percent "excellent" or "good")

Please rate the following categories of Elk Grove government performance:	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
	The value of services for the taxes paid to Elk Grove	52%	44%	35%	51%	44%	48%	42%	44%
The overall direction that Elk Grove is taking	43%	37%	20%	46%	32%	39%	31%	32%	47%
The job Elk Grove government does at welcoming citizen involvement	45%	41%	35%	33%	43%	47%	37%	39%	52%
The job Elk Grove government does at listening to citizens	34%	39%	22%	30%	33%	41%	26%	31%	40%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)

Please indicate how likely or unlikely you are to do each of the following:	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
	Recommend living in Elk Grove to someone who asks	90%	66%	62%	83%	75%	82%	71%	76%
Remain in Elk Grove for the next five years	88%	76%	77%	84%	82%	85%	80%	82%	83%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)

	Number of years in Elk Grove			Rent or own home		Presence of children 17 or under in household		Presence of adults 65 or older in household	
	Less than 5 years	6 to 10 years	More than 11 years	Rent	Own	No	Yes	No	Yes
	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:	14%	20%	11%	8%	16%	14%	15%	14%