



# CITY OF ELK GROVE, CA 2009

Report of Open-ended Question

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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

### ABOUT CLOSED-ENDED AND OPEN-ENDED QUESTIONS

Questions can either be asked in a closed-ended or open-ended manner. A closed-ended question is one where a set of response options is listed on the survey. Those taking the survey respond to each option listed. Open-ended questions have no answer choices from which respondents select their response. Instead, respondents must “create” their own answers and state them in their own words. The verbatim responses are categorized by topic area using codes. An “other” category is used for responses falling outside the coded categories. In general, a code is assigned when at least 5-10% of responses will fit the code.

Advantages of an open-ended question include:

- Responses are not prompted, allowing respondents to provide answers that are not anticipated or well known.
- This type of question tends to capture response options that come to mind most quickly.
- The final result can be richer, since verbatim responses are included in an appendix, giving you and others a chance to “hear” the voice of respondents in their own words.
- There is a smaller risk of missing important dimensions.

### VERBATIMS

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

- What three services does Elk Grove do the best at providing?

The verbatim responses were categorized by topic area and those topics are reported in the following table with the percent of responses given in each category. Because some comments from residents covered more than a single topic, each topic mentioned by a resident was categorized and counted for the table below. Those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic. Verbatim comments that contain more than one topic nevertheless appear only once (in the category of the first topic listed), however the analysis in the table below counts each of the topic areas given by all respondents regardless where those topics appeared in the comment.

Results from the open-ended question are best understood by reviewing the table of frequencies that summarize responses as well as the actual verbatim responses themselves.

| What three services does Elk Grove do the best at providing?                     |                        |
|--|------------------------|
|  | Percent of Respondents |
| Parks and Recreation   | 44%                    |
| Law Enforcement  | 35%                    |
| Schools  | 22%                    |
| Fire   | 21%                    |
| Waste management services (garbage collection, recycling)                        | 19%                    |
| Code enforcement and Appearance (cleanliness, maintenance, animal control)       | 16%                    |
| Economic Development (shopping and dining opportunities, support for businesses) | 16%                    |
| Transportation (traffic management)  | 10%                    |
| Housing and Human Services   | 7%                     |
| EMS  | 7%                     |
| Streets (repair, lighting, maintenance)  | 5%                     |
| Community services and events  | 5%                     |
| Libraries  | 4%                     |
| Don't Know/Not related to question   | 11%                    |
| Other  | 18%                    |
| Total may exceed 100% as respondents could select more than one category.        |                        |

**VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS**

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

**WHAT THREE SERVICES DOES ELK GROVE DO THE BEST AT PROVIDING?  
Parks and Recreation**

- Abundance of parks
- Dog parks
- Good parks during the day
- Maintaining parks
- Maintenance
- More recreational centers
- New parks that are well maintained
- Park
- Park & rec
- Park!
- Park/recreation
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks & Open space
- Parks & rec
- Parks & rec
- Parks & rec. activities

- Parks & recreation
- Parks & Recreation
- Parks & recreation
- Parks & recreation
- Parks & recreation
- Parks & recreation
- Parks & recreation - CSD is great
- Parks & recreation for youth programs
- Parks & recreational facilities
- Parks & schools
- Parks (Quality & quantity, although maintenance is falling short.)
- Parks and open spaces
- Parks and rec.
- Parks and recreation
- Parks and recreation
- Parks system
- Parks, recreation
- Parks/Fire dept
- Public parks
- Public parks
- Rec
- Rec center
- Rec facilities including parks/pools
- Recreation
- Recreation
- Recreation
- Recreation
- Recreation facilities
- Recreation opportunities
- Recreation service
- Recreational programs
- Recreational service
- Youth programs/rec.
- Youth sports

**Law Enforcement**

- Elk Grove provides great police presence availability & assistance
- Great police work
- "Law enforcement on the big things. ""But they wash to much time on the little things. Like parking lots tickets."
- Law enforcement/police
- Leaner police officers
- More police
- Neighborhood watch
- Never see & police officer - patrolling
- Police
- Police
- Police
- Police
- Police
- Police





- Police/Fire
- Police/fire dept/ambulance service
- Probably one of the safest towns in Sac area (Sac is not very safe!)
- Residential drive through by police
- Safe neighborhood
- Safe streets.

## Schools

- Education
- Education
- Education
- Education
- Education
- Education
- Education
- Education
- Education
- EGUSD
- Elk Grove school district
- Good elementary school
- Good public schools
- Good schools
- Good schools
- Great schools
- K-12 Education (Public schools)
- Kids pre-school
- Public schools
- Public schools
- Public schools
- Public schools
- Public schools
- School
- School teachers are the best.
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools & Education is great & respected and followed by other cities.
- Schools!

## Fire

- Fire
- Fire
- Fire
- Fire

- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire
- Fire - emergency response
- Fire & medical response is the best
- Fire & rescue
- Fire and emergency services.
- Fire department
- Fire departments
- Fire Dept.
- Fire dept.
- Fire dept.
- Fire fighting
- Fire prevention & education
- Fire protection
- Fire protection
- Fire protection
- Fire protection
- Fire service
- Fire services
- Fire services
- Fire services
- Fire services
- Fire, EMT, paramedics
- Fire/Emergency response
- Firemen
- Great fire department
- The best fire dept. Ever

## **Waste management services (garbage collection, recycling)**

- E-waste
- Garbage
- Garbage
- Garbage
- Garbage
- Garbage - Still too expensive
- Garbage & recycling picked up without any problems every week.
- Garbage collection
- Garbage collection
- Garbage collection - Bus services around town.
- Garbage collection weekly & tri-annual cleanups
- Garbage Collection/Recycling
- Garbage P/U
- Garbage services
- Garbage sewer
- Garbage/recycle/refuse
- Great garbage pick up
- Providing services (Garbage, recycle, refuse)
- Recycle/Green canister
- Recycling
- Recycling
- Recycling
- Recycling
- Recycling from home & ewaste events
- Recycling programs
- Timely garbage collection
- Trash collection
- Trash/Recycles pick-up
- Waist removal
- Waste
- Waste & recycling
- Waste disposal (Garbage)
- Waste management
- Waste Management & law enforcement

## **Code enforcement and Appearance (cleanliness, maintenance, animal control)**

- Animal control
- Animal control (Most friendly and caring people.)
- Clean community
- Clean parks
- Clean streets
- Clean streets
- Cleanliness
- Cleanliness
- Cleanliness
- Cleanliness
- Cleanliness of City
- Cleanliness of parks and streets

- Cleanliness of the community
- Code enforcement responds very quickly to citizens' complaint
- Graffiti removal is quick when I call it in to CSD.
- Great animal control
- "Green belt ""trees grass along streets."
- Grounds maintenance
- Keep road & parks clean
- Keeping parks clean
- Keeping streets clean. Wish the streets On tree swallow could be kept clean..Keep the black grease that leak from cars clean from the streets. Elder people come & slip and fall after walking in grease.
- Keeping up the appearance (Overall) cleanliness & attractiveness
- Landscaping
- One a year junk cleaning - Pickup
- Park cleanliness
- Street cleaning
- Well maintained landscaping that makes an attractive environment

**Economic Development (shopping and dining opportunities, support for businesses)**

- Big box retail businesses (Target, Walmart etc).
- Economic development
- Fine dining/restaurants
- Good number of restaurants
- Good restaurants
- Good shopping options
- Great shopping
- Lots of shopping
- Lots of stores
- New businesses
- Plenty of shopping
- Restaurants
- Retail
- Retailers
- Shopping
- Shopping
- Shopping
- Shopping
- Shopping
- Shopping - But I wish for major stars, so far away.
- Shopping (Variety)
- Shopping centers
- Shopping Malls
- Shopping-Restaurants
- Variety of restaurants.

**Transportation (traffic management)**

- Bus
- Bus and transit
- Bus or transit services
- Bus service
- Bus service

- E-Tran
- E-Tran
- E-Tran
- Public transportation
- Public transportation
- Traffic control
- Traffic control.
- Traffic enforcement
- Traffic handling
- Traffic/police
- Transportation
- Transportation
- Various E-Tran schedules.

**Housing and Human Services**

- Few homeless people
- Help for seniors
- Housing
- Housing
- Housing
- Housing
- Lots of homes for buyers
- Low income housing
- Senior services

**EMS**

- Ambulance
- Ambulance
- Ambulance
- Ambulance assistance
- Ambulance or emergency medical services
- Ambulance service
- Emergency
- Emergency
- Emergency medical services
- Emergency response
- Emergency services
- Emergency services

**Streets (repair, lighting, maintenance)**

- Home road repaired after 50 years +
- Infostructure
- Maintaining roads
- Public works - streets - landscaping.
- Road construction
- Roads
- Sidewalk maintenance
- Street lighting
- Street maintenance
- Street repair
- Street/sidewalk/park maintenance

### Community services and events

- Activities for children
- Community activities for children
- Community enhancement
- Community event
- Community events ie; Western festival, Strauss festival
- Community events. Local newspaper crimes - (Local)
- Community involvement
- Community service department
- Community services district
- Parades & festivals

### Libraries

- Libraries
- Libraries
- Libraries - The absence of mass transit especially light rail service need improvement or reconsiderations.
- Library
- Library
- Library
- Library
- Library

### Don't Know/Not related to question

- Ask me what the worst are - Where is the quality construction? Planning - Allowing too much growth! Allowing lower level commercial & residential construction.
- Can't think of 3
- I can not think of any thing the city does well.The city needs to get smaller and less expensive.
- I don't know. Hence no comments
- I'm very upset about Elk Grove approving the new Wal Mart On Bruceville. If I could sell my house. I would move out of Elk Grove!
- Lip service - Sorry but its true. Note: Elk grove could be so much better! So much potential has been wasted. The people of Elk Grove deserve far better.
- N/A
- N/A
- N/A
- No comment
- No police presence
- None
- None
- None
- None, I haven't lived in my apt. for a yr yet, so I Don't know much about the community, so I can't Answer page #2-questions for #2 + #3 + #17
- Not at all it should never have become a city. This city can't run itself, the council members stink They bit off more than they could chew, that's why There are so many empty houses, and repos. They raised taxes, when they promised they would not.
- Note: Very unhappy with Elk Grove water, their staff and rates & service.
- Nothing stands out.
- What I do not like in the property tax is so high, ~ are so high.

## Other

- Adding expenses to house holds
- Building on every square inch of property
- CSD
- CSD
- CSD - fire & parks
- Customer service
- Do not have to drive to Sacramento to get what I need.
- Elk Grove - Galt cert
- Expert witnesses (I & II) were by the hospital entrance.
- Family
- Free trees for shade
- Health
- Health facilities
- Health service
- Health services
- Information mail info
- Internet/cable
- Job announcement
- Lack of recognition towards old town, the real eg, and its residents
- Making residents move. 4. Spending money for services outside Elk Grove or even California for this survey
- Medical-Mercy
- Messing up students way to school (E. Tran cuts)
- New areas to live
- News
- Over charging for property rent - Businesses/homes taxes
- Over Growth
- P/Ups
- Path for walking or bike riding
- Planning/Development
- Public gardening
- Public services
- Security
- Theater movies
- Tips for conservation
- To many low housing apartments
- Volunteer citizens
- Water
- Website info.