



**CITY OF ELK GROVE
CITY COUNCIL STAFF REPORT**

AGENDA TITLE: The National Citizen Survey

MEETING DATE: March 26, 2014

PREPARED BY: Christine Brainerd, Public Affairs Manager

DEPARTMENT HEAD: Laura S. Gill, City Manager

RECOMMENDED ACTION:

Staff recommends that the City Council receive and file information related to The National Citizen Survey – 2013.

BACKGROUND INFORMATION:

During fall 2013, the City conducted a citywide survey through the International City/County Management Association (ICMA). Developed by ICMA and National Research Center, Inc., The National Citizen Survey (The NCS) is a low-cost resident survey service for local governments. The NCS allows jurisdictions to survey resident opinion for program planning, goal setting, budgeting, and performance measurement. The City performed a similar survey in 2009 and 2011.

Staff can use the results of The NCS to measure and improve service delivery. Elected officials can use the results to determine community needs and spending priorities. The City Manager can use the results to measure progress and chart future steps.

The City selected from a set of standard questions to assess resident opinion about basic services and community life. The City included three questions of special interest on the NCS, which focused on residents' use and preferences for Old Town Elk Grove.

The City selected this survey tool because it is cost effective, allows for national and California specific benchmarking, and corresponds to the ICMA Center for Performance Measurement (CPM), with which the City participates. Thus, Elk Grove can submit citizen satisfaction data obtained through The NCS survey instrument to CPM along with other performance measurement data.

It is also important to note that The NCS is a survey that reflects resident opinions about the entire community and all services. Some questions asked in the survey are not under the direct influence of the City of Elk Grove. The City will share the results with the various agencies mentioned in the survey.

The NCS mailed 1,200 surveys to random Elk Grove households and received a 23% response rate¹. The results of the survey can be viewed in Attachment 1 and include the following subsections:

| TAB | Title |
|------------|---------------------------------------|
| TAB 1 | NCS Results Report, Livability Report |
| TAB 2 | NCS Results Benchmark Report |
| TAB 3 | Open End Questions Report |
| TAB 4 | Demographic Crosstabs |
| TAB 5 | Geographic Crosstabs |
| TAB 6 | Dashboard of Summary Findings |
| TAB 7 | Technical Appendices |
| TAB 8 | Supplemental Web Survey |

As in previous years, staff selected an additional option for this survey to help gauge resident opinion. After the official data collection period was over and the data was reported, the City made available a web-based survey to its residents through a link on the City's website. Visitors to the site were able to complete the survey throughout December 2013 and 392 surveys were received. The results of the Web-based survey can be viewed in TAB 8 of Attachment 1.

¹ The 23% response rate appears to be in line with community response-type surveys as reviewed by a *Google Answers* posting concerning Community Survey Response Rates (August 2002). According to The NCS, typically, response rates obtained on citizen surveys range from 20% to 40%.

As a result of The NCS, a series of next steps will be conducted, which include:

- Survey results will be considered during the development of the Fiscal Year (FY) 2014-15 Budget
- The FY 2014-15 Budget and department work plans will identify specific measures that staff will report on throughout the budget year
- Survey results will be incorporated in the City's ICMA performance measures
- Survey will continue to be conducted on a semi-annual basis so the City is able to measure short term and long term progress

The survey contains valuable results, including the following highlights:

- Quality of Life in Elk Grove – Results showed that the majority of residents (81%) rated the quality of life in Elk Grove as excellent or good. In addition, 86% rate Elk Grove as a great place to raise a family, and 88% would recommend living in Elk Grove.
- Public Safety – Public safety is the community facet most important to residents' overall quality of life, and Elk Grove performed solidly within this category. At least four in five respondents felt safe in the different areas in Elk Grove and safety services, including police, crime prevention and emergency preparedness, were rated positively by about three in five respondents. In addition, 93% of respondents feel safe in their neighborhood.
- Continue efforts to keep Elk Grove aesthetically attractive - Results showed that overall residents felt that Elk Grove is a well maintained, clean community, with a good overall appearance, and 80% of respondents rated Elk Grove as clean.
- Old Town Elk Grove – Respondents were given a list of potential new development options for Old Town Elk Grove. About two in five respondents would like to see an outdoor concert/special event venue, activities or destinations for children or families, casual and fine dining and a seasonal ice rink. About one-quarter of respondents would like to see a museum, a community park and history center/display. Few respondents would like to see office space.

The full results of the survey will also be posted on the City's website for residents to review. Additionally, while reviewing the 2013 reports, please note that the 2009 and 2011 results are also included in a year-by-year comparison bar chart format in the main report (TAB 2).

FISCAL IMPACT:

Receiving this report has no fiscal impact.

ATTACHMENTS:

1. The National Citizen Survey – 2013 (TAB 1 – 8)

The National Citizen Survey™

Elk Grove, CA

Community Livability Report

2013

Contents

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The National Citizen Survey™
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National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

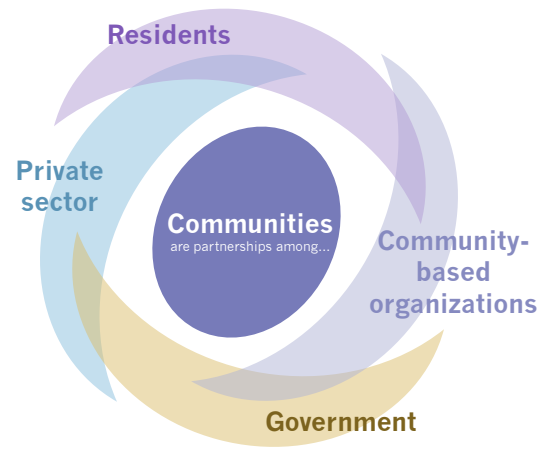
International City/County Management Association
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-1CMA

About

The National Citizen Survey™ (The NCS) report is about the “livability” of Elk Grove. The phrase “livable community” is used here to evoke a place that is not simply habitable but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community, Community Characteristics, Governance and Participation, across eight facets of community: Safety, Mobility, Natural Environment, Environment, Economy, Recreation and Wellness, Education, Enrichment and Community Engagement.

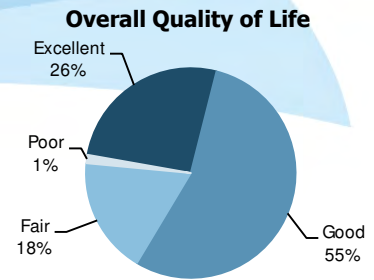
The Community Livability Report provides the opinions of a representative sample selected from 1,200 residents of the Elk Grove. The margin of error around any reported percentage is 6% for the entire sample (269 completed surveys). The methodology used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



Quality of Life in Elk Grove

A majority of residents rated the quality of life in Elk Grove as excellent or good. The rating for the overall quality of live in Elk Grove was similar to the national benchmark.

Below are shown the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is dark purple; when most ratings were lower than the benchmark, the color is the lightest purple. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

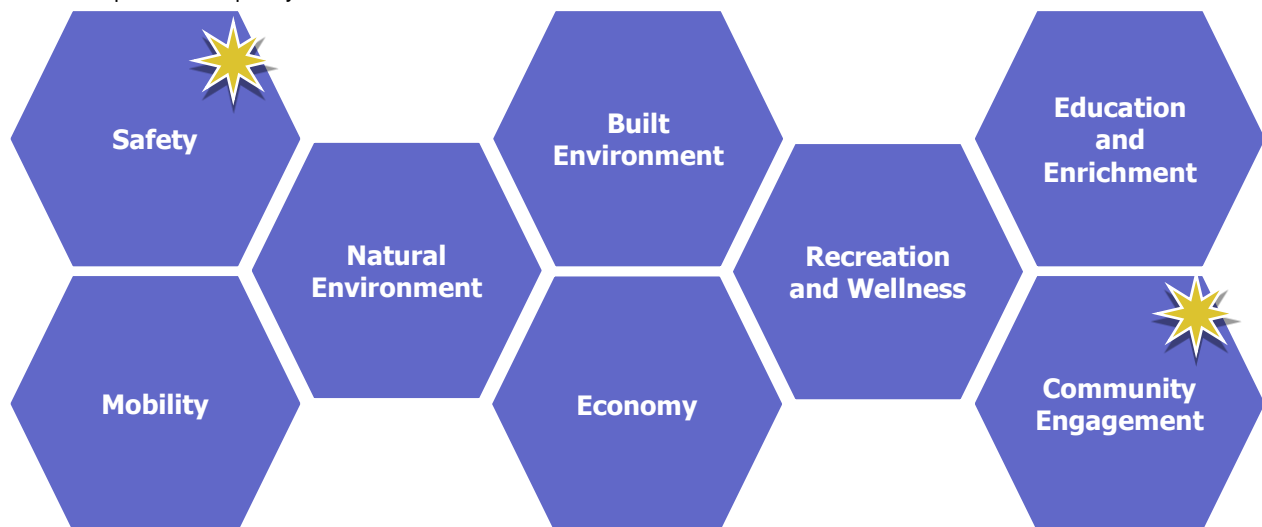


In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important to residents’ overall quality of life. Residents identified these facets of community life (Safety and Community Engagement) as the most central to what makes Elk Grove their home. Overall, the eight facets of livability received favorable ratings and were similar to other communities across the nation. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Elk Grove’s unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark
- Benchmark comparison not available
- Most important to quality of life



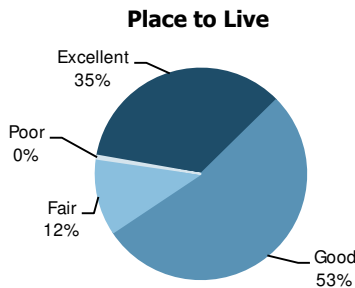
Community Characteristics

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. More than 8 in 10 respondents described Elk Grove as a place to live as “excellent” or “good.” Respondents’ ratings of Elk Grove as a place to live were similar to ratings in other communities across the nation (see Appendix B of the *Technical Appendices* provided under separate cover).

In addition to rating the City as a place to live, respondents rated several aspects of community quality including Elk Grove as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Elk Grove and its overall appearance. These ratings were similar to ratings in other communities and were rated as “excellent” or “good” by a majority of respondents.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight dimensions of Community Livability. When benchmark comparisons were available, these ratings tended to be similar to the national benchmark. At least 8 in 10 respondents rated aspects of Safety in Elk Grove, one of the facets of the community that was identified as most important to the overall quality of life, favorably while about three-quarters felt positively about the Natural Environment. Aspects of Mobility were somewhat mixed with paths and walking trails and ease of walking being rated more positively than travel by car or public transportation. About 7 in 10 respondents rated most aspects of Recreation and Wellness positively with the availability of preventive health services and health care emerging as strengths within Elk Grove.



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower □ Not available

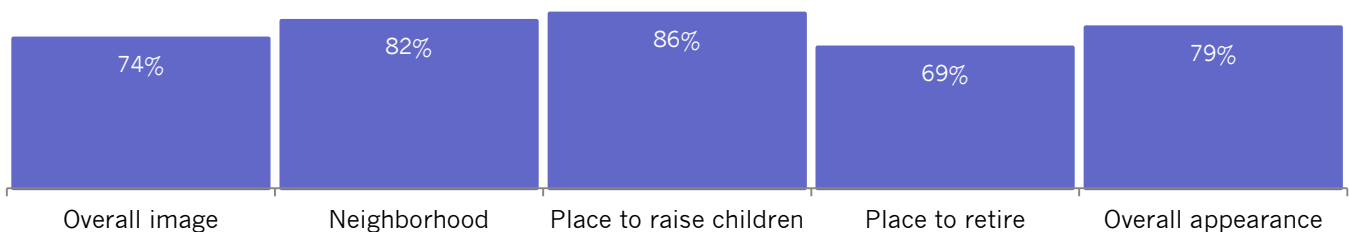
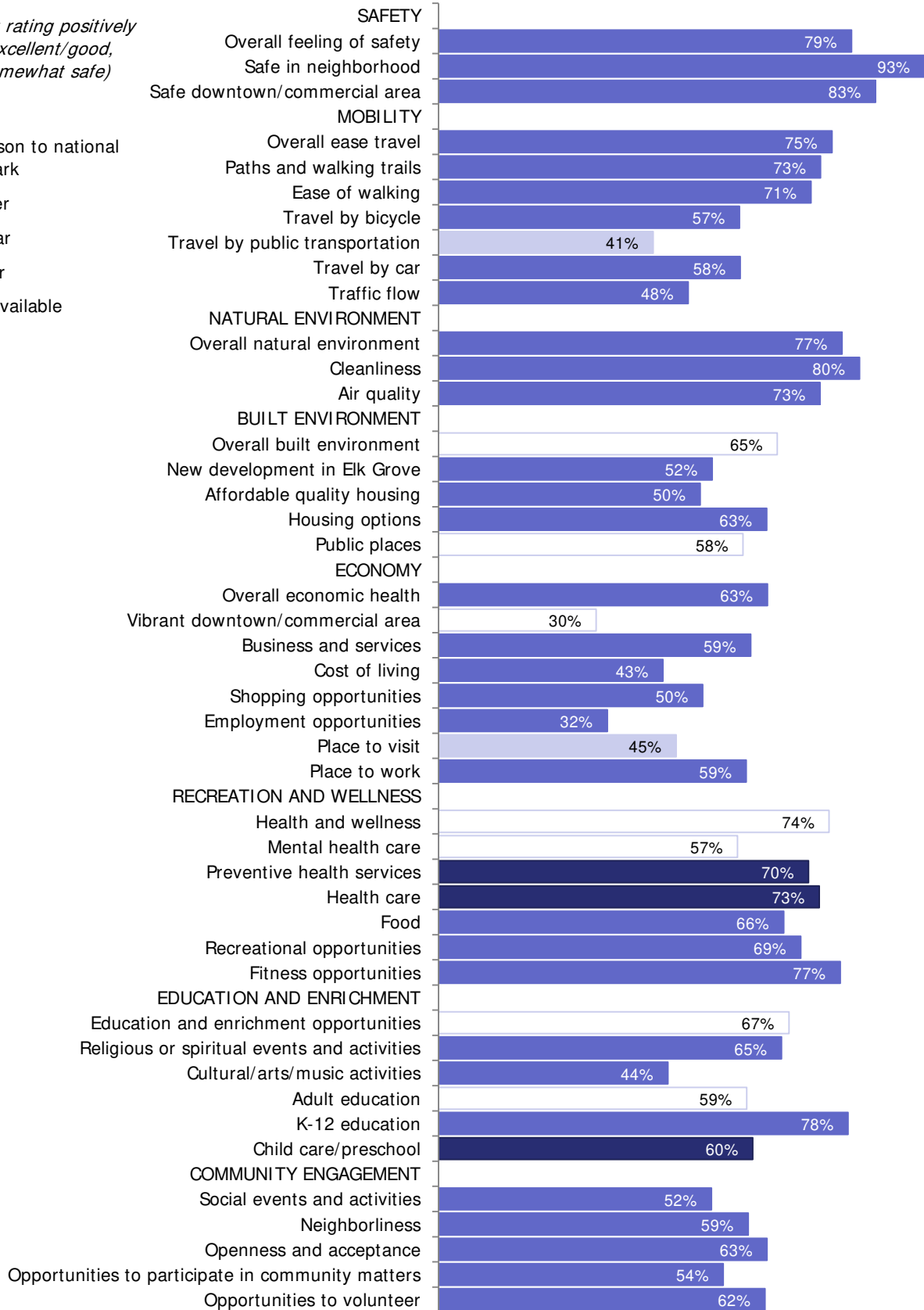


Figure 1: Aspects of Community Characteristics

*Percent rating positively
(e.g., excellent/good,
very/somewhat safe)*

Comparison to national
benchmark

- Higher
- Similar
- Lower
- Not available



Governance

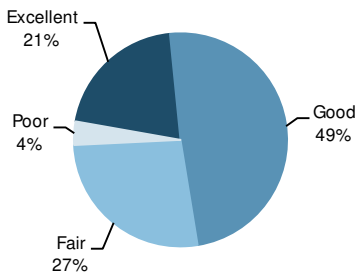
How well does the government of Elk Grove meet the needs and expectations of its residents?

The overall quality of the services provided by Elk Grove as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of services provided by the City of Elk Grove was rated as “excellent” or “good” by 70% of respondents, while services provided by the Federal Government were rated as “excellent” or “good” by 39% of respondents. Ratings for the services provided by Elk Grove were similar to national benchmark comparisons.

Survey respondents also rated various aspects of Elk Grove’s leadership and governance. Most of these ratings were positive and similar to the national benchmark. About half of respondents felt the City did an excellent or good job of welcoming citizen involvement, being honest and acting in the best interest of Elk Grove. Residents were generally pleased with the overall direction of the community and had confidence in City government.

Respondents evaluated over 30 individual services and amenities available in Elk Grove. These services and amenities were rated positively by at least half of respondents and tended to be similar to national benchmark comparisons. Services within the Natural Environment received some of the highest ratings, although the rating for open space was below the benchmark, while services within the Built Environment were generally lower. Roughly three in five respondents rated the Mobility services as “excellent” or “good.” Safety services, one of the two facets most important to residents, received positive ratings from a majority of residents, though emergency preparedness was rated lowest.

Overall Quality of City Services



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower □ Not available

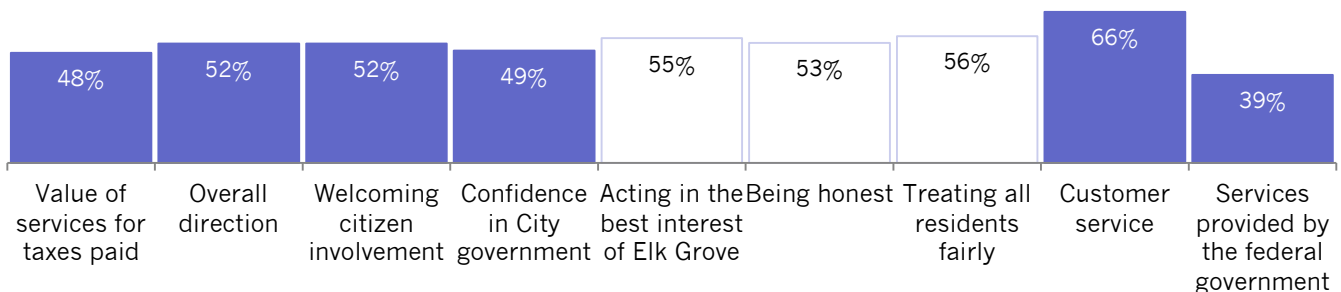
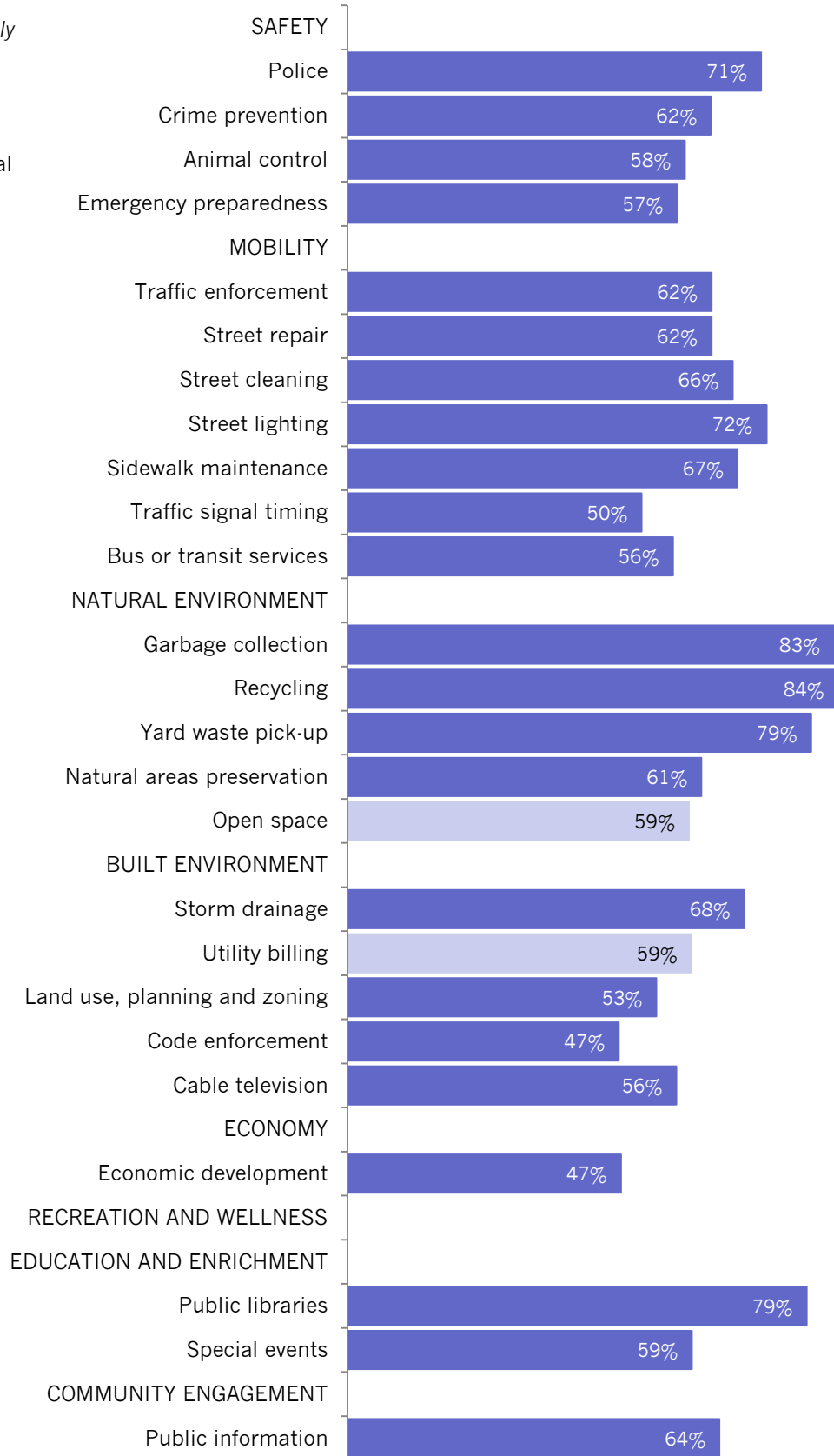


Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower
- Not available



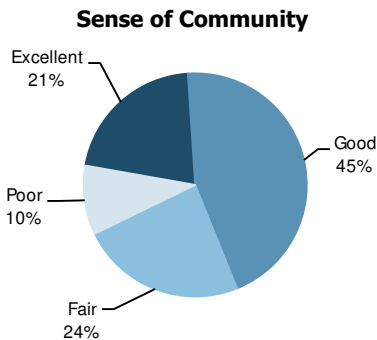
Participation

Are the residents of Elk Grove connected to the community and each other?

An engaged community is harnessing its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. About two-thirds of respondents rated the sense of community in Elk Grove as “excellent” or “good,” and a strong majority of residents would recommend living in Elk Grove and plan to stay in Elk Grove for the next five years. These ratings were similar to the benchmark. Less than half of the respondents reported contacting an Elk Grove employee within the last 12 months, this number was lower than the benchmark.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Overall, the extent to which respondents participated in these activities varied, but tended to be similar or lower when compared to the activity levels of residents in other communities.

At least 8 in 10 Elk Grove residents reported participating in activities related to the Natural Environment, including recycling at a higher rate in Elk Grove than in other communities. Participation in Community Engagement activities, one of the two key facets of Elk Grove, was mixed. Most respondents had volunteered or done a favor for a neighbor, but few had attended or watched a local meeting.



*Percent rating positively
(e.g., very/somewhat likely,
yes)*

Comparison to national benchmark

- Higher
- Similar
- Lower
- Not available

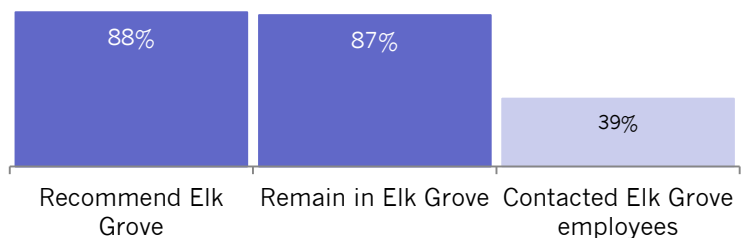
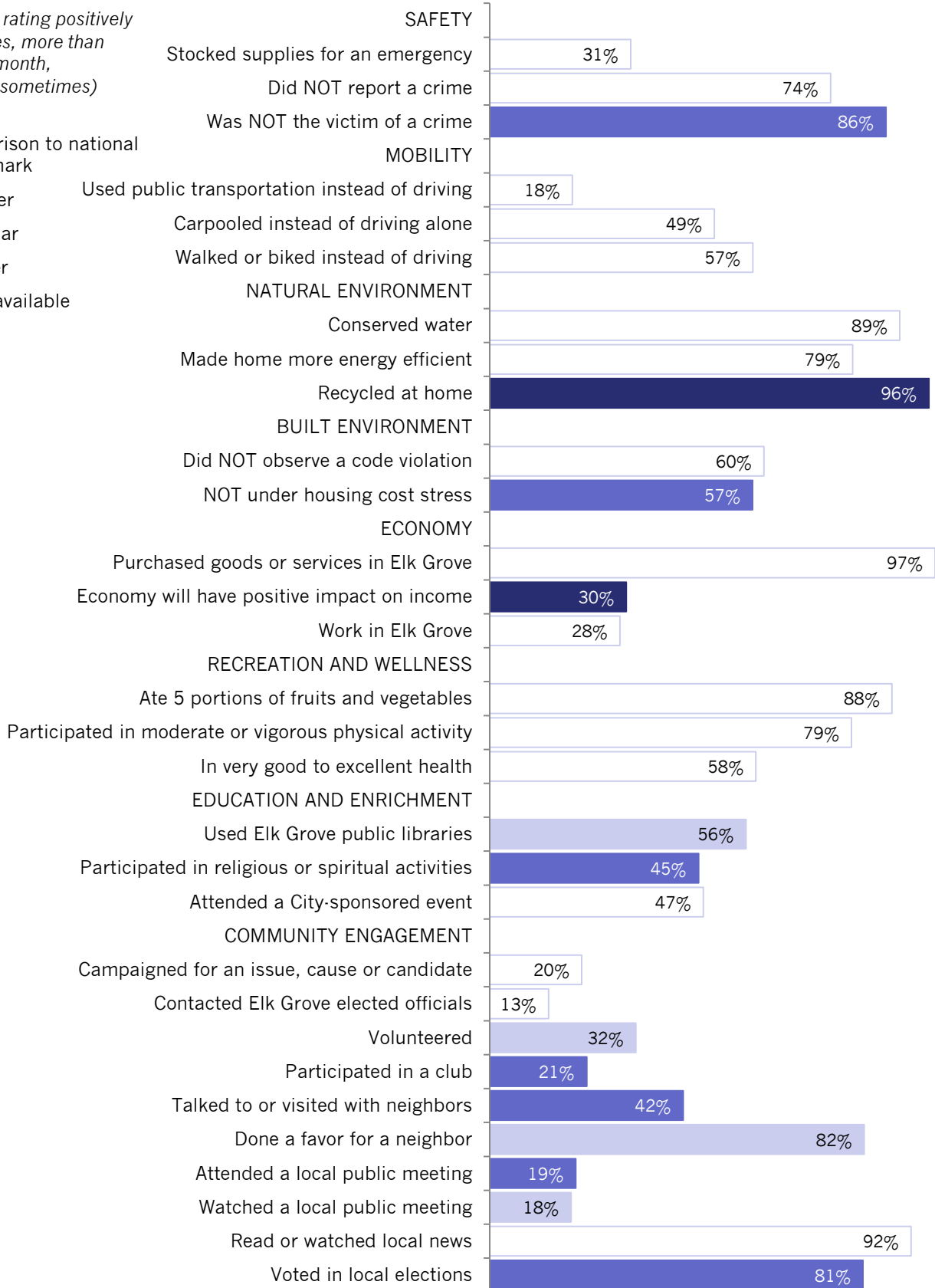


Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower
- Not available

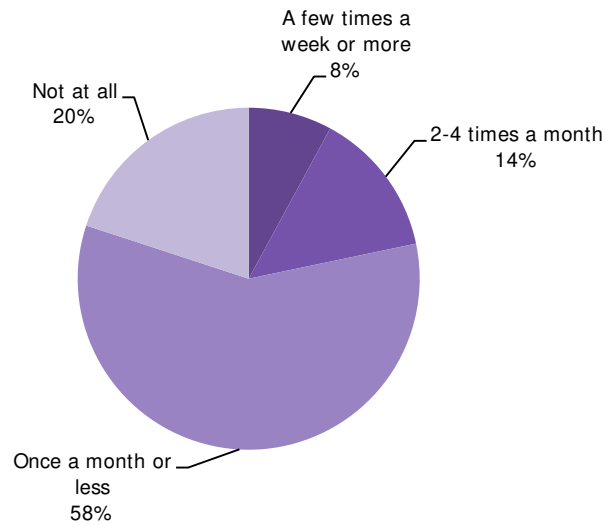


Special Topics

The City of Elk Grove included three questions of special interest on The NCS. The topics focused on residents' use of and preferences for Old Town Elk Grove.

About 22% of respondents reported visiting Old Town Elk Grove two to four times a month or more frequently. A similar percentage reported not at all visiting Old Town Elk Grove. Most respondents visited Old Town once a month or less.

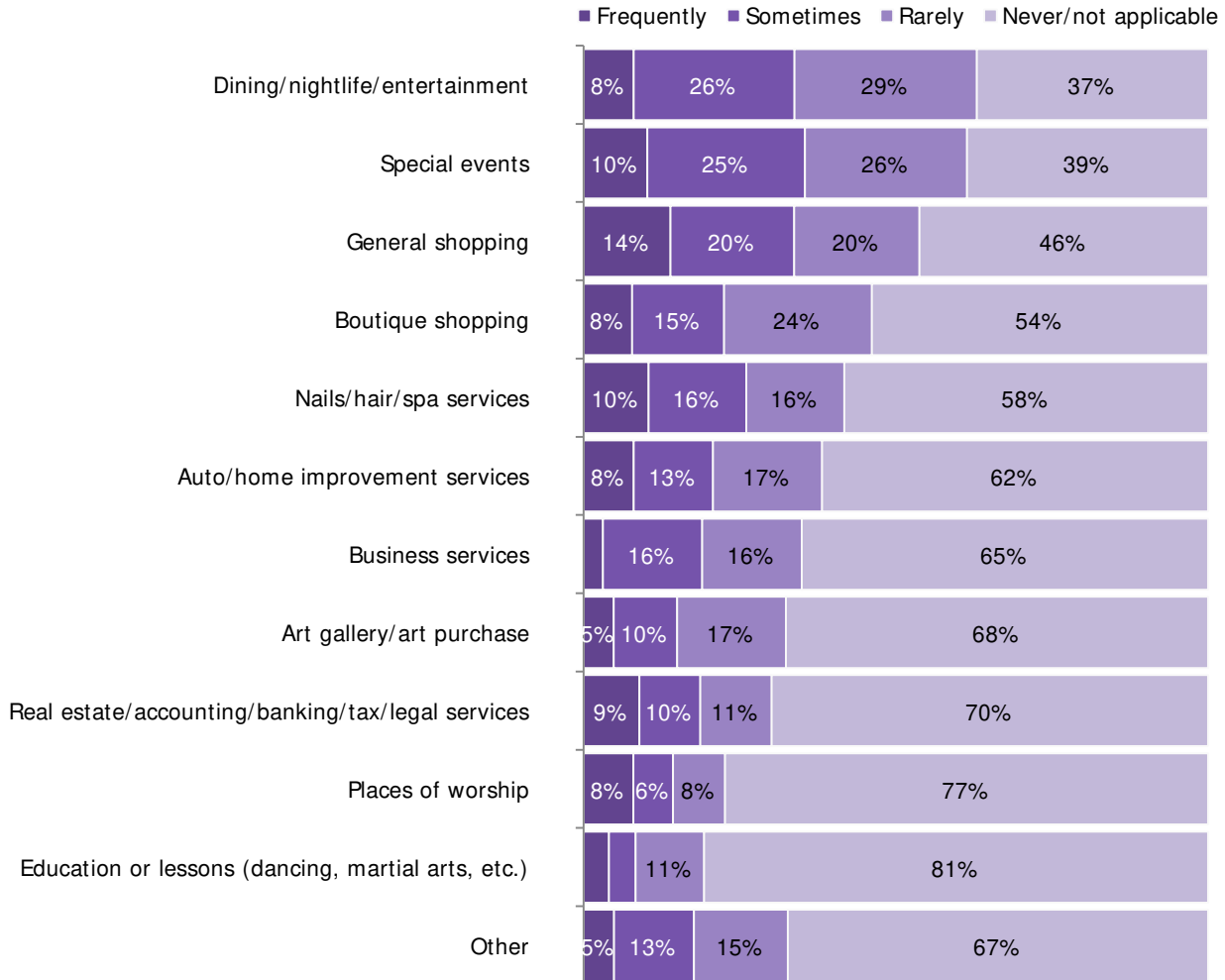
Figure 4: Question 13
How often do you visit Old Town Elk Grove?



When asked how often respondents visited Old Town Elk Grove for a variety of services, more than one-third of respondents went for special events, dining/ nightlife/ entertainment or general shopping at least sometimes. Respondents were least likely to visit Old Town for education, lessons or for places of worship.

Figure 5: Question 14

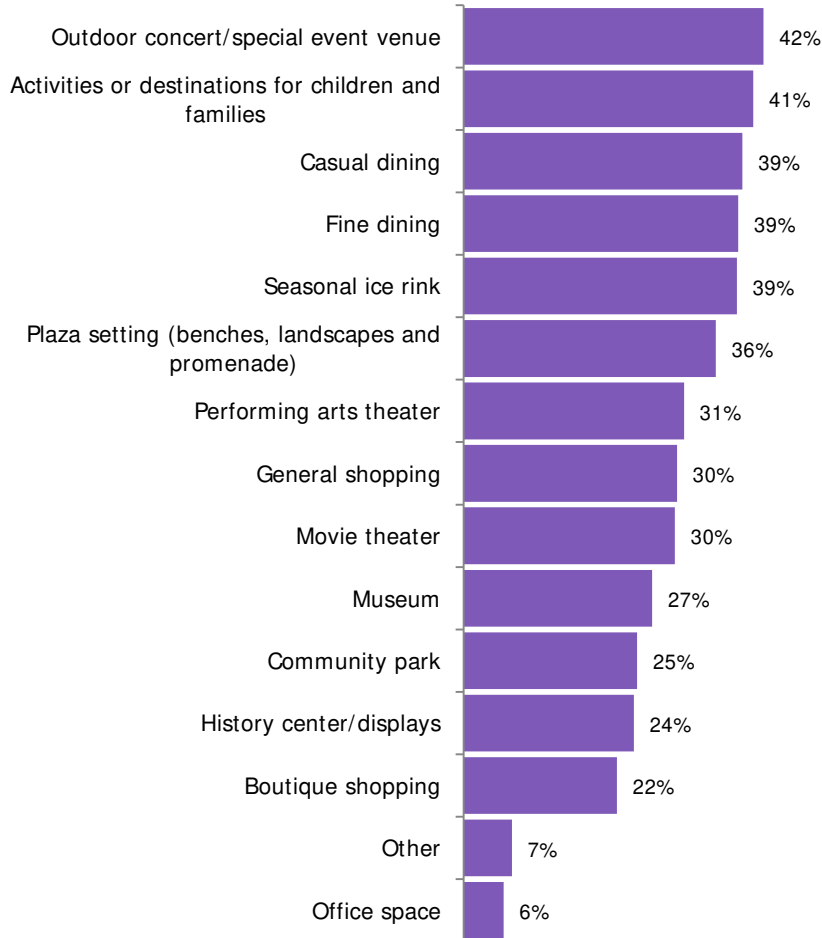
How often, if at all, do you visit Old Town Elk Grove for each of the following?



Respondents were given a list of potential new development options for Old Town Elk Grove. About two in five respondents would like to see an outdoor concert/ special event venue, activities or destinations for children or families, casual and fine dining and a seasonal ice rink. About one-quarter of respondents would like to see a museum, a community park and history center/ display. Few respondents would like to see office space.

Figure 6: Question

What type of new development, if any, would you like to see in Old Town Elk Grove?

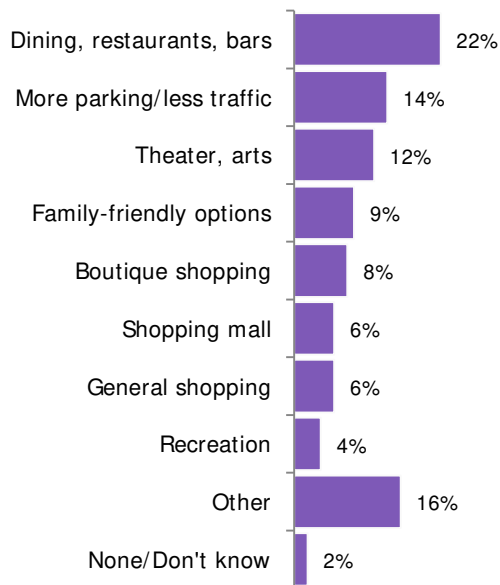


Total may exceed 100% as respondents could select more than one option.

Respondents were asked to record in their own words what types of activities, amenities, shops or services would encourage them to visit Old Town Elk Grove more often. Of the 132 respondents who wrote in a response, most respondents were interested in having more dining, restaurant and bar options or having more parking available to make visiting Old Town Elk Grove easier. Others showed interest in having more theater, art and family-friendly options as well as more places to shop. The complete set of write-in responses can be found in the *Open Ended Responses* report, provided under separate cover.

Figure 7: Question 16

What types of activities, amenities, shops or services would encourage you to visit Old Town Elk Grove more often?



Conclusions

Elk Grove residents enjoy a positive quality of life.

Most residents rated their quality of life as “excellent” or “good;” Elk Grove as a place to live was rated very favorably by residents as well. Overall, many of the facets that make a community livable were rated positively by a majority of respondents and were similar to other communities across the nation. These positive ratings were reflected again in residents’ willingness to recommend Elk Grove to others and to live there for the next five years.

Safety helps make Elk Grove a livable community.

Safety was identified as one of the facets most important to residents’ quality of life, and, overall, Elk Grove residents gave positive ratings to most items that this facet comprised. Many ratings in Elk Grove were at least similar to other communities across the nation. At least four in five respondents felt safe in the different areas of Elk Grove and safety services, including police, crime prevention and emergency preparedness were rated positively by about three in five respondents. The majority of respondents had neither been the victim of a crime nor needed to report a crime.

Residents view Old Town Elk Grove as a destination for special events.

Most residents visited Old Town once a month or less while a minority visited more than twice a month. Most often, residents made these trips to Old Town for special events, dining/ nightlife or general shopping. Residents would like to see new development that supports these preferences including spaces for outdoor concerts and special events, activities or events for families and dining options. Engaging residents with these kind of options would help the important community facet of Citizen Engagement.



The National Citizen Survey™

Elk Grove, CA

Trends over Time

2013

National Research Center, Inc. | Boulder, CO
International City/County Management Association | Washington, DC

Contents

Summary 1

The National Citizen Survey™
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National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

International City/County Management Association
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

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 National Citizen Survey communities. This report discusses trends over time, comparing the 2013 ratings for the City of Elk Grove to its previous survey results in 2009 and 2011. Additional reports and technical appendices are available under separate cover.

Trend data for Elk Grove represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than eight percentage points, otherwise the comparison between 2011 and 2013 are noted as being "similar." Additionally benchmark comparison for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks; regional and national economic or other events; as well as emerging survey methodologies.

Overall, ratings in Elk Grove for 2013 generally remained stable. Of the 81 items for which comparisons were available, 59 items were rated similarly in 2011 and 2013, 20 items showed an increase in ratings and two showed a decrease in ratings. Notable trends over time included the following:

- Most of the General Community Characteristics remained stable over time, however ratings for the overall image or reputation of Elk Grove and Elk Grove as a place to retire increased in 2013 when compared to 2011.
- Most facets of the Community Characteristics remained stable between 2011 and 2013. Increases in ratings were in the area of Mobility with the availability of paths and walking trails and ease of walking in Elk Park both showing improvement from 2011. Within Natural Environment, the quality of the overall natural environment and air quality increased.
- In the area of Governance, Community Engagement saw increases in the overall direction of Elk Grove and the job the City does in welcoming citizen involvement.
- Participation saw increases in the likelihood of respondents to remain in Elk Grove and to recommend Elk Grove as a place to live.

Comment [ZG1]: Elk Park

Comment [ZG2]: Font is different

The National Citizen Survey™

Table 1: Community Characteristics General

| | Percent rating positively (e.g., excellent/good) | | | 2013 compared to 2011 | Comparison to benchmark | | |
|--|--|------|------|-----------------------|-------------------------|---------|---------|
| | 2009 | 2011 | 2013 | | 2009 | 2011 | 2013 |
| The overall quality of life in Elk Grove | 73% | 74% | 81% | Similar | Lower | Lower | Similar |
| Overall image or reputation of Elk Grove | 64% | 64% | 74% | Higher | Lower | Similar | Similar |
| Elk Grove as a place to live | 80% | 82% | 88% | Similar | Lower | Lower | Similar |
| Your neighborhood as a place to live | 79% | 83% | 82% | Similar | Similar | Similar | Similar |
| Elk Grove as a place to raise children | 74% | 80% | 86% | Similar | Similar | Similar | Similar |
| Elk Grove as a place to retire | 49% | 60% | 69% | Higher | Much lower | Lower | Similar |
| Overall appearance of Elk Grove | 78% | 81% | 79% | Similar | Higher | Higher | Similar |

Table 2: Community Characteristics by Facet

| | | Percent rating positively (e.g., excellent/good, very/somewhat safe) | | | 2013 compared to 2011 | Comparison to benchmark | | |
|---------------------|--|--|------|------|-----------------------|-------------------------|------------|---------|
| | | 2009 | 2011 | 2013 | | 2009 | 2011 | 2013 |
| Safety | Overall feeling of safety in Elk Grove | NA | NA | 79% | NA | NA | NA | Similar |
| | In your neighborhood during the day | 88% | 91% | 93% | Similar | Similar | Similar | Similar |
| | In Elk Grove's downtown/commercial area during the day | 84% | 85% | 83% | Similar | Lower | Lower | Similar |
| Mobility | Overall ease of getting to the places you usually have to visit | NA | NA | 75% | NA | NA | NA | Similar |
| | Availability of paths and walking trails | 59% | 59% | 73% | Higher | Similar | Similar | Similar |
| | Ease of walking in Elk Grove | 61% | 62% | 71% | Higher | Similar | Similar | Similar |
| | Ease of travel by bicycle in Elk Grove | 57% | 52% | 57% | Similar | Similar | Similar | Similar |
| | Ease of travel by public transportation in Elk Grove | NA | NA | 41% | NA | NA | NA | Lower |
| | Ease of travel by car in Elk Grove | 52% | 54% | 58% | Similar | Lower | Similar | Similar |
| | Traffic flow on major streets | 39% | 37% | 48% | Higher | Similar | Lower | Similar |
| | | | | | | | | |
| Natural Environment | Quality of overall natural environment in Elk Grove | 59% | 64% | 77% | Higher | Much lower | Lower | Similar |
| | Cleanliness of Elk Grove | 77% | 80% | 80% | Similar | Similar | Similar | Similar |
| | Air quality | 54% | 58% | 73% | Higher | Much lower | Much lower | Similar |
| Built Environment | Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems) | NA | NA | 65% | NA | NA | NA | NA |
| | Overall quality of new development in Elk Grove | 53% | 57% | 52% | Similar | Similar | Similar | Similar |
| | Availability of affordable quality housing | 49% | 44% | 50% | Similar | Much higher | Higher | Similar |
| | Variety of housing options | 62% | 56% | 63% | Similar | Higher | Similar | Similar |
| | Public places where people want to spend time | NA | NA | 58% | NA | NA | NA | NA |
| Economy | Overall economic health of Elk Grove | NA | NA | 63% | NA | NA | NA | Similar |
| | Vibrant downtown/commercial area | NA | NA | 30% | NA | NA | NA | NA |

The National Citizen Survey™

| | | Percent rating positively (e.g., excellent/good, very/somewhat safe) | | | 2013 compared to 2011 | Comparison to benchmark | | |
|-------------------------|---|--|------|------|-----------------------|-------------------------|------------|---------|
| | | 2009 | 2011 | 2013 | | 2009 | 2011 | 2013 |
| | Overall quality of business and service establishments in Elk Grove | 55% | 58% | 59% | Similar | Similar | Similar | Similar |
| | Cost of living in Elk Grove | NA | NA | 43% | NA | NA | NA | Similar |
| | Shopping opportunities | 47% | 52% | 50% | Similar | Similar | Similar | Similar |
| | Employment opportunities | 14% | 22% | 32% | Higher | Much lower | Lower | Similar |
| | Elk Grove as a place to visit | NA | NA | 45% | NA | NA | NA | Lower |
| | Elk Grove as a place to work | 49% | 42% | 59% | Higher | Lower | Much lower | Similar |
| | Health and wellness opportunities in Elk Grove | NA | NA | 74% | NA | NA | NA | NA |
| | Availability of affordable quality mental health care | NA | NA | 57% | NA | NA | NA | NA |
| | Availability of preventive health services | 51% | 58% | 70% | Higher | Similar | Similar | Higher |
| | Availability of affordable quality health care | 53% | 59% | 73% | Higher | Similar | Higher | Higher |
| Recreation and Wellness | Availability of affordable quality food | 65% | 67% | 66% | Similar | Similar | Similar | Similar |
| | Recreational opportunities | 50% | 59% | 69% | Higher | Lower | Similar | Similar |
| | Fitness opportunities (including exercise classes and paths or trails, etc.) | NA | NA | 77% | NA | NA | NA | Similar |
| | Opportunities to participate in religious or spiritual events and activities | 66% | 64% | 65% | Similar | Lower | Much lower | Similar |
| | Opportunities to attend cultural/arts/music activities | 38% | 44% | 44% | Similar | Much lower | Lower | Similar |
| | Adult educational opportunities | NA | NA | 59% | NA | NA | NA | NA |
| | K-12 education | 78% | NA | 78% | Similar | Much higher | NA | Similar |
| | Availability of affordable quality child care/preschool | 39% | 39% | 60% | Higher | Similar | Similar | Higher |
| | Opportunities to participate in social events and activities | 49% | 58% | 52% | Similar | Lower | Similar | Similar |
| | Neighborliness of Elk Grove | NA | NA | 59% | NA | NA | NA | Similar |
| Community Engagement | Openness and acceptance of the community toward people of diverse backgrounds | 73% | 69% | 63% | Similar | Higher | Higher | Similar |
| | Opportunities to participate in community matters | 55% | 60% | 54% | Similar | Lower | Similar | Similar |
| | Opportunities to volunteer | 51% | 62% | 62% | Similar | Much lower | Much lower | Similar |

The National Citizen Survey™

Table 3: Governance General

| | Percent rating positively (e.g., excellent/good) | | | 2013 compared to 2011 | Comparison to benchmark | | |
|---|--|------|------|-----------------------|-------------------------|---------|---------|
| | 2009 | 2011 | 2013 | | 2009 | 2011 | 2013 |
| Services provided by the City of Elk Grove | 66% | 67% | 70% | Similar | Similar | Similar | Similar |
| Overall customer service by Elk Grove employees (police, receptionists, planners, etc.) | 66% | 67% | 66% | Similar | Similar | Lower | Similar |
| Value of services for the taxes paid to Elk Grove | 45% | 48% | 48% | Similar | Much lower | Similar | Similar |
| Overall direction that Elk Grove is taking | 35% | 43% | 52% | Higher | Much lower | Lower | Similar |
| Job Elk Grove government does at welcoming citizen involvement | 41% | 40% | 52% | Higher | Much lower | Lower | Similar |
| Overall confidence in Elk Grove government | NA | NA | 49% | NA | NA | NA | Similar |
| Generally acting in the best interest of the community | NA | NA | 55% | NA | NA | NA | NA |
| Being honest | NA | NA | 53% | NA | NA | NA | NA |
| Treating all residents fairly | NA | NA | 56% | NA | NA | NA | NA |
| Services provided by the Federal Government | 30% | 31% | 39% | Similar | Lower | Lower | Similar |

Table 4: Governance by Facet

| | | Percent rating positively (e.g., excellent/good) | | | 2013 compared to 2011 | Comparison to benchmark | | |
|----------|--|--|------|------|-----------------------|-------------------------|-------------|---------|
| | | 2009 | 2011 | 2013 | | 2009 | 2011 | 2013 |
| Safety | Police/Sheriff services | 76% | 77% | 71% | Similar | Similar | Similar | Similar |
| | Fire services | 92% | NA | NA | NA | Similar | NA | NA |
| | Ambulance or emergency medical services | 90% | NA | NA | NA | Similar | NA | NA |
| | Crime prevention | 58% | 61% | 62% | Similar | Lower | Lower | Similar |
| | Fire prevention and education | 72% | NA | NA | NA | Similar | NA | NA |
| | Animal control | 58% | 64% | 58% | Similar | Similar | Similar | Similar |
| | Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 47% | 62% | 57% | Similar | Much lower | Similar | Similar |
| Mobility | Traffic enforcement | 59% | 61% | 62% | Similar | Similar | Similar | Similar |
| | Street repair | 53% | 57% | 62% | Similar | Higher | Much higher | Similar |
| | Street cleaning | 59% | 65% | 66% | Similar | Similar | Similar | Similar |
| | Street lighting | 70% | 67% | 72% | Similar | Much higher | Higher | Similar |
| | Sidewalk maintenance | 67% | 66% | 67% | Similar | Much higher | Much higher | Similar |
| | Traffic signal timing | 43% | 53% | 50% | Similar | Similar | Similar | Similar |

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| | | Percent rating positively (e.g., excellent/good) | | | 2013 compared to 2011 | Comparison to benchmark | | |
|--------------------------|--|--|------|------|--------------------------|-------------------------|------------|---------|
| | | 2009 | 2011 | 2013 | | 2009 | 2011 | 2013 |
| Natural Environment | Bus or transit services | 53% | 56% | 56% | Similar | Similar | Similar | Similar |
| | Garbage collection | 89% | 79% | 83% | Similar | Higher | Similar | Similar |
| | Recycling | 88% | 81% | 84% | Similar | Much higher | Higher | Similar |
| | Yard waste pick-up | 84% | 80% | 79% | Similar | Much higher | Higher | Similar |
| | Drinking water | 50% | NA | NA | NA | Much lower | NA | NA |
| | Preservation of natural areas such as open space, farmlands and greenbelts | 50% | 53% | 61% | Similar | Lower | Similar | Similar |
| | Elk Grove open space | NA | NA | 59% | NA | NA | NA | Lower |
| Built Environment | Storm drainage | 68% | 71% | 68% | Similar | Much higher | Higher | Similar |
| | Sewer services | 72% | NA | NA | NA | Similar | NA | NA |
| | Power (electric and/or gas) utility | 75% | NA | NA | NA | Similar | NA | NA |
| | Utility billing | NA | NA | 59% | NA | NA | NA | Lower |
| | Land use, planning and zoning | 38% | 50% | 53% | Similar | Similar | Similar | Similar |
| | Code enforcement (weeds, abandoned buildings, etc.) | 39% | 49% | 47% | Similar | Similar | Similar | Similar |
| Economy | Economic development | 33% | 37% | 47% | Higher | Much lower | Lower | Similar |
| Recreation and Wellness | City parks | 89% | NA | NA | NA | Much higher | NA | NA |
| | Recreation programs or classes | 81% | NA | NA | NA | Higher | NA | NA |
| | Recreation centers or facilities | 80% | NA | NA | NA | Much higher | NA | NA |
| | Health services | 62% | NA | NA | NA | Similar | NA | NA |
| Education and Enrichment | City-sponsored special events | NA | NA | 59% | NA | NA | NA | Similar |
| | Public library services | 74% | 74% | 79% | Similar | Lower | Much lower | Similar |
| Community Engagement | Public information services | 60% | 60% | 64% | Similar | Similar | Similar | Similar |

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Table 5: Participation General

| | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | | | 2013 compared to 2011 | Comparison to benchmark | | |
|--|---|------|------|-----------------------|-------------------------|------------|---------|
| | 2009 | 2011 | 2013 | | 2009 | 2011 | 2013 |
| Sense of community | 55% | 62% | 66% | Similar | Similar | Similar | Similar |
| Recommend living in Elk Grove to someone who asks | 65% | 74% | 88% | Higher | Much lower | Similar | Similar |
| Remain in Elk Grove for the next five years | 72% | 77% | 87% | Higher | Similar | Similar | Similar |
| Contacted Elk Grove (in-person, phone, email or web) for help or information | 37% | 37% | 39% | Similar | Much lower | Much lower | Lower |

Table 6: Participation by Facet

| | | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | | | 2013 compared to 2011 | Comparison to benchmark | | |
|-------------------------|--|---|------|------|-----------------------|-------------------------|-------------|---------|
| | | 2009 | 2011 | 2013 | | 2009 | 2011 | 2013 |
| Safety | Stocked supplies in preparation for an emergency | NA | NA | 31% | NA | NA | NA | NA |
| | Did NOT reported a crime to the police | NA | NA | 74% | NA | NA | NA | NA |
| | Household member was NOT a victim of a crime | 82% | 90% | 86% | Similar | Lower | Higher | Similar |
| Mobility | Used bus, rail, subway or other public transportation instead of driving | NA | NA | 18% | NA | NA | NA | NA |
| | Carpooled with other adults or children instead of driving alone | NA | NA | 49% | NA | NA | NA | NA |
| | Walked or biked instead of driving | NA | NA | 57% | NA | NA | NA | NA |
| Natural Environment | Made efforts to conserve water | NA | NA | 89% | NA | NA | NA | NA |
| | Made efforts to make your home more energy efficient | NA | NA | 79% | NA | NA | NA | NA |
| | Recycle at home | 94% | 96% | 96% | Similar | Much higher | Much higher | Higher |
| Built Environment | Did NOT observe a code violation or other hazard in Elk Grove | NA | NA | 60% | NA | NA | NA | NA |
| | NOT experiencing housing costs stress | 52% | 43% | 57% | Higher | Much lower | Much lower | Similar |
| Economy | Purchase goods or services from a business located in Elk Grove | NA | NA | 97% | NA | NA | NA | NA |
| | Economy will have positive impact on income | 14% | 18% | 30% | Higher | Similar | Similar | Higher |
| | Work inside boundaries of Elk Grove | NA | NA | 28% | NA | NA | NA | NA |
| Recreation and Wellness | Used Elk Grove recreation centers or their services | 57% | NA | NA | NA | Similar | NA | NA |
| | Visited a neighborhood park or City park | 91% | NA | NA | NA | Higher | NA | NA |
| | Eat at least 5 portions of fruits and vegetables a day | NA | NA | 88% | NA | NA | NA | NA |
| | Participate in moderate or vigorous physical activity | NA | NA | 79% | NA | NA | NA | NA |

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| | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | 2013 compared to 2011 | | | Comparison to benchmark | | | |
|--------------------------|--|-----------------------|------|------|-------------------------|------------|------------|---------|
| | | 2009 | 2011 | 2013 | 2009 | 2011 | 2013 | |
| | In very good to excellent health | NA | NA | 58% | NA | NA | NA | |
| Education and Enrichment | Used Elk Grove public libraries or their services | 63% | 61% | 56% | Similar | Much lower | Much lower | Lower |
| | Participated in religious or spiritual activities in Elk Grove | 44% | 50% | 45% | Similar | Much lower | Similar | Similar |
| Community Engagement | Attended a City-sponsored event | NA | NA | 47% | NA | NA | NA | NA |
| | Campaigned or advocated for an issue, cause or candidate | NA | NA | 20% | NA | NA | NA | NA |
| | Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion | NA | NA | 13% | NA | NA | NA | NA |
| | Volunteered your time to some group/activity in Elk Grove | 36% | 43% | 32% | Lower | Much lower | Similar | Lower |
| | Participated in a club | 23% | 23% | 21% | Similar | Much lower | Much lower | Similar |
| | Talked to or visited with your immediate neighbors | 79% | 44% | 42% | Similar | Similar | Lower | Similar |
| | Done a favor for a neighbor | 94% | 93% | 82% | Lower | Similar | Similar | Lower |
| | Attended a local public meeting | 22% | 19% | 19% | Similar | Lower | Much lower | Similar |
| | Watched (online or on television) a local public meeting | 28% | 22% | 18% | Similar | Much lower | Much lower | Lower |
| | Read or watch local news (via television, paper, computer, etc.) | NA | NA | 92% | NA | NA | NA | NA |
| | Vote in local elections | 80% | 78% | 81% | Similar | Higher | Higher | Similar |

The National Citizen Survey™

Elk Grove, CA

Open Ended Responses

2013

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National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

International City/County Management Association
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

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 National Citizen Survey™ communities. This report includes the verbatim responses to an open ended question included on The NCS 2013 survey for Elk Grove. Additional reports and the technical appendices are available under separate cover.

Respondents were asked to record their opinions on what types of activities, amenities, shops or services would encourage residents to visit Old Town Elk Grove in the following question:

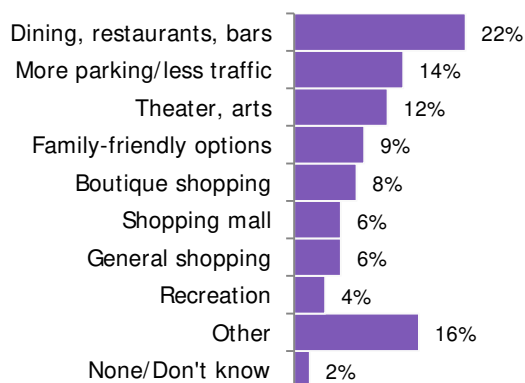
- What types of activities, amenities, shops or services would encourage you to visit Old Town Elk Grove more often?

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 is best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. Two hundred sixty-nine surveys were completed by Elk Grove residents; of these 132 wrote in responses for the open-ended question. Most respondents were interested in having more dining, restaurant and bar options or having more parking available to make visiting Old Town Elk Grove easier. Others showed interest in having more theater, art and family-friendly options as well as more places to shop.

Figure 1: Question 16

What types of activities, amenities, shops or services would encourage you to visit Old Town Elk Grove more often?



Verbatim Responses

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 types of activities, amenities, shops or services would encourage you to visit Old Town Elk Grove more often?

Dining, restaurants, bars

- More dining opportunities more shops (unique) more events-although we do have some I know. I have lived for 30+ years & loved Elk Grove when I came. I see it continuing to have issue & not much being done to stop it too much growth, less safe etc.
- Cafe dining wine tasting room/ wine bar restaurant for casual dining for breakfast / coffee ice cream / gelato store meat/ cheese deli / market antique faire farmers market.
- Food trucks
- A casual dining, possibly lunch eatery. We have only the Brickhouse and need more variety we do not need any more salons!!!
- More family oriented events restaurants.
- Farmers market (where the ice rink is driving the spring & summer) winter it goes back to a rink.
- Fine dining Bar/ restaurant Bob's is all there is Shops.
- Fallow parlor, dining
- Fine drawings such Chinese food.
- We need more restaurants (not corporate) & fine dining and a high and department store in Macy Nordstroms.
- Sports bar, farmers market.
- Dining, shops.
- More than 1 (one) restaurant & "something" that would involve all ages & nationalities; more gas stations btwn hwy 99 & I-5 that stay open past 11 PM.
- Dining, nightlife
- Better restaurants, shops, better parking.
- More bars.
- Better/ more dinning / night life options.
- Patio dining, quality restaurants, special events.
- Fine dining so we will enjoy going there.
- Club, (like "mix" down town SAC).
- Family friendly restaurant with easy parking. Generally, I avoid downtown because it is crowded and difficult to drive through & park.
- Better food establishments.
- Quality food, most is in Laguna sports Arena.
- Restaurant options events such as concerts more shopping.
- Something for families to do. More fine dining needed and less chain restaurants, nail salons an sun tanning places. We have too many of them.
- More independent restaurants-breweries, wine tasting.
- We used to go to the brewery all the time before it closed.

More parking/less traffic

- Parking! Old town EG is a disaster. The renovation narrowed streets, shortened parking spots and drove away businesses. Seriously, its a joke in circles of our friends. Create healthy businesses; restaurants, shopping, open space etc. Currently a "palm reader" or crap sold downtown has as zero draw for me or my kids.
- Nothing too hard to find good parking traffic in a mess going through the streets of old town.
- No parking & the traffic is really bad, I just stay a way from old town.
- More parking!
- A place to park that is not dark & Isolated.
- It is too crowed now traffic jams improve traffic flow.
- Add more parking, less hair & nail, make it so people want to sit, eat, people watch, meet & greet sp.
- Better parking
- Driving thru the traffic calming structures is difficult and not conducive to stopping and parking. I know a lot of money was spent on it, but I don't think the structures made driving round old town EG better.
- Parking needs to improve and then add a theatre for plays and concerts and good dinning at reasonable prices.
- Traffic in to heavy must of the lane to go into old town.
- Better parking and street access when events are held.
- Old town is no longer the center of EG! Quit jamming it down our throats - it's impossible to get to, has no parking has shabby, ill conceived shops and, again, it is impossible to get to. The traffic east of 99 is awful- fix that and clean up the look of the 1980's strip malls and you may have a shot.
- More & better parking access.
- Easier free parking.
- What deters us is heavy traffic and parking problems.
- Parking sucks for what is there.
- Don't parking. I don't go to old town locations its parking to as bad.
- The traffic is always slow there & run the train comes through. It is the only place in Elk Grove. Not I have cotton stuck in traffic, nothing would get me to go there.
- I Don't really have an opinion other than it already seems congested w / traffic and like it would need traffic improvement if further development was implemented.
- Better parking/ traffic.
- Better parking, more outdoor eateries unique shops. Farmers market. Activities to get you down there. Make it a fun place to go to right now its pretty boring!
- Better access, better parking please, please get rid of frontier phone this monopoly is very expensive , unreliable! allow other phone services to come to E.G. 95758 zip code.
- I will never visit "Old Town" because there is not enough parking and it's difficult to drive thru. You also chased out my favorite venue. The Elk Grove brewing co. I went there to listen to the blues and eat good food. Whoever decided to change "Old Town" to a narrow street with very limited parking was an idiot!!

Theater, arts

- Special events, plaza setting - museum anything that make Elk Grove a very nice place to live.
- Movie theater, community park, fine dining, casual dining, outdoor contacts.
- Maybe a movie house, Maybe not, I do go there for a restaurant meal, but thats about it.
- Acts, theater, shows, exhibits, history museums aquarium, clubs, multi-story dance hall with headline DJ's.
- Movie theater I have already faired my children. I am at senior Legan.
- Good quality restaurants performing arts theater.
- Location for adults or children can learn to dance and have dances ie sac Y.W.C.A friday night swing lessons w/ dance following ect. - Location where artist of all types can create, work bbsom i.e. Art studies exhibits, open mic for spoken word, poetry, music, singing. All ages and lorage approp. Nights ect. I currently travel several time a week to midtown/ down town Sacramento to fulfill these activities a would love to help make this happen in Elk Grove. Please contact me for ideas, brain storming, committee opportunities. -I am a multimedia artist: writer, spoken word, painter, revision/ recycle art, crafter, performing arts-singing, dancing, stage acting. Kimberlie -916-296-9941.

- We have come to the Skating rink and the Christman parade and Boulevard Bistro is the best restaraunt in Elk Grove. I think what would be wonderful in a performing arts theater- right now have to go to sac or SF to see play / performances.
- All that circled above, fun & entertaining. Most of all safe! museum history center , outdoor concert, nightlife exhibits etc.
- Have music venues especially for all ages - art/ music annual festival or monthly "nite" similar to 2nd saturday in Sacramento-
- Performing arts theater (not rock, country, R & B or things of that ilk, the metro area has far too many of these trouble cashing clubs already. The Strauss festival is great but it's only one event and it's outside, musical theater , symphony type concerts, chamber , concerts, recitals, a place to present drama, comedy (not experimental theater or musical events. We have enough of those types of venues. How about an outdoor concert area and a Elk Grove concerts band. A historical society and/or museum concentrating of the environs of Elk Grove and the surrounding area. Also develope programs to let citizens of Elk Grove participate meaningly in all the departments of our city if they show intelligent and drive. This may help out beautiful city. Thanks
- A long road of poet singing, dancing, magic, music, the events that will help marriages keep the romance. Create a love shore event that plays music, when they first meet.
- Cultural events
- Quality arts/ crafts shows, better access to old towne - its a traffic nightmare, more unique shops/ galleries. Comment on Elk Grove overall (or per peeve): why does EG persist on keeping businesses sk small scale. Example; The Michaels store is much smaller than its counterparts in other parts of the county even though there is a demand for craft products. At least hobby lobby is adequate size. The other side of the picture: Great job on creating a park system and state of art facilities.
- Festivals, special events. Would be great if they were advertised more! never know about them!!

Family-friendly options

- Farmer market, x-mas lighting for children-concerts family and friend barque softball family tearms, meet and greeting in your neighborhoods.
- Fun activities & fun places for kids at affordable rate & timing. Awareness programs for adolescence regarding crime, rapes, abuse, ethics, humanity, drugs etc. Which help/ improve quality youth life.
- Library, children's park / community parks, medical clinics, shopping mall, museum.
- Love the ice rink in winter the plaza with "farmers markets" & other gatherings.
- Anything that is fun for my kids.
- Activities for children (family time).
- Free family friendly functions.
- Any community sponsored event brings us out. The 3rd Saturday type of things.
- More things to do, especially for the youth!
- Family, Kids activities.

Boutique shopping

- One of kind gift shops - old Vintage toy store was unique.
- More boutique shopping, better traffic flow and parking. Used to shop, bank and eat in old EG often avoid the area now.
- More shops (higher end).
- Quality home decorating shop. Safety walking & crossing over railroad tracks (Overpass highly recommended). Bring in a "Red Lobster "Restaurant w / green area & sitting leisure.
- Bicycle shops, second hand stores, computer training, Art supplies, book stores ethnic food restaurants, ice cream shop electric vehicle charging outlets, bike tire pumps.
- Already like going to the antique shops and various boutiques that are there. Want to keep that feel & vibe going.
- Consignment home shopping.
- Boutique shopping (los gatos type) more variety-upscale a fun place to visit-take out of town guests.
- Antique shops.
- Better high-end clothing boutiques.
- Craft fairs, flea market!, farmers market festival.

Shopping mall

- As sole above has grown, it seems to have the small town feel and sense of community. Still need that shopping mall, performing arts & plays, musical top name performances.
- A shopping mall more jobs.
- Finish the shopping mall.
- Indoor and outdoor mall, such as Nordstrom, Nordstrom rack etc. Laser tag, outlet.
- I'd really like to see or shopping mall, enclosed, in Elk Grove. This city is large enough for its own shopping mall. Not on open plaza but a real mall with anchor stores like J C Penney / Sears, Mary's
- Upscale shopping center/ mall better town Roseville history center or Folcom, CA in Elk Grove upscale bar/ night club for 25+ yrs old & fine dining.
- Would welcome a Macy's or Dillards. Thanks for bringing steinmont. I remember forever back in 2000. Maybe a Marshalls, and another Ross. Miniature golf or skating pink so happy to hear that you are putting in outlets I have been on Elk grove resident for 25 years and although i voted against the growth I'm glad it's done allway just would like to see more stores & cateries. Instead of walgreens, cvs & kitchen & Nail salons.
- The old town area it too crowded now a indoor mall where seniors can go and shop and meet. Thank you
- Shopping centers and casual restaurants to attract people to visit old town Elk Grove.

General shopping

- Need more shops of interest, and ample parking spaces.
- Discounts provided by shops.
- Old town shops are overpriced, with the exception of unique items. I do not care to support stores that farl to adopt to the time and only ride on the creativity and entrepenship of the old town committe & the city council.
- Ranger variety of shops, restaurants Need: More activities events. Arts/ performers .High level concerts / special events. Fri/ sat night actualy.
- General shopping & casual dining.
- Shopping eating entertainment a place to park!!
- General shopping, auto services, hair/ mall salon.

Recreation

- Any business (ES) that promote fishing & hunting/ shooting sports. I'm an avid fisherman and would love to have a full-service fishing tackle/ bait/ rod/ reel sales/ repair.
- Recreation centers for youth & families without a cost associated therewith.
- A public or private swimming pool for seniors which is warm water like the eastern seal pool in Sacramento.
- Water park, Children's & youth activities nice shopping mall like Galleria in Roseville.
- Miniature golfing; John's incredible pizza, drive-in movie theater; mall; black bear diner; outlets.

Other

- More bike friendly. Comment the bike trail to old town & saw much more participation in first saturday/ friday when the street was closed and vendors were all up and Down the street. Going to a concrete slab is just not appealing.
- More attention to old Elk Grove area. Lot of employ buildings. Do something with Elk Grove Brevery space increase recycling pick-up to weekly.
- Gas stations near white lock way. We do not have a station within 2.5 miles of our home.
- More commercial development and / or services.
- Make the streets and businesses more accessible to the disabled.
- Medical cannibas dispensary.
- Honestly have not lived here long enough to have wanted to drive out to old town.
- Sweep at work - no time - Secret garden was the only place i went to It moved rarely go now. I liked the quaintness in older Elk grove
- I'm 83 so my activities have should down but I'm aware of what Elk Grove is attempting in order to make our town. More attractive to tourists and other visitors. I'm Looking for to the development of the site near hwy 99 past Elk Grove blvd. Almost to Elk Grove from Santa Monica at three years ago to be with my daughter and granddaughter. Although Santa Monica is a highly-end community, Elk Grove has many opportunities to expand and increase position development. I like it here.
- Get gangs/ gang activity / gang violence under control & eliminated. Get rid of red light cameras. They are not for safety, they are a money grab by city government - I'm not alone in thinking this! I've witnessed two bad accidents @ intersections with red light cameras by people who panic stop @ yellow lights and get rear ended hard.
- There is no atmosphere downtown compared to other cities the streets/ sidewalk are not clean attractive it would be to here walk downtown & feel safe, something to look at and just get that "downtown feeling" lights, flowers, window displays and the buildings are important have cafes-with tables outside.
- Map of Elk Grove (one I can pick up) bus schedule & map (E- trans). I live at Renwick square savior apartments would love to go to old town Elk Grove but do not have a car . Would like a bus schedule & city may so I can find my way around. I have been looking for them for last year do not love computer help!
- Used 2 love 2 go 2 plantation coffee restaurants a new high-quality hair salon or manage place would work- but the owns their are mediocre or less places to walk or ride bikes in natural surrounding - trees or water - always attract people.
- Old town is to small for big events.
- Actually more at this time, area is over - congested much to small.
- I live in Laguna - too far to drive. (out of the way.) A bike trail - safe - would encourage me to ride to old town to visit antique stores, have lunch.
- Would like bus transit E W down EG blvd to old town from Franklin instead of going the way to consumers and would. (more direct route).
- Out door concepts such as the ones held in sunrise mall restaurants such as red lobster , Dave n Busters, Cheesecake factory and etc.
- A wedding center .
- Events for college age population.

None/don't know

- I'm 90 years old "happy in Elk Grove thank you"
- There is nothing wrong w / what is already in old town, I just don't make enough money to reed in old town.
- I don't know. I'm new here, and haven't been to old town EG.

The National Citizen Survey™

Elk Grove, CA

Comparisons by Demographic
Subgroups

2013

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Summary 1

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2955 Valmont Road, Suite 300
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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 National Citizen Survey™ communities. This report discusses differences in opinion of survey respondents by length of residency in Elk Grove, housing tenure, presence of children in the household and presence of older adults in the household.

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 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 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 (269 completed surveys). For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- Residents that had lived five years or less in Elk Grove were more likely to rate Community Characteristics higher than residents who had resided in Elk Grove longer. These more positive assessments were found in the facets of Mobility and Economy. Homeowners tended to be more positive than renters when assessing aspects of Community Engagement (e.g., opportunities to volunteer and participate in social events).
- Within the aspect of Governance, residents who had lived in the community between 6 and 10 years viewed services related to the Natural Environment more positively than those who had lived in the community for shorter periods. Residents in the community for five years or less and homeowners rated services within Mobility more favorably than those in the community for longer and those who rented their homes.
- Residents with children 17 or under in the household generally had higher rates of Participation within the facets of Mobility (e.g., walked or biked or used public transportation instead of driving). Households with children also were also more likely to recommend Elk Grove than those without children. Household with an older adult present tended to have higher levels of Community Engagement than households without an older adult present.
- Respondents who had live in Elk Grove for at least 11 years tended to visit Old Town more frequently than those with shorter lengths of residency. They were also more likely to attend special events in Old Town.

The National Citizen Survey™

Table 1: Community Characteristics - General

| Percent rating positively (e.g., excellent/good) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| The overall quality of life in Elk Grove | 87% | 81% | 76% | 81% | 81% | 75% | 89% | 82% | 77% | 81% |
| Overall image or reputation of Elk Grove | 82% | 73% | 68% | 80% | 71% | 70% | 77% | 75% | 69% | 74% |
| Elk Grove as a place to live | 95% | 83% | 86% | 92% | 86% | 85% | 91% | 89% | 85% | 88% |
| Your neighborhood as a place to live | 79% | 92% | 78% | 77% | 84% | 81% | 83% | 80% | 88% | 82% |
| Elk Grove as a place to raise children | 88% | 91% | 81% | 91% | 84% | 79% | 93% | 88% | 79% | 86% |
| Elk Grove as a place to retire | 80% | 74% | 59% | 70% | 68% | 66% | 72% | 69% | 68% | 69% |
| Overall appearance of Elk Grove | 83% | 87% | 72% | 81% | 79% | 75% | 85% | 78% | 82% | 79% |

Table 2: Community Characteristics - Safety

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Overall feeling of safety in Elk Grove | 87% | 80% | 73% | 81% | 78% | 75% | 84% | 78% | 82% | 79% |
| In your neighborhood during the day | 93% | 92% | 92% | 95% | 92% | 92% | 95% | 94% | 91% | 93% |
| In Elk Grove's downtown/commercial area during the day | 91% | 87% | 78% | 82% | 84% | 81% | 88% | 84% | 85% | 83% |

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Table 3: Community Characteristics - Mobility

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Overall ease of getting to the places you usually have to visit | 75% | 79% | 71% | 72% | 76% | 74% | 76% | 75% | 75% | 75% |
| Traffic flow on major streets | 63% | 48% | 36% | 44% | 48% | 46% | 48% | 46% | 52% | 48% |
| Ease of travel by car in Elk Grove | 64% | 62% | 50% | 57% | 57% | 59% | 55% | 55% | 65% | 58% |
| Ease of travel by public transportation in Elk Grove | 73% | 31% | 30% | 54% | 37% | 41% | 44% | 41% | 45% | 41% |
| Ease of travel by bicycle in Elk Grove | 61% | 65% | 56% | 54% | 61% | 55% | 65% | 59% | 61% | 57% |
| Availability of paths and walking trails | 77% | 80% | 67% | 80% | 70% | 72% | 74% | 74% | 69% | 73% |
| Availability of paths and walking trails | 77% | 80% | 67% | 80% | 70% | 72% | 74% | 74% | 69% | 73% |

Table 4: Community Characteristics - Natural Environment

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Quality of overall natural environment in Elk Grove | 81% | 77% | 72% | 83% | 74% | 74% | 79% | 77% | 76% | 77% |
| Air quality | 78% | 81% | 67% | 76% | 73% | 69% | 80% | 75% | 70% | 73% |
| Cleanliness of Elk Grove | 89% | 83% | 74% | 80% | 81% | 77% | 86% | 80% | 83% | 80% |

Table 5: Community Characteristics - Built Environment

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems) | 77% | 52% | 63% | 67% | 63% | 61% | 68% | 65% | 62% | 65% |
| Public places where people want to spend time | 67% | 56% | 51% | 66% | 54% | 56% | 58% | 56% | 61% | 58% |
| Variety of housing options | 61% | 68% | 60% | 53% | 66% | 57% | 68% | 64% | 56% | 63% |
| Availability of affordable quality housing | 55% | 53% | 44% | 37% | 55% | 51% | 48% | 49% | 52% | 50% |
| Overall quality of new development in Elk Grove | 69% | 51% | 42% | 63% | 48% | 50% | 55% | 53% | 48% | 52% |

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Table 6: Community Characteristics - Economy

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Overall economic health of Elk Grove | 64% | 60% | 63% | 62% | 63% | 62% | 62% | 66% | 52% | 63% |
| Elk Grove as a place to work | 71% | 45% | 57% | 59% | 58% | 56% | 59% | 57% | 60% | 59% |
| Employment opportunities | 55% | 17% | 26% | 43% | 27% | 30% | 35% | 33% | 29% | 32% |
| Shopping opportunities | 51% | 53% | 47% | 54% | 48% | 46% | 54% | 48% | 56% | 50% |
| Cost of living in Elk Grove | 47% | 41% | 40% | 35% | 45% | 43% | 42% | 43% | 42% | 43% |
| Overall quality of business and service establishments in Elk Grove | 71% | 46% | 58% | 58% | 59% | 60% | 58% | 60% | 55% | 59% |
| Vibrant downtown/commercial area | 43% | 23% | 24% | 29% | 29% | 28% | 31% | 29% | 28% | 30% |

Table 7: Community Characteristics - Recreation and Wellness

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Health and wellness opportunities in Elk Grove | 78% | 73% | 71% | 70% | 75% | 70% | 79% | 73% | 76% | 74% |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 73% | 79% | 76% | 66% | 80% | 74% | 79% | 76% | 75% | 77% |
| Recreational opportunities | 72% | 74% | 62% | 65% | 70% | 65% | 73% | 70% | 63% | 69% |
| Availability of affordable quality food | 67% | 70% | 62% | 60% | 67% | 65% | 65% | 64% | 71% | 66% |
| Availability of affordable quality health care | 77% | 70% | 71% | 71% | 74% | 72% | 74% | 72% | 76% | 73% |
| Availability of preventive health services | 73% | 68% | 72% | 59% | 76% | 69% | 75% | 70% | 79% | 70% |
| Availability of affordable quality mental health care | 71% | 56% | 51% | 57% | 58% | 49% | 69% | 57% | 62% | 57% |

Table 8: Community Characteristics - Education and Enrichment

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Overall opportunities for education and enrichment | 81% | 66% | 56% | 69% | 64% | 58% | 75% | 67% | 60% | 67% |
| Availability of affordable quality child care/preschool | 64% | 53% | 60% | 61% | 57% | 63% | 56% | 56% | 73% | 60% |
| K-12 education | 79% | 77% | 78% | 73% | 80% | 77% | 80% | 78% | 81% | 78% |
| Adult educational opportunities | 67% | 56% | 55% | 46% | 62% | 57% | 61% | 59% | 60% | 59% |
| Opportunities to attend cultural/arts/music activities | 52% | 37% | 43% | 44% | 43% | 43% | 45% | 43% | 46% | 44% |
| Opportunities to participate in religious or spiritual events and activities | 70% | 68% | 61% | 69% | 63% | 60% | 73% | 65% | 68% | 65% |

Table 9: Community Characteristics - Community Engagement

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Sense of community | 68% | 74% | 59% | 68% | 64% | 56% | 77% | 64% | 69% | 66% |
| Opportunities to participate in social events and activities | 65% | 44% | 48% | 50% | 51% | 50% | 55% | 50% | 57% | 52% |
| Opportunities to volunteer | 62% | 59% | 61% | 42% | 66% | 67% | 55% | 61% | 62% | 62% |
| Opportunities to participate in community matters | 59% | 48% | 52% | 33% | 60% | 51% | 56% | 54% | 51% | 54% |
| Openness and acceptance of the community toward people of diverse backgrounds | 57% | 65% | 63% | 43% | 67% | 61% | 63% | 62% | 59% | 63% |
| Neighborhoodness of Elk Grove | 61% | 55% | 58% | 42% | 64% | 57% | 60% | 57% | 64% | 59% |

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Table 10: Governance - General

| Percent rating positively (e.g., excellent/good) | 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| The City of Elk Grove | 82% | 68% | 63% | 73% | 68% | 70% | 69% | 68% | 75% | 70% |
| The value of services for the taxes paid to Elk Grove | 60% | 48% | 42% | 46% | 49% | 45% | 53% | 49% | 44% | 48% |
| The overall direction that Elk Grove is taking | 70% | 52% | 42% | 49% | 53% | 50% | 55% | 51% | 55% | 52% |
| The job Elk Grove government does at welcoming citizen involvement | 65% | 47% | 48% | 39% | 58% | 51% | 56% | 53% | 54% | 52% |
| Overall confidence in Elk Grove government | 55% | 49% | 47% | 44% | 51% | 50% | 50% | 49% | 51% | 49% |
| Generally acting in the best interest of the community | 63% | 59% | 50% | 52% | 56% | 51% | 61% | 55% | 56% | 55% |
| Being honest | 69% | 50% | 48% | 48% | 55% | 53% | 55% | 54% | 56% | 53% |
| Treating all residents fairly | 73% | 50% | 51% | 55% | 57% | 56% | 58% | 57% | 58% | 56% |
| Overall customer service by Elk Grove employees (police, receptionists, planners, etc.) | 67% | 60% | 70% | 70% | 65% | 67% | 67% | 66% | 70% | 66% |
| The Federal Government | 47% | 37% | 35% | 39% | 38% | 38% | 39% | 37% | 46% | 39% |

Table 11: Governance - Safety

| Percent rating positively (e.g., excellent/good) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Police/Sheriff services | 75% | 73% | 68% | 65% | 73% | 69% | 75% | 70% | 77% | 71% |
| Crime prevention | 73% | 54% | 58% | 55% | 63% | 64% | 59% | 59% | 71% | 62% |
| Animal control | 53% | 72% | 54% | 52% | 59% | 62% | 53% | 54% | 72% | 58% |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 67% | 61% | 51% | 52% | 60% | 53% | 65% | 60% | 53% | 57% |

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Table 12: Governance - Mobility

| Percent rating positively (e.g., excellent/good) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Traffic enforcement | 69% | 66% | 55% | 47% | 66% | 62% | 61% | 58% | 74% | 62% |
| Street repair | 74% | 61% | 56% | 65% | 61% | 59% | 67% | 64% | 58% | 62% |
| Street cleaning | 83% | 61% | 58% | 77% | 62% | 67% | 65% | 67% | 62% | 66% |
| Street lighting | 82% | 68% | 67% | 81% | 68% | 77% | 65% | 72% | 71% | 72% |
| Sidewalk maintenance | 80% | 67% | 57% | 69% | 65% | 66% | 68% | 67% | 65% | 67% |
| Traffic signal timing | 63% | 49% | 42% | 45% | 51% | 52% | 47% | 50% | 50% | 50% |
| Bus or transit services | 72% | 46% | 48% | 63% | 52% | 51% | 61% | 56% | 59% | 56% |

Table 13: Governance - Natural Environment

| Percent rating positively (e.g., excellent/good) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Garbage collection | 73% | 89% | 85% | 84% | 82% | 79% | 89% | 80% | 92% | 83% |
| Recycling | 74% | 91% | 85% | 83% | 84% | 81% | 87% | 83% | 87% | 84% |
| Yard waste pick-up | 68% | 86% | 83% | 75% | 81% | 78% | 82% | 79% | 83% | 79% |
| Preservation of natural areas such as open space, farmlands and greenbelts | 62% | 66% | 56% | 59% | 60% | 57% | 65% | 61% | 57% | 61% |
| Elk Grove open space | 66% | 57% | 53% | 56% | 58% | 60% | 57% | 57% | 66% | 59% |

Table 14: Governance - Built Environment

| Percent rating positively (e.g., excellent/good) | 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Storm drainage | 63% | 61% | 74% | 54% | 72% | 64% | 73% | 67% | 74% | 68% |
| Utility billing | 60% | 57% | 60% | 44% | 63% | 62% | 55% | 56% | 69% | 59% |
| Land use, planning and zoning | 77% | 50% | 40% | 59% | 50% | 52% | 52% | 54% | 46% | 53% |
| Code enforcement (weeds, abandoned buildings, etc.) | 45% | 65% | 37% | 44% | 45% | 43% | 49% | 43% | 56% | 47% |
| Cable television | 64% | 54% | 52% | 37% | 63% | 59% | 54% | 54% | 66% | 56% |

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Table 15: Governance - Economy

| Percent rating positively (e.g., excellent/good) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Economic development | 59% | 32% | 45% | 36% | 49% | 46% | 46% | 46% | 46% | 47% |

Table 16: Governance - Education and Enrichment

| Percent rating positively (e.g., excellent/good) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Public library services | 80% | 75% | 80% | 72% | 81% | 79% | 78% | 79% | 77% | 79% |
| City-sponsored special events | 61% | 61% | 54% | 59% | 58% | 60% | 56% | 56% | 66% | 59% |

Table 17: Governance - Community Engagement

| Percent rating positively (e.g., excellent/good) | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Public information services | 59% | 74% | 62% | 42% | 71% | 64% | 63% | 63% | 65% | 64% |

Table 18: Participation General

| Percent rating positively (e.g., always/sometimes, more than once a month, 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Sense of community | 68% | 74% | 59% | 68% | 64% | 56% | 77% | 64% | 69% | 66% |
| Recommend living in Elk Grove to someone who asks | 96% | 91% | 80% | 92% | 86% | 84% | 94% | 88% | 89% | 88% |
| Remain in Elk Grove for the next five years | 82% | 95% | 84% | 78% | 89% | 82% | 91% | 85% | 91% | 87% |
| Contacted Elk Grove (in-person, phone, email or web) for help or information | 40% | 41% | 38% | 40% | 39% | 36% | 45% | 39% | 43% | 39% |

Table 19: Participation - Safety

| Percent rating positively (e.g., always/sometimes, more than once a month, 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Household member was a victim of a crime in Elk Grove | 9% | 24% | 12% | 15% | 14% | 12% | 17% | 15% | 12% | 14% |
| Reported a crime to the police in Elk Grove | 21% | 35% | 26% | 30% | 25% | 24% | 30% | 30% | 14% | 26% |
| Stocked supplies in preparation for an emergency | 32% | 40% | 26% | 39% | 28% | 26% | 38% | 26% | 49% | 31% |

Table 20: Participation - Mobility

| Percent rating positively (e.g., always/sometimes, more than once a month, 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Walked or biked instead of driving | 20% | 35% | 37% | 26% | 33% | 23% | 42% | 31% | 33% | 31% |
| Carpooled with other adults or children instead of driving alone | 42% | 41% | 28% | 33% | 36% | 31% | 42% | 39% | 24% | 35% |
| Used bus, rail, subway or other public transportation instead of driving | 12% | 10% | 7% | 10% | 9% | 5% | 15% | 10% | 4% | 9% |

Table 21: Participation - Natural Environment

| Percent rating positively (e.g., always/sometimes, more than once a month, 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Recycle at home | 30% | 42% | 22% | 36% | 28% | 32% | 27% | 31% | 25% | 29% |
| Made efforts to make your home more energy efficient | 81% | 80% | 77% | 70% | 82% | 78% | 80% | 77% | 87% | 79% |
| Made efforts to conserve water | 92% | 85% | 89% | 78% | 93% | 89% | 89% | 87% | 96% | 89% |

Table 22: Participation - Built Environment

| Percent rating positively (e.g., always/sometimes, more than once a month, 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| hratio2di | 48% | 45% | 38% | 59% | 36% | 39% | 47% | 42% | 47% | 43% |
| Observed a code violation or other hazard in Elk Grove | 38% | 28% | 49% | 31% | 44% | 45% | 35% | 41% | 40% | 40% |

Table 23: Participation - Economy

| Percent rating positively (e.g., always/sometimes, more than once a month, 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Economic development | 59% | 32% | 45% | 36% | 49% | 46% | 46% | 46% | 46% | 47% |

Table 24: Participation - Recreation and Wellness

| Percent rating positively (e.g., always/sometimes, more than once a month, 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Eat at least 5 portions of fruits and vegetables a day | 64% | 74% | 69% | 66% | 70% | 71% | 67% | 68% | 70% | 68% |
| Participate in moderate or vigorous physical activity | 68% | 55% | 59% | 48% | 65% | 63% | 57% | 59% | 66% | 60% |
| Reported being in "very good" or "excellent" health | 56% | 54% | 61% | 49% | 62% | 53% | 64% | 63% | 42% | 58% |

Table 25: Participation - Education and Enrichment

| Percent rating positively (e.g., always/sometimes, more than once a month, 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Used Elk Grove public libraries or their services | 29% | 27% | 21% | 17% | 28% | 24% | 26% | 25% | 24% | 25% |
| Participated in religious or spiritual activities in Elk Grove | 28% | 37% | 33% | 28% | 34% | 30% | 36% | 31% | 39% | 33% |
| Attended a City-sponsored event | 2% | 3% | 8% | 7% | 4% | 4% | 5% | 3% | 9% | 5% |

Table 26: Participation - Community Engagement

| Percent rating positively (e.g., always/sometimes, more than once a month, 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Campaigned or advocated for an issue, cause or candidate | 14% | 17% | 23% | 16% | 20% | 17% | 21% | 17% | 26% | 20% |
| Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion | 8% | 16% | 15% | 4% | 17% | 10% | 18% | 12% | 17% | 13% |
| Volunteered your time to some group/activity in Elk Grove | 9% | 15% | 19% | 13% | 16% | 13% | 18% | 14% | 19% | 15% |
| Participated in a club | 10% | 16% | 12% | 7% | 15% | 11% | 14% | 11% | 18% | 12% |
| Talked to or visited with your immediate neighbors | 55% | 72% | 74% | 43% | 77% | 69% | 66% | 65% | 77% | 69% |
| Done a favor for a neighbor | 43% | 44% | 52% | 39% | 51% | 47% | 47% | 43% | 61% | 48% |
| Attended a local public meeting | 0% | 7% | 1% | 0% | 3% | 1% | 4% | 3% | 1% | 2% |
| Watched (online or on television) a local public meeting | 3% | 1% | 3% | 1% | 3% | 3% | 2% | 2% | 3% | 3% |
| Read or watch local news (via television, paper, computer, etc.) | 59% | 51% | 51% | 51% | 54% | 58% | 48% | 57% | 41% | 53% |
| Vote in local elections | 35% | 24% | 26% | 23% | 30% | 29% | 27% | 31% | 18% | 28% |

Table 27: Question 13

| | 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 | | Overall |
|--|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| How often do you visit Old Town Elk Grove? (Percent once a month or less, 2-4 times per month or a few times a week or more.) | 72% | 77% | 87% | 69% | 84% | 79% | 83% | 80% | 82% | 80% |

Table 28: Question 14

| How often, if at all, do you visit Old Town Elk Grove for each of the following? (Percent rating sometimes or frequently) | 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Dining/nightlife/entertainment | 37% | 24% | 38% | 24% | 38% | 30% | 39% | 35% | 31% | 34% |
| Nails/hair/spa services | 25% | 18% | 31% | 23% | 27% | 24% | 28% | 28% | 18% | 26% |
| Boutique shopping | 22% | 13% | 29% | 21% | 24% | 23% | 24% | 25% | 17% | 22% |
| General shopping | 41% | 21% | 36% | 41% | 31% | 31% | 37% | 35% | 27% | 34% |
| Special events | 33% | 23% | 44% | 19% | 41% | 33% | 38% | 37% | 31% | 35% |
| Art gallery/art purchase | 20% | 4% | 17% | 16% | 14% | 10% | 21% | 15% | 14% | 15% |
| Real estate/accounting/banking/tax/legal services | 20% | 18% | 17% | 13% | 21% | 22% | 14% | 18% | 21% | 19% |
| Auto/home improvement services | 21% | 11% | 27% | 7% | 26% | 21% | 21% | 22% | 18% | 21% |
| Places of worship | 16% | 13% | 13% | 20% | 11% | 13% | 15% | 15% | 11% | 14% |
| Education or lessons (dancing, martial arts, etc.) | 7% | 8% | 7% | 2% | 9% | 9% | 5% | 8% | 7% | 8% |
| Business services | 19% | 12% | 23% | 13% | 21% | 17% | 21% | 20% | 15% | 19% |
| Other | 20% | 12% | 19% | 20% | 16% | 19% | 17% | 18% | 16% | 18% |

Table 29: Question 15

| What type of new development, if any, would you like to see in Old Town Elk Grove? (Please check all that apply.) | 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 | | Overall |
|---|------------------------------|---------------|------------------|------------------|-----|---|-----|---|-----|---------|
| | 5 years or less | 6 to 10 years | 11 years or more | Rent | Own | No | Yes | No | Yes | |
| Performing arts theater | 26% | 36% | 30% | 26% | 32% | 36% | 22% | 29% | 35% | 31% |
| Outdoor concert/special event venue | 36% | 49% | 41% | 30% | 45% | 42% | 40% | 43% | 37% | 42% |
| Activities or destinations for children and families | 45% | 45% | 35% | 52% | 36% | 26% | 60% | 46% | 24% | 41% |
| Movie theater | 28% | 40% | 27% | 27% | 32% | 25% | 38% | 29% | 34% | 30% |
| Seasonal ice rink | 24% | 46% | 42% | 44% | 35% | 35% | 41% | 38% | 36% | 39% |
| Plaza setting (benches, landscapes and promenade) | 24% | 45% | 36% | 22% | 39% | 36% | 32% | 34% | 37% | 36% |
| Community park | 16% | 28% | 26% | 23% | 23% | 22% | 26% | 22% | 29% | 25% |
| History center/displays | 15% | 26% | 27% | 28% | 21% | 28% | 16% | 22% | 26% | 24% |
| Museum | 21% | 34% | 25% | 29% | 26% | 27% | 26% | 25% | 31% | 27% |
| Boutique shopping | 17% | 23% | 23% | 31% | 17% | 27% | 13% | 22% | 20% | 22% |
| General shopping | 20% | 36% | 33% | 30% | 30% | 29% | 30% | 31% | 27% | 30% |
| Fine dining | 27% | 49% | 38% | 39% | 37% | 37% | 38% | 41% | 27% | 39% |
| Casual dining | 26% | 42% | 45% | 35% | 41% | 39% | 39% | 40% | 36% | 39% |
| Office space | 2% | 14% | 4% | 7% | 6% | 8% | 3% | 6% | 6% | 6% |
| Other | 9% | 10% | 4% | 21% | 2% | 9% | 4% | 9% | 2% | 7% |
| None | 4% | 1% | 5% | 5% | 3% | 4% | 4% | 2% | 9% | 4% |
| Don't know | 18% | 10% | 8% | 15% | 10% | 13% | 10% | 12% | 11% | 12% |

Statistical significance not tested.

The National Citizen Survey™

Elk Grove, CA

Comparisons by Geographic
Subgroups

2013

Contents

Summary 1

The National Citizen Survey™
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National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

International City/County Management Association
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

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 National Citizen Survey™ 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 Districts 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 (269 completed surveys). For each zip code (95624, 95757, 95758), the margin of error rises to approximately plus or minus 12 percentage points since sample sizes were approximately 91 for 95624, 69 for 95757 and 108 for 95758. Notable differences between zip codes included the following:

- For many Community Characteristics, residents living within the zip code of 95757 tended to give more positive assessments than residents in the other zip codes. Ratings were higher in this zip code for participant’s neighborhood as a place to live, overall appearance and opportunities for education and enrichment.
- Several differences were found by zip code within aspects of Governance. For example, residents in zip code 95624 tended to give lower ratings than residents in other areas of the city within the facet of Mobility (i.e., street repair, sidewalk maintenance and traffic signal timing).
- Overall, residents of the different zip codes had similar levels of Participation in the various activities available to them, although some differences were found. Notably, residents located in 95758 rated their overall health higher than residents in 95624 or 95757. Residents in 95757 were more likely to have carpoled and participated in a club while residents in 95627 were more likely to have attended a local public meeting.
- Residents in 95624 were more likely to visit Old Town Elk Grove for dining/ nightlife/ entertainment, special events and boutique shopping, while residents in 95757 were more likely to go to Old Town for general shopping.

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 | 81% | 83% | 80% | 81% |
| Overall image or reputation of Elk Grove | 70% | 76% | 75% | 74% |
| Elk Grove as a place to live | 87% | 89% | 88% | 88% |
| Your neighborhood as a place to live | 75% | 90% | 84% | 82% |
| Elk Grove as a place to raise children | 84% | 90% | 85% | 86% |
| Elk Grove as a place to retire | 67% | 73% | 69% | 69% |
| Overall appearance of Elk Grove | 71% | 90% | 79% | 79% |

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 | 76% | 84% | 78% | 79% |
| In your neighborhood during the day | 91% | 95% | 92% | 93% |
| In Elk Grove's downtown/commercial area during the day | 78% | 93% | 83% | 83% |

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 | 76% | 74% | 75% | 75% |
| Traffic flow on major streets | 45% | 45% | 51% | 48% |
| Ease of travel by car in Elk Grove | 51% | 57% | 63% | 58% |
| Ease of travel by public transportation in Elk Grove | 39% | 49% | 38% | 41% |
| Ease of travel by bicycle in Elk Grove | 50% | 68% | 58% | 57% |
| Availability of paths and walking trails | 73% | 73% | 72% | 73% |
| Availability of paths and walking trails | 73% | 73% | 72% | 73% |

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 | 78% | 79% | 75% | 77% |
| Air quality | 69% | 78% | 73% | 73% |
| Cleanliness of Elk Grove | 76% | 86% | 80% | 80% |

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) | 62% | 67% | 65% | 65% |
| Public places where people want to spend time | 51% | 70% | 57% | 58% |
| Variety of housing options | 56% | 69% | 64% | 63% |
| Availability of affordable quality housing | 40% | 56% | 55% | 50% |
| Overall quality of new development in Elk Grove | 45% | 57% | 55% | 52% |

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 | 59% | 64% | 65% | 63% |
| Elk Grove as a place to work | 56% | 60% | 61% | 59% |
| Employment opportunities | 36% | 32% | 28% | 32% |
| Shopping opportunities | 57% | 50% | 46% | 50% |
| Cost of living in Elk Grove | 36% | 45% | 47% | 43% |
| Overall quality of business and service establishments in Elk Grove | 55% | 61% | 62% | 59% |
| Vibrant downtown/commercial area | 26% | 34% | 31% | 30% |

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 | 74% | 67% | 79% | 74% |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 72% | 75% | 81% | 77% |
| Recreational opportunities | 63% | 68% | 75% | 69% |
| Availability of affordable quality food | 64% | 60% | 71% | 66% |
| Availability of affordable quality health care | 70% | 75% | 73% | 73% |
| Availability of preventive health services | 71% | 71% | 70% | 70% |
| Availability of affordable quality mental health care | 51% | 64% | 58% | 57% |

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 | 56% | 77% | 70% | 67% |
| Availability of affordable quality child care/preschool | 55% | 62% | 63% | 60% |
| K-12 education | 76% | 77% | 80% | 78% |
| Adult educational opportunities | 56% | 59% | 60% | 59% |
| Opportunities to attend cultural/arts/music activities | 44% | 44% | 43% | 44% |
| Opportunities to participate in religious or spiritual events and activities | 61% | 70% | 66% | 65% |

Table 9: Community Characteristics - Community Engagement

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | Zip Code | | | Overall |
|---|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Sense of community | 61% | 71% | 68% | 66% |
| Opportunities to participate in social events and activities | 56% | 52% | 48% | 52% |
| Opportunities to volunteer | 65% | 72% | 56% | 62% |
| Opportunities to participate in community matters | 47% | 56% | 59% | 54% |
| Openness and acceptance of the community toward people of diverse backgrounds | 59% | 63% | 66% | 63% |
| Neighborliness of Elk Grove | 64% | 65% | 52% | 59% |

Table 10: Governance - General

| Percent rating positively (e.g., excellent/good) | Zip Code | | | Overall |
|---|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| The City of Elk Grove | 69% | 72% | 69% | 70% |
| The value of services for the taxes paid to Elk Grove | 50% | 40% | 52% | 48% |
| The overall direction that Elk Grove is taking | 46% | 60% | 53% | 52% |
| The job Elk Grove government does at welcoming citizen involvement | 50% | 50% | 56% | 52% |
| Overall confidence in Elk Grove government | 51% | 56% | 44% | 49% |
| Generally acting in the best interest of the community | 53% | 59% | 54% | 55% |
| Being honest | 50% | 55% | 54% | 53% |
| Treating all residents fairly | 49% | 51% | 65% | 56% |
| Overall customer service by Elk Grove employees (police, receptionists, planners, etc.) | 63% | 62% | 71% | 66% |
| The Federal Government | 39% | 35% | 40% | 39% |

Table 11: Governance - Safety

| Percent rating positively (e.g., excellent/good) | Zip Code | | | Overall |
|--|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Police/Sheriff services | 60% | 83% | 75% | 71% |
| Crime prevention | 54% | 75% | 63% | 62% |
| Animal control | 57% | 69% | 51% | 58% |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 60% | 56% | 54% | 57% |

Table 12: Governance - Mobility

| Percent rating positively (e.g., excellent/good) | Zip Code | | | Overall |
|--|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Traffic enforcement | 60% | 69% | 61% | 62% |
| Street repair | 51% | 74% | 66% | 62% |
| Street cleaning | 65% | 75% | 62% | 66% |
| Street lighting | 66% | 81% | 72% | 72% |
| Sidewalk maintenance | 57% | 80% | 68% | 67% |
| Traffic signal timing | 40% | 65% | 51% | 50% |
| Bus or transit services | 62% | 52% | 52% | 56% |

Table 13: Governance - Natural Environment

| Percent rating positively (e.g., excellent/good) | Zip Code | | | Overall |
|--|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Garbage collection | 82% | 82% | 85% | 83% |
| Recycling | 83% | 80% | 87% | 84% |
| Yard waste pick-up | 78% | 80% | 81% | 79% |
| Preservation of natural areas such as open space, farmlands and greenbelts | 57% | 51% | 69% | 61% |
| Elk Grove open space | 58% | 53% | 63% | 59% |

Table 14: Governance - Built Environment

| Percent rating positively (e.g., excellent/good) | Zip Code | | | Overall |
|---|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Storm drainage | 63% | 68% | 73% | 68% |
| Utility billing | 57% | 60% | 60% | 59% |
| Land use, planning and zoning | 48% | 54% | 57% | 53% |
| Code enforcement (weeds, abandoned buildings, etc.) | 46% | 57% | 40% | 47% |
| Cable television | 60% | 55% | 55% | 56% |

Table 15: Governance - Economy

| Percent rating positively (e.g., excellent/good) | Zip Code | | | Overall |
|--|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Economic development | 43% | 43% | 53% | 47% |

Table 16: Governance - Education and Enrichment

| Percent rating positively (e.g., excellent/good) | Zip Code | | | Overall |
|--|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Public library services | 81% | 79% | 77% | 79% |
| City-sponsored special events | 59% | 51% | 64% | 59% |

Table 17: Governance - Community Engagement

| Percent rating positively (e.g., excellent/good) | Zip Code | | | Overall |
|--|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Public information services | 60% | 66% | 66% | 64% |

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 | 61% | 71% | 68% | 66% |
| Recommend living in Elk Grove to someone who asks | 86% | 93% | 87% | 88% |
| Remain in Elk Grove for the next five years | 90% | 87% | 83% | 87% |
| Contacted Elk Grove (in-person, phone, email or web) for help or information | 32% | 47% | 40% | 39% |

Table 19: Participation - Safety

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Zip Code | | | Overall |
|---|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Household member was a victim of a crime in Elk Grove | 16% | 11% | 13% | 14% |
| Reported a crime to the police in Elk Grove | 33% | 13% | 27% | 26% |
| Stocked supplies in preparation for an emergency | 29% | 35% | 30% | 31% |

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 | 26% | 37% | 33% | 31% |
| Carpooled with other adults or children instead of driving alone | 27% | 54% | 30% | 35% |
| Used bus, rail, subway or other public transportation instead of driving | 10% | 6% | 11% | 9% |

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 | 28% | 29% | 31% | 29% |
| Made efforts to make your home more energy efficient | 77% | 77% | 82% | 79% |
| Made efforts to conserve water | 88% | 92% | 88% | 89% |

Table 22: Participation - Built Environment

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Zip Code | | | Overall |
|---|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Experiencing housing cost stress (housing cost 30% or more of income) | 50% | 47% | 34% | 43% |
| Observed a code violation or other hazard in Elk Grove | 47% | 41% | 34% | 40% |

Table 23: Participation - Economy

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Zip Code | | | Overall |
|---|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Economic development | 43% | 43% | 53% | 47% |

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 | 69% | 65% | 70% | 68% |
| Participate in moderate or vigorous physical activity | 59% | 57% | 63% | 60% |
| Reported being in "very good" or "excellent" health | 49% | 56% | 67% | 58% |

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 | 24% | 33% | 20% | 25% |
| Participated in religious or spiritual activities in Elk Grove | 43% | 26% | 30% | 33% |
| Attended a City-sponsored event | 7% | 4% | 3% | 5% |

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 | 15% | 27% | 20% | 20% |
| Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion | 16% | 17% | 7% | 13% |
| Volunteered your time to some group/activity in Elk Grove | 10% | 24% | 14% | 15% |
| Participated in a club | 8% | 24% | 9% | 12% |
| Talked to or visited with your immediate neighbors | 69% | 74% | 65% | 69% |
| Done a favor for a neighbor | 47% | 55% | 44% | 48% |
| Attended a local public meeting | 6% | 1% | 0% | 2% |
| Watched (online or on television) a local public meeting | 1% | 3% | 3% | 3% |
| Read or watch local news (via television, paper, computer, etc.) | 58% | 55% | 49% | 53% |
| Vote in local elections | 22% | 27% | 34% | 28% |

Table 27: Question 13

| | Zip Code | | | Overall |
|---|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| How often do you visit Old Town Elk Grove? (Percent once a month or less, 2-4 times per month or a few times a week or more.) | 87% | 80% | 74% | 80% |

Table 28: Question 14

| How often, if at all, do you visit Old Town Elk Grove for each of the following? (Percent rating sometimes or frequently) | Zip Code | | | Overall |
|---|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Dining/nightlife/entertainment | 45% | 33% | 25% | 34% |
| Nails/hair/spa services | 32% | 28% | 20% | 26% |
| Boutique shopping | 30% | 27% | 13% | 22% |
| General shopping | 37% | 44% | 25% | 34% |
| Special events | 48% | 24% | 32% | 35% |
| Art gallery/art purchase | 12% | 12% | 19% | 15% |
| Real estate/accounting/banking/tax/legal services | 22% | 25% | 12% | 19% |
| Auto/home improvement services | 17% | 25% | 21% | 21% |
| Places of worship | 21% | 13% | 10% | 14% |
| Education or lessons (dancing, martial arts, etc.) | 5% | 13% | 7% | 8% |
| Business services | 14% | 25% | 19% | 19% |
| Other | 20% | 25% | 11% | 18% |

Table 29: Question 15

| What type of new development, if any, would you like to see in Old Town Elk Grove? (Please check all that apply.) | Zip Code | | | Overall |
|---|----------|-------|-------|---------|
| | 95624 | 95757 | 95758 | |
| Performing arts theater | 24% | 25% | 41% | 31% |
| Outdoor concert/special event venue | 41% | 39% | 46% | 42% |
| Activities or destinations for children and families | 40% | 42% | 41% | 41% |
| Movie theater | 33% | 30% | 27% | 30% |
| Seasonal ice rink | 51% | 29% | 34% | 39% |
| Plaza setting (benches, landscapes and promenade) | 34% | 41% | 33% | 36% |
| Community park | 27% | 20% | 25% | 25% |
| History center/displays | 25% | 24% | 23% | 24% |
| Museum | 27% | 21% | 30% | 27% |
| Boutique shopping | 27% | 24% | 16% | 22% |
| General shopping | 35% | 33% | 24% | 30% |
| Fine dining | 41% | 49% | 30% | 39% |
| Casual dining | 40% | 43% | 37% | 39% |
| Office space | 7% | 5% | 5% | 6% |
| Other | 9% | 1% | 9% | 7% |
| None | 5% | 5% | 1% | 4% |
| Don't know | 5% | 16% | 15% | 12% |

Statistical significance not tested.

The National Citizen Survey™

Elk Grove, CA

Dashboard Summary of
Findings

2013

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 National Citizen Survey™ communities. The NCS captures residents’ opinions within the three pillars of a community, Community Characteristics, Governance and Participation, across eight central facets of community, Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. This report summarizes Elk Grove’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions that are not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Elk Grove’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is dark purple; when most ratings were lower than the benchmark, the color is the lightest purple. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Broadly, Elk Grove’s ratings tended to be similar when compared to other communities across the nation. Participation within the facets of the Natural Environment and Economy were higher in Elk Grove while Recreation and Wellness was lower.

Figure 1: Dashboard Summary

| | Community Characteristics | | | Governance | | | Participation | | |
|--------------------------|---------------------------|---------|-------|------------|---------|-------|---------------|---------|-------|
| | Higher | Similar | Lower | Higher | Similar | Lower | Higher | Similar | Lower |
| Overall | 3 | 40 | 2 | 0 | 30 | 2 | 2 | 9 | 5 |
| General | 0 | 7 | 0 | 0 | 3 | 0 | 0 | 2 | 1 |
| Safety | 0 | 3 | 0 | 0 | 4 | 0 | 0 | 1 | 0 |
| Mobility | 0 | 6 | 1 | 0 | 7 | 0 | 0 | 0 | 0 |
| Natural Environment | 0 | 3 | 0 | 0 | 4 | 1 | 1 | 0 | 0 |
| Built Environment | 0 | 3 | 0 | 0 | 4 | 1 | 0 | 1 | 0 |
| Economy | 0 | 6 | 1 | 0 | 1 | 0 | 1 | 0 | 0 |
| Recreation and Wellness | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Education and Enrichment | 1 | 3 | 0 | 0 | 2 | 0 | 0 | 1 | 0 |
| Community Engagement | 0 | 6 | 0 | 0 | 5 | 0 | 0 | 4 | 3 |

| Legend | |
|--------|---------------|
| | Higher |
| | Similar |
| | Lower |
| | Not available |

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Figure 2: Detailed Dashboard

| | Community Characteristics | Trend | Benchmark | Percent positive | Governance | Trend | Benchmark | Percent positive | Participation | Trend | Benchmark | Percent positive |
|---------------------|---------------------------------|-------|-----------|------------------|---|-------|-----------|------------------|---|-------|-----------|------------------|
| General | Overall appearance | ↔ | ↔ | 79% | Customer service | ↔ | ↔ | 66% | Recommend Elk Grove | ↑ | ↔ | 88% |
| | Overall quality of life | ↔ | ↔ | 81% | Services provided by Elk Grove | ↔ | ↔ | 70% | Remain in Elk Grove | ↑ | ↔ | 87% |
| | Place to retire | ↑ | ↔ | 69% | Services provided by the federal government | ↔ | ↔ | 39% | Contacted Elk Grove employees | ↔ | ↓ | 39% |
| | Place to raise children | ↔ | ↔ | 86% | | | | | | | | |
| | Place to live | ↔ | ↔ | 88% | | | | | | | | |
| | Neighborhood | ↔ | ↔ | 82% | | | | | | | | |
| | Overall image | ↑ | ↔ | 74% | | | | | | | | |
| Safety | Overall feeling of safety | * | ↔ | 79% | Police | ↔ | ↔ | 71% | Was NOT the victim of a crime | ↔ | ↔ | 86% |
| | Safe in neighborhood | ↔ | ↔ | 93% | Crime prevention | ↔ | ↔ | 62% | Did NOT report a crime | * | * | 74% |
| | Safe downtown/commercial area | ↔ | ↔ | 83% | Emergency preparedness | ↔ | ↔ | 57% | Stocked supplies for an emergency | * | * | 31% |
| | | | | | Animal control | ↔ | ↔ | 58% | | | | |
| | | | | | | | | | | | | |
| Mobility | Traffic flow | ↑ | ↔ | 48% | Traffic enforcement | ↔ | ↔ | 62% | Carpooled instead of driving alone | * | * | 49% |
| | Travel by car | ↔ | ↔ | 58% | Street repair | ↔ | ↔ | 62% | Walked or biked instead of driving | * | * | 57% |
| | Travel by bicycle | ↔ | ↔ | 57% | Street cleaning | ↔ | ↔ | 66% | Used public transportation instead of driving | * | * | 18% |
| | Ease of walking | ↑ | ↔ | 71% | Street lighting | ↔ | ↔ | 72% | | | | |
| | Travel by public transportation | * | ↓ | 41% | Sidewalk maintenance | ↔ | ↔ | 67% | | | | |
| | Overall ease travel | * | ↔ | 75% | Traffic signal timing | ↔ | ↔ | 50% | | | | |
| | Paths and walking trails | ↑ | ↔ | 73% | Bus or transit services | ↔ | ↔ | 56% | | | | |
| Natural Environment | Overall natural environment | ↑ | ↔ | 77% | Garbage collection | ↔ | ↔ | 83% | Recycled at home | ↔ | ↑ | 96% |
| | Air quality | ↑ | ↔ | 73% | Recycling | ↔ | ↔ | 84% | Conserved water | * | * | 89% |
| | Cleanliness | ↔ | ↔ | 80% | Yard waste pick-up | ↔ | ↔ | 79% | Made home more energy efficient | * | * | 79% |
| | | | | | Open space | * | ↓ | 59% | | | | |
| | | | | | Natural areas preservation | ↔ | ↔ | 61% | | | | |
| Built Environment | New development in Elk Grove | ↔ | ↔ | 52% | Storm drainage | ↔ | ↔ | 68% | NOT experiencing housing cost stress | ↑ | ↔ | 57% |
| | Affordable quality housing | ↔ | ↔ | 50% | Utility billing | * | ↓ | 59% | Did NOT observe a code violation | * | * | 60% |
| | Housing options | ↔ | ↔ | 63% | Land use, planning and zoning | ↔ | ↔ | 53% | | | | |
| | Overall built environment | * | * | 65% | Code enforcement | ↔ | ↔ | 47% | | | | |
| | Public places | * | * | 58% | Cable television | ↔ | ↔ | 56% | | | | |

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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| | Community Characteristics | Trend | Benchmark | Percent positive | Governance | Trend | Benchmark | Percent positive | Participation | Trend | Benchmark | Percent positive |
|--------------------------|---|-------|-----------|------------------|--|-------|-----------|----------------------------|--|-------|-----------|------------------|
| Economy | Overall economic health | * | ↔ | 63% | Economic development | ↑ | ↔ | 47% | Economy will have positive impact on income | ↑ | ↑ | 30% |
| | Shopping opportunities | ↔ | ↔ | 50% | | | | | Purchased goods or services in Elk Grove | * | * | 97% |
| | Employment opportunities | ↑ | ↔ | 32% | | | | | Work in Elk Grove | * | * | 28% |
| | Place to visit | * | ↓ | 45% | | | | | | | | |
| | Cost of living | * | ↔ | 43% | | | | | | | | |
| | Vibrant downtown/commercial area | * | * | 30% | | | | | | | | |
| | Place to work | ↑ | ↔ | 59% | | | | | | | | |
| Business and services | ↔ | ↔ | 59% | | | | | | | | | |
| Recreation and Wellness | Fitness opportunities | * | ↔ | 77% | | | | | In very good to excellent health | * | * | 58% |
| | Recreational opportunities | ↑ | ↔ | 69% | | | | | Used Elk Grove public libraries | ↔ | ↓ | 56% |
| | Health care | ↑ | ↑ | 73% | | | | | Ate 5 portions of fruits and vegetables | * | * | 88% |
| | Food | ↔ | ↔ | 66% | | | | | Participated in moderate or vigorous physical activity | * | * | 79% |
| | Mental health care | * | * | 57% | | | | | | | | |
| | Health and wellness | * | * | 74% | | | | | | | | |
| | Preventive health services | ↑ | ↑ | 70% | | | | | | | | |
| Education and Enrichment | K-12 education | ↔ | ↔ | 78% | Public libraries | ↔ | ↔ | 79% | Participated in religious or spiritual activities | ↔ | ↔ | 45% |
| | Cultural/arts/music activities | ↔ | ↔ | 44% | Special events | * | ↔ | 59% | | | | |
| | Child care/preschool | ↑ | ↑ | 60% | | | | | | | | |
| | Religious or spiritual events and activities | ↔ | ↔ | 65% | | | | | | | | |
| | Adult education | * | * | 59% | | | | | | | | |
| | Overall education and enrichment | * | * | 67% | | | | | | | | |
| Community Engagement | Opportunities to participate in community matters | ↔ | ↔ | 54% | Public information | ↔ | ↔ | 64% | Talked to or visited with neighbors | ↔ | ↔ | 42% |
| | Opportunities to volunteer | ↔ | ↔ | 62% | Overall direction | ↑ | ↔ | 52% | Voted in local elections | ↔ | ↔ | 81% |
| | Sense of community | ↔ | ↔ | 66% | Value of services for taxes paid | ↔ | ↔ | 48% | Attended a local public meeting | ↔ | ↔ | 19% |
| | Openness and acceptance | ↔ | ↔ | 63% | Welcoming citizen involvement | ↑ | ↔ | 52% | Watched a local public meeting | ↔ | ↓ | 18% |
| | Social events and activities | ↔ | ↔ | 52% | Confidence in City government | * | ↔ | 49% | Volunteered | ↓ | ↓ | 32% |
| | Neighborhoodness | * | ↔ | 59% | Acting in the best interest of Elk Grove | * | * | 55% | Participated in a club | ↔ | ↔ | 21% |
| | | | | | Being honest | * | * | 53% | Done a favor for a neighbor | ↓ | ↓ | 82% |
| | | | | | Treating all residents fairly | * | * | 56% | Campaigned for an issue, cause or candidate | * | * | 20% |
| | | | | | | | | | Contacted Elk Grove elected officials | * | * | 13% |
| | | | | | | | | | Attended a City-sponsored event | * | * | 47% |
| | | | | | | | | Read or watched local news | * | * | 92% | |

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

The National Citizen Survey™

Elk Grove, CA

Technical Appendices

2013

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National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

International City/County Management Association
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

Appendix A: Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Responses excluding “don’t know”

Table 1: Question 1

| Please rate each of the following aspects of quality of life in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|--------|------|-------|------|-------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N |
| Elk Grove as a place to live | 35% | N= 93 | 53% | N= 141 | 12% | N= 31 | 0% | N= 1 | 100% | N= 267 |
| Your neighborhood as a place to live | 37% | N= 98 | 45% | N= 118 | 15% | N= 40 | 3% | N= 7 | 100% | N= 263 |
| Elk Grove as a place to raise children | 36% | N= 88 | 50% | N= 120 | 13% | N= 31 | 1% | N= 3 | 100% | N= 242 |
| Elk Grove as a place to work | 17% | N= 31 | 42% | N= 77 | 20% | N= 37 | 21% | N= 39 | 100% | N= 184 |
| Elk Grove as a place to visit | 19% | N= 46 | 27% | N= 66 | 33% | N= 82 | 22% | N= 54 | 100% | N= 248 |
| Elk Grove as a place to retire | 24% | N= 55 | 45% | N= 102 | 22% | N= 49 | 9% | N= 21 | 100% | N= 227 |
| The overall quality of life in Elk Grove | 26% | N= 69 | 55% | N= 143 | 18% | N= 47 | 1% | N= 3 | 100% | N= 262 |

Table 2: Question 2

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|--------|------|-------|------|-------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N |
| Overall feeling of safety in Elk Grove | 22% | N= 58 | 57% | N= 152 | 16% | N= 43 | 5% | N= 14 | 100% | N= 267 |
| Overall ease of getting to the places you usually have to visit | 23% | N= 62 | 52% | N= 137 | 18% | N= 48 | 7% | N= 18 | 100% | N= 265 |
| Quality of overall natural environment in Elk Grove | 26% | N= 68 | 51% | N= 134 | 20% | N= 52 | 4% | N= 9 | 100% | N= 263 |
| Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems) | 19% | N= 51 | 45% | N= 117 | 29% | N= 77 | 6% | N= 16 | 100% | N= 261 |
| Health and wellness opportunities in Elk Grove | 25% | N= 63 | 49% | N= 124 | 22% | N= 54 | 4% | N= 10 | 100% | N= 251 |
| Overall opportunities for education and enrichment | 20% | N= 51 | 46% | N= 117 | 27% | N= 69 | 6% | N= 15 | 100% | N= 251 |
| Overall economic health of Elk Grove | 17% | N= 40 | 45% | N= 105 | 31% | N= 71 | 6% | N= 15 | 100% | N= 231 |
| Sense of community | 21% | N= 55 | 45% | N= 116 | 24% | N= 62 | 10% | N= 26 | 100% | N= 259 |
| Overall image or reputation of Elk Grove | 21% | N= 56 | 52% | N= 137 | 22% | N= 58 | 4% | N= 12 | 100% | N= 262 |

Table 3: Question 3

| Please indicate how likely or unlikely you are to do each of the following: | Very likely | | Somewhat likely | | Somewhat unlikely | | Very unlikely | | Total | |
|---|-------------|--------|-----------------|-------|-------------------|-------|---------------|-------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N |
| Recommend living in Elk Grove to someone who asks | 52% | N= 137 | 36% | N= 96 | 6% | N= 16 | 6% | N= 15 | 100% | N= 264 |
| Remain in Elk Grove for the next five years | 59% | N= 151 | 28% | N= 72 | 6% | N= 16 | 7% | N= 18 | 100% | N= 258 |

Table 4: Question 4

| Please rate how safe or unsafe you feel: | Very safe | | Somewhat safe | | Neither safe nor unsafe | | Somewhat unsafe | | Very unsafe | | Total | |
|--|-----------|--------|---------------|-------|-------------------------|-------|-----------------|------|-------------|------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| In your neighborhood during the day | 58% | N= 154 | 35% | N= 93 | 3% | N= 9 | 3% | N= 7 | 1% | N= 4 | 100% | N= 267 |
| In Elk Grove's downtown/commercial area during the day | 47% | N= 114 | 36% | N= 88 | 13% | N= 31 | 3% | N= 7 | 1% | N= 3 | 100% | N= 242 |

Table 5: Question 5

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|-----------|-------|------|--------|------|-------|------|-------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N |
| Traffic flow on major streets | 6% | N= 16 | 42% | N= 112 | 35% | N= 93 | 18% | N= 48 | 100% | N= 268 |
| Ease of travel by car in Elk Grove | 14% | N= 37 | 44% | N= 115 | 31% | N= 82 | 12% | N= 30 | 100% | N= 263 |
| Ease of travel by public transportation in Elk Grove | 9% | N= 11 | 32% | N= 43 | 26% | N= 35 | 33% | N= 43 | 100% | N= 133 |
| Ease of travel by bicycle in Elk Grove | 18% | N= 35 | 39% | N= 75 | 31% | N= 58 | 12% | N= 23 | 100% | N= 191 |
| Ease of walking in Elk Grove | 26% | N= 65 | 45% | N= 113 | 20% | N= 50 | 9% | N= 23 | 100% | N= 251 |
| Availability of paths and walking trails | 32% | N= 78 | 40% | N= 98 | 19% | N= 46 | 8% | N= 19 | 100% | N= 242 |
| Air quality | 15% | N= 38 | 58% | N= 153 | 25% | N= 65 | 2% | N= 6 | 100% | N= 263 |
| Cleanliness of Elk Grove | 22% | N= 59 | 58% | N= 154 | 16% | N= 41 | 4% | N= 11 | 100% | N= 265 |
| Overall appearance of Elk Grove | 23% | N= 61 | 56% | N= 151 | 18% | N= 49 | 3% | N= 7 | 100% | N= 268 |
| Public places where people want to spend time | 17% | N= 44 | 41% | N= 104 | 29% | N= 74 | 13% | N= 33 | 100% | N= 255 |
| Variety of housing options | 17% | N= 43 | 45% | N= 114 | 32% | N= 80 | 6% | N= 14 | 100% | N= 252 |
| Availability of affordable quality housing | 14% | N= 30 | 36% | N= 77 | 40% | N= 87 | 10% | N= 21 | 100% | N= 216 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 30% | N= 78 | 46% | N= 120 | 18% | N= 46 | 6% | N= 15 | 100% | N= 259 |
| Recreational opportunities | 27% | N= 68 | 42% | N= 108 | 22% | N= 56 | 9% | N= 23 | 100% | N= 254 |
| Availability of affordable quality food | 29% | N= 76 | 37% | N= 98 | 30% | N= 80 | 4% | N= 11 | 100% | N= 266 |
| Availability of affordable quality health care | 27% | N= 65 | 46% | N= 111 | 21% | N= 51 | 7% | N= 16 | 100% | N= 242 |
| Availability of preventive health services | 29% | N= 62 | 42% | N= 92 | 24% | N= 52 | 6% | N= 12 | 100% | N= 218 |
| Availability of affordable quality mental health care | 25% | N= 32 | 32% | N= 40 | 28% | N= 35 | 15% | N= 19 | 100% | N= 126 |

Table 6: Question 6

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|-----------|-------|------|--------|------|--------|------|-------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N |
| Availability of affordable quality child care/preschool | 20% | N= 24 | 40% | N= 48 | 30% | N= 36 | 10% | N= 12 | 100% | N= 120 |
| K-12 education | 24% | N= 48 | 54% | N= 107 | 17% | N= 34 | 5% | N= 10 | 100% | N= 199 |
| Adult educational opportunities | 14% | N= 26 | 44% | N= 82 | 29% | N= 53 | 12% | N= 23 | 100% | N= 184 |
| Opportunities to attend cultural/arts/music activities | 12% | N= 27 | 32% | N= 71 | 41% | N= 91 | 16% | N= 35 | 100% | N= 224 |
| Opportunities to participate in religious or spiritual events and activities | 27% | N= 49 | 38% | N= 69 | 28% | N= 51 | 6% | N= 12 | 100% | N= 181 |
| Employment opportunities | 6% | N= 11 | 26% | N= 50 | 34% | N= 65 | 34% | N= 64 | 100% | N= 191 |
| Shopping opportunities | 17% | N= 43 | 34% | N= 88 | 32% | N= 84 | 17% | N= 45 | 100% | N= 259 |
| Cost of living in Elk Grove | 9% | N= 23 | 33% | N= 85 | 48% | N= 121 | 9% | N= 24 | 100% | N= 253 |
| Overall quality of business and service establishments in Elk Grove | 13% | N= 32 | 47% | N= 118 | 33% | N= 82 | 8% | N= 20 | 100% | N= 253 |
| Vibrant downtown/commercial area | 8% | N= 18 | 22% | N= 52 | 40% | N= 93 | 30% | N= 71 | 100% | N= 235 |
| Overall quality of new development in Elk Grove | 12% | N= 28 | 40% | N= 96 | 36% | N= 85 | 12% | N= 28 | 100% | N= 237 |
| Opportunities to participate in social events and activities | 12% | N= 26 | 40% | N= 87 | 35% | N= 76 | 13% | N= 28 | 100% | N= 216 |
| Opportunities to volunteer | 22% | N= 40 | 40% | N= 74 | 26% | N= 47 | 12% | N= 22 | 100% | N= 184 |
| Opportunities to participate in community matters | 15% | N= 31 | 39% | N= 82 | 32% | N= 66 | 14% | N= 28 | 100% | N= 207 |
| Openness and acceptance of the community toward people of diverse backgrounds | 18% | N= 37 | 45% | N= 94 | 30% | N= 62 | 8% | N= 16 | 100% | N= 208 |
| Neighborliness of Elk Grove | 16% | N= 40 | 43% | N= 105 | 30% | N= 75 | 11% | N= 26 | 100% | N= 246 |

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Table 7: Question 7

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|--|-----|--------|-----|--------|-------|--------|
| | % | N | % | N | % | N |
| Made efforts to conserve water | 11% | N= 28 | 89% | N= 235 | 100% | N= 263 |
| Made efforts to make your home more energy efficient | 21% | N= 55 | 79% | N= 207 | 100% | N= 263 |
| Observed a code violation or other hazard in Elk Grove | 60% | N= 156 | 40% | N= 105 | 100% | N= 261 |
| Household member was a victim of a crime in Elk Grove | 86% | N= 227 | 14% | N= 36 | 100% | N= 263 |
| Reported a crime to the police in Elk Grove | 74% | N= 194 | 26% | N= 68 | 100% | N= 262 |
| Stocked supplies in preparation for an emergency | 69% | N= 181 | 31% | N= 80 | 100% | N= 262 |
| Campaigned or advocated for an issue, cause or candidate | 80% | N= 210 | 20% | N= 53 | 100% | N= 262 |
| Contacted Elk Grove (in-person, phone, email or web) for help or information | 61% | N= 160 | 39% | N= 101 | 100% | N= 262 |
| Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion | 87% | N= 228 | 13% | N= 34 | 100% | N= 262 |

Table 8: Question 8

| In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Elk Grove? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|--------|-------------------|-------|----------------------|--------|------------|--------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N |
| Used Elk Grove public libraries or their services | 5% | N= 14 | 19% | N= 51 | 31% | N= 82 | 44% | N= 116 | 100% | N= 263 |
| Participated in religious or spiritual activities in Elk Grove | 11% | N= 27 | 23% | N= 58 | 12% | N= 32 | 55% | N= 141 | 100% | N= 259 |
| Attended a City-sponsored event | 1% | N= 3 | 3% | N= 9 | 42% | N= 107 | 53% | N= 137 | 100% | N= 256 |
| Used bus, rail, subway or other public transportation instead of driving | 7% | N= 17 | 3% | N= 7 | 8% | N= 20 | 83% | N= 212 | 100% | N= 256 |
| Carpooled with other adults or children instead of driving alone | 19% | N= 48 | 16% | N= 42 | 14% | N= 36 | 51% | N= 132 | 100% | N= 258 |
| Walked or biked instead of driving | 14% | N= 35 | 18% | N= 46 | 26% | N= 66 | 43% | N= 109 | 100% | N= 255 |
| Volunteered your time to some group/activity in Elk Grove | 7% | N= 17 | 8% | N= 22 | 17% | N= 42 | 68% | N= 174 | 100% | N= 255 |
| Participated in a club | 7% | N= 18 | 6% | N= 14 | 9% | N= 22 | 79% | N= 203 | 100% | N= 257 |
| Talked to or visited with your immediate neighbors | 42% | N= 109 | 27% | N= 68 | 24% | N= 62 | 7% | N= 19 | 100% | N= 258 |
| Done a favor for a neighbor | 25% | N= 64 | 23% | N= 59 | 34% | N= 88 | 18% | N= 48 | 100% | N= 258 |

Table 9: Question 9

| Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|------|-------------------|------|----------------------|-------|------------|--------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N |
| Attended a local public meeting | 0% | N= 1 | 2% | N= 5 | 16% | N= 43 | 81% | N= 211 | 100% | N= 260 |
| Watched (online or on television) a local public meeting | 1% | N= 1 | 2% | N= 6 | 15% | N= 39 | 82% | N= 214 | 100% | N= 260 |

Table 10: Question 10

| Please rate the quality of each of the following services in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|-----------|-------|------|--------|------|-------|------|-------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N |
| Police/Sheriff services | 25% | N= 58 | 46% | N= 105 | 25% | N= 57 | 4% | N= 10 | 100% | N= 230 |
| Crime prevention | 18% | N= 39 | 44% | N= 93 | 28% | N= 59 | 10% | N= 20 | 100% | N= 212 |
| Traffic enforcement | 18% | N= 41 | 45% | N= 106 | 24% | N= 56 | 14% | N= 33 | 100% | N= 236 |
| Street repair | 20% | N= 49 | 43% | N= 105 | 26% | N= 64 | 12% | N= 28 | 100% | N= 246 |
| Street cleaning | 19% | N= 48 | 47% | N= 115 | 23% | N= 58 | 10% | N= 26 | 100% | N= 246 |

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| Please rate the quality of each of the following services in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|--------|------|-------|------|-------|-------|--------|
| Street lighting | 15% | N= 39 | 56% | N= 144 | 20% | N= 50 | 8% | N= 21 | 100% | N= 254 |
| Sidewalk maintenance | 19% | N= 46 | 48% | N= 117 | 24% | N= 58 | 9% | N= 22 | 100% | N= 244 |
| Traffic signal timing | 14% | N= 34 | 37% | N= 94 | 32% | N= 80 | 18% | N= 46 | 100% | N= 254 |
| Bus or transit services | 9% | N= 11 | 47% | N= 59 | 25% | N= 31 | 20% | N= 25 | 100% | N= 126 |
| Garbage collection | 31% | N= 80 | 52% | N= 134 | 16% | N= 40 | 1% | N= 2 | 100% | N= 257 |
| Recycling | 31% | N= 81 | 53% | N= 136 | 14% | N= 36 | 2% | N= 5 | 100% | N= 259 |
| Yard waste pick-up | 31% | N= 74 | 49% | N= 118 | 17% | N= 41 | 4% | N= 9 | 100% | N= 242 |
| Storm drainage | 22% | N= 54 | 46% | N= 110 | 24% | N= 59 | 8% | N= 18 | 100% | N= 241 |
| Utility billing | 17% | N= 41 | 42% | N= 104 | 29% | N= 71 | 12% | N= 30 | 100% | N= 246 |
| Land use, planning and zoning | 12% | N= 24 | 41% | N= 79 | 29% | N= 56 | 18% | N= 35 | 100% | N= 194 |
| Code enforcement (weeds, abandoned buildings, etc.) | 11% | N= 21 | 36% | N= 70 | 33% | N= 65 | 20% | N= 39 | 100% | N= 196 |
| Animal control | 12% | N= 22 | 45% | N= 82 | 30% | N= 54 | 12% | N= 22 | 100% | N= 181 |
| Economic development | 9% | N= 16 | 38% | N= 73 | 38% | N= 72 | 15% | N= 29 | 100% | N= 190 |
| Public library services | 30% | N= 64 | 48% | N= 103 | 17% | N= 36 | 4% | N= 9 | 100% | N= 212 |
| Public information services | 17% | N= 31 | 47% | N= 85 | 28% | N= 52 | 8% | N= 14 | 100% | N= 183 |
| Cable television | 15% | N= 34 | 41% | N= 93 | 28% | N= 63 | 16% | N= 35 | 100% | N= 224 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 20% | N= 27 | 36% | N= 48 | 30% | N= 40 | 13% | N= 18 | 100% | N= 134 |
| Preservation of natural areas such as open space, farmlands and greenbelts | 18% | N= 38 | 43% | N= 94 | 27% | N= 59 | 12% | N= 27 | 100% | N= 219 |
| Elk Grove open space | 16% | N= 34 | 43% | N= 92 | 28% | N= 61 | 13% | N= 28 | 100% | N= 214 |
| City-sponsored special events | 15% | N= 29 | 44% | N= 82 | 31% | N= 58 | 10% | N= 19 | 100% | N= 189 |
| Overall customer service by Elk Grove employees (police, receptionists, planners, etc.) | 23% | N= 47 | 44% | N= 90 | 29% | N= 60 | 4% | N= 9 | 100% | N= 207 |

Table 11: Question 11

| Overall, how would you rate the quality of the services provided by each of the following? | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|--------|------|-------|------|-------|-------|--------|
| The City of Elk Grove | 21% | N= 47 | 49% | N= 111 | 27% | N= 61 | 4% | N= 8 | 100% | N= 226 |
| The Federal Government | 11% | N= 22 | 28% | N= 55 | 37% | N= 73 | 25% | N= 49 | 100% | N= 198 |

Table 12: Question 12

| Please rate the following categories of Elk Grove government performance: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|-----------|-------|------|-------|------|-------|------|-------|-------|--------|
| The value of services for the taxes paid to Elk Grove | 11% | N= 25 | 38% | N= 86 | 39% | N= 89 | 13% | N= 30 | 100% | N= 229 |
| The overall direction that Elk Grove is taking | 12% | N= 27 | 40% | N= 91 | 31% | N= 69 | 17% | N= 38 | 100% | N= 224 |
| The job Elk Grove government does at welcoming citizen involvement | 13% | N= 24 | 39% | N= 71 | 25% | N= 45 | 23% | N= 41 | 100% | N= 182 |
| Overall confidence in Elk Grove government | 12% | N= 26 | 37% | N= 80 | 32% | N= 69 | 19% | N= 40 | 100% | N= 216 |
| Generally acting in the best interest of the community | 13% | N= 29 | 42% | N= 90 | 28% | N= 61 | 17% | N= 37 | 100% | N= 217 |
| Being honest | 14% | N= 26 | 39% | N= 72 | 33% | N= 61 | 14% | N= 27 | 100% | N= 186 |
| Treating all residents fairly | 14% | N= 28 | 41% | N= 80 | 31% | N= 60 | 14% | N= 27 | 100% | N= 195 |

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Table 13: Question 13

| How often do you visit Old Town Elk Grove? | Percent | Number |
|--|---------|--------|
| A few times a week or more | 8% | N= 21 |
| 2-4 times a month | 14% | N= 36 |
| Once a month or less | 58% | N= 154 |
| Not at all | 20% | N= 53 |
| Total | 100% | N= 263 |

Table 14: Question 14

| How often, if at all, do you visit Old Town Elk Grove for each of the following? | Never | | Rarely | | Sometimes | | Frequently | | Not applicable | | Total | |
|--|-------|--------|--------|-------|-----------|-------|------------|-------|----------------|-------|-------|--------|
| Dining/nightlife/entertainment | 27% | N= 70 | 29% | N= 75 | 26% | N= 66 | 8% | N= 21 | 10% | N= 25 | 100% | N= 258 |
| Nails/hair/spa services | 46% | N= 119 | 16% | N= 40 | 16% | N= 40 | 10% | N= 27 | 12% | N= 31 | 100% | N= 258 |
| Boutique shopping | 43% | N= 112 | 24% | N= 61 | 15% | N= 38 | 8% | N= 20 | 10% | N= 27 | 100% | N= 258 |
| General shopping | 39% | N= 102 | 20% | N= 52 | 20% | N= 51 | 14% | N= 36 | 7% | N= 18 | 100% | N= 260 |
| Special events | 30% | N= 76 | 26% | N= 66 | 25% | N= 64 | 10% | N= 26 | 9% | N= 22 | 100% | N= 253 |
| Art gallery/art purchase | 57% | N= 146 | 17% | N= 45 | 10% | N= 26 | 5% | N= 12 | 10% | N= 27 | 100% | N= 255 |
| Real estate/accounting/banking/tax/legal services | 61% | N= 156 | 11% | N= 29 | 10% | N= 25 | 9% | N= 23 | 9% | N= 22 | 100% | N= 255 |
| Auto/home improvement services | 52% | N= 133 | 17% | N= 45 | 13% | N= 32 | 8% | N= 20 | 10% | N= 25 | 100% | N= 255 |
| Places of worship | 66% | N= 168 | 8% | N= 21 | 6% | N= 16 | 8% | N= 20 | 12% | N= 30 | 100% | N= 257 |
| Education or lessons (dancing, martial arts, etc.) | 68% | N= 174 | 11% | N= 28 | 4% | N= 11 | 4% | N= 10 | 13% | N= 32 | 100% | N= 256 |
| Business services | 55% | N= 142 | 16% | N= 41 | 16% | N= 41 | 3% | N= 8 | 10% | N= 26 | 100% | N= 259 |
| Other | 41% | N= 91 | 15% | N= 33 | 13% | N= 28 | 5% | N= 11 | 26% | N= 58 | 100% | N= 220 |

Table 15: Question 15

| What type of new development, if any, would you like to see in Old Town Elk Grove? (Please check all that apply.) | Percent | Number |
|---|---------|--------|
| Performing arts theater | 35% | N= 80 |
| Outdoor concert/special event venue | 47% | N= 109 |
| Activities or destinations for children and families | 46% | N= 105 |
| Movie theater | 33% | N= 77 |
| Seasonal ice rink | 43% | N= 99 |
| Plaza setting (benches, landscapes and promenade) | 40% | N= 92 |
| Community park | 27% | N= 63 |
| History center/displays | 27% | N= 62 |
| Museum | 30% | N= 68 |
| Boutique shopping | 24% | N= 56 |
| General shopping | 34% | N= 77 |
| Fine dining | 43% | N= 100 |
| Casual dining | 44% | N= 101 |
| Office space | 6% | N= 15 |
| Other | 8% | N= 17 |
| None | 4% | N= 9 |

Total may exceed 100% as respondents could select more than one option.

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Table 16: Question D1

| How often, if at all, do you do each of the following, considering all of the times you could? | Never | | Rarely | | Sometimes | | Usually | | Always | | Total | |
|--|-------|-------|--------|-------|-----------|-------|---------|--------|--------|--------|-------|--------|
| Recycle at home | 2% | N= 6 | 2% | N= 5 | 4% | N= 9 | 22% | N= 57 | 70% | N= 177 | 100% | N= 255 |
| Purchase goods or services from a business located in Elk Grove | 0% | N= 1 | 3% | N= 7 | 12% | N= 29 | 53% | N= 135 | 32% | N= 80 | 100% | N= 252 |
| Eat at least 5 portions of fruits and vegetables a day | 3% | N= 8 | 9% | N= 23 | 34% | N= 87 | 33% | N= 83 | 20% | N= 51 | 100% | N= 251 |
| Participate in moderate or vigorous physical activity | 3% | N= 9 | 18% | N= 45 | 25% | N= 63 | 34% | N= 86 | 19% | N= 49 | 100% | N= 252 |
| Read or watch local news (via television, paper, computer, etc.) | 2% | N= 5 | 6% | N= 16 | 24% | N= 62 | 27% | N= 70 | 40% | N= 104 | 100% | N= 257 |
| Vote in local elections | 15% | N= 37 | 4% | N= 11 | 11% | N= 28 | 14% | N= 36 | 56% | N= 142 | 100% | N= 253 |

Table 17: Question D2

| Would you say that in general your health is: | Percent | Number |
|---|---------|--------|
| Excellent | 17% | N= 45 |
| Very good | 41% | N= 106 |
| Good | 31% | N= 81 |
| Fair | 8% | N= 21 |
| Poor | 3% | N= 7 |
| Total | 100% | N= 260 |

Table 18: Question D3

| 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 | Percent | Number |
|---|---------|--------|
| Very positive | 6% | N= 15 |
| Somewhat positive | 24% | N= 62 |
| Neutral | 46% | N= 119 |
| Somewhat negative | 20% | N= 53 |
| Very negative | 4% | N= 9 |
| Total | 100% | N= 258 |

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Table 19: Question D4

| What is your employment status? | Percent | Number |
|---------------------------------------|---------|--------|
| Working full time for pay | 54% | N= 139 |
| Working part time for pay | 14% | N= 37 |
| Unemployed, looking for paid work | 7% | N= 18 |
| Unemployed, not looking for paid work | 5% | N= 14 |
| Fully retired | 19% | N= 49 |
| Total | 100% | N= 257 |

Table 20: Question D5

| Do you work inside the boundaries of Elk Grove? | Percent | Number |
|---|---------|--------|
| Yes, outside the home | 21% | N= 52 |
| Yes, from home | 8% | N= 19 |
| No | 72% | N= 179 |
| Total | 100% | N= 249 |

Table 21: Question D6

| How many years have you lived in Elk Grove? | Percent | Number |
|---|---------|--------|
| Less than 2 years | 11% | N= 28 |
| 2 to 5 years | 19% | N= 49 |
| 6 to 10 years | 25% | N= 65 |
| 11 to 20 years | 24% | N= 63 |
| More than 20 years | 21% | N= 53 |
| Total | 100% | N= 258 |

Table 22: Question D7

| Which best describes the building you live in? | Percent | Number |
|--|---------|--------|
| One family house detached from any other houses | 86% | N= 222 |
| Building with two or more homes (duplex, townhome, apartment or condominium) | 13% | N= 34 |
| Mobile home | 0% | N= 1 |
| Other | 1% | N= 2 |
| Total | 100% | N= 259 |

Table 23: Question D8

| Is this house, apartment or mobile home... | Percent | Number |
|--|---------|--------|
| Rented | 27% | N= 68 |
| Owned | 73% | N= 189 |
| Total | 100% | N= 257 |

Table 24: Question D9

| About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)? | Percent | Number |
|---|---------|--------|
| Less than \$300 per month | 7% | N= 19 |
| \$300 to \$599 per month | 3% | N= 7 |
| \$600 to \$999 per month | 14% | N= 34 |
| \$1,000 to \$1,499 per month | 28% | N= 71 |
| \$1,500 to \$2,499 per month | 36% | N= 91 |
| \$2,500 or more per month | 12% | N= 30 |
| Total | 100% | N= 251 |

Table 25: Question D10

| Do any children 17 or under live in your household? | Percent | Number |
|---|---------|--------|
| No | 57% | N= 146 |
| Yes | 43% | N= 112 |
| Total | 100% | N= 257 |

Table 26: Question D11

| Are you or any other members of your household aged 65 or older? | Percent | Number |
|--|---------|--------|
| No | 77% | N= 198 |
| Yes | 23% | N= 59 |
| Total | 100% | N= 256 |

Table 27: Question D12

| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent | Number |
|--|---------|--------|
| Less than \$25,000 | 17% | N= 44 |
| \$25,000 to \$49,999 | 17% | N= 43 |
| \$50,000 to \$99,999 | 29% | N= 73 |
| \$100,000 to \$149,999 | 24% | N= 60 |
| \$150,000 or more | 12% | N= 30 |
| Total | 100% | N= 249 |

Table 28: Question D13

| Are you Spanish, Hispanic or Latino? | Percent | Number |
|--|---------|--------|
| No, not Spanish, Hispanic or Latino | 88% | N= 225 |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 12% | N= 30 |
| Total | 100% | N= 254 |

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Table 29: Question D14

| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent | Number |
|---|---------|--------|
| American Indian or Alaskan Native | 3% | N= 9 |
| Asian, Asian Indian or Pacific Islander | 30% | N= 75 |
| Black or African American | 11% | N= 28 |
| White | 52% | N= 131 |
| Other | 10% | N= 25 |

Total may exceed 100% as respondents could select more than one option.

Table 30: Question D15

| In which category is your age? | Percent | Number |
|--------------------------------|---------|--------|
| 18 to 24 years | 5% | N= 12 |
| 25 to 34 years | 24% | N= 62 |
| 35 to 44 years | 17% | N= 43 |
| 45 to 54 years | 25% | N= 65 |
| 55 to 64 years | 14% | N= 36 |
| 65 to 74 years | 11% | N= 27 |
| 75 years or older | 3% | N= 9 |
| Total | 100% | N= 253 |

Table 31: Question D16

| What is your sex? | Percent | Number |
|-------------------|---------|--------|
| Female | 53% | N= 136 |
| Male | 47% | N= 121 |
| Total | 100% | N= 257 |

Table 32: Question D17

| Do you consider a cell phone or landline your primary telephone number? | Percent | Number |
|---|---------|--------|
| Cell | 49% | N= 124 |
| Land line | 22% | N= 56 |
| Both | 30% | N= 75 |
| Total | 100% | N= 255 |

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 33: Question 1

| Please rate each of the following aspects of quality of life in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|--------|------|-------|------|-------|------------|-------|-------|--------|
| Elk Grove as a place to live | 35% | N= 93 | 53% | N= 141 | 12% | N= 31 | 0% | N= 1 | 0% | N= 0 | 100% | N= 267 |
| Your neighborhood as a place to live | 37% | N= 98 | 45% | N= 118 | 15% | N= 40 | 3% | N= 7 | 0% | N= 1 | 100% | N= 264 |
| Elk Grove as a place to raise children | 33% | N= 88 | 45% | N= 120 | 12% | N= 31 | 1% | N= 3 | 9% | N= 23 | 100% | N= 265 |
| Elk Grove as a place to work | 12% | N= 31 | 29% | N= 77 | 14% | N= 37 | 15% | N= 39 | 30% | N= 77 | 100% | N= 261 |
| Elk Grove as a place to visit | 17% | N= 46 | 25% | N= 66 | 31% | N= 82 | 20% | N= 54 | 6% | N= 16 | 100% | N= 263 |
| Elk Grove as a place to retire | 21% | N= 55 | 40% | N= 102 | 19% | N= 49 | 8% | N= 21 | 12% | N= 31 | 100% | N= 258 |
| The overall quality of life in Elk Grove | 26% | N= 69 | 54% | N= 143 | 18% | N= 47 | 1% | N= 3 | 1% | N= 1 | 100% | N= 264 |

Table 34: Question 2

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|--------|------|-------|------|-------|------------|-------|-------|--------|
| Overall feeling of safety in Elk Grove | 22% | N= 58 | 57% | N= 152 | 16% | N= 43 | 5% | N= 14 | 0% | N= 0 | 100% | N= 267 |
| Overall ease of getting to the places you usually have to visit | 23% | N= 62 | 52% | N= 137 | 18% | N= 48 | 7% | N= 18 | 0% | N= 0 | 100% | N= 265 |
| Quality of overall natural environment in Elk Grove | 26% | N= 68 | 50% | N= 134 | 19% | N= 52 | 4% | N= 9 | 1% | N= 3 | 100% | N= 266 |
| Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems) | 19% | N= 51 | 44% | N= 117 | 29% | N= 77 | 6% | N= 16 | 2% | N= 4 | 100% | N= 265 |
| Health and wellness opportunities in Elk Grove | 24% | N= 63 | 47% | N= 124 | 20% | N= 54 | 4% | N= 10 | 5% | N= 14 | 100% | N= 266 |
| Overall opportunities for education and enrichment | 19% | N= 51 | 44% | N= 117 | 26% | N= 69 | 6% | N= 15 | 5% | N= 13 | 100% | N= 264 |
| Overall economic health of Elk Grove | 15% | N= 40 | 39% | N= 105 | 27% | N= 71 | 6% | N= 15 | 13% | N= 34 | 100% | N= 265 |
| Sense of community | 21% | N= 55 | 44% | N= 116 | 23% | N= 62 | 10% | N= 26 | 2% | N= 5 | 100% | N= 263 |
| Overall image or reputation of Elk Grove | 21% | N= 56 | 51% | N= 137 | 22% | N= 58 | 4% | N= 12 | 2% | N= 5 | 100% | N= 267 |

Table 35: Question 3

| Please indicate how likely or unlikely you are to do each of the following: | Very likely | | Somewhat likely | | Somewhat unlikely | | Very unlikely | | Don't know | | Total | |
|---|-------------|--------|-----------------|-------|-------------------|-------|---------------|-------|------------|------|-------|--------|
| Recommend living in Elk Grove to someone who asks | 52% | N= 137 | 36% | N= 96 | 6% | N= 16 | 6% | N= 15 | 1% | N= 2 | 100% | N= 265 |
| Remain in Elk Grove for the next five years | 57% | N= 151 | 27% | N= 72 | 6% | N= 16 | 7% | N= 18 | 3% | N= 8 | 100% | N= 266 |

Table 36: Question 4

| Please rate how safe or unsafe you feel: | Very safe | | Somewhat safe | | Neither safe nor unsafe | | Somewhat unsafe | | Very unsafe | | Don't know | | Total | |
|--|-----------|--------|---------------|-------|-------------------------|-------|-----------------|------|-------------|------|------------|-------|-------|--------|
| In your neighborhood during the day | 58% | N= 154 | 35% | N= 93 | 3% | N= 9 | 3% | N= 7 | 1% | N= 4 | 0% | N= 0 | 100% | N= 267 |
| In Elk Grove's downtown/commercial area during the day | 43% | N= 114 | 33% | N= 88 | 12% | N= 31 | 3% | N= 7 | 1% | N= 3 | 8% | N= 22 | 100% | N= 264 |

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Table 37: Question 5

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|-------|------|--------|------|-------|------|-------|------------|--------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Traffic flow on major streets | 6% | N= 16 | 42% | N= 112 | 35% | N= 93 | 18% | N= 48 | 0% | N= 0 | 100% | N= 268 |
| Ease of travel by car in Elk Grove | 14% | N= 37 | 43% | N= 115 | 31% | N= 82 | 11% | N= 30 | 1% | N= 3 | 100% | N= 266 |
| Ease of travel by public transportation in Elk Grove | 4% | N= 11 | 16% | N= 43 | 13% | N= 35 | 17% | N= 43 | 49% | N= 129 | 100% | N= 262 |
| Ease of travel by bicycle in Elk Grove | 13% | N= 35 | 28% | N= 75 | 22% | N= 58 | 9% | N= 23 | 27% | N= 71 | 100% | N= 262 |
| Ease of walking in Elk Grove | 24% | N= 65 | 43% | N= 113 | 19% | N= 50 | 8% | N= 23 | 6% | N= 15 | 100% | N= 266 |
| Availability of paths and walking trails | 30% | N= 78 | 37% | N= 98 | 18% | N= 46 | 7% | N= 19 | 9% | N= 23 | 100% | N= 265 |
| Air quality | 14% | N= 38 | 57% | N= 153 | 24% | N= 65 | 2% | N= 6 | 2% | N= 5 | 100% | N= 268 |
| Cleanliness of Elk Grove | 22% | N= 59 | 58% | N= 154 | 15% | N= 41 | 4% | N= 11 | 0% | N= 1 | 100% | N= 266 |
| Overall appearance of Elk Grove | 23% | N= 61 | 56% | N= 151 | 18% | N= 49 | 3% | N= 7 | 0% | N= 1 | 100% | N= 268 |
| Public places where people want to spend time | 17% | N= 44 | 39% | N= 104 | 28% | N= 74 | 12% | N= 33 | 4% | N= 11 | 100% | N= 267 |
| Variety of housing options | 16% | N= 43 | 43% | N= 114 | 30% | N= 80 | 5% | N= 14 | 5% | N= 14 | 100% | N= 266 |
| Availability of affordable quality housing | 11% | N= 30 | 29% | N= 77 | 33% | N= 87 | 8% | N= 21 | 19% | N= 49 | 100% | N= 266 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 29% | N= 78 | 45% | N= 120 | 17% | N= 46 | 5% | N= 15 | 4% | N= 10 | 100% | N= 268 |
| Recreational opportunities | 25% | N= 68 | 40% | N= 108 | 21% | N= 56 | 8% | N= 23 | 5% | N= 13 | 100% | N= 267 |
| Availability of affordable quality food | 29% | N= 76 | 37% | N= 98 | 30% | N= 80 | 4% | N= 11 | 1% | N= 2 | 100% | N= 268 |
| Availability of affordable quality health care | 24% | N= 65 | 41% | N= 111 | 19% | N= 51 | 6% | N= 16 | 10% | N= 26 | 100% | N= 267 |
| Availability of preventive health services | 23% | N= 62 | 34% | N= 92 | 20% | N= 52 | 5% | N= 12 | 18% | N= 48 | 100% | N= 266 |
| Availability of affordable quality mental health care | 12% | N= 32 | 15% | N= 40 | 13% | N= 35 | 7% | N= 19 | 53% | N= 141 | 100% | N= 267 |

Table 38: Question 6

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|-------|------|--------|------|--------|------|-------|------------|--------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Availability of affordable quality child care/preschool | 9% | N= 24 | 18% | N= 48 | 14% | N= 36 | 5% | N= 12 | 54% | N= 142 | 100% | N= 262 |
| K-12 education | 19% | N= 48 | 41% | N= 107 | 13% | N= 34 | 4% | N= 10 | 23% | N= 60 | 100% | N= 258 |
| Adult educational opportunities | 10% | N= 26 | 32% | N= 82 | 21% | N= 53 | 9% | N= 23 | 29% | N= 75 | 100% | N= 259 |
| Opportunities to attend cultural/arts/music activities | 10% | N= 27 | 27% | N= 71 | 35% | N= 91 | 14% | N= 35 | 14% | N= 36 | 100% | N= 260 |
| Opportunities to participate in religious or spiritual events and activities | 19% | N= 49 | 26% | N= 69 | 19% | N= 51 | 4% | N= 12 | 31% | N= 82 | 100% | N= 263 |
| Employment opportunities | 4% | N= 11 | 19% | N= 50 | 25% | N= 65 | 25% | N= 64 | 26% | N= 68 | 100% | N= 259 |
| Shopping opportunities | 17% | N= 43 | 34% | N= 88 | 32% | N= 84 | 17% | N= 45 | 0% | N= 1 | 100% | N= 260 |
| Cost of living in Elk Grove | 9% | N= 23 | 33% | N= 85 | 47% | N= 121 | 9% | N= 24 | 1% | N= 3 | 100% | N= 256 |
| Overall quality of business and service establishments in Elk Grove | 12% | N= 32 | 45% | N= 118 | 31% | N= 82 | 8% | N= 20 | 4% | N= 10 | 100% | N= 262 |
| Vibrant downtown/commercial area | 7% | N= 18 | 20% | N= 52 | 36% | N= 93 | 27% | N= 71 | 9% | N= 25 | 100% | N= 259 |
| Overall quality of new development in Elk Grove | 11% | N= 28 | 37% | N= 96 | 33% | N= 85 | 11% | N= 28 | 8% | N= 22 | 100% | N= 259 |
| Opportunities to participate in social events and activities | 10% | N= 26 | 33% | N= 87 | 29% | N= 76 | 11% | N= 28 | 17% | N= 45 | 100% | N= 261 |
| Opportunities to volunteer | 15% | N= 40 | 28% | N= 74 | 18% | N= 47 | 8% | N= 22 | 29% | N= 77 | 100% | N= 261 |
| Opportunities to participate in community matters | 12% | N= 31 | 31% | N= 82 | 25% | N= 66 | 11% | N= 28 | 21% | N= 54 | 100% | N= 262 |
| Openness and acceptance of the community toward people of diverse backgrounds | 14% | N= 37 | 36% | N= 94 | 24% | N= 62 | 6% | N= 16 | 20% | N= 53 | 100% | N= 261 |
| Neighborliness of Elk Grove | 16% | N= 40 | 41% | N= 105 | 29% | N= 75 | 10% | N= 26 | 5% | N= 12 | 100% | N= 258 |

Table 39: Question 7

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|--|-----|--------|-----|--------|-------|--------|
| | % | N | % | N | % | N |
| Made efforts to conserve water | 11% | N= 28 | 89% | N= 235 | 100% | N= 263 |
| Made efforts to make your home more energy efficient | 21% | N= 55 | 79% | N= 207 | 100% | N= 263 |
| Observed a code violation or other hazard in Elk Grove | 60% | N= 156 | 40% | N= 105 | 100% | N= 261 |
| Household member was a victim of a crime in Elk Grove | 86% | N= 227 | 14% | N= 36 | 100% | N= 263 |
| Reported a crime to the police in Elk Grove | 74% | N= 194 | 26% | N= 68 | 100% | N= 262 |
| Stocked supplies in preparation for an emergency | 69% | N= 181 | 31% | N= 80 | 100% | N= 262 |
| Campaigned or advocated for an issue, cause or candidate | 80% | N= 210 | 20% | N= 53 | 100% | N= 262 |
| Contacted Elk Grove (in-person, phone, email or web) for help or information | 61% | N= 160 | 39% | N= 101 | 100% | N= 262 |
| Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion | 87% | N= 228 | 13% | N= 34 | 100% | N= 262 |

Table 40: Question 8

| In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Elk Grove? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|--------|-------------------|-------|----------------------|--------|------------|--------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N |
| Used Elk Grove public libraries or their services | 5% | N= 14 | 19% | N= 51 | 31% | N= 82 | 44% | N= 116 | 100% | N= 263 |
| Participated in religious or spiritual activities in Elk Grove | 11% | N= 27 | 23% | N= 58 | 12% | N= 32 | 55% | N= 141 | 100% | N= 259 |
| Attended a City-sponsored event | 1% | N= 3 | 3% | N= 9 | 42% | N= 107 | 53% | N= 137 | 100% | N= 256 |
| Used bus, rail, subway or other public transportation instead of driving | 7% | N= 17 | 3% | N= 7 | 8% | N= 20 | 83% | N= 212 | 100% | N= 256 |
| Carpooled with other adults or children instead of driving alone | 19% | N= 48 | 16% | N= 42 | 14% | N= 36 | 51% | N= 132 | 100% | N= 258 |
| Walked or biked instead of driving | 14% | N= 35 | 18% | N= 46 | 26% | N= 66 | 43% | N= 109 | 100% | N= 255 |
| Volunteered your time to some group/activity in Elk Grove | 7% | N= 17 | 8% | N= 22 | 17% | N= 42 | 68% | N= 174 | 100% | N= 255 |
| Participated in a club | 7% | N= 18 | 6% | N= 14 | 9% | N= 22 | 79% | N= 203 | 100% | N= 257 |
| Talked to or visited with your immediate neighbors | 42% | N= 109 | 27% | N= 68 | 24% | N= 62 | 7% | N= 19 | 100% | N= 258 |
| Done a favor for a neighbor | 25% | N= 64 | 23% | N= 59 | 34% | N= 88 | 18% | N= 48 | 100% | N= 258 |

Table 41: Question 9

| Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|------|-------------------|------|----------------------|-------|------------|--------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N |
| Attended a local public meeting | 0% | N= 1 | 2% | N= 5 | 16% | N= 43 | 81% | N= 211 | 100% | N= 260 |
| Watched (online or on television) a local public meeting | 1% | N= 1 | 2% | N= 6 | 15% | N= 39 | 82% | N= 214 | 100% | N= 260 |

Table 42: Question 10

| Please rate the quality of each of the following services in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|-------|------|--------|------|-------|------|-------|------------|-------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Police/Sheriff services | 22% | N= 58 | 40% | N= 105 | 22% | N= 57 | 4% | N= 10 | 12% | N= 32 | 100% | N= 263 |
| Crime prevention | 15% | N= 39 | 36% | N= 93 | 23% | N= 59 | 8% | N= 20 | 18% | N= 47 | 100% | N= 259 |
| Traffic enforcement | 16% | N= 41 | 41% | N= 106 | 22% | N= 56 | 13% | N= 33 | 9% | N= 23 | 100% | N= 260 |

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| Please rate the quality of each of the following services in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|--------|------|-------|------|-------|------------|--------|-------|--------|
| Street repair | 19% | N= 49 | 40% | N= 105 | 24% | N= 64 | 11% | N= 28 | 6% | N= 16 | 100% | N= 261 |
| Street cleaning | 18% | N= 48 | 44% | N= 115 | 22% | N= 58 | 10% | N= 26 | 6% | N= 16 | 100% | N= 262 |
| Street lighting | 15% | N= 39 | 55% | N= 144 | 19% | N= 50 | 8% | N= 21 | 3% | N= 7 | 100% | N= 261 |
| Sidewalk maintenance | 17% | N= 46 | 45% | N= 117 | 22% | N= 58 | 9% | N= 22 | 7% | N= 18 | 100% | N= 261 |
| Traffic signal timing | 13% | N= 34 | 36% | N= 94 | 31% | N= 80 | 18% | N= 46 | 2% | N= 5 | 100% | N= 260 |
| Bus or transit services | 4% | N= 11 | 23% | N= 59 | 12% | N= 31 | 9% | N= 25 | 52% | N= 134 | 100% | N= 259 |
| Garbage collection | 31% | N= 80 | 52% | N= 134 | 16% | N= 40 | 1% | N= 2 | 1% | N= 2 | 100% | N= 258 |
| Recycling | 31% | N= 81 | 52% | N= 136 | 14% | N= 36 | 2% | N= 5 | 1% | N= 3 | 100% | N= 262 |
| Yard waste pick-up | 29% | N= 74 | 46% | N= 118 | 16% | N= 41 | 3% | N= 9 | 7% | N= 17 | 100% | N= 260 |
| Storm drainage | 21% | N= 54 | 42% | N= 110 | 23% | N= 59 | 7% | N= 18 | 7% | N= 19 | 100% | N= 260 |
| Utility billing | 16% | N= 41 | 40% | N= 104 | 27% | N= 71 | 11% | N= 30 | 5% | N= 14 | 100% | N= 260 |
| Land use, planning and zoning | 9% | N= 24 | 30% | N= 79 | 22% | N= 56 | 13% | N= 35 | 26% | N= 67 | 100% | N= 260 |
| Code enforcement (weeds, abandoned buildings, etc.) | 8% | N= 21 | 27% | N= 70 | 25% | N= 65 | 15% | N= 39 | 24% | N= 63 | 100% | N= 258 |
| Animal control | 9% | N= 22 | 32% | N= 82 | 21% | N= 54 | 9% | N= 22 | 30% | N= 77 | 100% | N= 258 |
| Economic development | 6% | N= 16 | 28% | N= 73 | 28% | N= 72 | 11% | N= 29 | 26% | N= 66 | 100% | N= 256 |
| Public library services | 25% | N= 64 | 39% | N= 103 | 14% | N= 36 | 3% | N= 9 | 19% | N= 48 | 100% | N= 261 |
| Public information services | 12% | N= 31 | 34% | N= 85 | 20% | N= 52 | 6% | N= 14 | 28% | N= 72 | 100% | N= 255 |
| Cable television | 13% | N= 34 | 36% | N= 93 | 24% | N= 63 | 14% | N= 35 | 14% | N= 36 | 100% | N= 260 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 10% | N= 27 | 19% | N= 48 | 15% | N= 40 | 7% | N= 18 | 48% | N= 126 | 100% | N= 259 |
| Preservation of natural areas such as open space, farmlands and greenbelts | 15% | N= 38 | 37% | N= 94 | 23% | N= 59 | 10% | N= 27 | 15% | N= 39 | 100% | N= 258 |
| Elk Grove open space | 13% | N= 34 | 36% | N= 92 | 24% | N= 61 | 11% | N= 28 | 16% | N= 40 | 100% | N= 254 |
| City-sponsored special events | 12% | N= 29 | 32% | N= 82 | 23% | N= 58 | 7% | N= 19 | 25% | N= 65 | 100% | N= 253 |
| Overall customer service by Elk Grove employees (police, receptionists, planners, etc.) | 18% | N= 47 | 35% | N= 90 | 24% | N= 60 | 4% | N= 9 | 19% | N= 49 | 100% | N= 256 |

Table 43: Question 11

| Overall, how would you rate the quality of the services provided by each of the following? | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|--------|------|-------|------|-------|------------|-------|-------|--------|
| The City of Elk Grove | 18% | N= 47 | 43% | N= 111 | 24% | N= 61 | 3% | N= 8 | 11% | N= 29 | 100% | N= 255 |
| The Federal Government | 9% | N= 22 | 22% | N= 55 | 29% | N= 73 | 19% | N= 49 | 22% | N= 56 | 100% | N= 254 |

Table 44: Question 12

| Please rate the following categories of Elk Grove government performance: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|-------|------|-------|------|-------|------|-------|------------|-------|-------|--------|
| The value of services for the taxes paid to Elk Grove | 9% | N= 25 | 33% | N= 86 | 34% | N= 89 | 11% | N= 30 | 12% | N= 32 | 100% | N= 261 |
| The overall direction that Elk Grove is taking | 10% | N= 27 | 35% | N= 91 | 27% | N= 69 | 15% | N= 38 | 12% | N= 32 | 100% | N= 256 |
| The job Elk Grove government does at welcoming citizen involvement | 9% | N= 24 | 27% | N= 71 | 17% | N= 45 | 16% | N= 41 | 30% | N= 77 | 100% | N= 259 |
| Overall confidence in Elk Grove government | 10% | N= 26 | 31% | N= 80 | 27% | N= 69 | 15% | N= 40 | 17% | N= 43 | 100% | N= 259 |
| Generally acting in the best interest of the community | 11% | N= 29 | 35% | N= 90 | 23% | N= 61 | 14% | N= 37 | 17% | N= 44 | 100% | N= 261 |
| Being honest | 10% | N= 26 | 28% | N= 72 | 24% | N= 61 | 10% | N= 27 | 28% | N= 73 | 100% | N= 259 |
| Treating all residents fairly | 11% | N= 28 | 31% | N= 80 | 23% | N= 60 | 10% | N= 27 | 25% | N= 65 | 100% | N= 260 |

Table 45: Question 13

| How often do you visit Old Town Elk Grove? | Percent | Number |
|--|---------|--------|
| A few times a week or more | 8% | N= 21 |
| 2-4 times a month | 14% | N= 36 |
| Once a month or less | 58% | N= 154 |
| Not at all | 20% | N= 53 |
| Don't know | 1% | N= 3 |
| Total | 100% | N= 267 |

Table 46: Question 14

| How often, if at all, do you visit Old Town Elk Grove for each of the following? | Never | | Rarely | | Sometimes | | Frequently | | Not applicable | | Total | |
|--|-------|--------|--------|-------|-----------|-------|------------|-------|----------------|-------|-------|--------|
| Dining/nightlife/entertainment | 27% | N= 70 | 29% | N= 75 | 26% | N= 66 | 8% | N= 21 | 10% | N= 25 | 100% | N= 258 |
| Nails/hair/spa services | 46% | N= 119 | 16% | N= 40 | 16% | N= 40 | 10% | N= 27 | 12% | N= 31 | 100% | N= 258 |
| Boutique shopping | 43% | N= 112 | 24% | N= 61 | 15% | N= 38 | 8% | N= 20 | 10% | N= 27 | 100% | N= 258 |
| General shopping | 39% | N= 102 | 20% | N= 52 | 20% | N= 51 | 14% | N= 36 | 7% | N= 18 | 100% | N= 260 |
| Special events | 30% | N= 76 | 26% | N= 66 | 25% | N= 64 | 10% | N= 26 | 9% | N= 22 | 100% | N= 253 |
| Art gallery/art purchase | 57% | N= 146 | 17% | N= 45 | 10% | N= 26 | 5% | N= 12 | 10% | N= 27 | 100% | N= 255 |
| Real estate/accounting/banking/tax/legal services | 61% | N= 156 | 11% | N= 29 | 10% | N= 25 | 9% | N= 23 | 9% | N= 22 | 100% | N= 255 |
| Auto/home improvement services | 52% | N= 133 | 17% | N= 45 | 13% | N= 32 | 8% | N= 20 | 10% | N= 25 | 100% | N= 255 |
| Places of worship | 66% | N= 168 | 8% | N= 21 | 6% | N= 16 | 8% | N= 20 | 12% | N= 30 | 100% | N= 257 |
| Education or lessons (dancing, martial arts, etc.) | 68% | N= 174 | 11% | N= 28 | 4% | N= 11 | 4% | N= 10 | 13% | N= 32 | 100% | N= 256 |
| Business services | 55% | N= 142 | 16% | N= 41 | 16% | N= 41 | 3% | N= 8 | 10% | N= 26 | 100% | N= 259 |
| Other | 41% | N= 91 | 15% | N= 33 | 13% | N= 28 | 5% | N= 11 | 26% | N= 58 | 100% | N= 220 |

Table 47: Question 15

| What type of new development, if any, would you like to see in Old Town Elk Grove? (Please check all that apply.) | Percent | Number |
|---|---------|--------|
| Performing arts theater | 31% | N= 80 |
| Outdoor concert/special event venue | 42% | N= 109 |
| Activities or destinations for children and families | 41% | N= 105 |
| Movie theater | 30% | N= 77 |
| Seasonal ice rink | 39% | N= 99 |
| Plaza setting (benches, landscapes and promenade) | 36% | N= 92 |
| Community park | 25% | N= 63 |
| History center/displays | 24% | N= 62 |
| Museum | 27% | N= 68 |
| Boutique shopping | 22% | N= 56 |
| General shopping | 30% | N= 77 |
| Fine dining | 39% | N= 100 |
| Casual dining | 39% | N= 101 |
| Office space | 6% | N= 15 |
| Other | 7% | N= 17 |
| None | 4% | N= 9 |
| Don't know | 12% | N= 31 |

Total may exceed 100% as respondents could select more than one option.

Table 48: Question D1

| How often, if at all, do you do each of the following, considering all of the times you could? | Never | | Rarely | | Sometimes | | Usually | | Always | | Total | |
|--|-------|-------|--------|-------|-----------|-------|---------|--------|--------|--------|-------|--------|
| Recycle at home | 2% | N= 6 | 2% | N= 5 | 4% | N= 9 | 22% | N= 57 | 70% | N= 177 | 100% | N= 255 |
| Purchase goods or services from a business located in Elk Grove | 0% | N= 1 | 3% | N= 7 | 12% | N= 29 | 53% | N= 135 | 32% | N= 80 | 100% | N= 252 |
| Eat at least 5 portions of fruits and vegetables a day | 3% | N= 8 | 9% | N= 23 | 34% | N= 87 | 33% | N= 83 | 20% | N= 51 | 100% | N= 251 |
| Participate in moderate or vigorous physical activity | 3% | N= 9 | 18% | N= 45 | 25% | N= 63 | 34% | N= 86 | 19% | N= 49 | 100% | N= 252 |
| Read or watch local news (via television, paper, computer, etc.) | 2% | N= 5 | 6% | N= 16 | 24% | N= 62 | 27% | N= 70 | 40% | N= 104 | 100% | N= 257 |
| Vote in local elections | 15% | N= 37 | 4% | N= 11 | 11% | N= 28 | 14% | N= 36 | 56% | N= 142 | 100% | N= 253 |

Table 49: Question D2

| Would you say that in general your health is: | Percent | Number |
|---|---------|--------|
| Excellent | 17% | N= 45 |
| Very good | 41% | N= 106 |
| Good | 31% | N= 81 |
| Fair | 8% | N= 21 |
| Poor | 3% | N= 7 |
| Total | 100% | N= 260 |

Table 50: Question D3

| 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 | Percent | Number |
|---|---------|--------|
| Very positive | 6% | N= 15 |
| Somewhat positive | 24% | N= 62 |
| Neutral | 46% | N= 119 |
| Somewhat negative | 20% | N= 53 |
| Very negative | 4% | N= 9 |
| Total | 100% | N= 258 |

Table 51: Question D4

| What is your employment status? | Percent | Number |
|---------------------------------------|---------|--------|
| Working full time for pay | 54% | N= 139 |
| Working part time for pay | 14% | N= 37 |
| Unemployed, looking for paid work | 7% | N= 18 |
| Unemployed, not looking for paid work | 5% | N= 14 |
| Fully retired | 19% | N= 49 |
| Total | 100% | N= 257 |

Table 52: Question D5

| Do you work inside the boundaries of Elk Grove? | Percent | Number |
|---|---------|--------|
| Yes, outside the home | 21% | N= 52 |
| Yes, from home | 8% | N= 19 |
| No | 72% | N= 179 |
| Total | 100% | N= 249 |

Table 53: Question D6

| How many years have you lived in Elk Grove? | Percent | Number |
|---|---------|--------|
| Less than 2 years | 11% | N= 28 |
| 2 to 5 years | 19% | N= 49 |
| 6 to 10 years | 25% | N= 65 |
| 11 to 20 years | 24% | N= 63 |
| More than 20 years | 21% | N= 53 |
| Total | 100% | N= 258 |

Table 54: Question D7

| Which best describes the building you live in? | Percent | Number |
|--|---------|--------|
| One family house detached from any other houses | 86% | N= 222 |
| Building with two or more homes (duplex, townhome, apartment or condominium) | 13% | N= 34 |
| Mobile home | 0% | N= 1 |
| Other | 1% | N= 2 |
| Total | 100% | N= 259 |

Table 55: Question D8

| Is this house, apartment or mobile home... | Percent | Number |
|--|---------|--------|
| Rented | 27% | N= 68 |
| Owned | 73% | N= 189 |
| Total | 100% | N= 257 |

Table 56: Question D9

| About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)? | Percent | Number |
|---|---------|--------|
| Less than \$300 per month | 7% | N= 19 |
| \$300 to \$599 per month | 3% | N= 7 |
| \$600 to \$999 per month | 14% | N= 34 |
| \$1,000 to \$1,499 per month | 28% | N= 71 |
| \$1,500 to \$2,499 per month | 36% | N= 91 |
| \$2,500 or more per month | 12% | N= 30 |
| Total | 100% | N= 251 |

Table 57: Question D10

| Do any children 17 or under live in your household? | Percent | Number |
|---|---------|--------|
| No | 57% | N= 146 |
| Yes | 43% | N= 112 |
| Total | 100% | N= 257 |

Table 58: Question D11

| Are you or any other members of your household aged 65 or older? | Percent | Number |
|--|---------|--------|
| No | 77% | N= 198 |
| Yes | 23% | N= 59 |
| Total | 100% | N= 256 |

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Table 59: Question D12

| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent | Number |
|--|---------|--------|
| Less than \$25,000 | 17% | N= 44 |
| \$25,000 to \$49,999 | 17% | N= 43 |
| \$50,000 to \$99,999 | 29% | N= 73 |
| \$100,000 to \$149,999 | 24% | N= 60 |
| \$150,000 or more | 12% | N= 30 |
| Total | 100% | N= 249 |

Table 60: Question D13

| Are you Spanish, Hispanic or Latino? | Percent | Number |
|--|---------|--------|
| No, not Spanish, Hispanic or Latino | 88% | N= 225 |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 12% | N= 30 |
| Total | 100% | N= 254 |

Table 61: Question D14

| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent | Number |
|---|---------|--------|
| American Indian or Alaskan Native | 3% | N= 9 |
| Asian, Asian Indian or Pacific Islander | 30% | N= 75 |
| Black or African American | 11% | N= 28 |
| White | 52% | N= 131 |
| Other | 10% | N= 25 |

Total may exceed 100% as respondents could select more than one option.

Table 62: Question D15

| In which category is your age? | Percent | Number |
|--------------------------------|---------|--------|
| 18 to 24 years | 5% | N= 12 |
| 25 to 34 years | 24% | N= 62 |
| 35 to 44 years | 17% | N= 43 |
| 45 to 54 years | 25% | N= 65 |
| 55 to 64 years | 14% | N= 36 |
| 65 to 74 years | 11% | N= 27 |
| 75 years or older | 3% | N= 9 |
| Total | 100% | N= 253 |

Table 63: Question D16

| What is your sex? | Percent | Number |
|-------------------|---------|--------|
| Female | 53% | N= 136 |
| Male | 47% | N= 121 |
| Total | 100% | N= 257 |

Table 64: Question D17

| Do you consider a cell phone or landline your primary telephone number? | Percent | Number |
|---|---------|--------|
| Cell | 49% | N= 124 |
| Land line | 22% | N= 56 |
| Both | 30% | N= 75 |
| Total | 100% | N= 255 |

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from approximately 500 communities whose residents evaluated the same kinds of topics on The NCS. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Elk Grove chose to have comparisons made to the entire database a subset of similar jurisdictions from the database (select California cities).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Elk Grove’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/ participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Elk Grove’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Elk Grove’s rating to the benchmark.

In that final column, Elk Grove’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Elk Grove residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

| Benchmark Database Characteristics | |
|------------------------------------|---------|
| Region | Percent |
| New England | 3% |
| Middle Atlantic | 5% |
| East North Central | 15% |
| West North Central | 13% |
| South Atlantic | 22% |
| East South Central | 3% |
| West South Central | 7% |
| Mountain | 16% |
| Pacific | 16% |
| Population | Percent |
| Less than 10,000 | 10% |
| 10,000 to 24,999 | 22% |
| 25,000to 49,999 | 23% |
| 50,000 to 99,999 | 22% |
| 100,000 or more | 23% |

National Benchmark Comparisons

Table 65: Community Characteristics General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| The overall quality of life in Elk Grove | 81% | 222 | 401 | Similar |
| Overall image or reputation of Elk Grove | 74% | 144 | 296 | Similar |
| Elk Grove as a place to live | 88% | 173 | 330 | Similar |
| Your neighborhood as a place to live | 82% | 116 | 262 | Similar |
| Elk Grove as a place to raise children | 86% | 139 | 327 | Similar |
| Elk Grove as a place to retire | 69% | 141 | 310 | Similar |
| Overall appearance of Elk Grove | 79% | 115 | 302 | Similar |

Table 66: Community Characteristics by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|------------------------------|--|------------------|------|-------------------------------------|-------------------------|
| Safety | Overall feeling of safety in Elk Grove | 79% | 66 | 101 | Similar |
| | In your neighborhood during the day | 93% | 209 | 299 | Similar |
| | In Elk Grove's downtown/commercial area during the day | 83% | 185 | 256 | Similar |
| Mobility | Overall ease of getting to the places you usually have to visit | 75% | 5 | 6 | Similar |
| | Availability of paths and walking trails | 73% | 59 | 229 | Similar |
| | Ease of walking in Elk Grove | 71% | 92 | 251 | Similar |
| | Ease of travel by bicycle in Elk Grove | 57% | 97 | 257 | Similar |
| | Ease of travel by public transportation in Elk Grove | 41% | 39 | 52 | Lower |
| | Ease of travel by car in Elk Grove | 58% | 162 | 258 | Similar |
| Natural Environment | Traffic flow on major streets | 48% | 172 | 290 | Similar |
| | Quality of overall natural environment in Elk Grove | 77% | 94 | 230 | Similar |
| | Cleanliness of Elk Grove | 80% | 102 | 231 | Similar |
| Built Environment | Air quality | 73% | 108 | 212 | Similar |
| | Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems) | 65% | NA | NA | NA |
| | Overall quality of new development in Elk Grove | 52% | 176 | 244 | Similar |
| | Availability of affordable quality housing | 50% | 81 | 266 | Similar |
| | Variety of housing options | 63% | 70 | 219 | Similar |
| Economy | Public places where people want to spend time | 58% | NA | NA | NA |
| | Overall economic health of Elk Grove | 63% | 5 | 7 | Similar |
| | Vibrant downtown/commercial area | 30% | NA | NA | NA |
| | Overall quality of business and service establishments in Elk Grove | 59% | 127 | 219 | Similar |
| | Cost of living in Elk Grove | 43% | 3 | 5 | Similar |
| | Shopping opportunities | 50% | 154 | 251 | Similar |
| | Employment opportunities | 32% | 160 | 268 | Similar |
| | Elk Grove as a place to visit | 45% | 13 | 15 | Lower |
| Elk Grove as a place to work | 59% | 191 | 297 | Similar | |
| Recreation and Wellness | Health and wellness opportunities in Elk Grove | 74% | NA | NA | NA |
| | Availability of affordable quality mental health care | 57% | NA | NA | NA |

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| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--------------------------|---|------------------|------|-------------------------------------|-------------------------|
| | Availability of preventive health services | 70% | 29 | 171 | Higher |
| | Availability of affordable quality health care | 73% | 24 | 215 | Higher |
| | Availability of affordable quality food | 66% | 42 | 176 | Similar |
| | Recreational opportunities | 69% | 111 | 263 | Similar |
| | Fitness opportunities (including exercise classes and paths or trails, etc.) | 77% | 4 | 5 | Similar |
| Education and Enrichment | Opportunities to participate in religious or spiritual events and activities | 65% | 131 | 174 | Similar |
| | Opportunities to attend cultural/arts/music activities | 44% | 173 | 263 | Similar |
| | Adult educational opportunities | 59% | NA | NA | NA |
| | K-12 education | 78% | 99 | 218 | Similar |
| | Availability of affordable quality child care/preschool | 60% | 26 | 217 | Higher |
| Community Engagement | Opportunities to participate in social events and activities | 52% | 155 | 210 | Similar |
| | Neighborliness of Elk Grove | 59% | 4 | 5 | Similar |
| | Openness and acceptance of the community toward people of diverse backgrounds | 63% | 130 | 247 | Similar |
| | Opportunities to participate in community matters | 54% | 165 | 218 | Similar |
| | Opportunities to volunteer | 62% | 181 | 221 | Similar |

Table 67: Governance General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Services provided by the City of Elk Grove | 70% | 203 | 374 | Similar |
| Overall customer service by Elk Grove employees (police, receptionists, planners, etc.) | 66% | 267 | 320 | Similar |
| Value of services for the taxes paid to Elk Grove | 48% | 214 | 352 | Similar |
| Overall direction that Elk Grove is taking | 52% | 179 | 287 | Similar |
| Job Elk Grove government does at welcoming citizen involvement | 52% | 153 | 267 | Similar |
| Overall confidence in Elk Grove government | 49% | 4 | 5 | Similar |
| Generally acting in the best interest of the community | 55% | NA | NA | NA |
| Being honest | 53% | NA | NA | NA |
| Treating all residents fairly | 56% | NA | NA | NA |
| Services provided by the Federal Government | 39% | 110 | 219 | Similar |

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Table 68: Governance by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--------------------------|--|------------------|------|-------------------------------------|-------------------------|
| Safety | Police/Sheriff services | 71% | 269 | 373 | Similar |
| | Crime prevention | 62% | 194 | 304 | Similar |
| | Animal control | 58% | 194 | 286 | Similar |
| | Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 57% | 147 | 242 | Similar |
| Mobility | Traffic enforcement | 62% | 209 | 326 | Similar |
| | Street repair | 62% | 75 | 383 | Similar |
| | Street cleaning | 66% | 119 | 252 | Similar |
| | Street lighting | 72% | 78 | 283 | Similar |
| | Sidewalk maintenance | 67% | 60 | 258 | Similar |
| | Traffic signal timing | 50% | 111 | 218 | Similar |
| | Bus or transit services | 56% | 120 | 191 | Similar |
| Natural Environment | Garbage collection | 83% | 184 | 314 | Similar |
| | Recycling | 84% | 137 | 316 | Similar |
| | Yard waste pick-up | 79% | 86 | 224 | Similar |
| | Preservation of natural areas such as open space, farmlands and greenbelts | 61% | 115 | 225 | Similar |
| | Elk Grove open space | 59% | 20 | 23 | Lower |
| Built Environment | Storm drainage | 68% | 106 | 316 | Similar |
| | Utility billing | 59% | 20 | 21 | Lower |
| | Land use, planning and zoning | 53% | 112 | 253 | Similar |
| | Code enforcement (weeds, abandoned buildings, etc.) | 47% | 181 | 315 | Similar |
| Economy | Economic development | 47% | 124 | 249 | Similar |
| Education and Enrichment | City-sponsored special events | 59% | 10 | 11 | Similar |
| | Public library services | 79% | 222 | 301 | Similar |
| Community Engagement | Public information services | 64% | 151 | 239 | Similar |

Table 69: Participation General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Sense of community | 66% | 129 | 266 | Similar |
| Recommend living in Elk Grove to someone who asks | 88% | 116 | 223 | Similar |
| Remain in Elk Grove for the next five years | 87% | 88 | 222 | Similar |
| Contacted Elk Grove (in-person, phone, email or web) for help or information | 39% | 224 | 254 | Lower |

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Table 70: Participation by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--------------------------|--|------------------|------|-------------------------------------|-------------------------|
| Safety | Stocked supplies in preparation for an emergency | 31% | NA | NA | NA |
| | Did NOT report a crime to the police | 74% | NA | NA | NA |
| | Household member was NOT a victim of a crime | 86% | 164 | 225 | Similar |
| Mobility | Used bus, rail, subway or other public transportation instead of driving | 91% | NA | NA | NA |
| | Carpooled with other adults or children instead of driving alone | 49% | NA | NA | NA |
| | Walked or biked instead of driving | 57% | NA | NA | NA |
| Natural Environment | Made efforts to conserve water | 89% | NA | NA | NA |
| | Made efforts to make your home more energy efficient | 79% | NA | NA | NA |
| | Recycle at home | 96% | 30 | 214 | Higher |
| Built Environment | Observed a code violation or other hazard in Elk Grove | 60% | NA | NA | NA |
| | NOT experiencing housing costs stress | 57% | 175 | 212 | Similar |
| Economy | Purchase goods or services from a business located in Elk Grove | 97% | NA | NA | NA |
| | Economy will have positive impact on income | 30% | 13 | 210 | Higher |
| | Work inside boundaries of Elk Grove | 28% | NA | NA | NA |
| Recreation and Wellness | Eat at least 5 portions of fruits and vegetables a day | 88% | NA | NA | NA |
| | Participate in moderate or vigorous physical activity | 79% | NA | NA | NA |
| | In very good to excellent health | 58% | NA | NA | NA |
| Education and Enrichment | Used Elk Grove public libraries or their services | 56% | 187 | 195 | Lower |
| | Participated in religious or spiritual activities in Elk Grove | 45% | 114 | 159 | Similar |
| | Attended City-sponsored event | 47% | NA | NA | NA |
| Community Engagement | Campaigned or advocated for an issue, cause or candidate | 20% | NA | NA | NA |
| | Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion | 13% | NA | NA | NA |
| | Volunteered your time to some group/activity in Elk Grove | 32% | 177 | 216 | Lower |
| | Participated in a club | 21% | 153 | 187 | Similar |
| | Talked to or visited with your immediate neighbors | 42% | 173 | 203 | Similar |
| | Done a favor for a neighbor | 82% | 185 | 185 | Lower |
| | Attended a local public meeting | 19% | 182 | 220 | Similar |
| | Watched (online or on television) a local public meeting | 18% | 167 | 179 | Lower |
| | Read or watch local news (via television, paper, computer, etc.) | 92% | NA | NA | NA |
| | Vote in local elections | 81% | 65 | 219 | Similar |

Communities included in national comparisons

The communities included in Elk Grove’s comparisons are listed on the following pages along with their population according to the 2010 Census.

| | | | |
|---------------------------------|---------|----------------------------------|-----------|
| Abilene city, KS..... | 6,844 | Burleson city, TX..... | 36,690 |
| Adams County, CO..... | 441,603 | Cabarrus County, NC..... | 178,011 |
| Airway Heights city, WA..... | 6,114 | Cambridge city, MA..... | 105,162 |
| Albany city, GA..... | 77,434 | Cape Coral city, FL..... | 154,305 |
| Albany city, OR..... | 50,158 | Cape Girardeau city, MO..... | 37,941 |
| Albemarle County, VA..... | 98,970 | Carlisle borough, PA..... | 18,682 |
| Albert Lea city, MN..... | 18,016 | Carlsbad city, CA..... | 105,328 |
| Altoona city, IA..... | 14,541 | Cartersville city, GA..... | 19,731 |
| Ames city, IA..... | 58,965 | Carver County, MN..... | 91,042 |
| Andover CDP, MA..... | 8,762 | Cary town, NC..... | 135,234 |
| Ankeny city, IA..... | 45,582 | Casa Grande city, AZ..... | 48,571 |
| Ann Arbor city, MI..... | 113,934 | Casper city, WY..... | 55,316 |
| Annapolis city, MD..... | 38,394 | Castle Pines North city, CO..... | 10,360 |
| Apple Valley town, CA..... | 69,135 | Castle Rock town, CO..... | 48,231 |
| Arapahoe County, CO..... | 572,003 | Cedar Falls city, IA..... | 39,260 |
| Arlington city, TX..... | 365,438 | Cedar Rapids city, IA..... | 126,326 |
| Arlington County, VA..... | 207,627 | Centennial city, CO..... | 100,377 |
| Arvada city, CO..... | 106,433 | Centralia city, IL..... | 13,032 |
| Asheville city, NC..... | 83,393 | Chambersburg borough, PA..... | 20,268 |
| Ashland city, OR..... | 20,078 | Chandler city, AZ..... | 236,123 |
| Ashland town, VA..... | 7,225 | Chanhassen city, MN..... | 22,952 |
| Aspen city, CO..... | 6,658 | Chapel Hill town, NC..... | 57,233 |
| Auburn city, AL..... | 53,380 | Charlotte city, NC..... | 731,424 |
| Auburn city, WA..... | 70,180 | Charlotte County, FL..... | 159,978 |
| Aurora city, CO..... | 325,078 | Charlottesville city, VA..... | 43,475 |
| Austin city, TX..... | 790,390 | Chesapeake city, VA..... | 222,209 |
| Bainbridge Island city, WA..... | 23,025 | Chesterfield County, VA..... | 316,236 |
| Baltimore city, MD..... | 620,961 | Chippewa Falls city, WI..... | 13,661 |
| Baltimore County, MD..... | 805,029 | Citrus Heights city, CA..... | 83,301 |
| Barnstable Town city, MA..... | 45,193 | Clayton city, MO..... | 15,939 |
| Battle Creek city, MI..... | 52,347 | Clearwater city, FL..... | 107,685 |
| Bay City city, MI..... | 34,932 | Clive city, IA..... | 15,447 |
| Baytown city, TX..... | 71,802 | Clovis city, CA..... | 95,631 |
| Bedford town, MA..... | 13,320 | College Park city, MD..... | 30,413 |
| Bellevue city, WA..... | 122,363 | College Station city, TX..... | 93,857 |
| Beltrami County, MN..... | 44,442 | Colleyville city, TX..... | 22,807 |
| Benbrook city, TX..... | 21,234 | Collinsville city, IL..... | 25,579 |
| Benicia city, CA..... | 26,997 | Columbia city, MO..... | 108,500 |
| Bettendorf city, IA..... | 33,217 | Columbus city, WI..... | 4,991 |
| Billings city, MT..... | 104,170 | Commerce City city, CO..... | 45,913 |
| Blaine city, MN..... | 57,186 | Concord city, CA..... | 122,067 |
| Bloomfield Hills city, MI..... | 3,869 | Concord town, MA..... | 17,668 |
| Bloomington city, IL..... | 76,610 | Conyers city, GA..... | 15,195 |
| Bloomington city, MN..... | 82,893 | Cookeville city, TN..... | 30,435 |
| Blue Ash city, OH..... | 12,114 | Coon Rapids city, MN..... | 61,476 |
| Blue Springs city, MO..... | 52,575 | Cooper City city, FL..... | 28,547 |
| Boise City city, ID..... | 205,671 | Coronado city, CA..... | 18,912 |
| Boonville city, MO..... | 8,319 | Corpus Christi city, TX..... | 305,215 |
| Botetourt County, VA..... | 33,148 | Corvallis city, OR..... | 54,462 |
| Boulder city, CO..... | 97,385 | Covestry Lake CDP, CT..... | 2,990 |
| Boulder County, CO..... | 294,567 | Cranberry township, PA..... | 28,098 |
| Bowling Green city, KY..... | 58,067 | Crested Butte town, CO..... | 1,487 |
| Branson city, MO..... | 10,520 | Cross Roads town, TX..... | 1,563 |
| Brea city, CA..... | 39,282 | Crystal Lake city, IL..... | 40,743 |
| Brevard County, FL..... | 543,376 | Cupertino city, CA..... | 58,302 |
| Bristol city, TN..... | 26,702 | Dade City city, FL..... | 6,437 |
| Broken Arrow city, OK..... | 98,850 | Dakota County, MN..... | 398,552 |
| Brookfield city, WI..... | 37,920 | Dallas city, OR..... | 14,583 |
| Brookline town, NH..... | 4,991 | Dallas city, TX..... | 1,197,816 |
| Broomfield city, CO..... | 55,889 | Dania Beach city, FL..... | 29,639 |
| Brownsburg town, IN..... | 21,285 | Davenport city, IA..... | 99,685 |
| Bryan city, TX..... | 76,201 | Davidson town, NC..... | 10,944 |

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|--------------------------------|---------|---------------------------------|-----------|
| De Pere city, WI..... | 23,800 | Goodyear city, AZ..... | 65,275 |
| Decatur city, GA..... | 19,335 | Grafton village, WI..... | 11,459 |
| Delray Beach city, FL..... | 60,522 | Grand Island city, NE..... | 48,520 |
| Denton city, TX..... | 113,383 | Greeley city, CO..... | 92,889 |
| Denver city, CO..... | 600,158 | Green Valley CDP, AZ..... | 21,391 |
| Derby city, KS..... | 22,158 | Greenwood Village city, CO..... | 13,925 |
| Des Moines city, IA..... | 203,433 | Greer city, SC..... | 25,515 |
| Destin city, FL..... | 12,305 | Gulf Shores city, AL..... | 9,741 |
| Dewey-Humboldt town, AZ..... | 3,894 | Gunnison County, CO..... | 15,324 |
| Dorchester County, MD..... | 32,618 | Hailey city, ID..... | 7,960 |
| Dothan city, AL..... | 65,496 | Haines Borough, AK..... | 2,508 |
| Douglas County, CO..... | 285,465 | Hallandale Beach city, FL..... | 37,113 |
| Dover city, DE..... | 36,047 | Hamilton city, OH..... | 62,477 |
| Dover city, NH..... | 29,987 | Hampton city, VA..... | 137,436 |
| Dublin city, OH..... | 41,751 | Hanover County, VA..... | 99,863 |
| Duluth city, MN..... | 86,265 | Harrisonville city, MO..... | 10,019 |
| Duncanville city, TX..... | 38,524 | Hartford city, CT..... | 124,775 |
| Durham city, NC..... | 228,330 | Hayward city, CA..... | 144,186 |
| East Grand Forks city, MN..... | 8,601 | Henderson city, NV..... | 257,729 |
| East Lansing city, MI..... | 48,579 | Hermiston city, OR..... | 16,745 |
| East Providence city, RI..... | 47,037 | Herndon town, VA..... | 23,292 |
| Eau Claire city, WI..... | 65,883 | High Point city, NC..... | 104,371 |
| Eden Prairie city, MN..... | 60,797 | Highland Park city, IL..... | 29,763 |
| Edgerton city, KS..... | 1,671 | Highlands Ranch CDP, CO..... | 96,713 |
| Edina city, MN..... | 47,941 | Hillsborough town, NC..... | 6,087 |
| Edmond city, OK..... | 81,405 | Holden town, MA..... | 17,346 |
| Edmonds city, WA..... | 39,709 | Holland city, MI..... | 33,051 |
| El Cerrito city, CA..... | 23,549 | Honolulu County, HI..... | 953,207 |
| El Paso city, TX..... | 649,121 | Hooksett town, NH..... | 13,451 |
| Elk Grove city, CA..... | 153,015 | Hopkins city, MN..... | 17,591 |
| Elk River city, MN..... | 22,974 | Hopkinton town, MA..... | 14,925 |
| Elko New Market city, MN..... | 4,110 | Hoquiam city, WA..... | 8,726 |
| Elmhurst city, IL..... | 44,121 | Houston city, TX..... | 2,099,451 |
| Encinitas city, CA..... | 59,518 | Howell city, MI..... | 9,489 |
| Englewood city, CO..... | 30,255 | Hudson city, OH..... | 22,262 |
| Erie town, CO..... | 18,135 | Hudson town, CO..... | 2,356 |
| Escambia County, FL..... | 297,619 | Hudsonville city, MI..... | 7,116 |
| Escanaba city, MI..... | 12,616 | Huntersville town, NC..... | 46,773 |
| Estes Park town, CO..... | 5,858 | Hurst city, TX..... | 37,337 |
| Farmington Hills city, MI..... | 79,740 | Hutchinson city, MN..... | 14,178 |
| Fayetteville city, NC..... | 200,564 | Hutto city, TX..... | 14,698 |
| Federal Way city, WA..... | 89,306 | Hyattsville city, MD..... | 17,557 |
| Fishers town, IN..... | 76,794 | Indian Trail town, NC..... | 33,518 |
| Flagstaff city, AZ..... | 65,870 | Indianola city, IA..... | 14,782 |
| Flower Mound town, TX..... | 64,669 | Iowa City city, IA..... | 67,862 |
| Flushing city, MI..... | 8,389 | Jackson County, MI..... | 160,248 |
| Forest Grove city, OR..... | 21,083 | Jefferson City city, MO..... | 43,079 |
| Fort Collins city, CO..... | 143,986 | Jefferson County, CO..... | 534,543 |
| Fort Smith city, AR..... | 86,209 | Jerome city, ID..... | 10,890 |
| Fort Worth city, TX..... | 741,206 | Johnson City city, TN..... | 63,152 |
| Fountain Hills town, AZ..... | 22,489 | Johnson County, KS..... | 544,179 |
| Franklin city, TN..... | 62,487 | Jupiter town, FL..... | 55,156 |
| Fredericksburg city, VA..... | 24,286 | Kalamazoo city, MI..... | 74,262 |
| Freeport CDP, ME..... | 1,485 | Kansas City city, MO..... | 459,787 |
| Freeport city, IL..... | 25,638 | Kenmore city, WA..... | 20,460 |
| Fremont city, CA..... | 214,089 | Kennett Square borough, PA..... | 6,072 |
| Friendswood city, TX..... | 35,805 | Kirkland city, WA..... | 48,787 |
| Fruita city, CO..... | 12,646 | Kutztown borough, PA..... | 5,012 |
| Gainesville city, FL..... | 124,354 | La Mesa city, CA..... | 57,065 |
| Gaithersburg city, MD..... | 59,933 | La Plata town, MD..... | 8,753 |
| Galveston city, TX..... | 47,743 | La Porte city, TX..... | 33,800 |
| Garden City city, KS..... | 26,658 | La Vista city, NE..... | 15,758 |
| Gardner city, KS..... | 19,123 | Lafayette city, CO..... | 24,453 |
| Geneva city, NY..... | 13,261 | Laguna Beach city, CA..... | 22,723 |
| Georgetown city, TX..... | 47,400 | Laguna Hills city, CA..... | 30,344 |
| Georgetown town, CO..... | 1,034 | Lake Oswego city, OR..... | 36,619 |
| Gig Harbor city, WA..... | 7,126 | Lake Zurich village, IL..... | 19,631 |
| Gilbert town, AZ..... | 208,453 | Lakeville city, MN..... | 55,954 |
| Gillette city, WY..... | 29,087 | Lakewood city, CO..... | 142,980 |
| Globe city, AZ..... | 7,532 | Lane County, OR..... | 351,715 |

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|------------------------------------|-----------|-----------------------------------|-----------|
| Larimer County, CO..... | 299,630 | Newport News city, VA..... | 180,719 |
| Las Cruces city, NM..... | 97,618 | Noblesville city, IN..... | 51,969 |
| Las Vegas city, NV..... | 583,756 | Nogales city, AZ..... | 20,837 |
| Lawrence city, KS..... | 87,643 | Norfolk city, VA..... | 242,803 |
| League City city, TX..... | 83,560 | Norman city, OK..... | 110,925 |
| Lebanon city, NH..... | 13,151 | North Las Vegas city, NV..... | 216,961 |
| Lee County, FL..... | 618,754 | North Palm Beach village, FL..... | 12,015 |
| Lee's Summit city, MO..... | 91,364 | Northglenn city, CO..... | 35,789 |
| Lewiston city, ME..... | 36,592 | Novato city, CA..... | 51,904 |
| Lexington city, VA..... | 7,042 | Novi city, MI..... | 55,224 |
| Lincoln city, NE..... | 258,379 | O'Fallon city, IL..... | 28,281 |
| Littleton city, CO..... | 41,737 | Oak Park village, IL..... | 51,878 |
| Livermore city, CA..... | 80,968 | Oakland charter township, MI..... | 16,779 |
| Lone Tree city, CO..... | 10,218 | Oakland Park city, FL..... | 41,363 |
| Longmont city, CO..... | 86,270 | Ocala city, FL..... | 56,315 |
| Los Alamos County, NM..... | 17,950 | Ogdensburg city, NY..... | 11,128 |
| Louisville city, CO..... | 18,376 | Oklahoma City city, OK..... | 579,999 |
| Lower Providence township, PA..... | 25,436 | Olathe city, KS..... | 125,872 |
| Lynchburg city, VA..... | 75,568 | Olmsted County, MN..... | 144,248 |
| Lynnwood city, WA..... | 35,836 | Orland Park village, IL..... | 56,767 |
| Lyons village, IL..... | 10,729 | Oshkosh city, WI..... | 66,083 |
| Madison city, WI..... | 233,209 | Otsego County, MI..... | 24,164 |
| Mankato city, MN..... | 39,309 | Oviedo city, FL..... | 33,342 |
| Maple Grove city, MN..... | 61,567 | Paducah city, KY..... | 25,024 |
| Maple Valley city, WA..... | 22,684 | Palm Beach County, FL..... | 1,320,134 |
| Maricopa County, AZ..... | 3,817,117 | Palm Coast city, FL..... | 75,180 |
| Marin County, CA..... | 252,409 | Palm Springs city, CA..... | 44,552 |
| Marion County, IA..... | 33,309 | Palo Alto city, CA..... | 64,403 |
| Maryland Heights city, MO..... | 27,472 | Panama City city, FL..... | 36,484 |
| Mayer city, MN..... | 1,749 | Papillion city, NE..... | 18,894 |
| McAllen city, TX..... | 129,877 | Park City city, UT..... | 7,558 |
| McDonough city, GA..... | 22,084 | Park Ridge city, IL..... | 37,480 |
| McKinney city, TX..... | 131,117 | Parker town, CO..... | 45,297 |
| McMinnville city, OR..... | 32,187 | Pasadena city, CA..... | 137,122 |
| Mecklenburg County, NC..... | 919,628 | Pasco city, WA..... | 59,781 |
| Medford city, OR..... | 74,907 | Pasco County, FL..... | 464,697 |
| Menlo Park city, CA..... | 32,026 | Peachtree City city, GA..... | 34,364 |
| Meridian charter township, MI..... | 39,688 | Pearland city, TX..... | 91,252 |
| Meridian city, ID..... | 75,092 | Peoria city, AZ..... | 154,065 |
| Merriam city, KS..... | 11,003 | Peoria County, IL..... | 186,494 |
| Merrill city, WI..... | 9,661 | Peters township, PA..... | 21,213 |
| Mesa city, AZ..... | 439,041 | Petoskey city, MI..... | 5,670 |
| Mesa County, CO..... | 146,723 | Pflugerville city, TX..... | 46,936 |
| Miami Beach city, FL..... | 87,779 | Phoenix city, AZ..... | 1,445,632 |
| Midland city, MI..... | 41,863 | Pinal County, AZ..... | 375,770 |
| Milford city, DE..... | 9,559 | Pinehurst village, NC..... | 13,124 |
| Minneapolis city, MN..... | 382,578 | Piqua city, OH..... | 20,522 |
| Mission Viejo city, CA..... | 93,305 | Plano city, TX..... | 259,841 |
| Missoula city, MT..... | 66,788 | Platte City city, MO..... | 4,691 |
| Modesto city, CA..... | 201,165 | Plymouth city, MN..... | 70,576 |
| Monterey city, CA..... | 27,810 | Pocatello city, ID..... | 54,255 |
| Montgomery County, MD..... | 971,777 | Polk County, FL..... | 602,095 |
| Montgomery County, VA..... | 94,392 | Port Huron city, MI..... | 30,184 |
| Montpelier city, VT..... | 7,855 | Port Orange city, FL..... | 56,048 |
| Montrose city, CO..... | 19,132 | Port St. Lucie city, FL..... | 164,603 |
| Mooreville town, NC..... | 32,711 | Portland city, OR..... | 583,776 |
| Morristown city, TN..... | 29,137 | Post Falls city, ID..... | 27,574 |
| Morrisville town, NC..... | 18,576 | Prince William County, VA..... | 402,002 |
| Moscow city, ID..... | 23,800 | Provo city, UT..... | 112,488 |
| Mountlake Terrace city, WA..... | 19,909 | Pueblo city, CO..... | 106,595 |
| Munster town, IN..... | 23,603 | Purcellville town, VA..... | 7,727 |
| Muscatine city, IA..... | 22,886 | Queen Creek town, AZ..... | 26,361 |
| Naperville city, IL..... | 141,853 | Radford city, VA..... | 16,408 |
| Needham CDP, MA..... | 28,886 | Radnor township, PA..... | 31,531 |
| New Braunfels city, TX..... | 57,740 | Rapid City city, SD..... | 67,956 |
| New Brighton city, MN..... | 21,456 | Raymore city, MO..... | 19,206 |
| New Orleans city, LA..... | 343,829 | Redmond city, WA..... | 54,144 |
| New York city, NY..... | 8,175,133 | Rehoboth Beach city, DE..... | 1,327 |
| Newport Beach city, CA..... | 85,186 | Reno city, NV..... | 225,221 |
| Newport city, RI..... | 24,672 | Renton city, WA..... | 90,927 |

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|--------------------------------|-----------|--------------------------------|---------|
| Reston CDP, VA..... | 58,404 | St. Louis Park city, MN..... | 45,250 |
| Richmond city, CA..... | 103,701 | Stallings town, NC..... | 13,831 |
| Richmond Heights city, MO..... | 8,603 | State College borough, PA..... | 42,034 |
| Rifle city, CO..... | 9,172 | Sterling Heights city, MI..... | 129,699 |
| Rio Rancho city, NM..... | 87,521 | Sugar Grove village, IL..... | 8,997 |
| River Falls city, WI..... | 15,000 | Sugar Land city, TX..... | 78,817 |
| Riverdale city, UT..... | 8,426 | Summit city, NJ..... | 21,457 |
| Riverside city, CA..... | 303,871 | Sunnyvale city, CA..... | 140,081 |
| Riverside city, MO..... | 2,937 | Surprise city, AZ..... | 117,517 |
| Riverside village, IL..... | 8,875 | Suwanee city, GA..... | 15,355 |
| Rochester city, MI..... | 12,711 | Tacoma city, WA..... | 198,397 |
| Rochester Hills city, MI..... | 70,995 | Takoma Park city, MD..... | 16,715 |
| Rock Hill city, SC..... | 66,154 | Temecula city, CA..... | 100,097 |
| Rockford city, IL..... | 152,871 | Tempe city, AZ..... | 161,719 |
| Rockville city, MD..... | 61,209 | Temple city, TX..... | 66,102 |
| Roeland Park city, KS..... | 6,731 | The Woodlands CDP, TX..... | 93,847 |
| Rolla city, MO..... | 19,559 | Thornton city, CO..... | 118,772 |
| Roswell city, GA..... | 88,346 | Thousand Oaks city, CA..... | 126,683 |
| Round Rock city, TX..... | 99,887 | Tomball city, TX..... | 10,753 |
| Rowlett city, TX..... | 56,199 | Tualatin city, OR..... | 26,054 |
| Royal Oak city, MI..... | 57,236 | Tulsa city, OK..... | 391,906 |
| Saco city, ME..... | 18,482 | Twin Falls city, ID..... | 44,125 |
| Sahuarita town, AZ..... | 25,259 | Tyler city, TX..... | 96,900 |
| Salida city, CO..... | 5,236 | Umatilla city, OR..... | 6,906 |
| Salt Lake City city, UT..... | 186,440 | Upper Arlington city, OH..... | 33,771 |
| Sammamish city, WA..... | 45,780 | Urbandale city, IA..... | 39,463 |
| San Antonio city, TX..... | 1,327,407 | Vail town, CO..... | 5,305 |
| San Carlos city, CA..... | 28,406 | Vancouver city, WA..... | 161,791 |
| San Diego city, CA..... | 1,307,402 | Ventura CCD, CA..... | 111,889 |
| San Francisco city, CA..... | 805,235 | Vestavia Hills city, AL..... | 34,033 |
| San Jose city, CA..... | 945,942 | Virginia Beach city, VA..... | 437,994 |
| San Juan County, NM..... | 130,044 | Visalia city, CA..... | 124,442 |
| San Marcos city, TX..... | 44,894 | Wahpeton city, ND..... | 7,766 |
| San Rafael city, CA..... | 57,713 | Wake Forest town, NC..... | 30,117 |
| Sandy city, UT..... | 87,461 | Walnut Creek city, CA..... | 64,173 |
| Sandy Springs city, GA..... | 93,853 | Washington County, MN..... | 238,136 |
| Sanford city, FL..... | 53,570 | Washoe County, NV..... | 421,407 |
| Sangamon County, IL..... | 197,465 | Watauga city, TX..... | 23,497 |
| Santa Clarita city, CA..... | 176,320 | Wauwatosa city, WI..... | 46,396 |
| Santa Monica city, CA..... | 89,736 | Waverly city, IA..... | 9,874 |
| Sarasota city, FL..... | 51,917 | Weddington town, NC..... | 9,459 |
| Sarasota County, FL..... | 379,448 | Wentzville city, MO..... | 29,070 |
| Savage city, MN..... | 26,911 | West Carrollton city, OH..... | 13,143 |
| Savannah city, GA..... | 136,286 | West Chester borough, PA..... | 18,461 |
| Scarborough CDP, ME..... | 4,403 | West Des Moines city, IA..... | 56,609 |
| Scott County, MN..... | 129,928 | West Richland city, WA..... | 11,811 |
| Scottsdale city, AZ..... | 217,385 | Westerville city, OH..... | 36,120 |
| Seaside city, CA..... | 33,025 | Westlake town, TX..... | 992 |
| SeaTac city, WA..... | 26,909 | Westminster city, CO..... | 106,114 |
| Sevierville city, TN..... | 14,807 | Wheat Ridge city, CO..... | 30,166 |
| Shawnee city, KS..... | 62,209 | White House city, TN..... | 10,255 |
| Sheboygan city, WI..... | 49,288 | Whitewater township, MI..... | 2,597 |
| Sherman village, IL..... | 4,148 | Wichita city, KS..... | 382,368 |
| Shorewood city, MN..... | 7,307 | Williamsburg city, VA..... | 14,068 |
| Sioux Falls city, SD..... | 153,888 | Wilmington city, IL..... | 5,724 |
| Skokie village, IL..... | 64,784 | Wilmington city, NC..... | 106,476 |
| Smyrna city, GA..... | 51,271 | Wilsonville city, OR..... | 19,509 |
| Snellville city, GA..... | 18,242 | Winchester city, VA..... | 26,203 |
| South Lake Tahoe city, CA..... | 21,403 | Wind Point village, WI..... | 1,723 |
| South Portland city, ME..... | 25,002 | Windsor town, CO..... | 18,644 |
| Southborough town, MA..... | 9,767 | Windsor town, CT..... | 29,044 |
| Southlake city, TX..... | 26,575 | Winston-Salem city, NC..... | 229,617 |
| Sparks city, NV..... | 90,264 | Winter Garden city, FL..... | 34,568 |
| Spokane Valley city, WA..... | 89,755 | Woodland city, CA..... | 55,468 |
| Springboro city, OH..... | 17,409 | Woodland city, WA..... | 5,509 |
| Springfield city, OR..... | 59,403 | Wrentham town, MA..... | 10,955 |
| Springville city, UT..... | 29,466 | Yakima city, WA..... | 91,067 |
| St. Cloud city, MN..... | 65,842 | York County, VA..... | 65,464 |
| St. Joseph city, MO..... | 76,780 | Yuma city, AZ..... | 93,064 |
| St. Louis County, MN..... | 200,226 | | |

Select California Cities

Table 71: Community Characteristics General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| The overall quality of life in Elk Grove | 81% | 26 | 34 | Similar |
| Overall image or reputation of Elk Grove | 74% | 12 | 18 | Similar |
| Elk Grove as a place to live | 88% | 17 | 21 | Similar |
| Your neighborhood as a place to live | 82% | 11 | 18 | Similar |
| Elk Grove as a place to raise children | 86% | 11 | 19 | Similar |
| Elk Grove as a place to retire | 69% | 12 | 19 | Similar |
| Overall appearance of Elk Grove | 79% | 10 | 18 | Similar |

Table 72: Community Characteristics by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|------------------------------|--|------------------|------|-------------------------------------|-------------------------|
| Safety | Overall feeling of safety in Elk Grove | 79% | NA | NA | NA |
| | In your neighborhood during the day | 93% | 18 | 22 | Similar |
| | In Elk Grove's downtown/commercial area during the day | 83% | 20 | 22 | Similar |
| Mobility | Overall ease of getting to the places you usually have to visit | 75% | NA | NA | NA |
| | Availability of paths and walking trails | 73% | 7 | 15 | Similar |
| | Ease of walking in Elk Grove | 71% | 14 | 18 | Similar |
| | Ease of travel by bicycle in Elk Grove | 57% | 13 | 18 | Similar |
| | Ease of travel by public transportation in Elk Grove | 41% | 7 | 8 | Lower |
| | Ease of travel by car in Elk Grove | 58% | 10 | 18 | Similar |
| Natural Environment | Traffic flow on major streets | 48% | 16 | 25 | Similar |
| | Quality of overall natural environment in Elk Grove | 77% | 12 | 18 | Similar |
| | Cleanliness of Elk Grove | 80% | 11 | 18 | Similar |
| Built Environment | Air quality | 73% | 11 | 16 | Similar |
| | Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems) | 65% | NA | NA | NA |
| | Overall quality of new development in Elk Grove | 52% | 10 | 16 | Similar |
| | Availability of affordable quality housing | 50% | 2 | 18 | Higher |
| | Variety of housing options | 63% | 3 | 16 | Higher |
| Economy | Public places where people want to spend time | 58% | NA | NA | NA |
| | Overall economic health of Elk Grove | 63% | NA | NA | NA |
| | Vibrant downtown/commercial area | 30% | NA | NA | NA |
| | Overall quality of business and service establishments in Elk Grove | 59% | 12 | 18 | Similar |
| | Cost of living in Elk Grove | 43% | NA | NA | NA |
| | Shopping opportunities | 50% | 10 | 18 | Similar |
| | Employment opportunities | 32% | 9 | 16 | Similar |
| | Elk Grove as a place to visit | 45% | NA | NA | NA |
| Elk Grove as a place to work | 59% | 14 | 19 | Similar | |
| Recreation and Wellness | Health and wellness opportunities in Elk Grove | 74% | NA | NA | NA |
| | Availability of affordable quality mental health | 57% | NA | NA | NA |

The National Citizen Survey™

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--------------------------|---|------------------|------|-------------------------------------|-------------------------|
| | care | | | | |
| | Availability of preventive health services | 70% | 3 | 14 | Higher |
| | Availability of affordable quality health care | 73% | 1 | 17 | Higher |
| | Availability of affordable quality food | 66% | 2 | 14 | Similar |
| | Recreational opportunities | 69% | 10 | 18 | Similar |
| | Fitness opportunities (including exercise classes and paths or trails, etc.) | 77% | NA | NA | NA |
| Education and Enrichment | Opportunities to participate in religious or spiritual events and activities | 65% | 8 | 12 | Similar |
| | Opportunities to attend cultural/arts/music activities | 44% | 15 | 21 | Similar |
| | Adult educational opportunities | 59% | NA | NA | NA |
| | K-12 education | 78% | 8 | 17 | Similar |
| | Availability of affordable quality child care/preschool | 60% | 1 | 17 | Higher |
| Community Engagement | Opportunities to participate in social events and activities | 52% | 14 | 17 | Similar |
| | Neighborliness of Elk Grove | 59% | NA | NA | NA |
| | Openness and acceptance of the community toward people of diverse backgrounds | 63% | 11 | 17 | Similar |
| | Opportunities to participate in community matters | 54% | 14 | 17 | Similar |
| | Opportunities to volunteer | 62% | 15 | 18 | Similar |

Table 73: Governance General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Services provided by the City of Elk Grove | 70% | 22 | 34 | Similar |
| Overall customer service by Elk Grove employees (police, receptionists, planners, etc.) | 66% | 17 | 20 | Similar |
| Value of services for the taxes paid to Elk Grove | 48% | 14 | 19 | Similar |
| Overall direction that Elk Grove is taking | 52% | 14 | 20 | Similar |
| Job Elk Grove government does at welcoming citizen involvement | 52% | 11 | 19 | Similar |
| Overall confidence in Elk Grove government | 49% | NA | NA | NA |
| Generally acting in the best interest of the community | 55% | NA | NA | NA |
| Being honest | 53% | NA | NA | NA |
| Treating all residents fairly | 56% | NA | NA | NA |
| Services provided by the Federal Government | 39% | 8 | 18 | Similar |

Table 74: Governance by Facet

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark | |
|----------|--|------|-------------------------------------|-------------------------|---------|
| Safety | Police/Sheriff services | 71% | 20 | 26 | Similar |
| | Crime prevention | 62% | 15 | 22 | Similar |
| | Animal control | 58% | 20 | 22 | Similar |
| | Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 57% | 11 | 23 | Similar |
| Mobility | Traffic enforcement | 62% | 17 | 23 | Similar |
| | Street repair | 62% | 9 | 29 | Similar |
| | Street cleaning | 66% | 17 | 23 | Similar |

The National Citizen Survey™

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--------------------------|--|------------------|------|-------------------------------------|-------------------------|
| | Street lighting | 72% | 8 | 21 | Similar |
| | Sidewalk maintenance | 67% | 5 | 23 | Similar |
| | Traffic signal timing | 50% | 11 | 18 | Similar |
| | Bus or transit services | 56% | 15 | 19 | Similar |
| | Garbage collection | 83% | 17 | 21 | Similar |
| | Recycling | 84% | 14 | 19 | Similar |
| | Yard waste pick-up | 79% | 11 | 14 | Similar |
| | Preservation of natural areas such as open space, farmlands and greenbelts | 61% | 15 | 21 | Similar |
| Natural Environment | Elk Grove open space | 59% | NA | NA | NA |
| | Storm drainage | 68% | 10 | 18 | Similar |
| Built Environment | Utility billing | 59% | NA | NA | NA |
| | Land use, planning and zoning | 53% | 9 | 19 | Similar |
| | Code enforcement (weeds, abandoned buildings, etc.) | 47% | 11 | 19 | Similar |
| Economy | Economic development | 47% | 9 | 20 | Similar |
| Education and Enrichment | City-sponsored special events | 59% | NA | NA | NA |
| | Public library services | 79% | 21 | 28 | Similar |
| Community Engagement | Public information services | 64% | 12 | 16 | Similar |

Table 75: Participation General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Sense of community | 66% | 9 | 18 | Similar |
| Recommend living in Elk Grove to someone who asks | 88% | 12 | 18 | Similar |
| Remain in Elk Grove for the next five years | 87% | 9 | 18 | Similar |
| Contacted Elk Grove (in-person, phone, email or web) for help or information | 39% | 15 | 18 | Similar |

Table 76: Participation by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---------------------|--|------------------|------|-------------------------------------|-------------------------|
| Safety | Stocked supplies in preparation for an emergency | 31% | NA | NA | NA |
| | Did NOT report a crime to the police | 74% | NA | NA | NA |
| | Household member was NOT a victim of a crime | 86% | 13 | 18 | Similar |
| Mobility | Used bus, rail, subway or other public transportation instead of driving | 91% | NA | NA | NA |
| | Carpooled with other adults or children instead of driving alone | 49% | NA | NA | NA |
| | Walked or biked instead of driving | 57% | NA | NA | NA |
| Natural Environment | Made efforts to conserve water | 89% | NA | NA | NA |
| | Made efforts to make your home more energy efficient | 79% | NA | NA | NA |
| Built Environment | Recycle at home | 96% | 7 | 17 | Similar |
| | Observed a code violation or other hazard in Elk Grove | 60% | NA | NA | NA |
| Economy | NOT experiencing housing costs stress | 57% | 10 | 18 | Similar |
| | Purchase goods or services from a business located in Elk Grove | 97% | NA | NA | NA |

The National Citizen Survey™

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--------------------------|--|------------------|------|-------------------------------------|-------------------------|
| | Economy will have positive impact on income | 30% | 4 | 18 | Similar |
| | Work inside boundaries of Elk Grove | 28% | NA | NA | NA |
| Recreation and Wellness | Eat at least 5 portions of fruits and vegetables a day | 88% | NA | NA | NA |
| | Participate in moderate or vigorous physical activity | 79% | NA | NA | NA |
| | In very good to excellent health | 58% | NA | NA | NA |
| | Used Elk Grove public libraries or their services | 56% | 15 | 18 | Lower |
| Education and Enrichment | Participated in religious or spiritual activities in Elk Grove | 45% | 7 | 14 | Similar |
| | Attended City-sponsored event | 47% | NA | NA | NA |
| | Campaigned or advocated for an issue, cause or candidate | 20% | NA | NA | NA |
| Community Engagement | Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion | 13% | NA | NA | NA |
| | Volunteered your time to some group/activity in Elk Grove | 32% | 14 | 18 | Lower |
| | Participated in a club | 21% | 15 | 17 | Lower |
| | Talked to or visited with your immediate neighbors | 42% | 16 | 18 | Similar |
| | Done a favor for a neighbor | 82% | 17 | 17 | Lower |
| | Attended a local public meeting | 19% | 17 | 18 | Similar |
| | Watched (online or on television) a local public meeting | 18% | 15 | 16 | Lower |
| | Read or watch local news (via television, paper, computer, etc.) | 92% | NA | NA | NA |
| | Vote in local elections | 81% | 7 | 18 | Similar |

Communities included in select California cities comparisons

The communities included in Elk Grove’s custom comparisons are listed below along with their population according to the 2010 Census.

| | | | |
|------------------------------|---------|--------------------------------|---------|
| Apple Valley town, CA | 69,135 | Monterey city, CA..... | 27,810 |
| Benicia city, CA | 26,997 | Newport Beach city, CA | 85,186 |
| Brea city, CA..... | 39,282 | Novato city, CA | 51,904 |
| Carlsbad city, CA..... | 105,328 | Palm Springs city, CA | 44,552 |
| Citrus Heights city, CA..... | 83,301 | Palo Alto city, CA | 64,403 |
| Clovis city, CA..... | 95,631 | Pasadena city, CA | 137,122 |
| Concord city, CA | 122,067 | Richmond city, CA..... | 103,701 |
| Coronado city, CA | 18,912 | San Carlos city, CA..... | 28,406 |
| Cupertino city, CA | 58,302 | San Rafael city, CA..... | 57,713 |
| El Cerrito city, CA..... | 23,549 | Santa Clarita city, CA..... | 176,320 |
| Elk Grove city, CA | 153,015 | Santa Monica city, CA..... | 89,736 |
| Encinitas city, CA | 59,518 | Seaside city, CA | 33,025 |
| Fremont city, CA | 214,089 | South Lake Tahoe city, CA..... | 21,403 |
| Hayward city, CA | 144,186 | Sunnyvale city, CA | 140,081 |
| La Mesa city, CA | 57,065 | Temecula city, CA | 100,097 |
| Laguna Beach city, CA..... | 22,723 | Thousand Oaks city, CA..... | 126,683 |
| Laguna Hills city, CA..... | 30,344 | Ventura CCD, CA..... | 111,889 |
| Livermore city, CA..... | 80,968 | Visalia city, CA | 124,442 |
| Menlo Park city, CA..... | 32,026 | Walnut Creek city, CA..... | 64,173 |
| Mission Viejo city, CA | 93,305 | Woodland city, CA..... | 55,468 |
| Modesto city, CA..... | 201,165 | | |

Appendix C: Detailed Survey Methods

The National Citizen Survey™ (The NCS™) was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/ mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are the representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/ logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a

body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

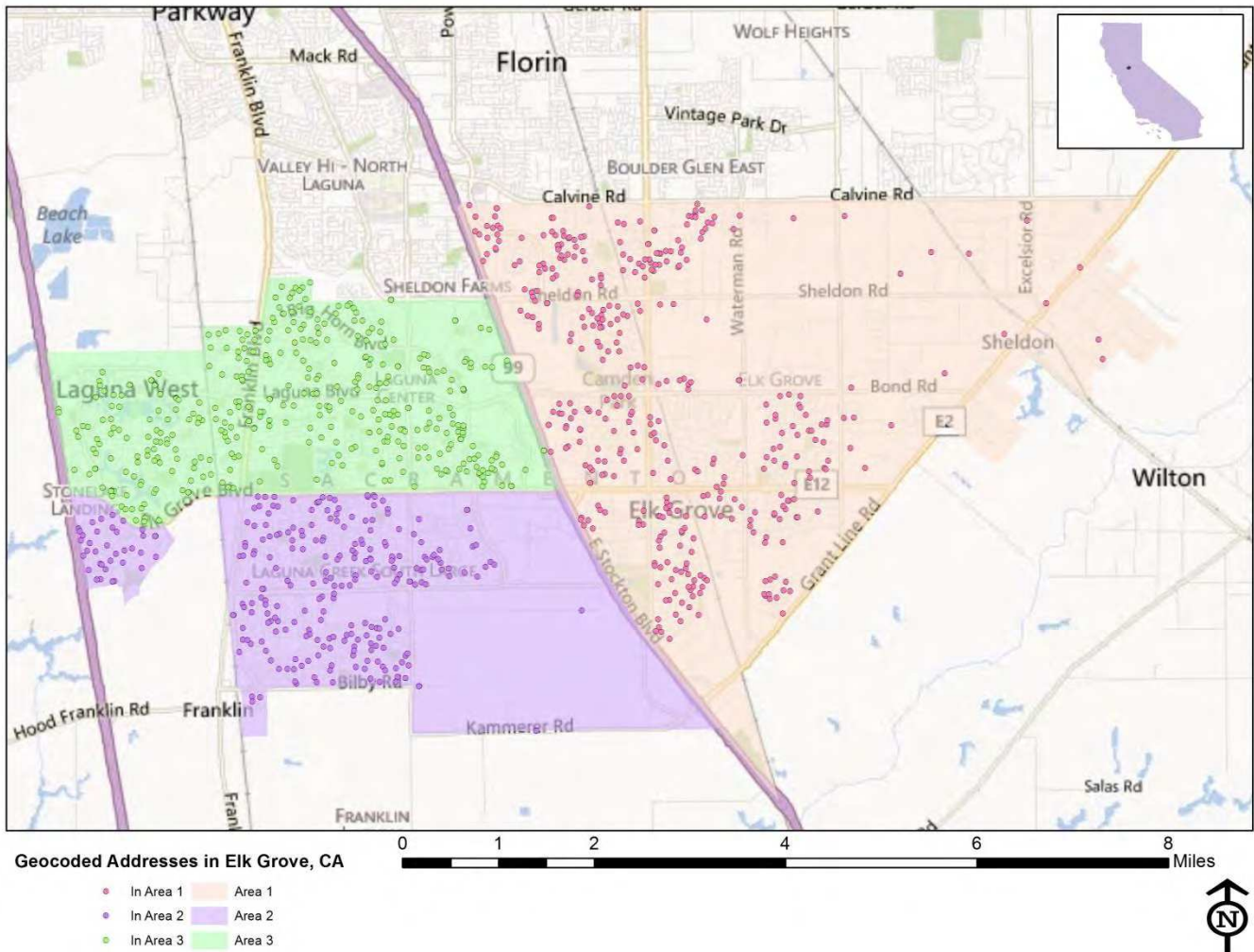
Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an importance measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Elk Grove were eligible to participate in the survey. A list of all households was represented by a United States Postal Service listing of housing units within the zip codes serving Elk Grove. Since some of the zip codes that serve the City of Elk Grove households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Elk Grove boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the three zip codes.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every *Nth* one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be a different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

Figure 1: Location of Survey Recipients



An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Survey Administration and Response

Selected households received three mailings, one week apart, beginning in September 5, 2013. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Completed surveys were collected over the following seven weeks.

About 1% of the 1,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,182 households that received a survey, 269 completed the survey, providing an overall response rate of 23%; average response rates for a mailed resident survey range from 20% to 40%. Additionally, responses were tracked by zip code; response rates by zip code ranged from 22% to 24%.

Table 77: Survey Response Rates by Zip Code Paste table from Survey Tracking Spreadsheet

| | Number mailed | Undeliverable | Eligible | Returned | Response rate |
|---------|---------------|---------------|----------|----------|---------------|
| 95624 | 420 | 5 | 415 | 92 | 22% |
| 95757 | 319 | 4 | 314 | 69 | 22% |
| 95758 | 461 | 9 | 452 | 108 | 24% |
| Overall | 1,200 | 18 | 1,182 | 269 | 23% |

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City of Elk Grove survey is no greater than plus or minus six percentage points around any given percent reported for the entire sample (269 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Elk Grove. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, race, gender and age. The results of the weighting scheme are presented in the table on the following page.

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 78: Elk Grove, CA 2013 Weighting Table

| Characteristic | Population Norm ¹ | Unweighted Data | Weighted Data |
|---------------------------|------------------------------|-----------------|---------------|
| Housing | | | |
| Rent home | 25% | 21% | 27% |
| Own home | 75% | 79% | 73% |
| Detached unit | 88% | 85% | 86% |
| Attached unit | 12% | 15% | 14% |
| Race and Ethnicity | | | |
| White | 49% | 58% | 49% |
| Not white | 51% | 42% | 51% |
| Not Hispanic | 84% | 89% | 88% |
| Hispanic | 16% | 11% | 12% |
| Sex and Age | | | |
| Female | 53% | 64% | 53% |
| Male | 47% | 36% | 47% |
| 18-34 years of age | 30% | 13% | 29% |
| 35-54 years of age | 44% | 43% | 43% |
| 55+ years of age | 26% | 44% | 28% |
| Females 18-34 | 15% | 10% | 15% |
| Females 35-54 | 23% | 29% | 22% |
| Females 55+ | 14% | 25% | 15% |
| Males 18-34 | 15% | 4% | 15% |
| Males 35-54 | 21% | 14% | 20% |
| Males 55+ | 12% | 19% | 13% |

¹ Source: 2010 Census/2011 ACS

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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 reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Appendix D: Survey Materials

The National Citizen Survey™

Elk Grove, CA

Supplemental Online Survey
Results

2014

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National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

International City/County Management Association
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

About this Report

As part of its participation in The National Citizen Survey™, the City of Elk Grove conducted a mailed survey of 1,200 residents. Surveys were mailed to randomly selected households in September and data were collected through October. After the official data collection period was over and the data were reported (see the report, *The National Citizen Survey: Community Livability Report, Elk Grove, CA, 2013*), the City made available a web-based survey to its residents through a link on the City's web site. Visitors to the site were able to complete the survey during December 2013 and 392 surveys were received.

This report contains the results of this administration of the web-based survey and have not been weighted to current population estimates of Elk Grove.

Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=“).

Responses excluding “don’t know”

Table 1: Question 1

| Please rate each of the following aspects of quality of life in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|--------|------|--------|------|--------|------|--------|-------|--------|
| Elk Grove as a place to live | 27% | N= 97 | 50% | N= 181 | 20% | N= 72 | 4% | N= 14 | 100% | N= 364 |
| Your neighborhood as a place to live | 35% | N= 128 | 50% | N= 179 | 13% | N= 47 | 2% | N= 7 | 100% | N= 361 |
| Elk Grove as a place to raise children | 30% | N= 99 | 51% | N= 172 | 16% | N= 55 | 3% | N= 9 | 100% | N= 335 |
| Elk Grove as a place to work | 11% | N= 31 | 25% | N= 71 | 30% | N= 83 | 34% | N= 94 | 100% | N= 279 |
| Elk Grove as a place to visit | 10% | N= 33 | 22% | N= 78 | 37% | N= 128 | 31% | N= 108 | 100% | N= 347 |
| Elk Grove as a place to retire | 20% | N= 68 | 34% | N= 117 | 28% | N= 97 | 19% | N= 66 | 100% | N= 348 |
| The overall quality of life in Elk Grove | 18% | N= 66 | 51% | N= 184 | 27% | N= 97 | 5% | N= 17 | 100% | N= 364 |

Table 2: Question 2

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|--------|------|--------|------|-------|-------|--------|
| Overall feeling of safety in Elk Grove | 17% | N= 60 | 55% | N= 192 | 23% | N= 79 | 5% | N= 19 | 100% | N= 350 |
| Overall ease of getting to the places you usually have to visit | 19% | N= 68 | 41% | N= 145 | 26% | N= 90 | 14% | N= 49 | 100% | N= 352 |
| Quality of overall natural environment in Elk Grove | 21% | N= 73 | 45% | N= 155 | 25% | N= 87 | 9% | N= 33 | 100% | N= 348 |
| Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems) | 14% | N= 49 | 39% | N= 136 | 29% | N= 102 | 18% | N= 61 | 100% | N= 348 |
| Health and wellness opportunities in Elk Grove | 18% | N= 61 | 53% | N= 178 | 22% | N= 73 | 7% | N= 23 | 100% | N= 335 |
| Overall opportunities for education and enrichment | 17% | N= 55 | 46% | N= 151 | 30% | N= 99 | 7% | N= 23 | 100% | N= 328 |
| Overall economic health of Elk Grove | 6% | N= 19 | 40% | N= 131 | 38% | N= 126 | 16% | N= 53 | 100% | N= 329 |
| Sense of community | 15% | N= 50 | 34% | N= 117 | 32% | N= 110 | 19% | N= 66 | 100% | N= 343 |
| Overall image or reputation of Elk Grove | 14% | N= 49 | 37% | N= 129 | 30% | N= 105 | 18% | N= 64 | 100% | N= 347 |

Table 3: Question 3

| Please indicate how likely or unlikely you are to do each of the following: | Very likely | | Somewhat likely | | Somewhat unlikely | | Very unlikely | | Total | |
|---|-------------|--------|-----------------|--------|-------------------|-------|---------------|-------|-------|--------|
| Recommend living in Elk Grove to someone who asks | 33% | N= 115 | 40% | N= 137 | 16% | N= 55 | 11% | N= 39 | 100% | N= 346 |
| Remain in Elk Grove for the next five years | 55% | N= 186 | 25% | N= 84 | 11% | N= 39 | 9% | N= 31 | 100% | N= 340 |

Table 4: Question 4

| Please rate how safe or unsafe you feel: | Very safe | | Somewhat safe | | Neither safe nor unsafe | | Somewhat unsafe | | Very unsafe | | Total | |
|--|-----------|--------|---------------|--------|-------------------------|-------|-----------------|-------|-------------|------|-------|--------|
| In your neighborhood during the day | 57% | N= 201 | 33% | N= 114 | 6% | N= 21 | 3% | N= 12 | 1% | N= 2 | 100% | N= 350 |
| In Elk Grove's downtown/commercial area during the day | 38% | N= 126 | 41% | N= 134 | 15% | N= 49 | 5% | N= 16 | 1% | N= 3 | 100% | N= 328 |

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Table 5: Question 5

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|-----------|-------|------|--------|------|--------|------|--------|-------|--------|
| Traffic flow on major streets | 5% | N= 17 | 30% | N= 102 | 34% | N= 118 | 31% | N= 106 | 100% | N= 343 |
| Ease of travel by car in Elk Grove | 10% | N= 33 | 39% | N= 133 | 33% | N= 112 | 19% | N= 65 | 100% | N= 343 |
| Ease of travel by public transportation in Elk Grove | 6% | N= 8 | 20% | N= 27 | 25% | N= 35 | 49% | N= 68 | 100% | N= 138 |
| Ease of travel by bicycle in Elk Grove | 11% | N= 25 | 27% | N= 62 | 35% | N= 80 | 27% | N= 63 | 100% | N= 230 |
| Ease of walking in Elk Grove | 13% | N= 42 | 44% | N= 138 | 30% | N= 93 | 13% | N= 41 | 100% | N= 314 |
| Availability of paths and walking trails | 16% | N= 51 | 43% | N= 139 | 29% | N= 94 | 12% | N= 38 | 100% | N= 322 |
| Air quality | 13% | N= 43 | 56% | N= 182 | 27% | N= 89 | 4% | N= 13 | 100% | N= 327 |
| Cleanliness of Elk Grove | 20% | N= 69 | 52% | N= 179 | 24% | N= 83 | 4% | N= 14 | 100% | N= 345 |
| Overall appearance of Elk Grove | 20% | N= 69 | 47% | N= 163 | 28% | N= 96 | 5% | N= 16 | 100% | N= 344 |
| Public places where people want to spend time | 15% | N= 52 | 35% | N= 119 | 35% | N= 117 | 15% | N= 50 | 100% | N= 338 |
| Variety of housing options | 17% | N= 53 | 48% | N= 154 | 25% | N= 81 | 10% | N= 32 | 100% | N= 320 |
| Availability of affordable quality housing | 17% | N= 45 | 46% | N= 123 | 28% | N= 74 | 9% | N= 25 | 100% | N= 267 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 23% | N= 76 | 54% | N= 175 | 18% | N= 60 | 5% | N= 16 | 100% | N= 327 |
| Recreational opportunities | 16% | N= 53 | 47% | N= 152 | 27% | N= 88 | 10% | N= 33 | 100% | N= 326 |
| Availability of affordable quality food | 21% | N= 70 | 44% | N= 150 | 26% | N= 87 | 9% | N= 32 | 100% | N= 339 |
| Availability of affordable quality health care | 28% | N= 85 | 50% | N= 151 | 19% | N= 59 | 3% | N= 10 | 100% | N= 305 |
| Availability of preventive health services | 27% | N= 81 | 51% | N= 151 | 17% | N= 50 | 4% | N= 13 | 100% | N= 295 |
| Availability of affordable quality mental health care | 14% | N= 19 | 33% | N= 44 | 30% | N= 40 | 23% | N= 30 | 100% | N= 133 |

Table 6: Question 6

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|-----------|-------|------|--------|------|--------|------|--------|-------|--------|
| Availability of affordable quality child care/preschool | 14% | N= 21 | 48% | N= 69 | 23% | N= 33 | 15% | N= 22 | 100% | N= 145 |
| K-12 education | 30% | N= 78 | 51% | N= 133 | 15% | N= 39 | 3% | N= 9 | 100% | N= 259 |
| Adult educational opportunities | 13% | N= 26 | 40% | N= 84 | 31% | N= 64 | 16% | N= 34 | 100% | N= 208 |
| Opportunities to attend cultural/arts/music activities | 9% | N= 27 | 24% | N= 71 | 37% | N= 113 | 30% | N= 91 | 100% | N= 302 |
| Opportunities to participate in religious or spiritual events and activities | 22% | N= 55 | 52% | N= 129 | 22% | N= 55 | 4% | N= 11 | 100% | N= 250 |
| Employment opportunities | 2% | N= 4 | 13% | N= 32 | 38% | N= 98 | 48% | N= 122 | 100% | N= 256 |
| Shopping opportunities | 11% | N= 35 | 36% | N= 118 | 35% | N= 114 | 18% | N= 57 | 100% | N= 324 |
| Cost of living in Elk Grove | 7% | N= 24 | 46% | N= 154 | 38% | N= 130 | 9% | N= 30 | 100% | N= 338 |
| Overall quality of business and service establishments in Elk Grove | 10% | N= 35 | 46% | N= 157 | 34% | N= 115 | 10% | N= 33 | 100% | N= 340 |
| Vibrant downtown/commercial area | 3% | N= 11 | 15% | N= 48 | 36% | N= 116 | 46% | N= 150 | 100% | N= 325 |
| Overall quality of new development in Elk Grove | 7% | N= 23 | 28% | N= 88 | 39% | N= 124 | 26% | N= 82 | 100% | N= 317 |
| Opportunities to participate in social events and activities | 10% | N= 32 | 39% | N= 120 | 35% | N= 108 | 16% | N= 51 | 100% | N= 311 |
| Opportunities to volunteer | 16% | N= 45 | 55% | N= 149 | 22% | N= 60 | 7% | N= 19 | 100% | N= 273 |
| Opportunities to participate in community matters | 16% | N= 45 | 45% | N= 129 | 23% | N= 66 | 16% | N= 46 | 100% | N= 286 |
| Openness and acceptance of the community toward people of diverse backgrounds | 25% | N= 74 | 48% | N= 143 | 21% | N= 63 | 7% | N= 21 | 100% | N= 301 |
| Neighborliness of Elk Grove | 13% | N= 45 | 39% | N= 130 | 35% | N= 117 | 13% | N= 43 | 100% | N= 335 |

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Table 7: Question 7

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|--|-----|--------|-----|--------|-------|--------|
| Made efforts to conserve water | 13% | N= 45 | 87% | N= 295 | 100% | N= 340 |
| Made efforts to make your home more energy efficient | 22% | N= 75 | 78% | N= 263 | 100% | N= 338 |
| Observed a code violation or other hazard in Elk Grove | 38% | N= 129 | 62% | N= 209 | 100% | N= 338 |
| Household member was a victim of a crime in Elk Grove | 87% | N= 297 | 13% | N= 43 | 100% | N= 340 |
| Reported a crime to the police in Elk Grove | 69% | N= 235 | 31% | N= 105 | 100% | N= 340 |
| Stocked supplies in preparation for an emergency | 69% | N= 233 | 31% | N= 106 | 100% | N= 339 |
| Campaigned or advocated for an issue, cause or candidate | 67% | N= 227 | 33% | N= 112 | 100% | N= 339 |
| Contacted Elk Grove (in-person, phone, email or web) for help or information | 45% | N= 152 | 55% | N= 188 | 100% | N= 340 |
| Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion | 67% | N= 227 | 33% | N= 112 | 100% | N= 339 |

Table 8: Question 8

| In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Elk Grove? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|--------|-------------------|-------|----------------------|--------|------------|--------|-------|--------|
| Used Elk Grove public libraries or their services | 5% | N= 16 | 17% | N= 56 | 33% | N= 109 | 46% | N= 154 | 100% | N= 335 |
| Participated in religious or spiritual activities in Elk Grove | 16% | N= 53 | 17% | N= 56 | 16% | N= 52 | 52% | N= 174 | 100% | N= 335 |
| Attended a City-sponsored event | 1% | N= 4 | 6% | N= 21 | 56% | N= 188 | 36% | N= 121 | 100% | N= 334 |
| Used bus, rail, subway or other public transportation instead of driving | 7% | N= 22 | 2% | N= 6 | 9% | N= 30 | 83% | N= 276 | 100% | N= 334 |
| Carpooled with other adults or children instead of driving alone | 18% | N= 60 | 18% | N= 59 | 19% | N= 63 | 46% | N= 153 | 100% | N= 335 |
| Walked or biked instead of driving | 14% | N= 46 | 18% | N= 60 | 27% | N= 92 | 41% | N= 137 | 100% | N= 335 |
| Volunteered your time to some group/activity in Elk Grove | 13% | N= 43 | 18% | N= 61 | 22% | N= 72 | 47% | N= 158 | 100% | N= 334 |
| Participated in a club | 10% | N= 35 | 15% | N= 51 | 14% | N= 46 | 61% | N= 203 | 100% | N= 335 |
| Talked to or visited with your immediate neighbors | 47% | N= 157 | 29% | N= 97 | 18% | N= 61 | 6% | N= 19 | 100% | N= 334 |
| Done a favor for a neighbor | 24% | N= 81 | 29% | N= 96 | 35% | N= 117 | 12% | N= 41 | 100% | N= 335 |

Table 9: Question 9

| Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|------|-------------------|-------|----------------------|--------|------------|--------|-------|--------|
| Attended a local public meeting | 1% | N= 2 | 7% | N= 22 | 33% | N= 109 | 59% | N= 195 | 100% | N= 328 |
| Watched (online or on television) a local public meeting | 1% | N= 5 | 6% | N= 20 | 27% | N= 92 | 65% | N= 218 | 100% | N= 335 |

Table 10: Question 10

| Please rate the quality of each of the following services in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|-----------|--------|------|--------|------|--------|------|-------|-------|--------|
| Police/Sheriff services | 32% | N= 100 | 47% | N= 148 | 15% | N= 46 | 6% | N= 18 | 100% | N= 312 |
| Crime prevention | 20% | N= 60 | 48% | N= 145 | 27% | N= 83 | 5% | N= 16 | 100% | N= 304 |
| Traffic enforcement | 21% | N= 64 | 43% | N= 133 | 22% | N= 68 | 15% | N= 46 | 100% | N= 311 |
| Street repair | 13% | N= 42 | 38% | N= 119 | 33% | N= 102 | 16% | N= 50 | 100% | N= 313 |
| Street cleaning | 18% | N= 57 | 41% | N= 126 | 28% | N= 86 | 14% | N= 42 | 100% | N= 311 |

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| Please rate the quality of each of the following services in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|--------|------|--------|------|-------|------|--------|-------|--------|
| Street lighting | 19% | N= 60 | 55% | N= 177 | 21% | N= 68 | 5% | N= 17 | 100% | N= 322 |
| Sidewalk maintenance | 15% | N= 46 | 48% | N= 147 | 26% | N= 80 | 11% | N= 34 | 100% | N= 307 |
| Traffic signal timing | 10% | N= 32 | 38% | N= 124 | 28% | N= 91 | 25% | N= 81 | 100% | N= 328 |
| Bus or transit services | 6% | N= 8 | 41% | N= 52 | 25% | N= 31 | 28% | N= 35 | 100% | N= 126 |
| Garbage collection | 39% | N= 126 | 50% | N= 162 | 10% | N= 34 | 2% | N= 5 | 100% | N= 327 |
| Recycling | 35% | N= 115 | 50% | N= 164 | 11% | N= 37 | 3% | N= 9 | 100% | N= 325 |
| Yard waste pick-up | 37% | N= 118 | 49% | N= 156 | 11% | N= 35 | 3% | N= 11 | 100% | N= 320 |
| Storm drainage | 25% | N= 73 | 51% | N= 149 | 17% | N= 50 | 6% | N= 18 | 100% | N= 290 |
| Utility billing | 16% | N= 50 | 45% | N= 139 | 26% | N= 81 | 13% | N= 40 | 100% | N= 310 |
| Land use, planning and zoning | 5% | N= 13 | 25% | N= 65 | 27% | N= 70 | 43% | N= 113 | 100% | N= 261 |
| Code enforcement (weeds, abandoned buildings, etc.) | 9% | N= 23 | 33% | N= 87 | 37% | N= 96 | 21% | N= 55 | 100% | N= 261 |
| Animal control | 15% | N= 35 | 49% | N= 114 | 25% | N= 59 | 10% | N= 24 | 100% | N= 232 |
| Economic development | 6% | N= 15 | 25% | N= 67 | 30% | N= 82 | 39% | N= 106 | 100% | N= 270 |
| Public library services | 35% | N= 77 | 43% | N= 93 | 17% | N= 38 | 5% | N= 10 | 100% | N= 218 |
| Public information services | 19% | N= 47 | 46% | N= 114 | 24% | N= 60 | 11% | N= 26 | 100% | N= 247 |
| Cable television | 15% | N= 36 | 47% | N= 112 | 20% | N= 49 | 18% | N= 43 | 100% | N= 240 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 17% | N= 24 | 34% | N= 49 | 28% | N= 40 | 21% | N= 30 | 100% | N= 143 |
| Preservation of natural areas such as open space, farmlands and greenbelts | 13% | N= 38 | 35% | N= 100 | 26% | N= 75 | 25% | N= 72 | 100% | N= 285 |
| Elk Grove open space | 12% | N= 34 | 36% | N= 102 | 30% | N= 85 | 23% | N= 65 | 100% | N= 286 |
| City-sponsored special events | 17% | N= 43 | 45% | N= 116 | 27% | N= 68 | 11% | N= 28 | 100% | N= 255 |
| Overall customer service by Elk Grove employees (police, receptionists, planners, etc.) | 20% | N= 56 | 46% | N= 131 | 27% | N= 76 | 8% | N= 23 | 100% | N= 286 |

Table 11: Question 11

| Overall, how would you rate the quality of the services provided by each of the following? | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|--------|------|--------|------|-------|-------|--------|
| The City of Elk Grove | 17% | N= 54 | 50% | N= 158 | 26% | N= 81 | 7% | N= 23 | 100% | N= 316 |
| The Federal Government | 1% | N= 3 | 30% | N= 86 | 37% | N= 109 | 32% | N= 93 | 100% | N= 291 |

Table 12: Question 12

| Please rate the following categories of Elk Grove government performance: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|-----------|-------|------|--------|------|--------|------|--------|-------|--------|
| The value of services for the taxes paid to Elk Grove | 8% | N= 25 | 38% | N= 116 | 34% | N= 103 | 19% | N= 59 | 100% | N= 303 |
| The overall direction that Elk Grove is taking | 8% | N= 25 | 29% | N= 90 | 27% | N= 85 | 36% | N= 114 | 100% | N= 314 |
| The job Elk Grove government does at welcoming citizen involvement | 11% | N= 28 | 39% | N= 100 | 26% | N= 66 | 24% | N= 60 | 100% | N= 254 |
| Overall confidence in Elk Grove government | 7% | N= 23 | 35% | N= 109 | 26% | N= 80 | 32% | N= 98 | 100% | N= 310 |
| Generally acting in the best interest of the community | 8% | N= 25 | 35% | N= 106 | 26% | N= 80 | 31% | N= 93 | 100% | N= 304 |
| Being honest | 10% | N= 28 | 36% | N= 95 | 27% | N= 73 | 27% | N= 71 | 100% | N= 267 |
| Treating all residents fairly | 11% | N= 28 | 41% | N= 103 | 26% | N= 67 | 22% | N= 55 | 100% | N= 253 |

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Table 13: Question 13

| How often do you visit Old Town Elk Grove? | Percent | Number |
|--|---------|--------|
| A few times a week or more | 9% | N= 28 |
| 2-4 times a month | 23% | N= 73 |
| Once a month or less | 54% | N= 169 |
| Not at all | 14% | N= 44 |
| Total | 100% | N= 314 |

Table 14: Question 14

| How often, if at all, do you visit Old Town Elk Grove for each of the following? | Never | | Rarely | | Sometimes | | Frequently | | Not applicable | | Total | |
|--|-------|--------|--------|--------|-----------|--------|------------|-------|----------------|-------|-------|--------|
| Dining/nightlife/entertainment | 23% | N= 73 | 33% | N= 105 | 34% | N= 107 | 7% | N= 21 | 4% | N= 12 | 100% | N= 318 |
| Nails/hair/spa services | 54% | N= 171 | 14% | N= 43 | 14% | N= 44 | 8% | N= 25 | 10% | N= 31 | 100% | N= 314 |
| Boutique shopping | 45% | N= 144 | 25% | N= 80 | 18% | N= 56 | 3% | N= 9 | 9% | N= 29 | 100% | N= 318 |
| General shopping | 45% | N= 144 | 28% | N= 88 | 15% | N= 49 | 6% | N= 18 | 6% | N= 19 | 100% | N= 318 |
| Special events | 20% | N= 63 | 31% | N= 99 | 34% | N= 110 | 10% | N= 31 | 5% | N= 17 | 100% | N= 320 |
| Art gallery/art purchase | 64% | N= 203 | 19% | N= 59 | 8% | N= 26 | 1% | N= 4 | 8% | N= 26 | 100% | N= 318 |
| Real estate/accounting/banking/tax/legal services | 70% | N= 223 | 11% | N= 35 | 6% | N= 19 | 5% | N= 17 | 8% | N= 25 | 100% | N= 319 |
| Auto/home improvement services | 63% | N= 201 | 16% | N= 52 | 10% | N= 33 | 4% | N= 14 | 6% | N= 19 | 100% | N= 319 |
| Places of worship | 77% | N= 246 | 6% | N= 18 | 3% | N= 8 | 5% | N= 16 | 10% | N= 31 | 100% | N= 319 |
| Education or lessons (dancing, martial arts, etc.) | 77% | N= 244 | 8% | N= 24 | 4% | N= 13 | 3% | N= 8 | 9% | N= 28 | 100% | N= 317 |
| Business services | 56% | N= 178 | 20% | N= 63 | 13% | N= 40 | 4% | N= 12 | 8% | N= 27 | 100% | N= 320 |
| Other | 41% | N= 118 | 14% | N= 41 | 12% | N= 35 | 1% | N= 3 | 31% | N= 88 | 100% | N= 285 |

Table 15: Question 15

| What type of new development, if any, would you like to see in Old Town Elk Grove? (Please check all that apply.) | Percent | Number |
|---|---------|--------|
| Performing arts theater | 43% | N= 129 |
| Outdoor concert/special event venue | 51% | N= 155 |
| Activities or destinations for children and families | 42% | N= 127 |
| Movie theater | 24% | N= 72 |
| Seasonal ice rink | 36% | N= 109 |
| Plaza setting (benches, landscapes and promenade) | 48% | N= 144 |
| Community park | 26% | N= 80 |
| History center/displays | 33% | N= 100 |
| Museum | 36% | N= 109 |
| Boutique shopping | 23% | N= 69 |
| General shopping | 29% | N= 87 |
| Fine dining | 49% | N= 149 |
| Casual dining | 54% | N= 163 |
| Office space | 6% | N= 18 |

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| What type of new development, if any, would you like to see in Old Town Elk Grove? (Please check all that apply.) | Percent | Number |
|---|---------|--------|
| Other | 9% | N= 27 |
| None | 6% | N= 18 |

Total may exceed 100% as respondents could select more than one option.

Table 16: Question D1

| How often, if at all, do you do each of the following, considering all of the times you could? | Never | | Rarely | | Sometimes | | Usually | | Always | | Total | |
|--|-------|-------|--------|-------|-----------|--------|---------|--------|--------|--------|-------|--------|
| Recycle at home | 1% | N= 3 | 1% | N= 2 | 3% | N= 9 | 18% | N= 58 | 77% | N= 245 | 100% | N= 317 |
| Purchase goods or services from a business located in Elk Grove | 0% | N= 0 | 1% | N= 4 | 18% | N= 56 | 59% | N= 187 | 22% | N= 70 | 100% | N= 317 |
| Eat at least 5 portions of fruits and vegetables a day | 1% | N= 4 | 12% | N= 38 | 34% | N= 107 | 38% | N= 121 | 15% | N= 47 | 100% | N= 317 |
| Participate in moderate or vigorous physical activity | 2% | N= 5 | 13% | N= 42 | 29% | N= 93 | 35% | N= 112 | 21% | N= 66 | 100% | N= 318 |
| Read or watch local news (via television, paper, computer, etc.) | 1% | N= 2 | 6% | N= 20 | 16% | N= 52 | 26% | N= 84 | 51% | N= 162 | 100% | N= 320 |
| Vote in local elections | 4% | N= 12 | 2% | N= 5 | 4% | N= 14 | 13% | N= 42 | 77% | N= 247 | 100% | N= 320 |

Table 17: Question D2

| Would you say that in general your health is: | Percent | Number |
|---|---------|--------|
| Excellent | 21% | N= 66 |
| Very good | 46% | N= 148 |
| Good | 28% | N= 90 |
| Fair | 4% | N= 14 |
| Poor | 1% | N= 2 |
| Total | 100% | N= 320 |

Table 18: Question D3

| 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 | Percent | Number |
|---|---------|--------|
| Very positive | 7% | N= 21 |
| Somewhat positive | 21% | N= 67 |
| Neutral | 50% | N= 159 |
| Somewhat negative | 18% | N= 58 |
| Very negative | 5% | N= 16 |
| Total | 100% | N= 321 |

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Table 19: Question D4

| What is your employment status? | Percent | Number |
|---------------------------------------|---------|--------|
| Working full time for pay | 51% | N= 162 |
| Working part time for pay | 11% | N= 36 |
| Unemployed, looking for paid work | 5% | N= 16 |
| Unemployed, not looking for paid work | 2% | N= 7 |
| Fully retired | 31% | N= 98 |
| Total | 100% | N= 319 |

Table 20: Question D5

| Do you work inside the boundaries of Elk Grove? | Percent | Number |
|---|---------|--------|
| Yes, outside the home | 27% | N= 83 |
| Yes, from home | 8% | N= 25 |
| No | 65% | N= 205 |
| Total | 100% | N= 313 |

Table 21: Question D6

| How many years have you lived in Elk Grove? | Percent | Number |
|---|---------|--------|
| Less than 2 years | 9% | N= 28 |
| 2 to 5 years | 12% | N= 39 |
| 6 to 10 years | 21% | N= 66 |
| 11 to 20 years | 25% | N= 81 |
| More than 20 years | 33% | N= 106 |
| Total | 100% | N= 320 |

Table 22: Question D7

| Which best describes the building you live in? | Percent | Number |
|--|---------|--------|
| One family house detached from any other houses | 97% | N= 309 |
| Building with two or more homes (duplex, townhome, apartment or condominium) | 3% | N= 9 |
| Mobile home | 0% | N= 1 |
| Other | 0% | N= 0 |
| Total | 100% | N= 319 |

Table 23: Question D8

| Is this house, apartment or mobile home... | Percent | Number |
|--|---------|--------|
| Rented | 10% | N= 32 |
| Owned | 90% | N= 284 |
| Total | 100% | N= 316 |

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Table 24: Question D9

| About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)? | Percent | Number |
|---|---------|--------|
| Less than \$300 per month | 5% | N= 15 |
| \$300 to \$599 per month | 6% | N= 20 |
| \$600 to \$999 per month | 8% | N= 24 |
| \$1,000 to \$1,499 per month | 28% | N= 87 |
| \$1,500 to \$2,499 per month | 38% | N= 117 |
| \$2,500 or more per month | 15% | N= 45 |
| Total | 100% | N= 308 |

Table 25: Question D10

| Do any children 17 or under live in your household? | Percent | Number |
|---|---------|--------|
| No | 64% | N= 204 |
| Yes | 36% | N= 114 |
| Total | 100% | N= 318 |

Table 26: Question D11

| Are you or any other members of your household aged 65 or older? | Percent | Number |
|--|---------|--------|
| No | 68% | N= 216 |
| Yes | 32% | N= 103 |
| Total | 100% | N= 319 |

Table 27: Question D12

| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent | Number |
|--|---------|--------|
| Less than \$25,000 | 3% | N= 10 |
| \$25,000 to \$49,999 | 9% | N= 28 |
| \$50,000 to \$99,999 | 38% | N= 112 |
| \$100,000 to \$149,999 | 35% | N= 105 |
| \$150,000 or more | 14% | N= 42 |
| Total | 100% | N= 297 |

Table 28: Question D13

| Are you Spanish, Hispanic or Latino? | Percent | Number |
|--|---------|--------|
| No, not Spanish, Hispanic or Latino | 90% | N= 279 |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 10% | N= 32 |
| Total | 100% | N= 311 |

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Table 29: Question D14

| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent | Number |
|---|---------|--------|
| American Indian or Alaskan Native | 2% | N= 6 |
| Asian, Asian Indian or Pacific Islander | 8% | N= 26 |
| Black or African American | 7% | N= 22 |
| White | 80% | N= 247 |
| Other | 9% | N= 29 |

Total may exceed 100% as respondents could select more than one option.

Table 30: Question D15

| In which category is your age? | Percent | Number |
|--------------------------------|---------|--------|
| 18 to 24 years | 3% | N= 8 |
| 25 to 34 years | 7% | N= 23 |
| 35 to 44 years | 16% | N= 50 |
| 45 to 54 years | 27% | N= 85 |
| 55 to 64 years | 23% | N= 74 |
| 65 to 74 years | 18% | N= 58 |
| 75 years or older | 6% | N= 19 |
| Total | 100% | N= 317 |

Table 31: Question D16

| What is your sex? | Percent | Number |
|-------------------|---------|--------|
| Female | 53% | N= 165 |
| Male | 47% | N= 149 |
| Total | 100% | N= 314 |

Table 32: Question D17

| Do you consider a cell phone or landline your primary telephone number? | Percent | Number |
|---|---------|--------|
| Cell | 38% | N= 123 |
| Land line | 26% | N= 83 |
| Both | 36% | N= 114 |
| Total | 100% | N= 320 |

Frequencies including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=“).

Table 33: Question 1

| Please rate each of the following aspects of quality of life in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|--------|------|--------|------|--------|------|--------|------------|-------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Elk Grove as a place to live | 27% | N= 97 | 50% | N= 181 | 20% | N= 72 | 4% | N= 14 | 0% | N= 1 | 100% | N= 365 |
| Your neighborhood as a place to live | 35% | N= 128 | 49% | N= 179 | 13% | N= 47 | 2% | N= 7 | 1% | N= 2 | 100% | N= 363 |
| Elk Grove as a place to raise children | 27% | N= 99 | 47% | N= 172 | 15% | N= 55 | 2% | N= 9 | 8% | N= 30 | 100% | N= 365 |
| Elk Grove as a place to work | 9% | N= 31 | 20% | N= 71 | 23% | N= 83 | 26% | N= 94 | 23% | N= 81 | 100% | N= 360 |
| Elk Grove as a place to visit | 9% | N= 33 | 22% | N= 78 | 35% | N= 128 | 30% | N= 108 | 4% | N= 15 | 100% | N= 362 |
| Elk Grove as a place to retire | 19% | N= 68 | 32% | N= 117 | 27% | N= 97 | 18% | N= 66 | 5% | N= 17 | 100% | N= 365 |
| The overall quality of life in Elk Grove | 18% | N= 66 | 50% | N= 184 | 27% | N= 97 | 5% | N= 17 | 0% | N= 1 | 100% | N= 365 |

Table 34: Question 2

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|--------|------|--------|------|-------|------------|-------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Overall feeling of safety in Elk Grove | 17% | N= 60 | 55% | N= 192 | 23% | N= 79 | 5% | N= 19 | 0% | N= 1 | 100% | N= 351 |
| Overall ease of getting to the places you usually have to visit | 19% | N= 68 | 41% | N= 145 | 26% | N= 90 | 14% | N= 49 | 0% | N= 0 | 100% | N= 352 |
| Quality of overall natural environment in Elk Grove | 21% | N= 73 | 44% | N= 155 | 25% | N= 87 | 9% | N= 33 | 1% | N= 2 | 100% | N= 350 |
| Overall "built environment" of Elk Grove (including overall design, buildings, parks and transportation systems) | 14% | N= 49 | 39% | N= 136 | 29% | N= 102 | 17% | N= 61 | 1% | N= 2 | 100% | N= 350 |
| Health and wellness opportunities in Elk Grove | 17% | N= 61 | 51% | N= 178 | 21% | N= 73 | 7% | N= 23 | 5% | N= 16 | 100% | N= 351 |
| Overall opportunities for education and enrichment | 16% | N= 55 | 43% | N= 151 | 28% | N= 99 | 7% | N= 23 | 7% | N= 23 | 100% | N= 351 |
| Overall economic health of Elk Grove | 5% | N= 19 | 38% | N= 131 | 36% | N= 126 | 15% | N= 53 | 6% | N= 20 | 100% | N= 349 |
| Sense of community | 14% | N= 50 | 34% | N= 117 | 32% | N= 110 | 19% | N= 66 | 2% | N= 6 | 100% | N= 349 |
| Overall image or reputation of Elk Grove | 14% | N= 49 | 37% | N= 129 | 30% | N= 105 | 18% | N= 64 | 1% | N= 2 | 100% | N= 349 |

Table 35: Question 3

| Please indicate how likely or unlikely you are to do each of the following: | Very likely | | Somewhat likely | | Somewhat unlikely | | Very unlikely | | Don't know | | Total | |
|---|-------------|--------|-----------------|--------|-------------------|-------|---------------|-------|------------|------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Recommend living in Elk Grove to someone who asks | 33% | N= 115 | 39% | N= 137 | 16% | N= 55 | 11% | N= 39 | 0% | N= 1 | 100% | N= 347 |
| Remain in Elk Grove for the next five years | 54% | N= 186 | 24% | N= 84 | 11% | N= 39 | 9% | N= 31 | 2% | N= 6 | 100% | N= 346 |

Table 36: Question 4

| Please rate how safe or unsafe you feel: | Very safe | | Somewhat safe | | Neither safe nor unsafe | | Somewhat unsafe | | Very unsafe | | Don't know | | Total | |
|--|-----------|--------|---------------|--------|-------------------------|-------|-----------------|-------|-------------|------|------------|-------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N | % | N | % | N |
| In your neighborhood during the day | 57% | N= 201 | 32% | N= 114 | 6% | N= 21 | 3% | N= 12 | 1% | N= 2 | 0% | N= 1 | 100% | N= 351 |
| In Elk Grove's downtown/commercial area during the day | 36% | N= 126 | 38% | N= 134 | 14% | N= 49 | 5% | N= 16 | 1% | N= 3 | 7% | N= 23 | 100% | N= 351 |

Table 37: Question 5

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|-------|------|--------|------|--------|------|--------|------------|--------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Traffic flow on major streets | 5% | N= 17 | 30% | N= 102 | 34% | N= 118 | 31% | N= 106 | 0% | N= 0 | 100% | N= 343 |
| Ease of travel by car in Elk Grove | 10% | N= 33 | 39% | N= 133 | 33% | N= 112 | 19% | N= 65 | 0% | N= 0 | 100% | N= 343 |
| Ease of travel by public transportation in Elk Grove | 2% | N= 8 | 8% | N= 27 | 10% | N= 35 | 20% | N= 68 | 60% | N= 206 | 100% | N= 344 |
| Ease of travel by bicycle in Elk Grove | 7% | N= 25 | 18% | N= 62 | 23% | N= 80 | 18% | N= 63 | 33% | N= 115 | 100% | N= 345 |
| Ease of walking in Elk Grove | 12% | N= 42 | 40% | N= 138 | 27% | N= 93 | 12% | N= 41 | 9% | N= 31 | 100% | N= 345 |
| Availability of paths and walking trails | 15% | N= 51 | 41% | N= 139 | 27% | N= 94 | 11% | N= 38 | 6% | N= 21 | 100% | N= 343 |
| Air quality | 13% | N= 43 | 54% | N= 182 | 26% | N= 89 | 4% | N= 13 | 3% | N= 10 | 100% | N= 337 |
| Cleanliness of Elk Grove | 20% | N= 69 | 52% | N= 179 | 24% | N= 83 | 4% | N= 14 | 0% | N= 0 | 100% | N= 345 |
| Overall appearance of Elk Grove | 20% | N= 69 | 47% | N= 163 | 28% | N= 96 | 5% | N= 16 | 0% | N= 0 | 100% | N= 344 |
| Public places where people want to spend time | 15% | N= 52 | 34% | N= 119 | 34% | N= 117 | 14% | N= 50 | 2% | N= 7 | 100% | N= 345 |
| Variety of housing options | 15% | N= 53 | 45% | N= 154 | 24% | N= 81 | 9% | N= 32 | 7% | N= 23 | 100% | N= 343 |
| Availability of affordable quality housing | 13% | N= 45 | 36% | N= 123 | 22% | N= 74 | 7% | N= 25 | 22% | N= 76 | 100% | N= 343 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 22% | N= 76 | 51% | N= 175 | 17% | N= 60 | 5% | N= 16 | 5% | N= 18 | 100% | N= 345 |
| Recreational opportunities | 16% | N= 53 | 45% | N= 152 | 26% | N= 88 | 10% | N= 33 | 4% | N= 12 | 100% | N= 338 |
| Availability of affordable quality food | 21% | N= 70 | 44% | N= 150 | 26% | N= 87 | 9% | N= 32 | 0% | N= 1 | 100% | N= 340 |
| Availability of affordable quality health care | 25% | N= 85 | 44% | N= 151 | 17% | N= 59 | 3% | N= 10 | 11% | N= 36 | 100% | N= 341 |
| Availability of preventive health services | 24% | N= 81 | 44% | N= 151 | 15% | N= 50 | 4% | N= 13 | 14% | N= 48 | 100% | N= 343 |
| Availability of affordable quality mental health care | 6% | N= 19 | 13% | N= 44 | 12% | N= 40 | 9% | N= 30 | 61% | N= 212 | 100% | N= 345 |

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Table 38: Question 6

| Please rate each of the following characteristics as they relate to Elk Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|-------|------|--------|------|--------|------|--------|------------|--------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Availability of affordable quality child care/preschool | 6% | N= 21 | 20% | N= 69 | 10% | N= 33 | 6% | N= 22 | 57% | N= 194 | 100% | N= 339 |
| K-12 education | 24% | N= 78 | 41% | N= 133 | 12% | N= 39 | 3% | N= 9 | 21% | N= 69 | 100% | N= 328 |
| Adult educational opportunities | 8% | N= 26 | 25% | N= 84 | 19% | N= 64 | 10% | N= 34 | 39% | N= 131 | 100% | N= 339 |
| Opportunities to attend cultural/arts/music activities | 8% | N= 27 | 21% | N= 71 | 33% | N= 113 | 27% | N= 91 | 11% | N= 37 | 100% | N= 339 |
| Opportunities to participate in religious or spiritual events and activities | 16% | N= 55 | 38% | N= 129 | 16% | N= 55 | 3% | N= 11 | 26% | N= 90 | 100% | N= 340 |
| Employment opportunities | 1% | N= 4 | 10% | N= 32 | 29% | N= 98 | 37% | N= 122 | 23% | N= 78 | 100% | N= 334 |
| Shopping opportunities | 11% | N= 35 | 36% | N= 118 | 35% | N= 114 | 18% | N= 57 | 0% | N= 1 | 100% | N= 325 |
| Cost of living in Elk Grove | 7% | N= 24 | 45% | N= 154 | 38% | N= 130 | 9% | N= 30 | 1% | N= 2 | 100% | N= 340 |
| Overall quality of business and service establishments in Elk Grove | 10% | N= 35 | 46% | N= 157 | 34% | N= 115 | 10% | N= 33 | 0% | N= 1 | 100% | N= 341 |
| Vibrant downtown/commercial area | 3% | N= 11 | 14% | N= 48 | 34% | N= 116 | 44% | N= 150 | 4% | N= 14 | 100% | N= 339 |
| Overall quality of new development in Elk Grove | 7% | N= 23 | 26% | N= 88 | 36% | N= 124 | 24% | N= 82 | 7% | N= 23 | 100% | N= 340 |
| Opportunities to participate in social events and activities | 9% | N= 32 | 36% | N= 120 | 32% | N= 108 | 15% | N= 51 | 8% | N= 26 | 100% | N= 337 |
| Opportunities to volunteer | 13% | N= 45 | 44% | N= 149 | 18% | N= 60 | 6% | N= 19 | 20% | N= 68 | 100% | N= 341 |
| Opportunities to participate in community matters | 13% | N= 45 | 38% | N= 129 | 19% | N= 66 | 14% | N= 46 | 16% | N= 53 | 100% | N= 339 |
| Openness and acceptance of the community toward people of diverse backgrounds | 22% | N= 74 | 42% | N= 143 | 18% | N= 63 | 6% | N= 21 | 12% | N= 40 | 100% | N= 341 |
| Neighborliness of Elk Grove | 13% | N= 45 | 38% | N= 130 | 34% | N= 117 | 13% | N= 43 | 1% | N= 5 | 100% | N= 340 |

Table 39: Question 7

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|--|-----|--------|-----|--------|-------|--------|
| | % | N | % | N | % | N |
| Made efforts to conserve water | 13% | N= 45 | 87% | N= 295 | 100% | N= 340 |
| Made efforts to make your home more energy efficient | 22% | N= 75 | 78% | N= 263 | 100% | N= 338 |
| Observed a code violation or other hazard in Elk Grove | 38% | N= 129 | 62% | N= 209 | 100% | N= 338 |
| Household member was a victim of a crime in Elk Grove | 87% | N= 297 | 13% | N= 43 | 100% | N= 340 |
| Reported a crime to the police in Elk Grove | 69% | N= 235 | 31% | N= 105 | 100% | N= 340 |
| Stocked supplies in preparation for an emergency | 69% | N= 233 | 31% | N= 106 | 100% | N= 339 |
| Campaigned or advocated for an issue, cause or candidate | 67% | N= 227 | 33% | N= 112 | 100% | N= 339 |
| Contacted Elk Grove (in-person, phone, email or web) for help or information | 45% | N= 152 | 55% | N= 188 | 100% | N= 340 |
| Contacted Elk Grove elected officials (in-person, phone, email or web) to express your opinion | 67% | N= 227 | 33% | N= 112 | 100% | N= 339 |

Table 40: Question 8

| In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Elk Grove? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|-------|-------------------|-------|----------------------|--------|------------|--------|-------|--------|
| | % | N | % | N | % | N | % | N | % | N |
| Used Elk Grove public libraries or their services | 5% | N= 16 | 17% | N= 56 | 33% | N= 109 | 46% | N= 154 | 100% | N= 335 |
| Participated in religious or spiritual activities in Elk Grove | 16% | N= 53 | 17% | N= 56 | 16% | N= 52 | 52% | N= 174 | 100% | N= 335 |
| Attended a City-sponsored event | 1% | N= 4 | 6% | N= 21 | 56% | N= 188 | 36% | N= 121 | 100% | N= 334 |
| Used bus, rail, subway or other public transportation instead of driving | 7% | N= 22 | 2% | N= 6 | 9% | N= 30 | 83% | N= 276 | 100% | N= 334 |
| Carpooled with other adults or children instead of driving alone | 18% | N= 60 | 18% | N= 59 | 19% | N= 63 | 46% | N= 153 | 100% | N= 335 |
| Walked or biked instead of driving | 14% | N= 46 | 18% | N= 60 | 27% | N= 92 | 41% | N= 137 | 100% | N= 335 |

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| In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Elk Grove? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|--------|-------------------|-------|----------------------|--------|------------|--------|-------|--------|
| Volunteered your time to some group/activity in Elk Grove | 13% | N= 43 | 18% | N= 61 | 22% | N= 72 | 47% | N= 158 | 100% | N= 334 |
| Participated in a club | 10% | N= 35 | 15% | N= 51 | 14% | N= 46 | 61% | N= 203 | 100% | N= 335 |
| Talked to or visited with your immediate neighbors | 47% | N= 157 | 29% | N= 97 | 18% | N= 61 | 6% | N= 19 | 100% | N= 334 |
| Done a favor for a neighbor | 24% | N= 81 | 29% | N= 96 | 35% | N= 117 | 12% | N= 41 | 100% | N= 335 |

Table 41: Question 9

| Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|------|-------------------|-------|----------------------|--------|------------|--------|-------|--------|
| Attended a local public meeting | 1% | N= 2 | 7% | N= 22 | 33% | N= 109 | 59% | N= 195 | 100% | N= 328 |
| Watched (online or on television) a local public meeting | 1% | N= 5 | 6% | N= 20 | 27% | N= 92 | 65% | N= 218 | 100% | N= 335 |

Table 42: Question 10

| Please rate the quality of each of the following services in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|--------|------|--------|------|--------|------|--------|------------|--------|-------|--------|
| Police/Sheriff services | 31% | N= 100 | 46% | N= 148 | 14% | N= 46 | 6% | N= 18 | 4% | N= 12 | 100% | N= 324 |
| Crime prevention | 18% | N= 60 | 44% | N= 145 | 25% | N= 83 | 5% | N= 16 | 7% | N= 23 | 100% | N= 327 |
| Traffic enforcement: | 20% | N= 64 | 41% | N= 133 | 21% | N= 68 | 14% | N= 46 | 5% | N= 16 | 100% | N= 327 |
| Street repair | 13% | N= 42 | 36% | N= 119 | 31% | N= 102 | 15% | N= 50 | 5% | N= 15 | 100% | N= 328 |
| Street cleaning | 17% | N= 57 | 38% | N= 126 | 26% | N= 86 | 13% | N= 42 | 6% | N= 19 | 100% | N= 330 |
| Street lighting | 18% | N= 60 | 54% | N= 177 | 21% | N= 68 | 5% | N= 17 | 2% | N= 6 | 100% | N= 328 |
| Sidewalk maintenance | 14% | N= 46 | 45% | N= 147 | 25% | N= 80 | 10% | N= 34 | 6% | N= 19 | 100% | N= 326 |
| Traffic signal timing | 10% | N= 32 | 38% | N= 124 | 28% | N= 91 | 25% | N= 81 | 0% | N= 1 | 100% | N= 329 |
| Bus or transit services | 2% | N= 8 | 16% | N= 52 | 9% | N= 31 | 11% | N= 35 | 62% | N= 204 | 100% | N= 330 |
| Garbage collection | 38% | N= 126 | 49% | N= 162 | 10% | N= 34 | 2% | N= 5 | 1% | N= 3 | 100% | N= 330 |
| Recycling | 35% | N= 115 | 50% | N= 164 | 11% | N= 37 | 3% | N= 9 | 1% | N= 3 | 100% | N= 328 |
| Yard waste pick-up | 36% | N= 118 | 48% | N= 156 | 11% | N= 35 | 3% | N= 11 | 2% | N= 8 | 100% | N= 328 |
| Storm drainage | 22% | N= 73 | 45% | N= 149 | 15% | N= 50 | 5% | N= 18 | 12% | N= 39 | 100% | N= 329 |
| Utility billing | 15% | N= 50 | 43% | N= 139 | 25% | N= 81 | 12% | N= 40 | 5% | N= 17 | 100% | N= 327 |
| Land use, planning and zoning | 4% | N= 13 | 20% | N= 65 | 21% | N= 70 | 34% | N= 113 | 21% | N= 69 | 100% | N= 330 |
| Code enforcement (weeds, abandoned buildings, etc.) | 7% | N= 23 | 26% | N= 87 | 29% | N= 96 | 17% | N= 55 | 21% | N= 69 | 100% | N= 330 |
| Animal control | 11% | N= 35 | 35% | N= 114 | 18% | N= 59 | 7% | N= 24 | 30% | N= 98 | 100% | N= 330 |
| Economic development | 5% | N= 15 | 20% | N= 67 | 25% | N= 82 | 32% | N= 106 | 17% | N= 57 | 100% | N= 327 |
| Public library services | 23% | N= 77 | 28% | N= 93 | 12% | N= 38 | 3% | N= 10 | 34% | N= 111 | 100% | N= 329 |
| Public information services | 14% | N= 47 | 35% | N= 114 | 18% | N= 60 | 8% | N= 26 | 25% | N= 82 | 100% | N= 329 |
| Cable television | 11% | N= 36 | 34% | N= 112 | 15% | N= 49 | 13% | N= 43 | 26% | N= 86 | 100% | N= 326 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 7% | N= 24 | 15% | N= 49 | 12% | N= 40 | 9% | N= 30 | 57% | N= 186 | 100% | N= 329 |
| Preservation of natural areas such as open space, farmlands and greenbelts | 12% | N= 38 | 31% | N= 100 | 23% | N= 75 | 22% | N= 72 | 13% | N= 42 | 100% | N= 327 |

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| Please rate the quality of each of the following services in Elk Grove: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|-------|------|--------|------|-------|------|-------|------------|-------|-------|--------|
| Elk Grove open space | 10% | N= 34 | 31% | N= 102 | 26% | N= 85 | 20% | N= 65 | 13% | N= 42 | 100% | N= 328 |
| City-sponsored special events | 13% | N= 43 | 36% | N= 116 | 21% | N= 68 | 9% | N= 28 | 21% | N= 69 | 100% | N= 324 |
| Overall customer service by Elk Grove employees (police, receptionists, planners, etc.) | 17% | N= 56 | 40% | N= 131 | 23% | N= 76 | 7% | N= 23 | 13% | N= 43 | 100% | N= 329 |

Table 43: Question 11

| Overall, how would you rate the quality of the services provided by each of the following? | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|--------|------|--------|------|-------|------------|-------|-------|--------|
| The City of Elk Grove | 16% | N= 54 | 48% | N= 158 | 25% | N= 81 | 7% | N= 23 | 4% | N= 12 | 100% | N= 328 |
| The Federal Government | 1% | N= 3 | 26% | N= 86 | 33% | N= 109 | 28% | N= 93 | 12% | N= 39 | 100% | N= 330 |

Table 44: Question 12

| Please rate the following categories of Elk Grove government performance: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|-------|------|--------|------|--------|------|--------|------------|-------|-------|--------|
| The value of services for the taxes paid to Elk Grove | 8% | N= 25 | 36% | N= 116 | 32% | N= 103 | 18% | N= 59 | 7% | N= 23 | 100% | N= 326 |
| The overall direction that Elk Grove is taking | 8% | N= 25 | 28% | N= 90 | 26% | N= 85 | 35% | N= 114 | 4% | N= 12 | 100% | N= 326 |
| The job Elk Grove government does at welcoming citizen involvement | 9% | N= 28 | 31% | N= 100 | 20% | N= 66 | 18% | N= 60 | 22% | N= 72 | 100% | N= 326 |
| Overall confidence in Elk Grove government | 7% | N= 23 | 34% | N= 109 | 25% | N= 80 | 30% | N= 98 | 5% | N= 15 | 100% | N= 325 |
| Generally acting in the best interest of the community | 8% | N= 25 | 33% | N= 106 | 25% | N= 80 | 29% | N= 93 | 6% | N= 21 | 100% | N= 325 |
| Being honest | 9% | N= 28 | 29% | N= 95 | 22% | N= 73 | 22% | N= 71 | 18% | N= 59 | 100% | N= 326 |
| Treating all residents fairly | 9% | N= 28 | 31% | N= 103 | 20% | N= 67 | 17% | N= 55 | 23% | N= 74 | 100% | N= 327 |

Table 45: Question 13

| How often do you visit Old Town Elk Grove? | Percent | Number |
|--|---------|--------|
| A few times a week or more | 9% | N= 28 |
| 2-4 times a month | 23% | N= 73 |
| Once a month or less | 54% | N= 169 |
| Not at all | 14% | N= 44 |
| Don't know | 0% | N= 1 |
| Total | 100% | N= 315 |

Table 46: Question 14

| How often, if at all, do you visit Old Town Elk Grove for each of the following? | Never | | Rarely | | Sometimes | | Frequently | | Not applicable | | Total | |
|--|-------|--------|--------|--------|-----------|--------|------------|-------|----------------|-------|-------|--------|
| Dining/nightlife/entertainment | 23% | N= 73 | 33% | N= 105 | 34% | N= 107 | 7% | N= 21 | 4% | N= 12 | 100% | N= 318 |
| Nails/hair/spa services | 54% | N= 171 | 14% | N= 43 | 14% | N= 44 | 8% | N= 25 | 10% | N= 31 | 100% | N= 314 |
| Boutique shopping | 45% | N= 144 | 25% | N= 80 | 18% | N= 56 | 3% | N= 9 | 9% | N= 29 | 100% | N= 318 |
| General shopping | 45% | N= 144 | 28% | N= 88 | 15% | N= 49 | 6% | N= 18 | 6% | N= 19 | 100% | N= 318 |
| Special events | 20% | N= 63 | 31% | N= 99 | 34% | N= 110 | 10% | N= 31 | 5% | N= 17 | 100% | N= 320 |

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| How often, if at all, do you visit Old Town Elk Grove for each of the following? | Never | | Rarely | | Sometimes | | Frequently | | Not applicable | | Total | |
|--|-------|--------|--------|-------|-----------|-------|------------|-------|----------------|-------|-------|--------|
| Art gallery/art purchase | 64% | N= 203 | 19% | N= 59 | 8% | N= 26 | 1% | N= 4 | 8% | N= 26 | 100% | N= 318 |
| Real estate/accounting/banking/tax/legal services | 70% | N= 223 | 11% | N= 35 | 6% | N= 19 | 5% | N= 17 | 8% | N= 25 | 100% | N= 319 |
| Auto/home improvement services | 63% | N= 201 | 16% | N= 52 | 10% | N= 33 | 4% | N= 14 | 6% | N= 19 | 100% | N= 319 |
| Places of worship | 77% | N= 246 | 6% | N= 18 | 3% | N= 8 | 5% | N= 16 | 10% | N= 31 | 100% | N= 319 |
| Education or lessons (dancing, martial arts, etc.) | 77% | N= 244 | 8% | N= 24 | 4% | N= 13 | 3% | N= 8 | 9% | N= 28 | 100% | N= 317 |
| Business services | 56% | N= 178 | 20% | N= 63 | 13% | N= 40 | 4% | N= 12 | 8% | N= 27 | 100% | N= 320 |
| Other | 41% | N= 118 | 14% | N= 41 | 12% | N= 35 | 1% | N= 3 | 31% | N= 88 | 100% | N= 285 |

Table 47: Question 15

| What type of new development, if any, would you like to see in Old Town Elk Grove? (Please check all that apply.) | Percent | Number |
|---|---------|--------|
| Performing arts theater | 41% | N= 129 |
| Outdoor concert/special event venue | 49% | N= 155 |
| Activities or destinations for children and families | 40% | N= 127 |
| Movie theater | 23% | N= 72 |
| Seasonal ice rink | 34% | N= 109 |
| Plaza setting (benches, landscapes and promenade) | 45% | N= 144 |
| Community park | 25% | N= 80 |
| History center/displays | 32% | N= 100 |
| Museum | 34% | N= 109 |
| Boutique shopping | 22% | N= 69 |
| General shopping | 27% | N= 87 |
| Fine dining | 47% | N= 149 |
| Casual dining | 51% | N= 163 |
| Office space | 6% | N= 18 |
| Other | 9% | N= 27 |
| None | 6% | N= 18 |
| Don't know | 7% | N= 21 |

Total may exceed 100% as respondents could select more than one option.

Table 48: Question D1

| How often, if at all, do you do each of the following, considering all of the times you could? | Never | | Rarely | | Sometimes | | Usually | | Always | | Total | |
|--|-------|-------|--------|-------|-----------|--------|---------|--------|--------|--------|-------|--------|
| Recycle at home | 1% | N= 3 | 1% | N= 2 | 3% | N= 9 | 18% | N= 58 | 77% | N= 245 | 100% | N= 317 |
| Purchase goods or services from a business located in Elk Grove | 0% | N= 0 | 1% | N= 4 | 18% | N= 56 | 59% | N= 187 | 22% | N= 70 | 100% | N= 317 |
| Eat at least 5 portions of fruits and vegetables a day | 1% | N= 4 | 12% | N= 38 | 34% | N= 107 | 38% | N= 121 | 15% | N= 47 | 100% | N= 317 |
| Participate in moderate or vigorous physical activity | 2% | N= 5 | 13% | N= 42 | 29% | N= 93 | 35% | N= 112 | 21% | N= 66 | 100% | N= 318 |
| Read or watch local news (via television, paper, computer, etc.) | 1% | N= 2 | 6% | N= 20 | 16% | N= 52 | 26% | N= 84 | 51% | N= 162 | 100% | N= 320 |
| Vote in local elections | 4% | N= 12 | 2% | N= 5 | 4% | N= 14 | 13% | N= 42 | 77% | N= 247 | 100% | N= 320 |

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Table 49: Question D2

| Would you say that in general your health is: | Percent | Number |
|---|---------|--------|
| Excellent | 21% | N= 66 |
| Very good | 46% | N= 148 |
| Good | 28% | N= 90 |
| Fair | 4% | N= 14 |
| Poor | 1% | N= 2 |
| Total | 100% | N= 320 |

Table 50: Question D3

| 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 | Percent | Number |
|---|---------|--------|
| Very positive | 7% | N= 21 |
| Somewhat positive | 21% | N= 67 |
| Neutral | 50% | N= 159 |
| Somewhat negative | 18% | N= 58 |
| Very negative | 5% | N= 16 |
| Total | 100% | N= 321 |

Table 51: Question D4

| What is your employment status? | Percent | Number |
|---------------------------------------|---------|--------|
| Working full time for pay | 51% | N= 162 |
| Working part time for pay | 11% | N= 36 |
| Unemployed, looking for paid work | 5% | N= 16 |
| Unemployed, not looking for paid work | 2% | N= 7 |
| Fully retired | 31% | N= 98 |
| Total | 100% | N= 319 |

Table 52: Question D5

| Do you work inside the boundaries of Elk Grove? | Percent | Number |
|---|---------|--------|
| Yes, outside the home | 27% | N= 83 |
| Yes, from home | 8% | N= 25 |
| No | 65% | N= 205 |
| Total | 100% | N= 313 |

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Table 53: Question D6

| How many years have you lived in Elk Grove? | Percent | Number |
|---|---------|--------|
| Less than 2 years | 9% | N= 28 |
| 2 to 5 years | 12% | N= 39 |
| 6 to 10 years | 21% | N= 66 |
| 11 to 20 years | 25% | N= 81 |
| More than 20 years | 33% | N= 106 |
| Total | 100% | N= 320 |

Table 54: Question D7

| Which best describes the building you live in? | Percent | Number |
|--|---------|--------|
| One family house detached from any other houses | 97% | N= 309 |
| Building with two or more homes (duplex, townhome, apartment or condominium) | 3% | N= 9 |
| Mobile home | 0% | N= 1 |
| Other | 0% | N= 0 |
| Total | 100% | N= 319 |

Table 55: Question D8

| Is this house, apartment or mobile home... | Percent | Number |
|--|---------|--------|
| Rented | 10% | N= 32 |
| Owned | 90% | N= 284 |
| Total | 100% | N= 316 |

Table 56: Question D9

| About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)? | Percent | Number |
|---|---------|--------|
| Less than \$300 per month | 5% | N= 15 |
| \$300 to \$599 per month | 6% | N= 20 |
| \$600 to \$999 per month | 8% | N= 24 |
| \$1,000 to \$1,499 per month | 28% | N= 87 |
| \$1,500 to \$2,499 per month | 38% | N= 117 |
| \$2,500 or more per month | 15% | N= 45 |
| Total | 100% | N= 308 |

Table 57: Question D10

| Do any children 17 or under live in your household? | Percent | Number |
|---|---------|--------|
| No | 64% | N= 204 |
| Yes | 36% | N= 114 |
| Total | 100% | N= 318 |

Table 58: Question D11

| Are you or any other members of your household aged 65 or older? | Percent | Number |
|--|---------|--------|
| No | 68% | N= 216 |
| Yes | 32% | N= 103 |
| Total | 100% | N= 319 |

Table 59: Question D12

| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent | Number |
|--|---------|--------|
| Less than \$25,000 | 3% | N= 10 |
| \$25,000 to \$49,999 | 9% | N= 28 |
| \$50,000 to \$99,999 | 38% | N= 112 |
| \$100,000 to \$149,999 | 35% | N= 105 |
| \$150,000 or more | 14% | N= 42 |
| Total | 100% | N= 297 |

Table 60: Question D13

| Are you Spanish, Hispanic or Latino? | Percent | Number |
|--|---------|--------|
| No, not Spanish, Hispanic or Latino | 90% | N= 279 |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 10% | N= 32 |
| Total | 100% | N= 311 |

Table 61: Question D14

| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent | Number |
|---|---------|--------|
| American Indian or Alaskan Native | 2% | N= 6 |
| Asian, Asian Indian or Pacific Islander | 8% | N= 26 |
| Black or African American | 7% | N= 22 |
| White | 80% | N= 247 |
| Other | 9% | N= 29 |

Total may exceed 100% as respondents could select more than one option.

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Table 62: Question D15

| In which category is your age? | Percent | Number |
|--------------------------------|---------|--------|
| 18 to 24 years | 3% | N= 8 |
| 25 to 34 years | 7% | N= 23 |
| 35 to 44 years | 16% | N= 50 |
| 45 to 54 years | 27% | N= 85 |
| 55 to 64 years | 23% | N= 74 |
| 65 to 74 years | 18% | N= 58 |
| 75 years or older | 6% | N= 19 |
| Total | 100% | N= 317 |

Table 63: Question D16

| What is your sex? | Percent | Number |
|-------------------|---------|--------|
| Female | 53% | N= 165 |
| Male | 47% | N= 149 |
| Total | 100% | N= 314 |

Table 64: Question D17

| Do you consider a cell phone or landline your primary telephone number? | Percent | Number |
|---|---------|--------|
| Cell | 38% | N= 123 |
| Land line | 26% | N= 83 |
| Both | 36% | N= 114 |
| Total | 100% | N= 320 |

Verbatim Responses

The following pages contain the respondents' verbatim responses as entered in the web survey and have not been edited for spelling or grammar. Responses have been sorted in alphabetic order.

What types of activities, amenities, shops or services would encourage you to visit Old Town Elk Grove more often?

- Awnings to permit shade and protection from rain on sidewalks when shopping.
- A vibrant synergy of shops, restaurants, culture, film, places to hang out - modeled after a European village. No more fake stucco.
- A brewery or at least a pub with micro beers. Elk Grove brewery is missed and EG is one of the only areas in Sac Co that does not have a brewery.
- A coffee shop like Starbucks, a wine bar, a park with benches, music events.
- A good restaurant, better walkability to window shop. Irish pub /Bar / dance club, coffee shop, breakfast place
- A high end mall or out door shopping center. Something that resembles the fountains or Galleria in Roseville. We also need local chains and higher end places to eat. Need high end cosmetic service.
- A place for community plays. Right now we have to go into Sacramento for all plays unless one of the local high school's have one!
- A real shopping mall and not a discount outlet mall
- A train station, aka public transportation in the form of rail with busses going to and from, and all around that new transportation hub could be opportunities for shopping, dining, and cultural event
- Activities and jobs for retirees
- Affordable shopping, parking, more minority/multicultural events, venues and shops, community events for seniors, informational services....
- Although City hall is not located there. Old Elk Grove = A plaza with out door music for east and west Elk Grove to meet. Covered for summer heat and warm inviting place for winter.
- Amenities: widen EG Blvd thru Old Town, better and safer parking.
- An interesting focal point for a destination. Improved walking & parking.
- Another restaurant similar to The Brick House. Sometimes it's so packed, but we want the live music and great food. Nowhere else like there in Old Town.
- Any restraunt that is not a chain. It would be nice to see the brew pub replaced.
- Art Center and museum, parks and area for parking that is senior friendly. This area of Elk Grove should have a Senior Center as well as the Laguna area.
- Art galleries, wine tasting, better shopping and ease of parking in the area.
- Because of the confined nature of old EG, it's hard to say. If you get too many people there at once, it's not pleasant for anyone.
- Better & convenient parking
- Better parking and more places to sit as one walks along the street.
- Better parking, more park like setting, wider sidewalks, make it a safer neighborhood.
- Better parking, overpass over the trains,
- Better parking.
- Better Public Parking
- Better traffic flow & parking. I would like to see more dining that offer outdoor seating. Whenever I have attended an event, as with many others we bring our dogs & there is no outside dining option
- Blues or jazz club, good restaurant with reasonable prices.

- Book, music and movie store, great breakfast cafe, musical theater and/or playhouse, See's candy or Rocky Mountain chocolate factory, bakery and/or lunch cafe, nice history museum, outdoor concerts.
- Bookstore
- Boutique shops, more dining, better parking. It's very hard to park in old town.
- Boutiques and specialty shops with easier & more visible parking. Too many spots for parking seem restrictive. Traffic can be troublesome at times
- Breakfast
- Casual but good restaurants for breakfast and lunch; quality dining restaurants and brewpub; a performing arts center; a community volunteer center; various services (see Old Town in Lodi)
- Casual dining, ice cream, coffee
- Casual dining, outdoor activity
- Casual restaurants, local food vendors, a Bakery, farmers market, clean/quality thrift store, community events/ice rink/plaza, HARDWARE STORE!!!
- Casual restaurants. business that are open in the evening
- City puts too Much \$ into Old Town. It is over rated and really is not that historical. The main street is too busy, and crossing the street can be dangerous. Ice skate ring is a total waste of \$
- Clothing stores, neighborhood nursery, shoe stores for men and women, ethnic casual restaurants.
- Community events including community outreach by local police to help enhance our personal neighborhoods. More community watch outreach. I would like to establish one in my neighborhood however I ha
- Concerts, general dining, nightlife (anything past 9pm)
- Concerts...
- Convert the winery building into a destination shopping experience and loft office space to bring workers and their spending money into the area.
- Decent walking mall with non-chain shops, brewery, park/outdoor area, running paths that actually connect and go somewhere
- Dine-in casual Restaurants for breakfast and lunch (not fast foods).
- Dining options
- Downtown needs revamp and Improvement to bring people in. Good examples: Pleasanton, Livermore, Saratoga.
- Eateries, hardware store, nightlife, garden shops, home decor shops, new Italian Deli is good, need more parking and more of everything but we have limited buildings to work with.
- Extension of existing environment and a nice coffee house
- Family oriented activities
- Farmers Market would be fantastic.
- FINE DINING ESTABLISHMENT
- Fine dining, butcher shop/deli, Kovars martial arts academy from Laguna
- Fine restaurants, Shopping, Movie Theater, Plaza Setting
- Finish the mall.
- Finish the mall. Although by now the overall design will need to be revisited to acheive higher sustainablility characteristics. Id enjoy to hear those talks and chime in.
- Flea Markets
- FREE PARKING CLOSER TO THEIR BUSINESS ESTABLISHMENTS.
- Give a face lift to outdated buildings so they all look nicer and newer
- Give it up. Any other city would have leveled the place. 'Old Town' is just a thing to be interested in have something to do. All it does is create congestion. It's an embarrassment.
- Go carting, miniature golf, rock climbing wall, arcade.
- Good restaurants, major brand gasoline service stations, high end grocery stores like Bel Air, Raleys, or Safeway, and barber shops.

- History centers museums that emphasize the important part this area was to the discovery of gold and in settling the West.
- I don't think focusing on Old Town Elk Grove is necessary... you'll need to create something on the west side of hwy 99 to include those residents in the Stonelake area and anyone west of Bruceville
- I miss the Elk Grove Brewery, we need something like that instead of just Bob's bar.
- I still consider myself new to Elk Grove so I don't have any additional recommendations at this time.
- I think a performing arts theater open to all ages and community members to participate and build a community theater group would fill a void.
- I would like street signs visible in both directions at Elk Way & Elk Grove Florin and lighting on the West side of the intersection
- I would like to see a greater variety of gift type stores. Currently, it just seems like it is nothing but salons.
- I would like to see a venue for small scale concerts/shows such as at the Sutter Creek Theater. If doable, a good site could be the old Brewery. A community park/plaza. Traffic is an issue.
- I would like to see the city do something nice with the Old Town Plaza (ex-sand & gravel pit), like maybe a park like setting. And maybe an old fashioned train station in the lot on the other side of
- I would visit old town Elk Grove more if traffic wasn't so bad. Elk Grove Blvd. is horribly congested, I avoid even grocery shopping there at certain times of the day. (I live in old Elk Grove).
- If it promoted the history of Elk Grove more instead of being just shops that no one really visits.
- If it was easier to navigate and get around in Old town I might go more often. I would recommend an annual wine walk like Willow Glen, San Jose CA does. It is charity event, people spend \$
- Improve or reroute central traffic flow/parking, improve bike/walk/shuttle access, remove nearby blighted strip malls, history/railroad features, build public venue for social events/city hall THERE
- International food store
- It feels crowded and everytime I pass by there. Roads are too narrow.
- It's hard to feel comfortable there because even though the speed limit is 25, people zip through. And I live on the west end of town, so it's hard to get across town, esp. at Walmart and 99!!!
- Just more to do in general. Sometimes I go down there and feel like all there is are a bunch of trashy bars.
- Lack of parking and the narrow street is what keeps me from visiting Old Town Elk Grove. I only visit Old Town to go to the Brick House Restaurant. Also, there are mostly salons in Old Town.
- Less traffic and more parking.
- Less traffic congestion.
- Let Old Town Elk Grove go - too much energy is spent on a nothing location. There are so many nicer places in Elk Grove than Old Town. It has turned into a big beauty parlor and nothing more.
- Locally owned and operated shops and restaurants. too many national chain restaurants and stores in town
- Locally-owned restruants, breweries, and/or pubs.
- Look @ Folsom Palladio Lots of things in one area/ Sunriver Oregon4fun. Outdoor dining for summer evenings/ coffee shop/bakery/restaurant for mornings/bookstore/plaza with benches/fountains to linger
- Lose Byblos art and garden

- Making parking easier and more ample. The library especially. I stopped going when you changed the parking. The building is lovely!
- McManamins-type pub/micro-brewery (Oregon), med level steakhouse/seafood restaurant and/or Harris Center For The Arts-type performing arts center (Folsom Lake College) w/ decent entertainment, IMAX
- Microbrew House, Blueshouse Pub, Teen Center
- More and better shops. More and better restaurants. A community park with some planned activities or events, i.e., art show, craft or fine arts show, summer play or music events.
- More casual eating spots and a movie theater would be awesome. Allow the food trucks to do more Food Truck Round-ups.
- More craft, wine, antique, musical events
- More farmers markets, parades, other shopping other than salons.
- More for children and a movie theater.
- More genereal activity to poplate the streets and buildings. Adult education activities. Good independent coffee shop (like Plantation Roast used to be). Grocery selling fine foods. Delicatessen.
- More high end restaurants. No franchises. Bring back the Elk Grove brewery.
- More parking, it's a pain to park in OLD TOWN.
- More parking; more dining options; more actviites such as movie theater or performing arts
- More places for activities with pets (dogs) without leash - more dog parks.
- More places to go. Not relevant to me currently.
- More public parking and less nail/beauty salons (20 plus within 1mile is ridiculous.
- More special events, more shopping, I would like to see more festivities at all the major holidays. It would be nice to have something at Christmas that is a little more than a 1 day event.
- More street fairs similar to the Dicken's Fair held after Thanksgving. Improved parking and more parking. Parades and other community events.
- More walking-running trails, connect existing trails and build the aquatics center.
- Mostly restaurants, casual breakfast/scoffee shop (not Starbucks)
- Muscial entertainment like a jazz club and more upscale dining options.
- Museum, anything of interest/educational for kids/, plaza
- Need more dining opportunities and "one of a kind" boutique shopping to make it attractive. Need to do away with more "common" storefronts that can be more easily accessed in other parts of town.
- Nice Fun restaurants, definately a movie theater, children entertainment
- Night entertainment
- Nightlife, bars and taverns that are separate from a restaurant-chain; shopping centers need more curb appeal in Old Town; bakeries; an easier place to park so you can walk to various shops.
- None. The traffic and parking are a mess, so I do not visit Old Town Elk Grove at all.
- None. Old Town is simply a bottle-neck on Elk Grove Boulevard
- NONE....until you get some NEW BLOOD running Old Town it just isn't going to happen. That same o, same o stuff just doesn't work anymore. Food Trucks take our money and run.....JMHO
- Nothing. Old Town is just that "OLD". Nothing would entice me to visit unless I aboslutely had to.
- Old Town E. G. parking and street space are still too confining and jammed. Widening the streets is the ONLY thing that would encourage more consumers & keep businesses from closing down.
- Old Town EG is a treasure and should be enhanced,. Encourage a railway stop and remodeling historic buildings to showcase what a special place EG is and that it's not just "a place of strip malls."

- Old Town Elk Grove needs to relocate. Take look at Livermore or Pleasanton each of them have rebuilt their old towns. Elk Grove's Old Town is disrupted by the rail road. There is not enough parking
- Old Town Elk Grove Sucks for parking !!!!
- Old town has no real character, it is boring and there is nothing of real interest. It is a waste of city money and effort to support the property owners in old town. It is just an old part of town
- Old Town is not a good shopping destination because of limited parking. I would like to see Old Town and the Elk Grove Regional Park developed as a living museum with stores, businesses, schools, etc.
- Old town needs more dining to draw day and evening. Music is always a good way to get community out and meeting
- Old town should be used for special community events as always. Not enough space for anything permanent mentioned above.
- Open the road up from single lane to 2 lanes in each direction more off street parking. Congestion now as things stand.
- Other areas of Elk Grove should be the focus of development.
- Outlet shopping like Vacaville. Jcoenney!!! Sears. So we never have to take our business out of EG!!
- Parking is inadequate for large gatherings of people. Large events cause street closures and inconvenience residents who use Elk Grove Boulevard.
- Parking is terrible. Design of street makes for bad traffic and dangerous conditions
- Parking is too difficult
- Performing Arts center
- **PERFORMING ARTS!!** A theater attractive enough to bring symphonies, ballets and plays to Elk Grove.
- Pick a theme. City of Benica was successful in revitalizing their downtown when they concentrated on "antiques" (different from 2nd hand stores). Find a theme---a local need and then fill it.
- Pistol Firing Range; Golf (i.e. Driving Range; Nice Restaurants; Open air concerts; parades; something like the downtown Thursday nights were with street vendor booths, etc.
- Places to eat in old town, Family places would be great. We need a place like Wacky Tacky or Incredible Johns. More places for families. the new part of EG gets everything Old Town gets nothing.
- Planters in the street causes congestion
- Public Market and Central Gathering Space
- Public tennis courts, recreational bike lanes away from vehicle traffic, fish and dock pond.
- Rather than more chain restaurants & businesses I'd like to see more mom & pop type businesses . We have far too many of the same thing (McDonalds , Taco Bell, ect. More of the small town feel places
- Recently moved here from Rdg. & I must say Redding has a Mall, most everything is within 10 min. driving. Here there's no mall, stores are all over the place, nothing but stopping at lights & U-turns
- Seasonal ice rink and **THAT IS IT! LEAVE OLD TOWN THE WAY IT IS!!** It's called **OLD TOWN FOR A REASON.**
- Shopping
- Shopping, fine dining, entertainment
- Small coffee and dining establishments that would draw locals in ... also **LESS** nail/hair salons!
- Something for kids and families.
- Special events, better parking/easier accessibility...festive environment, music, hands on activities for children, rides (such as train or carousel or horse and buggy), special foods, food festival
- Steak house, arts facility for concerts, etc

- Tear 90% of it down and start over
- The amount of traffic that flows through Old Town on Elk Grove Blvd. is a detriment to development of Old Town. To bring an effective change would require a remake of the entire area. Good Luck.
- The ice rink was very entertaining and fun, many of our families went out several times to have family fun night.
- The narrow road makes it impossible to ride a bicycle correctly (off the sidewalk) in Old Town. I think the space is too limited to put in a large scale venue.
- The old Elk Grove Brewery was very good and I wish it would return. Any improvement in restaurants and entertainment would be appreciated.
- The only thing that would get me to Old Town would perhaps be doing something with the RR property.....what? Not sure...perhaps a Farmers Mkt. would be one. A Basque Restaurant would be great.
- The poor traffic flow caused by narrow streets and train tracks combined with lack of parking in Old Town makes it a nightmare to visit there. I avoid that area at ALL COSTS.
- Theatre, up scale cocktail bar
- They need to be open weekends. All businesses should have similar work hours & days open. Bakery, coffee,
- Traffic planning very poor parking for shopping poor train traffic causes congestion for prolonged periods
- Traffic, railroad, and lack of parking make Old Town a hard sale. Need a destination like a theatre. There's a need for something other than youth sports. EG is a cultural wasteland.
- Transportation hub for light rail and buses. University. Business incubator. Research facilities. High density housing. Whole Foods. Lending facilities for tools. Adult learning thru co-teaching.
- Two things. Old Town Elk Grove needs additional critical mass (i.e. shops) to attract a significant number of people. Further, an Amtrak station is needed both for tourists and commuters.
- Unfortunately, EG Blvd through old town is a bottleneck. Add a train and it's impossible.
- Until you fix the traffic problems, stop doing stuff downtown. A second RR crossing to allow for detours would help. INFRASTRUCTURE FIRST THEN DEVELOP SEEMS COMMON SENSE. DO LEADERS EVER DRIVE?
- Upscale dining
- Upscale shopping
- Urban planning 101, people attract people... Old Town potential. A more active nightlife (movie theater, restaurants, bars), would bring me in more. Traffic improvements would be needed.
- Variety of specialty shops -- not just nail salons
- Want to see a mall in Elk Grove
- We like the monthly food truck event. We go every month.
- We need a nice seafood / steakhouse, like Cattleman's or Claim Jumpers as well as an outdoor venue for concerts and plays.
- We need more arts and theatre in Elk Grove, We have to revive the Open Air Mall on Grant Line, It has become an Eye Sore and either use it or lose it, Or give it some religious facility for free.
- Widen the road, currently no parking for most of the businesses, stop the commercial trucks from stopping in the middle of the street to make deliveries and that includes UPS
- Widen the street and more parking
- With all the new housing developments home owners are in need of mid level pricing antique, thrift stores and house hold furnishings and decor stores.
- Would love to see more shopping in ElkGrove, mall or outlet. Would also like to see more music /concert events come to town. Need a place for artist to come and perform.

- Would need street improvement to enhance use. Drive Elk. Grove weekly to church and it is nasty at times. Avoiding it completely during current construction if possible. Lov the town
- Year round ice-skating rink, book stores, children museum