



CITY OF ELK GROVE, CA 2011

Report of Demographic Subgroup Comparisons

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Elk Grove staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Elk Grove staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Elk Grove chose was to have crosstabulations of evaluative questions 1-19 by demographic questions D3 (length or residency in Elk Grove), D5 (rent or own home), D7 (presence of children 17 or under in household), and D8 (presence of adults 65 or older in household).

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included under separate cover in *The NCS Report of Results, Elk Grove 2011*, Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables display the responses from respondents who had an opinion about a specific item.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")													
Please rate each of the following aspects of quality of life in Elk Grove:	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Elk Grove as a place to live	83%	79%	83%	82%	89%	81%	83%	85%	80%	83%	81%	88%	83%
Your neighborhood as a place to live	82%	82%	86%	84%	90%	83%	85%	89%	78%	84%	84%	85%	84%
Elk Grove as a place to raise children	74%	85%	82%	80%	84%	81%	82%	86%	76%	81%	80%	84%	81%
Elk Grove as a place to work	42%	48%	37%	42%	61%	35%	42%	37%	48%	42%	42%	44%	42%
Elk Grove as a place to retire	56%	67%	58%	60%	66%	58%	60%	73%	46%	61%	57%	67%	60%
The overall quality of life in Elk Grove	76%	75%	73%	74%	83%	73%	75%	79%	71%	75%	73%	81%	75%

Question 2: Community Characteristics (Percent "excellent" or "good")													
Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Sense of community	59%	66%	63%	62%	61%	64%	63%	63%	63%	63%	61%	68%	63%
Openness and acceptance of the community towards people of diverse backgrounds	55%	81%	72%	69%	74%	69%	71%	69%	70%	69%	66%	78%	69%
Overall appearance of Elk Grove	82%	87%	77%	81%	85%	81%	82%	82%	81%	82%	84%	76%	82%
Cleanliness of Elk Grove	83%	85%	73%	79%	83%	79%	80%	82%	77%	80%	81%	78%	80%
Overall quality of new development in Elk Grove	63%	59%	53%	58%	64%	57%	59%	56%	61%	58%	58%	59%	58%
Variety of housing options	48%	64%	57%	55%	38%	62%	56%	62%	48%	55%	55%	58%	56%
Overall quality of business and service establishments in Elk Grove	65%	55%	56%	59%	75%	55%	60%	65%	53%	59%	59%	59%	59%
Shopping opportunities	65%	53%	41%	52%	67%	50%	54%	55%	51%	53%	55%	48%	53%
Opportunities to attend cultural activities	55%	49%	31%	44%	54%	41%	45%	42%	46%	44%	43%	47%	44%
Recreational opportunities	61%	64%	53%	58%	60%	59%	59%	58%	59%	58%	58%	61%	59%
Employment opportunities	26%	29%	14%	22%	31%	19%	22%	19%	26%	22%	22%	21%	22%
Educational opportunities	53%	62%	51%	54%	65%	52%	55%	52%	57%	54%	54%	56%	55%
Opportunities to participate in social events and activities	64%	58%	53%	58%	66%	55%	58%	57%	60%	58%	57%	63%	59%
Opportunities to participate in religious or spiritual events and activities	61%	59%	70%	64%	70%	62%	64%	62%	66%	64%	63%	66%	64%
Opportunities to volunteer	47%	62%	74%	62%	69%	62%	63%	65%	61%	63%	62%	66%	63%
Opportunities to participate in community matters	51%	61%	66%	60%	76%	56%	61%	60%	61%	60%	59%	64%	60%
Ease of car travel in Elk Grove	63%	57%	45%	54%	72%	50%	55%	57%	52%	55%	56%	51%	55%
Ease of bus travel in Elk Grove	62%	47%	45%	51%	73%	45%	52%	55%	49%	52%	50%	56%	52%

Question 2: Community Characteristics (Percent "excellent" or "good")													
Please rate each of the following characteristics as they relate to Elk Grove as a whole:	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Ease of bicycle travel in Elk Grove	58%	58%	44%	52%	63%	50%	53%	56%	50%	53%	52%	53%	53%
Ease of walking in Elk Grove	67%	62%	57%	62%	70%	60%	62%	62%	64%	63%	61%	65%	62%
Availability of paths and walking trails	71%	60%	49%	59%	62%	59%	59%	56%	63%	60%	60%	57%	60%
Traffic flow on major streets	43%	43%	29%	37%	32%	39%	37%	41%	34%	38%	36%	42%	38%
Availability of affordable quality housing	46%	49%	38%	43%	20%	51%	43%	53%	34%	44%	40%	57%	44%
Availability of affordable quality child care	28%	34%	49%	38%	39%	38%	38%	38%	39%	38%	40%	35%	39%
Availability of affordable quality health care	63%	47%	60%	58%	68%	56%	59%	62%	55%	58%	55%	67%	58%
Availability of affordable quality food	65%	66%	71%	67%	71%	67%	68%	68%	68%	68%	68%	68%	68%
Availability of preventive health services	55%	55%	61%	57%	62%	56%	58%	55%	60%	58%	55%	66%	58%
Air quality	56%	62%	58%	58%	71%	54%	58%	53%	65%	59%	58%	59%	59%
Quality of overall natural environment in Elk Grove	64%	69%	62%	64%	64%	65%	65%	64%	65%	65%	65%	64%	65%
Overall image or reputation of Elk Grove	66%	70%	59%	64%	68%	64%	65%	65%	64%	65%	65%	63%	65%

Question 3: Growth (Percent of respondents)													
Please rate the speed of growth in the following categories in Elk Grove over the past 2 years:	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Population growth too fast	52%	59%	54%	55%	48%	57%	55%	59%	49%	54%	53%	59%	54%
Retail growth too slow	49%	39%	50%	47%	44%	48%	47%	47%	47%	47%	48%	45%	48%
Job growth too slow	86%	88%	91%	89%	97%	86%	89%	91%	87%	89%	88%	90%	89%

Question 4: Code Enforcement (Percent a "major" problem)													
	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Run down buildings, weed lots or junk vehicle a major problem in Elk Grove	2%	14%	8%	7%	10%	6%	7%	7%	8%	7%	8%	6%	7%

Question 5: Community Safety (Percent "very" or "somewhat" safe)													
Please rate how safe or unsafe you feel from the following in Elk Grove:	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Violent crime (e.g., rape, assault, robbery)	65%	70%	68%	68%	67%	69%	69%	71%	64%	68%	71%	61%	68%
Property crimes (e.g., burglary, theft)	53%	50%	52%	52%	66%	49%	53%	59%	45%	52%	55%	46%	52%
Environmental hazards, including toxic waste	74%	76%	68%	72%	84%	70%	73%	74%	71%	72%	73%	70%	72%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)													
Please rate how safe or unsafe you feel:	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
In your neighborhood during the day	97%	90%	89%	92%	94%	92%	92%	93%	92%	92%	94%	88%	92%
In your neighborhood after dark	72%	70%	74%	73%	76%	73%	74%	76%	70%	73%	74%	71%	73%
In Elk Grove's commercial areas during the day	90%	89%	81%	86%	87%	87%	87%	88%	85%	87%	88%	83%	87%
In Elk Grove's commercial areas after dark	59%	56%	52%	55%	54%	57%	56%	60%	51%	56%	59%	45%	56%

Question 7: Contact with Police Department (Percent "yes")													
	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Have you had any in-person or phone contact with an employee of the City of Elk Grove Police Department within the last 12 months?	30%	37%	43%	37%	36%	38%	37%	30%	44%	37%	40%	27%	37%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "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		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
What was your overall impression of your most recent contact with the City of Elk Grove Police Department?	63%	59%	72%	66%	81%	61%	66%	79%	56%	66%	63%	78%	66%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")													
	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	8%	4%	13%	9%	10%	9%	9%	6%	11%	9%	10%	4%	9%
If yes, was this crime (these crimes) reported to the police?	91%	57%	96%	90%	88%	90%	89%	78%	96%	89%	91%	82%	89%

Question 11: Resident Behaviors (Percent at least once in past 12 months)													
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Elk Grove?	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Used Elk Grove public libraries or their services	55%	65%	65%	61%	75%	57%	61%	41%	84%	62%	64%	56%	62%
Ridden a local bus within Elk Grove	16%	17%	14%	15%	27%	12%	15%	14%	18%	16%	14%	19%	16%
Attended a meeting of local elected officials or other local public meeting	11%	19%	29%	20%	17%	21%	20%	16%	24%	20%	20%	21%	20%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	13%	41%	20%	23%	15%	25%	23%	23%	22%	23%	22%	24%	23%
Read Elk Grove Newsletter	88%	93%	89%	89%	94%	89%	90%	84%	96%	90%	89%	92%	90%
Visited the City of Elk Grove Web site (at www.elkgrovecity.org)	68%	78%	69%	71%	60%	76%	73%	59%	86%	72%	76%	56%	71%
Recycled used paper, cans or bottles from your home	95%	100%	96%	97%	93%	98%	97%	96%	99%	97%	98%	95%	97%
Volunteered your time to some group or activity in Elk Grove	33%	34%	57%	43%	44%	43%	43%	30%	57%	43%	47%	30%	43%
Participated in religious or spiritual activities in Elk Grove	47%	53%	49%	49%	56%	48%	50%	42%	58%	49%	49%	49%	49%
Participated in a club or civic group in Elk Grove	15%	24%	31%	24%	28%	22%	24%	18%	31%	24%	23%	27%	24%
Provided help to a friend or neighbor	89%	97%	96%	94%	90%	96%	94%	92%	97%	94%	95%	91%	94%

Question 12: Neighborliness (Percent at least several times a week)													
	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Visit with neighbors at least several times a week	40%	50%	43%	44%	42%	45%	44%	39%	48%	43%	41%	51%	44%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Elk Grove:	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household			
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall	
Police services	79%	78%	74%	77%	91%	74%	78%	83%	72%	78%	77%	78%	78%	
Crime prevention	61%	61%	60%	61%	67%	60%	62%	64%	58%	61%	62%	59%	61%	
Traffic enforcement	66%	65%	56%	61%	54%	64%	61%	62%	60%	61%	61%	61%	61%	
Street repair	60%	62%	54%	58%	62%	57%	58%	54%	63%	58%	59%	57%	58%	
Street cleaning	69%	64%	61%	65%	79%	62%	66%	65%	65%	65%	66%	62%	65%	
Street lighting	67%	71%	65%	67%	67%	68%	67%	71%	65%	68%	68%	67%	67%	
Sidewalk maintenance	73%	69%	59%	67%	73%	64%	66%	71%	62%	66%	69%	59%	67%	
Traffic signal timing	61%	53%	46%	53%	62%	51%	53%	53%	53%	53%	57%	43%	53%	
Bus or transit services	67%	47%	48%	55%	75%	50%	56%	54%	58%	56%	53%	64%	56%	
Garbage collection	75%	81%	83%	80%	82%	81%	81%	83%	77%	80%	77%	89%	80%	
Recycling	76%	86%	83%	81%	87%	81%	82%	86%	78%	82%	79%	89%	82%	
Yard waste pick-up	76%	82%	82%	80%	82%	81%	81%	83%	79%	81%	77%	90%	81%	
Storm drainage	81%	67%	65%	71%	79%	70%	72%	71%	72%	72%	74%	66%	72%	
Land use, planning and zoning	66%	49%	38%	50%	74%	44%	51%	48%	53%	51%	56%	36%	51%	
Code enforcement (weeds, abandoned buildings, etc.)	58%	45%	46%	50%	64%	45%	50%	58%	43%	50%	55%	37%	50%	

Question 13: Service Quality (Percent "excellent" or "good")													
Please rate the quality of each of the following services in Elk Grove:	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Animal control	82%	57%	55%	64%	68%	64%	65%	67%	63%	65%	69%	56%	65%
Economic development	62%	32%	20%	37%	55%	31%	37%	40%	36%	38%	38%	35%	38%
Services to seniors	75%	86%	53%	68%	69%	70%	70%	69%	69%	69%	71%	66%	69%
Services to youth	73%	72%	51%	64%	65%	65%	65%	57%	69%	64%	67%	56%	64%
Services to low-income people	61%	34%	40%	46%	37%	51%	46%	50%	42%	46%	45%	49%	46%
Public library services	76%	72%	72%	73%	84%	72%	75%	67%	80%	74%	75%	71%	74%
Public information services	72%	59%	50%	60%	58%	62%	61%	57%	63%	60%	59%	64%	60%
Cable television	65%	61%	56%	61%	59%	62%	61%	67%	55%	61%	61%	61%	61%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	65%	65%	54%	61%	72%	58%	62%	62%	61%	62%	58%	71%	62%
Preservation of natural areas such as open space, farmlands and greenbelts	55%	56%	49%	53%	58%	52%	53%	52%	55%	53%	53%	53%	53%

Question 14: Government Services Overall (Percent "excellent" or "good")													
Overall, how would you rate the quality of the services provided by each of the following?	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
The City of Elk Grove	70%	73%	63%	68%	64%	70%	68%	69%	67%	68%	68%	68%	68%
The Federal Government	33%	40%	23%	31%	43%	27%	30%	29%	33%	31%	30%	33%	31%
The State Government	28%	35%	20%	27%	36%	23%	26%	25%	28%	26%	25%	33%	27%
Sacramento County Government	31%	45%	26%	32%	37%	30%	32%	30%	34%	32%	32%	35%	32%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)													
Please indicate how likely or unlikely you are to do each of the following:	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Recommend living in Elk Grove to someone who asks	91%	86%	82%	86%	91%	86%	87%	89%	85%	87%	87%	88%	87%
Remain in Elk Grove for the next five years	79%	85%	83%	82%	73%	86%	82%	84%	81%	83%	80%	91%	83%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)													
	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
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:	24%	21%	13%	19%	30%	15%	19%	23%	14%	19%	20%	15%	19%

Question 17: Contact with City Employees (Percent "yes")													
	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Have you had any in-person, phone or email with an employee of the City of Elk Grove within the last 12 months (including police, receptionists, planners or any others)?	36%	31%	41%	37%	39%	37%	38%	32%	43%	37%	37%	37%	37%

Question 18: City Employees (Percent "excellent" or "good")													
What was your impression of the employee(s) of the City of Elk Grove in your most recent contact?	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
Knowledge	78%	70%	70%	73%	90%	68%	74%	75%	72%	73%	73%	73%	73%
Responsiveness	61%	71%	73%	68%	83%	64%	69%	72%	65%	68%	68%	70%	68%
Courtesy	61%	71%	78%	71%	70%	72%	71%	77%	65%	71%	73%	63%	71%
Overall impression	54%	71%	74%	67%	70%	66%	67%	76%	59%	67%	68%	63%	67%

Question 19: Government Performance (Percent "excellent" or "good")													
Please rate the following categories of Elk Grove government performance:	Number of years in Elk Grove				Rent or own home			Presence of children 17 or under in household			Presence of adults 65 or older in household		
	Less than 5 years	6 to 10 years	More than 11 years	Overall	Rent	Own	Overall	No	Yes	Overall	No	Yes	Overall
The value of services for the taxes paid to Elk Grove	52%	51%	43%	48%	54%	47%	48%	50%	47%	49%	50%	44%	49%
The overall direction that Elk Grove is taking	54%	46%	33%	43%	39%	44%	43%	41%	46%	44%	46%	36%	43%
The job Elk Grove government does at welcoming citizen involvement	43%	46%	35%	40%	26%	46%	41%	42%	39%	40%	43%	33%	40%