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The City of Livermore, California

Report of Demographic Subgroup
Comparisons
2008



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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 National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

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 Livermore staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries we used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Livermore staff also determined local interest in a variety of add-on options for The National Citizen Survey™ Basic Service.

One of the add-on options that Livermore chose was to have crosstabulations of evaluative questions 1-16a by demographic questions 19, (length of residency in Livermore), 20 (housing unit type), 26 (highest level of education completed), 27 (annual household income), 28 (ethnicity), 29 (race), and question 30 (age). The wording on the survey for the questions about ethnicity and race comes directly from the Census. "Ethnicity" is "Spanish/Hispanic/Latino." In this report "Race" is grouped by "White" (for respondents who selected "White/Caucasian") and "Non-white" (for respondents who selected one or more of the following categories: "American Indian or Alaskan native," "Asian or Pacific Islander," "Black, African-American" or "Other").

UNDERSTANDING THE RESULTS

“Don’t Know” Responses

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

Putting Evaluations onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 1 representing the best rating and 4 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale.

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. Usually this number is the rating on a 100-point scale. Sometimes this scale was not appropriate to use. In these cases we have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who reported a crime, or the percent of respondents who felt the rate of growth was “about right.” For a few questions, we have shown the full set of responses: these include the policy questions and the question about respondents’ perceptions about the economy.

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 gray.

COMPARISONS

Quality of Life Ratings

	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
How do you rate Livermore as a place to live?	76	80	72	77	75	76	78	73	77	74	77
How do you rate your neighborhood as a place to live?	71	70	67	72	64	65	70	75	64	67	74
How do you rate Livermore as a place to raise children?	70	73	64	71	67	68	71	70	71	66	72
How do you rate Livermore as a place to work?	60	62	60	59	64	60	60	63	62	63	58
How do you rate Livermore as a place to retire?	58	52	49	53	53	54	53	51	57	55	49
How do you rate the overall quality of life in Livermore?	71	70	67	70	68	69	70	68	72	67	69
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Quality of Life Ratings							
	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
How do you rate Livermore as a place to live?	75	83	76	75	75	75	79
How do you rate your neighborhood as a place to live?	70	69	70	68	65	71	73
How do you rate Livermore as a place to raise children?	69	76	69	70	69	69	71
How do you rate Livermore as a place to work?	61	61	63	57	60	60	65
How do you rate Livermore as a place to retire?	52	60	52	54	49	50	63
How do you rate the overall quality of life in Livermore?	69	76	70	68	67	69	74
Average rating on a 100-point scale (100=Excellent, 0=Poor)							

Characteristics of the Community											
Please rate each of the following characteristics as they relate to Livermore as a whole:	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Sense of community	62	61	57	62	57	60	61	60	63	56	61
Openness and acceptance	59	57	59	60	54	59	58	56	58	57	58
Overall appearance of Livermore	66	65	58	63	66	64	63	64	67	64	62
Opportunities to attend cultural activities	53	57	56	58	50	58	54	54	61	53	53
Shopping opportunities	47	45	44	45	47	50	41	45	53	46	40
Air quality	59	51	42	52	51	49	53	53	56	50	50
Recreational opportunities	61	60	53	60	56	58	59	58	61	58	57
Job opportunities	41	34	35	34	41	36	35	40	39	40	32
Access to affordable quality housing	34	28	21	29	26	29	28	25	30	25	28
Access to affordable quality child care	39	35	40	39	32	37	37	39	38	36	37

Characteristics of the Community											
Please rate each of the following characteristics as they relate to Livermore as a whole:	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Access to affordable quality health care	46	46	46	47	43	45	46	47	41	51	45
Ease of car travel in Livermore	52	46	39	46	47	47	44	50	51	45	44
Ease of bus travel in Livermore	48	42	42	44	44	51	42	37	54	42	38
Ease of rail/subway travel in Livermore	21	30	24	26	24	34	24	16	35	23	22
Ease of bicycle travel in Livermore	62	55	53	57	57	58	55	58	59	56	56
Ease of walking in Livermore	64	65	61	63	64	67	62	62	66	65	61
Educational opportunities	57	58	54	56	57	58	55	56	63	56	53
Overall image/reputation of Livermore	62	63	58	61	61	62	62	57	63	60	60

Characteristics of the Community											
Please rate each of the following characteristics as they relate to Livermore as a whole:	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
	Overall quality of new development in Livermore	67	59	55	60	62	58	64	59	59	56

Average rating on a 100-point scale (100=Excellent, 0=Poor)

Characteristics of the Community							
Please rate each of the following characteristics as they relate to Livermore as a whole:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
Sense of community	61	61	62	58	59	61	63
Openness and acceptance	59	51	60	54	55	59	60
Overall appearance of Livermore	64	65	64	63	65	62	65
Opportunities to attend cultural activities	56	53	57	49	46	57	63
Shopping opportunities	45	45	46	42	45	44	48
Air quality	50	62	50	57	53	51	49
Recreational opportunities	58	60	59	58	60	56	61
Job opportunities	36	39	37	36	41	33	38
Access to affordable quality housing	27	32	28	29	24	29	32
Access to affordable quality child care	38	32	39	36	29	40	39
Access to affordable quality health care	46	47	47	45	42	46	51
Ease of car travel in Livermore	45	55	45	50	48	44	49
Ease of bus travel in Livermore	41	59	41	48	45	45	40
Ease of rail/subway travel in Livermore	23	38	22	30	17	30	23
Ease of bicycle travel in Livermore	56	62	57	55	60	55	58
Ease of walking in Livermore	63	67	63	65	66	61	64
Educational opportunities	56	61	58	53	59	53	60
Overall image/reputation of Livermore	61	61	62	57	61	60	63
Overall quality of new development in Livermore	60	67	61	56	60	62	59
Average rating on a 100-point scale (100=Excellent, 0=Poor)							

Ratings of Growth

Please rate the speed of growth in the following categories in Livermore over the past 2 years:	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Population growth	48%	40%	31%	40%	39%	31%	41%	51%	32%	39%	46%
Retail growth (stores, restaurants etc.)	56%	54%	46%	50%	57%	52%	50%	58%	55%	54%	50%
Jobs growth	39%	24%	31%	31%	33%	33%	28%	36%	35%	34%	25%
Proportion of respondents rating as "About right"											

Ratings of Growth							
Please rate the speed of growth in the following categories in Livermore over the past 2 years:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
Population growth	40%	42%	41%	38%	33%	43%	43%
Retail growth (stores, restaurants etc.)	52%	58%	54%	49%	59%	48%	54%
Jobs growth	30%	36%	31%	34%	35%	28%	33%
Proportion of respondents rating as "About right"							

Ratings of Potential Problems in Livermore

To what degree, if at all, are the following in Livermore:	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Crime	5%	5%	5%	6%	3%	5%	5%	4%	4%	5%	5%
Drugs	6%	17%	21%	14%	14%	17%	14%	11%	17%	14%	13%
Too much growth	7%	18%	25%	17%	15%	20%	12%	17%	18%	17%	15%
Lack of growth	2%	4%	3%	4%	3%	3%	3%	5%	2%	2%	5%
Graffiti	3%	6%	7%	5%	4%	5%	5%	5%	4%	4%	7%
Noise	5%	7%	10%	8%	5%	8%	7%	6%	10%	7%	5%
Run down buildings, weed lots, or junk vehicles	7%	6%	6%	7%	7%	10%	6%	3%	3%	7%	7%
Taxes	16%	14%	13%	16%	11%	16%	14%	14%	18%	12%	14%
Traffic congestion	27%	34%	38%	33%	32%	34%	33%	30%	31%	33%	34%
Unsupervised youth	7%	10%	14%	8%	13%	15%	7%	8%	10%	13%	7%
Homelessness	5%	6%	7%	5%	7%	8%	5%	4%	9%	6%	5%
Weeds	3%	5%	5%	4%	4%	7%	3%	2%	4%	5%	3%

Ratings of Potential Problems in Livermore											
To what degree, if at all, are the following in Livermore:	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Absence of communications from the City of Livermore translated into languages other than English	3%	3%	2%	2%	5%	4%	4%	0%	2%	7%	1%
Toxic waste or other environmental hazard(s)	2%	5%	4%	3%	5%	4%	4%	3%	5%	3%	3%
Percentage of Respondents Rating as a "Major Problem"											

Ratings of Potential Problems in Livermore

To what degree, if at all, are the following in Livermore:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
Crime	5%	4%	4%	8%	5%	5%	4%
Drugs	14%	17%	14%	11%	15%	15%	11%
Too much growth	17%	9%	17%	13%	10%	19%	19%
Lack of growth	4%	1%	3%	4%	2%	3%	5%
Graffiti	5%	6%	5%	6%	4%	6%	5%
Noise	7%	9%	7%	9%	4%	9%	7%
Run down buildings, weed lots, or junk vehicles	7%	6%	7%	5%	6%	9%	4%
Taxes	14%	16%	15%	14%	12%	17%	13%
Traffic congestion	35%	16%	33%	31%	27%	39%	28%
Unsupervised youth	10%	9%	11%	5%	7%	13%	8%
Homelessness	5%	10%	4%	10%	8%	5%	4%
Weeds	4%	1%	4%	5%	2%	5%	5%
Absence of communications from the City of Livermore translated into languages other than English	2%	11%	2%	5%	8%	1%	1%
Toxic waste or other environmental hazard(s)	3%	6%	4%	3%	3%	5%	4%
Percentage of Respondents Rating as a "Major Problem"							

Ratings of Safety from Various Problems

Please rate how safe you feel from the following occurring to you in Livermore:	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Violent crime	78	74	71	74	76	69	76	80	70	74	78
Property crimes	66	62	60	63	63	60	63	67	62	60	65
Fire	80	78	76	79	76	77	78	79	73	79	80
Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)											

Ratings of Safety from Various Problems

Please rate how safe you feel from the following occurring to you in Livermore:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
Violent crime	75	71	76	69	74	75	74
Property crimes	63	60	63	62	60	64	65
Fire	78	74	79	76	80	77	77
Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)							

Ratings of Feelings of Safety in Various Areas

Please rate how safe you feel:	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
In your neighborhood during the day	98%	95%	93%	96%	94%	95%	95%	96%	93%	95%	97%
In your neighborhood after dark	80%	81%	73%	83%	70%	71%	79%	87%	64%	76%	86%
In Livermore's downtown area during the day	99%	95%	91%	95%	95%	94%	96%	96%	93%	97%	95%
In Livermore's downtown area after dark	78%	76%	65%	75%	72%	71%	79%	69%	66%	77%	75%
In Livermore's parks during the day	86%	88%	85%	88%	84%	84%	90%	84%	82%	87%	88%
In Livermore's parks after dark	46%	35%	30%	36%	40%	36%	40%	36%	35%	40%	37%
Percent of Respondents Rating "Very" or "Somewhat safe"											

Ratings of Feelings of Safety in Various Areas

Please rate how safe you feel:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
In your neighborhood during the day	95%	100%	95%	95%	99%	92%	96%
In your neighborhood after dark	79%	69%	78%	79%	73%	81%	79%
In Livermore's downtown area during the day	95%	99%	96%	93%	97%	94%	94%
In Livermore's downtown area after dark	72%	86%	73%	72%	73%	77%	67%
In Livermore's parks during the day	86%	87%	88%	82%	86%	90%	79%
In Livermore's parks after dark	36%	48%	36%	37%	40%	41%	27%
Percent of Respondents Rating "Very" or "Somewhat safe"							

Crime Victimization and Reporting

	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
During the past twelve months, were you or anyone in your household the victim of any crime?	14%	17%	12%	13%	16%	16%	16%	9%	13%	19%	12%
If yes, was this crime (these crimes) reported to the police?	64%	76%	56%	70%	62%	73%	66%	57%	54%	70%	78%
Percent of respondents whose households were victims of crime, and who reported the crime											

Crime Victimization and Reporting

	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
During the past twelve months, were you or anyone in your household the victim of any crime?	14%	15%	15%	14%	20%	14%	6%
If yes, was this crime (these crimes) reported to the police?	69%	60%	70%	60%	85%	62%	41%
Percent of respondents whose households were victims of crime, and who reported the crime							

Use of Community Amenities

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Used Livermore public libraries or their services	71%	86%	87%	82%	78%	77%	79%	90%	78%	81%	82%
Used Livermore recreation centers	62%	75%	71%	75%	58%	66%	70%	72%	61%	68%	74%
Participated in a recreation program or activity	51%	64%	52%	60%	48%	48%	59%	62%	49%	51%	62%
Visited a Livermore park	89%	94%	90%	93%	88%	87%	93%	95%	83%	94%	94%
Ridden a local bus within Livermore	26%	30%	25%	21%	38%	28%	25%	31%	34%	30%	22%

Use of Community Amenities

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Attended a meeting of local elected officials or other local public meeting	15%	28%	31%	29%	15%	21%	26%	27%	20%	17%	32%
Watched a meeting of local elected officials or other local public meeting on cable television	40%	52%	58%	51%	47%	56%	47%	44%	49%	49%	51%
Recycled used paper, cans or bottles from your home	93%	98%	97%	98%	92%	92%	98%	99%	89%	97%	98%
Volunteered your time to some group/activity in Livermore	32%	57%	52%	54%	31%	37%	48%	58%	38%	39%	55%

Use of Community Amenities

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Read City of Livermore Newsletter	89%	96%	94%	95%	88%	92%	93%	95%	89%	89%	99%
Used the Internet for anything	95%	96%	93%	96%	92%	89%	97%	99%	82%	97%	99%
Used the Internet to conduct business with Livermore	55%	59%	41%	55%	48%	49%	54%	56%	37%	49%	64%
Purchased an item over the Internet	87%	86%	84%	89%	80%	74%	90%	97%	62%	91%	95%
Proportion of respondents engaging in activity at least once in last 12 months											

Use of Community Amenities							
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
Used Livermore public libraries or their services	81%	79%	81%	80%	74%	86%	80%
Used Livermore recreation centers	69%	70%	67%	74%	69%	73%	60%
Participated in a recreation program or activity	58%	44%	56%	57%	54%	61%	46%
Visited a Livermore park	92%	86%	91%	92%	95%	94%	80%
Ridden a local bus within Livermore	28%	27%	24%	40%	32%	26%	24%
Attended a meeting of local elected officials or other local public meeting	26%	13%	25%	22%	12%	29%	29%
Watched a meeting of local elected officials or other local public meeting on cable television	50%	46%	50%	46%	47%	49%	56%
Recycled used paper, cans or bottles from your home	96%	95%	96%	95%	96%	97%	94%
Volunteered your time to some group/activity in Livermore	49%	29%	49%	40%	34%	53%	49%
Read City of Livermore Newsletter	93%	94%	93%	94%	89%	95%	95%
Used the Internet for anything	95%	89%	95%	92%	97%	98%	84%
Used the Internet to conduct business with Livermore	53%	46%	50%	61%	55%	61%	31%
Purchased an item over the Internet	88%	72%	89%	78%	90%	91%	69%
Proportion of respondents engaging in activity at least once in last 12 months							

Quality of Service Ratings											
How do you rate the quality of each of the following services?	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
	Police services	68	68	64	68	63	64	69	66	64	66
Fire services	79	80	80	80	78	80	81	77	82	80	78
Ambulance/emergency medical services	77	77	76	76	79	79	77	72	81	78	73
Crime prevention	62	56	58	58	60	55	60	62	61	57	58
Fire prevention and education	71	67	68	69	68	69	69	66	72	67	68
Traffic enforcement	64	56	54	58	59	59	57	59	59	59	58
Garbage collection	71	68	74	73	66	67	71	75	68	71	72
Recycling	71	72	79	78	65	72	73	78	70	73	76
Yard waste pick-up	72	74	74	76	67	71	73	78	67	74	76
Street repair	54	48	41	48	48	49	48	47	49	49	47
Street cleaning	58	51	52	53	56	51	57	52	52	59	51
Street lighting	54	50	50	50	53	48	54	53	48	53	52
Snow removal	91	73	71	76	84	79	80	78	76	88	72
Sidewalk maintenance	53	44	39	44	50	41	47	49	48	44	46
Traffic signal timing	51	42	37	43	46	44	46	40	48	44	43
Amount of public parking	61	54	45	54	55	49	58	55	50	54	55
Bus/transit services	53	52	48	50	52	56	50	46	61	47	46

Quality of Service Ratings											
How do you rate the quality of each of the following services?	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
	Storm drainage	63	59	56	58	61	57	61	59	57	61
Drinking water	51	46	49	50	46	45	49	54	47	48	51
Sewer services	63	61	65	63	61	61	62	65	60	65	62
City parks	69	68	66	68	68	66	68	71	69	68	67
Recreation programs or classes	68	69	67	69	66	68	69	67	71	68	66
Range/variety of recreation programs and classes	65	67	63	66	62	63	65	68	68	64	64
Recreation centers/facilities	69	71	65	70	66	66	70	71	68	68	69
Accessibility of parks	73	72	71	73	70	69	72	75	71	74	71
Accessibility of recreation centers/facilities	70	67	66	68	68	66	69	69	67	70	66
Appearance/maintenance of parks	70	69	67	67	72	71	67	70	73	69	66
Appearance of recreation centers/facilities	74	73	70	73	71	71	74	72	72	73	72
Land use, planning and zoning	52	46	41	45	51	42	50	47	45	48	46

Quality of Service Ratings

How do you rate the quality of each of the following services?	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
	Code enforcement (weeds, abandoned buildings, etc)	52	49	45	48	51	46	49	51	53	51
Animal control	63	60	59	61	61	61	63	58	65	63	57
Economic development	56	52	49	52	55	51	55	52	53	55	52
Health services	57	56	54	56	56	57	58	51	56	59	53
Services to seniors	64	59	55	57	63	59	59	58	61	58	58
Services to youth	58	50	41	50	48	46	52	51	51	47	50
Services to low-income people	49	44	40	42	48	43	49	38	41	50	41
Public library services	82	80	75	78	80	77	79	82	77	81	79
Variety of library materials	77	75	73	76	73	75	74	77	71	76	76
Public information services	59	61	56	58	60	60	58	58	63	61	55
Public schools	56	55	52	55	54	55	53	56	62	53	51
Cable television	53	53	47	50	52	48	54	49	49	51	51
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Quality of Service Ratings							
How do you rate the quality of each of the following services?	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
Police services	66	71	67	66	62	67	72
Fire services	80	77	80	79	79	79	81
Ambulance/emergency medical services	76	79	75	79	78	74	80
Crime prevention	58	61	59	56	56	57	68
Fire prevention and education	68	70	67	73	70	67	71
Traffic enforcement	58	66	59	56	63	56	58
Garbage collection	70	75	72	65	64	73	74
Recycling	73	78	75	68	70	75	76
Yard waste pick-up	73	74	75	66	73	74	74
Street repair	47	55	48	48	47	48	49
Street cleaning	53	58	54	52	53	54	55
Street lighting	52	48	53	46	43	54	57
Snow removal	77	88	81	73	85	79	68
Sidewalk maintenance	45	53	45	48	46	47	43
Traffic signal timing	42	63	42	49	47	42	44
Amount of public parking	54	58	53	58	60	52	51
Bus/transit services	49	64	51	49	47	53	51
Storm drainage	59	59	59	59	59	59	59
Drinking water	48	50	48	51	47	47	54
Sewer services	63	61	64	57	63	61	65
City parks	68	67	69	63	68	66	70
Recreation programs or classes	68	68	69	65	70	67	68

Quality of Service Ratings							
How do you rate the quality of each of the following services?	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
Range/variety of recreation programs and classes	65	62	66	61	66	64	65
Recreation centers/facilities	69	66	70	64	69	68	68
Accessibility of parks	72	70	74	67	72	72	72
Accessibility of recreation centers/facilities	67	70	68	66	66	68	69
Appearance/maintenance of parks	69	71	69	66	70	67	71
Appearance of recreation centers/facilities	72	77	72	73	74	72	72
Land use, planning and zoning	46	56	45	52	48	46	47
Code enforcement (weeds, abandoned buildings, etc)	48	55	47	53	51	47	50
Animal control	60	65	61	62	64	60	60
Economic development	53	54	53	53	54	52	52
Health services	55	64	56	58	57	54	59
Services to seniors	59	61	58	61	62	59	58
Services to youth	51	44	51	50	49	51	49
Services to low-income people	45	38	46	42	38	48	48
Public library services	78	86	79	78	80	78	79
Variety of library materials	75	79	77	71	72	76	77
Public information services	58	63	59	58	59	58	61
Public schools	53	65	54	55	55	53	58
Cable television	50	56	51	50	54	50	49
Average rating on a 100-point scale (100=Excellent, 0=Poor)							

Ratings of Various Levels of Government

Overall, how would you rate the quality of services provided by...	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
	The City of Livermore	65	62	58	62	62	60	63	63	63	61
The Federal Government	40	36	37	36	40	34	39	40	42	37	35
The State Government	41	39	39	40	40	39	41	40	42	40	39

Average rating on a 100-point scale (100=Excellent, 0=Poor)

Ratings of Various Levels of Government

Overall, how would you rate the quality of services provided by...	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
The City of Livermore	61	68	62	60	60	62	64
The Federal Government	37	44	38	37	35	39	39
The State Government	39	49	40	41	39	39	44
Average rating on a 100-point scale (100=Excellent, 0=Poor)							

Proportion of Population Having Contact with City Employees

	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
	Have you had any in-person or phone contact with an employee of the City of Livermore within the last 12 months?	47%	57%	58%	56%	49%	46%	58%	57%	43%	51%

Percent of respondents who reported contact with a City employee in the last 12 months

Proportion of Population Having Contact with City Employees

	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
Have you had any in-person or phone contact with an employee of the City of Livermore within the last 12 months?	55%	40%	56%	45%	51%	58%	49%
Percent of respondents who reported contact with a City employee in the last 12 months							

Ratings of Contact with City Employees

What was your impression of employees of the City of Livermore in your most recent contact?	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Knowledge	72	67	67	68	69	68	68	71	66	71	68
Responsiveness	68	62	65	65	64	60	65	70	59	69	64
Courtesy	75	70	71	73	69	66	73	76	65	74	72
Overall Impression	69	65	65	66	66	61	68	71	60	70	66

Average rating on a 100-point scale (100=Excellent, 0=Poor)

Ratings of Contact with City Employees

What was your impression of employees of the City of Livermore in your most recent contact?	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
Knowledge	68	72	70	61	68	68	71
Responsiveness	64	76	64	64	60	65	70
Courtesy	71	73	73	66	66	73	75
Overall Impression	66	72	67	64	62	67	70
Average rating on a 100-point scale (100=Excellent, 0=Poor)							

Ratings of Public Trust											
Please rate the following statements:	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
I receive good value for the City of Livermore taxes I pay	63	60	64	63	60	59	61	66	61	59	64
I am pleased with the overall direction that the City of Livermore is taking	73	65	58	67	64	62	67	68	64	62	69
The City of Livermore government welcomes citizen involvement	70	65	60	64	68	66	64	67	68	64	65
The City of Livermore government listens to citizens	63	57	50	55	59	55	57	58	58	53	57
Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)											

Ratings of Public Trust

Please rate the following statements:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
I receive good value for the City of Livermore taxes I pay	62	63	63	58	59	60	69
I am pleased with the overall direction that the City of Livermore is taking	66	69	67	62	67	65	66
The City of Livermore government welcomes citizen involvement	64	76	66	64	69	64	65
The City of Livermore government listens to citizens	56	64	56	58	56	56	58
Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)							

Perceptions of the Economy

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:	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Very positive	3%	2%	1%	3%	1%	2%	1%	4%	3%	0%	2%
Somewhat positive	18%	9%	9%	11%	15%	11%	13%	11%	15%	12%	12%
Neutral	41%	42%	41%	41%	43%	38%	41%	48%	42%	41%	42%
Somewhat negative	31%	41%	41%	39%	34%	41%	38%	32%	33%	38%	38%
Very negative	7%	6%	8%	7%	7%	8%	7%	5%	7%	8%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Perceptions of the Economy

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:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
Very positive	2%	1%	2%	3%	4%	1%	1%
Somewhat positive	10%	25%	10%	18%	17%	10%	11%
Neutral	42%	37%	41%	47%	41%	38%	49%
Somewhat negative	38%	35%	40%	28%	30%	44%	32%
Very negative	8%	3%	7%	5%	8%	6%	7%
Total	100%	100%	100%	100%	100%	100%	100%

Policy Question #1

Please indicate the degree to which you agree or disagree with the following statements: "I am disturbed by noise in my neighborhood from the following source(s):"	Length of Residency in Livermore			Housing Unit Type		Highest Level of Education Completed			Annual Household Income		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Some college, no degree or less	Associate's or Bachelor's degree	Graduate or professional degree	Less than \$49,999	\$50,000-\$99,999	\$100,000 or more
Airplanes from the Livermore Airport only (not over flight planes going to/from other airports)	14%	18%	23%	17%	20%	16%	19%	19%	21%	21%	16%
Traffic noise (cars, trucks, etc.)	39%	36%	38%	36%	40%	36%	35%	45%	31%	41%	39%
Trains	25%	19%	21%	18%	28%	27%	18%	21%	24%	21%	21%
Garbage pick-up trucks	33%	30%	29%	29%	34%	33%	29%	28%	35%	27%	31%
Percent rating "somewhat" or "strongly agree."											

Policy Question #1							
Please indicate the degree to which you agree or disagree with the following statements: "I am disturbed by noise in my neighborhood from the following source(s):"	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Non-white	18-34	35-54	55+
Airplanes from the Livermore Airport only (not over flight planes going to/from other airports)	19%	12%	19%	15%	15%	21%	15%
Traffic noise (cars, trucks, etc.)	38%	35%	40%	30%	37%	38%	37%
Trains	20%	35%	20%	26%	28%	22%	14%
Garbage pick-up trucks	30%	36%	30%	31%	39%	30%	22%
Percent rating "somewhat" or "strongly agree."							