



CITY OF LIVERMORE, CA 2010

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 Livermore 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 Livermore 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 Livermore chose was to have crosstabulations of evaluative questions 1-18 by demographic questions D3 (number of years in Livermore), D4 (housing unit type), D9 (annual household income), D10 (ethnicity of respondent), D11 (race of respondent), and D12 (age of respondent).

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

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

UNDERSTANDING THE TABLES

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

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

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")									
Please rate each of the following aspects of quality of life in Livermore:	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Livermore as a place to live	93%	90%	92%	93%	88%	86%	95%	94%	91%
Your neighborhood as a place to live	88%	83%	84%	89%	75%	76%	85%	87%	92%
Livermore as a place to raise children	88%	85%	84%	85%	86%	82%	88%	87%	84%
Livermore as a place to work	67%	64%	66%	64%	68%	55%	72%	68%	65%
Livermore as a place to retire	67%	60%	66%	65%	62%	69%	58%	65%	63%
The overall quality of life in Livermore	89%	84%	86%	88%	82%	78%	88%	90%	87%

Question 1: Quality of Life (Percent "excellent" or "good")							
Please rate each of the following aspects of quality of life in Livermore:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
Livermore as a place to live	92%	93%	93%	87%	92%	91%	93%
Your neighborhood as a place to live	85%	83%	87%	79%	79%	88%	84%
Livermore as a place to raise children	85%	90%	86%	84%	88%	84%	86%
Livermore as a place to work	65%	68%	68%	57%	64%	61%	75%
Livermore as a place to retire	63%	73%	64%	64%	70%	55%	72%
The overall quality of life in Livermore	86%	82%	87%	82%	84%	85%	90%

Question 2: Community Characteristics (Percent "excellent" or "good")									
Please rate each of the following characteristics as they relate to Livermore as a whole:	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Sense of community	77%	75%	74%	76%	74%	74%	75%	74%	78%
Openness and acceptance of the community towards people of diverse backgrounds	72%	66%	68%	68%	70%	66%	72%	61%	72%
Overall appearance of Livermore	82%	79%	78%	81%	78%	80%	77%	83%	77%
Cleanliness of Livermore	86%	80%	76%	79%	83%	78%	82%	80%	82%
Overall quality of new development in Livermore	77%	68%	65%	70%	67%	60%	74%	68%	73%
Variety of housing options	65%	60%	51%	63%	49%	47%	61%	63%	63%
Overall quality of business and service establishments in Livermore	72%	60%	65%	65%	63%	66%	70%	65%	58%
Shopping opportunities	52%	40%	46%	45%	46%	49%	50%	42%	40%
Opportunities to attend cultural activities	68%	60%	66%	66%	60%	59%	63%	67%	66%
Recreational opportunities	73%	69%	71%	73%	65%	64%	71%	71%	76%
Employment opportunities	34%	22%	24%	23%	30%	25%	27%	23%	26%
Educational opportunities	64%	49%	65%	59%	56%	58%	57%	63%	52%
Opportunities to participate in social events and activities	71%	67%	71%	71%	65%	66%	66%	73%	71%
Opportunities to participate in religious or spiritual events and activities	79%	70%	83%	79%	72%	72%	81%	77%	78%
Opportunities to volunteer	70%	70%	81%	78%	64%	67%	73%	81%	77%
Opportunities to participate in community matters	65%	59%	67%	67%	56%	59%	63%	65%	68%
Ease of car travel in Livermore	70%	59%	48%	58%	58%	59%	59%	56%	60%
Ease of bus travel in Livermore	45%	35%	44%	40%	40%	47%	39%	42%	28%
Ease of rail or subway travel in Livermore	19%	22%	21%	20%	22%	24%	19%	24%	17%
Ease of bicycle travel in Livermore	68%	61%	68%	67%	61%	63%	71%	65%	62%

Question 2: Community Characteristics (Percent "excellent" or "good")									
Please rate each of the following characteristics as they relate to Livermore as a whole:	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Ease of walking in Livermore	78%	72%	80%	75%	76%	75%	79%	73%	74%
Availability of paths and walking trails	77%	70%	71%	73%	70%	69%	72%	72%	77%
Traffic flow on major streets	61%	44%	38%	46%	48%	47%	51%	42%	48%
Amount of public parking	67%	59%	47%	58%	54%	50%	59%	59%	64%
Availability of affordable quality housing	49%	31%	29%	40%	28%	25%	40%	37%	41%
Availability of affordable quality child care	42%	40%	41%	44%	36%	32%	35%	38%	67%
Availability of affordable quality health care	54%	44%	51%	51%	44%	41%	45%	52%	60%
Availability of affordable quality food	67%	62%	70%	66%	65%	61%	66%	70%	67%
Availability of preventive health services	64%	53%	59%	59%	54%	54%	55%	59%	67%
Air quality	74%	52%	48%	56%	59%	53%	60%	55%	62%
Quality of overall natural environment in Livermore	80%	72%	73%	76%	71%	68%	75%	78%	82%
Overall image or reputation of Livermore	80%	71%	73%	74%	74%	71%	74%	80%	71%

Question 2: Community Characteristics (Percent "excellent" or "good")							
Please rate each of the following characteristics as they relate to Livermore as a whole:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55 +
Sense of community	75%	77%	77%	70%	68%	77%	80%
Openness and acceptance of the community towards people of diverse backgrounds	67%	72%	70%	63%	67%	63%	78%
Overall appearance of Livermore	79%	89%	80%	81%	80%	78%	82%
Cleanliness of Livermore	80%	84%	81%	79%	84%	77%	84%
Overall quality of new development in Livermore	69%	74%	68%	74%	68%	69%	71%
Variety of housing options	59%	51%	60%	51%	54%	60%	60%
Overall quality of business and service establishments in Livermore	65%	67%	65%	66%	68%	61%	68%

Question 2: Community Characteristics (Percent "excellent" or "good")							
Please rate each of the following characteristics as they relate to Livermore as a whole:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55 +
Shopping opportunities	46%	43%	47%	41%	49%	44%	46%
Opportunities to attend cultural activities	64%	60%	67%	49%	58%	63%	70%
Recreational opportunities	71%	62%	74%	58%	71%	72%	69%
Employment opportunities	25%	33%	27%	22%	23%	25%	29%
Educational opportunities	58%	56%	59%	55%	60%	53%	68%
Opportunities to participate in social events and activities	69%	64%	72%	59%	65%	70%	72%
Opportunities to participate in religious or spiritual events and activities	77%	71%	80%	64%	70%	77%	82%
Opportunities to volunteer	75%	64%	76%	61%	58%	76%	79%
Opportunities to participate in community matters	63%	61%	66%	52%	52%	63%	71%
Ease of car travel in Livermore	58%	63%	60%	53%	62%	55%	61%
Ease of bus travel in Livermore	39%	55%	43%	33%	30%	40%	47%
Ease of rail or subway travel in Livermore	20%	33%	21%	22%	10%	26%	20%
Ease of bicycle travel in Livermore	65%	67%	67%	58%	67%	62%	71%
Ease of walking in Livermore	75%	85%	77%	71%	80%	72%	78%
Availability of paths and walking trails	72%	70%	73%	69%	73%	72%	73%
Traffic flow on major streets	46%	50%	49%	40%	57%	40%	50%
Amount of public parking	57%	59%	57%	59%	64%	58%	51%
Availability of affordable quality housing	35%	38%	36%	34%	42%	35%	32%
Availability of affordable quality child care	40%	43%	43%	37%	35%	48%	34%
Availability of affordable quality health care	50%	42%	50%	48%	46%	49%	52%
Availability of affordable quality food	68%	49%	68%	60%	71%	62%	69%
Availability of preventive health services	57%	58%	58%	56%	53%	59%	59%
Air quality	57%	56%	57%	59%	72%	52%	53%
Quality of overall natural environment in Livermore	75%	74%	76%	72%	82%	74%	70%
Overall image or reputation of Livermore	74%	76%	74%	74%	79%	71%	76%

Question 3: Growth (Percent "too fast")									
Please rate the speed of growth in the following categories in Livermore over the past 2 years:	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Population growth	27%	51%	50%	44%	50%	51%	47%	44%	38%
Retail growth (stores, restaurants, etc.)	3%	13%	14%	10%	13%	16%	11%	9%	10%
Jobs growth	0%	3%	4%	3%	2%	4%	1%	3%	2%

Question 3: Growth (Percent "too fast")							
Please rate the speed of growth in the following categories in Livermore over the past 2 years:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
Population growth	44%	57%	47%	39%	41%	48%	44%
Retail growth (stores, restaurants, etc.)	12%	5%	12%	8%	11%	12%	10%
Jobs growth	2%	2%	3%	0%	3%	2%	3%

Question 4: Code Enforcement (Percent at least a "minor" problem)									
	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Livermore?	91%	88%	87%	90%	85%	87%	85%	94%	89%

Question 4: Code Enforcement (Percent at least a "minor" problem)							
	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Livermore?	88%	94%	88%	90%	85%	91%	87%

Question 5: Community Safety (Percent "very" or "somewhat" safe)									
Please rate how safe or unsafe you feel from the following in Livermore:	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Violent crime (e.g., rape, assault, robbery)	84%	83%	82%	85%	78%	76%	83%	90%	84%
Property crimes (e.g., burglary, theft)	69%	68%	69%	67%	70%	70%	65%	73%	66%
Environmental hazards, including toxic waste	75%	65%	70%	69%	70%	67%	69%	75%	69%

Question 5: Community Safety (Percent "very" or "somewhat" safe)							
Please rate how safe or unsafe you feel from the following in Livermore:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55 +
Violent crime (e.g., rape, assault, robbery)	83%	80%	84%	77%	83%	83%	81%
Property crimes (e.g., burglary, theft)	68%	73%	68%	68%	72%	64%	73%
Environmental hazards, including toxic waste	68%	83%	68%	74%	78%	65%	72%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)									
Please rate how safe or unsafe you feel:	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
In your neighborhood during the day	96%	96%	95%	96%	95%	94%	96%	96%	97%
In your neighborhood after dark	78%	80%	81%	84%	71%	69%	80%	84%	87%
In Livermore's downtown area during the day	96%	96%	96%	97%	96%	93%	98%	96%	98%
In Livermore's downtown area after dark	77%	76%	78%	78%	75%	67%	83%	79%	79%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)							
Please rate how safe or unsafe you feel:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
In your neighborhood during the day	96%	92%	97%	92%	96%	95%	96%
In your neighborhood after dark	80%	81%	81%	75%	76%	82%	80%
In Livermore's downtown area during the day	96%	97%	96%	96%	99%	95%	96%
In Livermore's downtown area after dark	76%	87%	76%	80%	86%	75%	72%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")									
	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
During the past twelve months, were you or anyone in your household the victim of any crime?	10%	15%	14%	14%	12%	15%	18%	9%	12%
If yes, was this crime (these crimes) reported to the police?	64%	72%	63%	69%	61%	66%	61%	80%	62%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")							
	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
During the past twelve months, were you or anyone in your household the victim of any crime?	13%	7%	13%	12%	16%	15%	8%
If yes, was this crime (these crimes) reported to the police?	71%	32%	69%	59%	50%	78%	53%

Question 9: Resident Behaviors (Percent at least once in past 12 months)									
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Livermore?	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Used Livermore public libraries or their services	73%	89%	85%	85%	78%	84%	84%	78%	86%
Used Livermore recreation centers	66%	74%	71%	77%	59%	63%	68%	78%	78%
Participated in a recreation program or activity	50%	65%	58%	63%	49%	47%	58%	62%	69%
Visited a neighborhood park or City park	87%	93%	92%	95%	83%	84%	92%	93%	96%
Ridden a local bus within Livermore	18%	25%	26%	20%	30%	34%	19%	20%	18%
Attended a meeting of local elected officials or other local public meeting	17%	30%	29%	30%	16%	23%	22%	25%	36%
Watched a meeting of local elected officials or other local public meeting on cable television	26%	40%	54%	43%	34%	42%	40%	38%	46%
Read Livermore Newsletter	88%	96%	96%	97%	86%	87%	94%	96%	98%
Visited the City of Livermore Web site (at www.ci.livermore.ca.us)	66%	70%	62%	71%	58%	58%	67%	70%	75%
Recycled used paper, cans or bottles from your home	93%	97%	99%	99%	93%	94%	96%	97%	100%
Volunteered your time to some group or activity in Livermore	35%	57%	59%	57%	40%	39%	51%	58%	61%
Participated in religious or spiritual activities in Livermore	47%	55%	61%	57%	50%	59%	53%	53%	57%
Participated in a club or civic group in Livermore	25%	31%	45%	39%	24%	28%	31%	38%	40%
Provided help to a friend or neighbor	87%	98%	98%	97%	89%	91%	95%	97%	97%

Question 9: Resident Behaviors (Percent at least once in past 12 months)							
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Livermore?	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
Used Livermore public libraries or their services	83%	87%	83%	83%	84%	85%	78%
Used Livermore recreation centers	70%	75%	72%	63%	74%	76%	59%
Participated in a recreation program or activity	59%	55%	60%	51%	53%	67%	49%
Visited a neighborhood park or City park	90%	95%	91%	90%	95%	93%	83%
Ridden a local bus within Livermore	23%	26%	22%	29%	16%	23%	30%
Attended a meeting of local elected officials or other local public meeting	26%	21%	26%	21%	16%	31%	25%
Watched a meeting of local elected officials or other local public meeting on cable television	41%	33%	42%	34%	18%	44%	53%
Read Livermore Newsletter	93%	95%	94%	91%	91%	97%	90%
Visited the City of Livermore Web site (at www.ci.livermore.ca.us)	66%	68%	66%	68%	82%	71%	46%
Recycled used paper, cans or bottles from your home	97%	93%	97%	96%	98%	98%	93%
Volunteered your time to some group or activity in Livermore	52%	36%	54%	40%	41%	58%	47%
Participated in religious or spiritual activities in Livermore	54%	55%	55%	52%	49%	55%	58%
Participated in a club or civic group in Livermore	35%	24%	35%	26%	28%	36%	35%
Provided help to a friend or neighbor	95%	91%	96%	92%	93%	95%	95%

Question 10: Neighborliness (Percent at least once per month)									
	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	79%	86%	90%	88%	79%	79%	83%	92%	85%

Question 10: Neighborliness (Percent at least once per month)							
	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	86%	76%	88%	76%	74%	87%	89%

Question 11: Service Quality (Percent "excellent" or "good")									
Please rate the quality of each of the following services in Livermore:	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Police services	84%	76%	77%	80%	74%	74%	76%	83%	82%
Fire services	94%	91%	97%	94%	93%	94%	93%	93%	95%
Ambulance or emergency medical services	90%	89%	93%	90%	91%	94%	84%	94%	91%
Crime prevention	69%	66%	63%	64%	68%	70%	61%	66%	65%
Fire prevention and education	78%	75%	81%	75%	85%	82%	71%	77%	82%
Traffic enforcement	72%	69%	59%	67%	64%	67%	67%	62%	72%
Street repair	61%	52%	42%	49%	54%	50%	53%	49%	53%
Street cleaning	72%	65%	61%	63%	70%	66%	67%	63%	66%
Street lighting	64%	59%	60%	62%	57%	58%	60%	60%	65%
Sidewalk maintenance	65%	53%	43%	51%	57%	51%	58%	46%	58%
Traffic signal timing	63%	50%	39%	47%	56%	53%	49%	46%	53%
Bus or transit services	56%	50%	54%	52%	53%	50%	62%	52%	45%
Garbage collection	81%	80%	88%	86%	76%	78%	86%	85%	84%
Recycling	82%	83%	91%	89%	79%	80%	84%	91%	87%
Yard waste pick-up	78%	78%	87%	84%	71%	75%	81%	88%	80%
Storm drainage	82%	75%	72%	78%	71%	69%	77%	79%	81%
Drinking water	60%	52%	62%	59%	54%	54%	55%	61%	57%
Sewer services	83%	80%	84%	84%	77%	79%	81%	84%	84%
Power (electric and/or gas) utility	80%	76%	84%	81%	76%	75%	81%	82%	79%
City parks	90%	85%	87%	87%	88%	84%	88%	92%	83%
Recreation programs or classes	86%	80%	87%	86%	79%	71%	88%	90%	87%
Recreation centers or facilities	86%	80%	85%	87%	74%	69%	84%	90%	89%
Land use, planning and zoning	59%	50%	40%	50%	47%	43%	52%	51%	51%
Code enforcement (weeds, abandoned buildings, etc)	57%	46%	48%	46%	57%	53%	50%	47%	47%
Animal control	68%	66%	69%	69%	63%	59%	71%	71%	69%
Economic development	58%	46%	40%	47%	46%	49%	45%	49%	45%

Question 11: Service Quality (Percent "excellent" or "good")									
Please rate the quality of each of the following services in Livermore:	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Health services	64%	59%	67%	64%	60%	57%	66%	61%	68%
Services to seniors	76%	62%	68%	67%	67%	68%	65%	69%	66%
Services to youth	75%	54%	50%	55%	60%	60%	62%	54%	48%
Services to low-income people	60%	47%	51%	56%	43%	47%	45%	58%	64%
Public library services	91%	91%	91%	92%	90%	88%	92%	91%	94%
Public information services	73%	66%	68%	67%	69%	71%	73%	68%	59%
Public schools	65%	54%	61%	57%	64%	58%	66%	60%	50%
Cable television	59%	56%	65%	62%	55%	54%	63%	61%	60%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	63%	52%	51%	55%	51%	62%	51%	53%	52%
Preservation of natural areas such as open space, farmlands and greenbelts	77%	69%	63%	71%	64%	62%	67%	78%	69%

Question 11: Service Quality (Percent "excellent" or "good")							
Please rate the quality of each of the following services in Livermore:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
Police services	79%	72%	79%	76%	67%	77%	90%
Fire services	95%	87%	94%	93%	94%	91%	99%
Ambulance or emergency medical services	92%	77%	92%	86%	88%	88%	96%
Crime prevention	66%	62%	65%	70%	61%	60%	80%
Fire prevention and education	77%	79%	77%	81%	70%	74%	89%
Traffic enforcement	67%	58%	67%	67%	59%	66%	73%
Street repair	50%	56%	51%	53%	53%	50%	52%
Street cleaning	65%	71%	67%	60%	67%	65%	67%
Street lighting	61%	58%	62%	57%	59%	61%	64%
Sidewalk maintenance	52%	67%	52%	59%	64%	52%	48%
Traffic signal timing	50%	53%	51%	47%	52%	48%	54%

Question 11: Service Quality (Percent "excellent" or "good")							
Please rate the quality of each of the following services in Livermore:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
Bus or transit services	50%	72%	54%	49%	37%	52%	62%
Garbage collection	84%	73%	86%	73%	76%	82%	91%
Recycling	86%	80%	88%	78%	78%	86%	91%
Yard waste pick-up	82%	77%	83%	73%	75%	82%	85%
Storm drainage	77%	69%	78%	69%	78%	75%	78%
Drinking water	57%	56%	60%	46%	56%	51%	69%
Sewer services	82%	80%	83%	77%	88%	78%	86%
Power (electric and/or gas) utility	81%	69%	81%	76%	85%	73%	87%
City parks	87%	86%	88%	84%	91%	84%	90%
Recreation programs or classes	84%	82%	86%	75%	92%	81%	83%
Recreation centers or facilities	84%	76%	86%	73%	90%	82%	80%
Land use, planning and zoning	48%	63%	49%	50%	45%	50%	51%
Code enforcement (weeds, abandoned buildings, etc)	48%	59%	49%	52%	53%	46%	55%
Animal control	68%	62%	70%	57%	68%	67%	68%
Economic development	47%	51%	48%	45%	49%	45%	50%
Health services	63%	53%	63%	63%	64%	60%	67%
Services to seniors	68%	70%	69%	64%	80%	63%	68%
Services to youth	56%	55%	60%	46%	67%	51%	65%
Services to low-income people	54%	32%	56%	34%	43%	54%	54%
Public library services	91%	91%	92%	88%	96%	91%	88%
Public information services	67%	71%	70%	63%	74%	64%	71%
Public schools	58%	59%	59%	58%	59%	57%	64%
Cable television	60%	59%	61%	55%	58%	59%	62%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	53%	62%	57%	47%	54%	51%	62%
Preservation of natural areas such as open space, farmlands and greenbelts	70%	68%	71%	62%	67%	71%	66%

Question 12: Government Services Overall (Percent "excellent" or "good")									
Overall, how would you rate the quality of the services provided by each of the following?	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
The City of Livermore	85%	79%	75%	80%	78%	72%	83%	85%	79%
The Federal Government	31%	31%	29%	26%	40%	35%	31%	30%	24%
The State Government	26%	23%	16%	17%	31%	23%	23%	23%	14%
Alameda County Government	39%	38%	33%	33%	42%	35%	36%	37%	34%

Question 12: Government Services Overall (Percent "excellent" or "good")							
Overall, how would you rate the quality of the services provided by each of the following?	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
The City of Livermore	80%	74%	81%	77%	80%	77%	83%
The Federal Government	31%	32%	30%	35%	33%	26%	38%
The State Government	21%	27%	21%	29%	24%	19%	26%
Alameda County Government	35%	45%	36%	41%	38%	34%	39%

Question 13: Contact with City Employees (Percent "yes")									
	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Have you had any in-person or phone contact with an employee of the City of Livermore within the last 12 months (including police, receptionists, planners or any others)?	37%	55%	55%	54%	40%	43%	47%	49%	61%

Question 13: Contact with City Employees (Percent "yes")							
	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not 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 (including police, receptionists, planners or any others)?	51%	31%	51%	41%	39%	58%	43%

Question 14: City Employees (Percent "excellent" or "good")									
What was your impression of the employee(s) of the City of Livermore in your most recent contact?	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Knowledge	92%	74%	81%	83%	73%	65%	85%	91%	83%
Responsiveness	87%	74%	80%	80%	74%	65%	86%	88%	79%
Courtesy	91%	76%	87%	88%	71%	68%	87%	92%	86%
Overall impression	89%	70%	79%	80%	68%	64%	82%	88%	77%

Question 14: City Employees (Percent "excellent" or "good")							
What was your impression of the employee(s) of the City of Livermore in your most recent contact?	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
Knowledge	81%	76%	82%	73%	75%	80%	88%
Responsiveness	79%	74%	81%	72%	70%	79%	88%
Courtesy	84%	77%	85%	72%	74%	82%	93%
Overall impression	78%	74%	80%	69%	73%	75%	88%

Question 15: Government Performance (Percent "excellent" or "good")									
Please rate the following categories of Livermore government performance:	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
The value of services for the taxes paid to Livermore	54%	51%	54%	54%	49%	49%	49%	60%	55%
The overall direction that Livermore is taking	71%	61%	59%	63%	62%	55%	62%	66%	69%
The job Livermore government does at welcoming citizen involvement	60%	51%	54%	54%	53%	51%	49%	60%	57%
The job Livermore government does at listening to citizens	58%	43%	36%	44%	43%	37%	40%	48%	50%

Question 15: Government Performance (Percent "excellent" or "good")							
Please rate the following categories of Livermore government performance:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
The value of services for the taxes paid to Livermore	52%	55%	54%	53%	44%	51%	66%
The overall direction that Livermore is taking	63%	65%	65%	58%	64%	61%	64%
The job Livermore government does at welcoming citizen involvement	53%	57%	56%	47%	45%	53%	62%
The job Livermore government does at listening to citizens	42%	61%	43%	48%	45%	42%	46%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)									
Please indicate how likely or unlikely you are to do each of the following:	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Recommend living in Livermore to someone who asks	93%	92%	93%	95%	88%	89%	90%	95%	97%
Remain in Livermore for the next five years	87%	89%	92%	92%	84%	86%	86%	94%	91%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)							
Please indicate how likely or unlikely you are to do each of the following:	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
Recommend living in Livermore to someone who asks	93%	92%	94%	86%	93%	93%	90%
Remain in Livermore for the next five years	89%	92%	90%	86%	83%	91%	93%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)									
	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
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:	17%	14%	9%	12%	17%	15%	13%	13%	11%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)							
	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
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:	12%	22%	13%	18%	12%	13%	16%

Question 18: Policy Question (Percent "very important" or "essential")									
Please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in Livermore.	Number of years in Livermore			Housing unit type		Annual household income			
	Less than 6 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more
Maintain community infrastructure (e.g., streets, sidewalks, water/sewer/storm system)	89%	91%	96%	95%	86%	90%	91%	91%	96%
Preserve open space/greenbelt areas in North Livermore	69%	71%	69%	68%	72%	72%	71%	67%	67%
Springtown public facilities planning (library, golf course, trails and parks)	41%	45%	41%	42%	44%	47%	41%	46%	34%
Downtown revitalization	72%	62%	55%	63%	62%	56%	61%	68%	65%
Youth initiatives and programs (e.g., Tri-Valley Adolescent Wellness Initiative, summer reading program)	70%	66%	65%	65%	70%	74%	62%	69%	62%
Regional and local transportation (BART, I-580, regional rail)	78%	72%	67%	68%	80%	74%	73%	69%	70%
Public safety emergency regional communications system replacement	67%	62%	62%	63%	65%	71%	65%	61%	53%
North Livermore agricultural water plan	56%	49%	44%	45%	58%	56%	54%	43%	41%
Access to affordable housing	57%	50%	57%	45%	73%	78%	62%	44%	28%
Opportunities to both live and work in Livermore	79%	72%	80%	74%	82%	85%	78%	76%	67%
Historic preservation	54%	50%	55%	52%	53%	59%	53%	50%	46%

Question 18: Policy Question (Percent "very important" or "essential")							
Please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in Livermore.	Ethnicity		Race		Age		
	Not Hispanic	Hispanic	White	Not white	18-34	35-54	55+
Maintain community infrastructure (e.g., streets, sidewalks, water/sewer/storm system)	92%	96%	92%	90%	87%	92%	95%
Preserve open space/greenbelt areas in North Livermore	68%	79%	70%	67%	68%	69%	72%
Springtown public facilities planning (library, golf course, trails and parks)	41%	52%	42%	46%	39%	43%	45%
Downtown revitalization	62%	71%	63%	63%	65%	65%	56%
Youth initiatives and programs (e.g., Tri-Valley Adolescent Wellness Initiative, summer reading program)	65%	80%	66%	74%	66%	68%	65%
Regional and local transportation (BART, I-580, regional rail)	72%	74%	70%	80%	75%	68%	77%
Public safety emergency regional communications system replacement	61%	79%	62%	69%	63%	61%	69%
North Livermore agricultural water plan	47%	66%	48%	54%	50%	44%	57%
Access to affordable housing	53%	62%	53%	59%	58%	46%	64%
Opportunities to both live and work in Livermore	76%	89%	75%	85%	83%	73%	78%
Historic preservation	50%	69%	53%	51%	55%	50%	56%