



CITY OF LIVERMORE, CA 2012

Report of Demographic Subgroup Comparisons

C O N T E N T S

Survey Background..... 1
 About The National Citizen Survey™ 1

Understanding the Results 2
 “Don’t Know” Responses 2
 Understanding the Tables..... 2

Comparisons 3

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 1-21 by demographic questions D3 (number of years in Livermore), D9 (annual household income) D10 and D11 (ethnicity and 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				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Livermore as a place to live	92%	94%	92%	93%	84%	96%	95%	97%	93%	94%	92%	93%	95%	93%	91%	93%
Your neighborhood as a place to live	85%	87%	84%	86%	79%	81%	89%	96%	86%	86%	86%	86%	82%	86%	88%	86%
Livermore as a place to raise children	87%	88%	89%	88%	80%	92%	90%	94%	89%	88%	88%	88%	89%	88%	88%	88%
Livermore as a place to work	63%	68%	74%	69%	69%	69%	70%	64%	68%	71%	65%	69%	63%	69%	73%	69%
Livermore as a place to retire	73%	66%	69%	69%	74%	72%	60%	68%	69%	68%	70%	69%	80%	60%	73%	69%
The overall quality of life in Livermore	85%	87%	87%	87%	82%	86%	87%	92%	87%	87%	87%	87%	82%	88%	88%	87%

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				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Sense of community	71%	78%	74%	74%	70%	73%	74%	82%	75%	73%	78%	75%	71%	74%	78%	75%
Openness and acceptance of the community towards people of diverse backgrounds	74%	67%	74%	71%	67%	74%	71%	75%	72%	72%	69%	71%	75%	69%	72%	71%
Overall appearance of Livermore	85%	81%	81%	82%	75%	86%	83%	86%	83%	83%	82%	83%	87%	82%	80%	83%
Cleanliness of Livermore	87%	83%	79%	83%	81%	82%	81%	89%	83%	83%	84%	83%	90%	81%	80%	83%
Overall quality of new development in Livermore	81%	74%	67%	74%	72%	72%	72%	80%	74%	74%	74%	74%	85%	69%	71%	73%
Variety of housing options	69%	63%	58%	63%	49%	66%	64%	75%	64%	63%	64%	64%	65%	65%	60%	64%
Overall quality of business and service establishments in Livermore	70%	73%	68%	70%	72%	67%	70%	76%	71%	70%	72%	71%	76%	69%	69%	71%
Shopping opportunities	57%	53%	47%	52%	53%	52%	56%	49%	53%	52%	55%	53%	49%	54%	53%	53%
Opportunities to attend cultural activities	77%	62%	70%	69%	60%	72%	66%	78%	69%	74%	60%	69%	70%	65%	74%	69%
Recreational opportunities	78%	72%	72%	74%	68%	77%	70%	80%	74%	77%	69%	74%	77%	73%	74%	74%
Employment opportunities	31%	34%	34%	33%	33%	33%	35%	35%	34%	34%	33%	34%	34%	31%	38%	34%
Educational opportunities	59%	57%	60%	58%	59%	60%	61%	53%	59%	60%	56%	59%	53%	57%	66%	59%

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				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Opportunities to participate in social events and activities	70%	73%	77%	73%	67%	77%	72%	79%	74%	77%	68%	74%	74%	73%	75%	74%
Opportunities to participate in religious or spiritual events and activities	75%	76%	83%	78%	83%	76%	78%	78%	78%	81%	73%	78%	72%	79%	82%	78%
Opportunities to volunteer	78%	81%	81%	80%	73%	78%	84%	89%	81%	83%	76%	81%	75%	84%	79%	80%
Opportunities to participate in community matters	64%	70%	68%	68%	69%	68%	67%	68%	68%	71%	62%	68%	62%	69%	70%	68%
Ease of car travel in Livermore	65%	70%	67%	67%	73%	64%	70%	65%	68%	64%	75%	68%	67%	68%	69%	68%
Ease of bus travel in Livermore	52%	61%	47%	54%	63%	51%	52%	42%	54%	51%	58%	54%	63%	54%	49%	54%
Ease of rail or subway travel in Livermore	33%	37%	30%	33%	47%	28%	27%	31%	34%	26%	46%	33%	39%	34%	29%	34%
Ease of bicycle travel in Livermore	71%	71%	72%	71%	76%	73%	67%	69%	72%	69%	75%	71%	67%	73%	71%	72%
Ease of walking in Livermore	76%	79%	82%	79%	83%	81%	73%	82%	79%	78%	81%	79%	73%	81%	82%	79%
Availability of paths and walking trails	76%	79%	77%	78%	81%	76%	75%	82%	78%	77%	79%	78%	77%	79%	77%	78%
Traffic flow on major streets	50%	53%	52%	52%	54%	54%	45%	57%	52%	49%	58%	52%	46%	53%	57%	52%
Amount of public parking	64%	66%	50%	61%	59%	60%	60%	64%	61%	59%	65%	61%	69%	61%	54%	61%
Availability of affordable quality housing	46%	43%	38%	43%	30%	45%	43%	55%	43%	40%	47%	42%	44%	44%	40%	43%

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				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Availability of affordable quality child care	42%	46%	34%	42%	40%	38%	38%	55%	42%	43%	40%	42%	39%	41%	45%	42%
Availability of affordable quality health care	56%	55%	51%	54%	47%	47%	65%	60%	54%	56%	51%	54%	51%	54%	58%	55%
Availability of affordable quality food	74%	65%	69%	69%	60%	68%	77%	74%	70%	72%	67%	70%	70%	67%	75%	70%
Availability of preventive health services	55%	62%	62%	60%	59%	59%	67%	60%	61%	63%	57%	61%	58%	59%	66%	61%
Air quality	76%	65%	53%	65%	67%	60%	67%	69%	65%	63%	69%	65%	67%	66%	62%	65%
Quality of overall natural environment in Livermore	78%	80%	76%	78%	73%	77%	81%	83%	78%	79%	78%	78%	78%	78%	79%	78%
Overall image or reputation of Livermore	77%	79%	76%	78%	77%	80%	79%	75%	78%	76%	81%	78%	76%	79%	78%	78%

Question 3: Growth (Percent of respondents)																
Please rate the speed of growth in the following categories in Livermore over the past 2 years:	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
	Population growth too fast	34%	42%	41%	40%	47%	47%	34%	27%	39%	40%	38%	39%	40%	39%	39%
Retail growth too slow	36%	29%	35%	33%	32%	34%	33%	33%	33%	34%	31%	33%	31%	29%	39%	33%
Job growth too slow	81%	74%	81%	78%	85%	77%	78%	70%	78%	77%	79%	78%	79%	76%	80%	78%

Question 4: Code Enforcement (Percent a "major" problem)																
	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Run down buildings, weed lots or junk vehicle a major problem in Livermore	5%	9%	8%	7%	6%	7%	8%	7%	7%	8%	6%	7%	8%	7%	8%	7%

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				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Violent crime (e.g., rape, assault, robbery)	84%	81%	79%	81%	76%	81%	80%	91%	82%	82%	81%	81%	80%	81%	83%	81%
Property crimes (e.g., burglary, theft)	65%	62%	64%	64%	66%	62%	59%	73%	64%	62%	68%	64%	62%	59%	73%	64%
Environmental hazards, including toxic waste	71%	64%	68%	68%	62%	68%	72%	70%	68%	69%	64%	67%	65%	65%	73%	68%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)																
Please rate how safe or unsafe you feel:	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
In your neighborhood during the day	95%	92%	92%	93%	92%	89%	95%	97%	93%	94%	92%	93%	93%	93%	93%	93%
In your neighborhood after dark	81%	80%	83%	81%	78%	76%	83%	90%	81%	80%	84%	81%	75%	84%	84%	82%
In Livermore's downtown area during the day	95%	94%	94%	94%	91%	94%	96%	96%	94%	95%	93%	94%	96%	93%	95%	94%
In Livermore's downtown area after dark	79%	75%	79%	78%	74%	74%	80%	84%	78%	77%	78%	77%	76%	77%	80%	78%

Question 7: Contact with Police Department (Percent "yes")																
	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Have you had any in-person or phone contact with an employee of the City of Livermore Police Department within the last 12 months?	43%	46%	31%	40%	34%	40%	42%	47%	41%	41%	39%	40%	46%	45%	28%	40%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")																
	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
What was your overall impression of your most recent contact with the City of Livermore Police Department?	76%	66%	75%	72%	59%	82%	69%	76%	73%	75%	66%	72%	66%	73%	80%	72%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")																
	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	11%	14%	9%	12%	7%	12%	14%	13%	12%	13%	9%	12%	13%	16%	5%	12%
If yes, was this crime (these crimes) reported to the police?	72%	78%	69%	75%	81%	70%	77%	72%	74%	73%	77%	74%	78%	75%	64%	75%

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 Livermore?	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Used Livermore public libraries or their services	64%	81%	86%	77%	83%	73%	81%	72%	77%	78%	76%	77%	67%	81%	79%	77%
Used Livermore recreation centers	59%	73%	66%	66%	58%	67%	67%	73%	66%	66%	67%	66%	62%	73%	60%	66%
Participated in a recreation program or activity	48%	60%	50%	53%	44%	51%	56%	64%	54%	53%	54%	53%	54%	56%	47%	53%
Visited a neighborhood park or City park	87%	93%	90%	90%	87%	86%	97%	93%	91%	90%	92%	91%	90%	93%	86%	90%

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 Livermore?	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Ridden a local bus within Livermore	21%	27%	23%	24%	43%	22%	21%	11%	24%	20%	32%	24%	22%	27%	22%	24%
Attended a meeting of local elected officials or other local public meeting	9%	25%	29%	21%	15%	24%	19%	27%	21%	21%	23%	21%	12%	23%	27%	21%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	23%	38%	50%	37%	35%	38%	35%	40%	37%	33%	46%	37%	23%	37%	49%	37%
Read Livermore Newsletter	82%	90%	96%	89%	87%	89%	90%	91%	89%	89%	89%	89%	82%	91%	92%	89%
Visited the City of Livermore site (www.cityoflivermore.net)	76%	71%	68%	72%	60%	73%	78%	75%	72%	72%	72%	72%	80%	77%	55%	71%
Recycled used paper, cans or bottles from your home	97%	99%	97%	98%	96%	97%	99%	98%	98%	98%	97%	98%	100%	97%	97%	98%
Volunteered your time to some group or activity in Livermore	36%	52%	57%	49%	51%	42%	48%	57%	49%	51%	43%	49%	33%	56%	50%	49%
Participated in religious or spiritual activities in Livermore	34%	53%	56%	48%	61%	48%	41%	46%	49%	43%	58%	48%	31%	55%	53%	48%

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 Livermore?	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
	Participated in a club or civic group in Livermore	22%	39%	41%	34%	32%	29%	38%	40%	34%	35%	32%	34%	27%	36%	37%
Provided help to a friend or neighbor	91%	97%	99%	96%	94%	93%	99%	97%	96%	96%	95%	96%	94%	96%	97%	96%

Question 12: Neighborliness (Percent at least several times a week)																
	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Visit with neighbors at least several times a week	37%	52%	54%	48%	47%	44%	55%	47%	48%	51%	43%	48%	43%	47%	54%	48%

Question 13: Service Quality (Percent "excellent" or "good")																
Please rate the quality of each of the following services in Livermore:	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Police services	77%	77%	83%	79%	76%	81%	79%	83%	80%	81%	76%	79%	79%	74%	88%	79%
Fire services	87%	93%	97%	93%	92%	93%	94%	92%	93%	94%	89%	93%	93%	91%	95%	93%
Ambulance or emergency medical services	85%	87%	94%	89%	93%	85%	92%	87%	89%	90%	86%	89%	86%	87%	93%	89%
Crime prevention	65%	62%	70%	65%	69%	65%	64%	68%	66%	67%	64%	66%	58%	65%	74%	66%
Fire prevention and education	72%	70%	82%	74%	69%	78%	72%	80%	75%	80%	64%	74%	73%	73%	80%	75%
Traffic enforcement	66%	71%	67%	68%	69%	67%	67%	73%	68%	68%	69%	68%	63%	70%	70%	68%
Street repair	54%	61%	42%	53%	58%	46%	53%	61%	54%	49%	60%	53%	56%	55%	49%	54%
Street cleaning	73%	68%	66%	69%	69%	64%	70%	76%	69%	69%	70%	69%	73%	67%	70%	69%
Street lighting	61%	59%	61%	60%	65%	56%	59%	63%	60%	59%	63%	60%	57%	59%	66%	60%
Sidewalk maintenance	60%	56%	41%	53%	59%	45%	51%	62%	54%	48%	62%	53%	59%	52%	50%	53%
Traffic signal timing	55%	56%	45%	52%	65%	48%	46%	54%	53%	48%	61%	52%	54%	54%	51%	53%
Bus or transit services	64%	68%	61%	65%	72%	61%	63%	59%	65%	60%	71%	65%	71%	66%	58%	65%
Garbage collection	78%	85%	87%	84%	87%	83%	82%	83%	84%	83%	85%	83%	80%	82%	90%	84%

Question 13: Service Quality (Percent "excellent" or "good")																
Please rate the quality of each of the following services in Livermore:	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Recycling	81%	86%	92%	86%	87%	87%	83%	90%	87%	87%	85%	86%	82%	86%	92%	87%
Yard waste pick-up	76%	81%	90%	83%	77%	83%	81%	88%	82%	84%	78%	82%	80%	80%	89%	83%
Storm drainage	75%	75%	79%	76%	79%	73%	72%	84%	77%	75%	80%	76%	76%	76%	78%	76%
Drinking water	62%	50%	59%	56%	45%	61%	59%	60%	57%	57%	56%	56%	58%	51%	65%	57%
Sewer services	79%	74%	81%	77%	71%	77%	82%	81%	78%	77%	79%	78%	72%	77%	84%	78%
Power (electric and/or gas) utility	81%	70%	81%	77%	78%	76%	77%	74%	76%	74%	81%	77%	74%	74%	84%	77%
City parks	93%	83%	86%	87%	82%	87%	90%	90%	87%	88%	85%	87%	92%	83%	89%	87%
Recreation programs or classes	85%	82%	82%	83%	80%	84%	79%	92%	83%	86%	77%	83%	87%	83%	82%	83%
Recreation centers or facilities	81%	85%	86%	84%	82%	86%	76%	92%	84%	87%	78%	84%	86%	82%	86%	84%
Land use	63%	57%	52%	57%	53%	58%	50%	69%	58%	55%	63%	58%	56%	57%	59%	58%
Code enforcement (weeds, abandoned buildings, etc.)	57%	50%	47%	51%	53%	57%	43%	54%	52%	49%	55%	51%	53%	49%	54%	51%
Animal control	71%	74%	73%	73%	69%	72%	79%	75%	74%	74%	70%	73%	69%	73%	76%	73%
Economic development	56%	54%	50%	53%	46%	52%	57%	60%	54%	54%	53%	54%	50%	55%	55%	54%
Health services	65%	65%	70%	66%	57%	69%	74%	65%	66%	68%	62%	66%	62%	66%	71%	67%
Services to seniors	86%	67%	68%	72%	65%	76%	75%	70%	71%	73%	70%	72%	75%	70%	72%	72%
Services to youth	71%	58%	53%	59%	51%	60%	67%	59%	59%	64%	52%	59%	62%	60%	58%	59%
Services to low-income people	74%	48%	37%	51%	42%	57%	56%	57%	51%	51%	49%	51%	48%	54%	51%	51%
Public library services	82%	82%	87%	84%	77%	85%	87%	86%	84%	87%	79%	84%	85%	82%	87%	84%
Public information services	73%	68%	69%	70%	67%	68%	76%	73%	71%	69%	71%	70%	76%	66%	73%	70%

Question 13: Service Quality (Percent "excellent" or "good")																
Please rate the quality of each of the following services in Livermore:	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Public schools	73%	59%	69%	66%	71%	62%	69%	63%	66%	65%	68%	66%	71%	64%	68%	66%
Cable television	65%	60%	60%	61%	56%	58%	69%	61%	61%	61%	63%	61%	64%	59%	64%	62%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	44%	45%	53%	47%	46%	50%	45%	47%	47%	47%	49%	48%	36%	49%	55%	48%
Preservation of natural areas such as open space, farmlands and greenbelts	73%	71%	75%	73%	61%	78%	71%	83%	74%	73%	73%	73%	67%	78%	73%	74%

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 Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
The City of Livermore	80%	80%	75%	79%	74%	78%	82%	85%	80%	79%	78%	79%	79%	77%	83%	79%
The Federal Government	27%	34%	26%	30%	39%	27%	31%	25%	30%	25%	40%	30%	33%	28%	30%	30%
The State Government	20%	28%	23%	24%	33%	23%	23%	21%	25%	21%	31%	24%	24%	22%	28%	24%
Alameda County Government	30%	36%	36%	34%	44%	34%	31%	33%	35%	32%	39%	34%	35%	32%	39%	35%

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 Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Recommend living in Livermore to someone who asks	96%	95%	91%	94%	92%	95%	95%	95%	94%	94%	96%	94%	96%	94%	93%	94%
Remain in Livermore for the next five years	90%	89%	92%	90%	84%	95%	91%	89%	90%	88%	93%	90%	82%	93%	93%	90%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)																
	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	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:	12%	15%	10%	12%	17%	11%	13%	8%	12%	8%	21%	12%	7%	15%	13%	13%

Question 17: Contact with Fire Department (Percent "yes")																
	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Have you had any in-person or phone contact with an employee of the City of Livermore Fire Department within the last 12 months?	15%	14%	16%	15%	11%	16%	18%	14%	15%	16%	13%	15%	11%	17%	14%	15%

Question 18: Ratings of Contact with Fire Department (Percent "excellent" or "good")																
	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
What was your overall impression of your most recent contact with the City of Livermore Fire Department?	98%	92%	85%	91%	100%	91%	92%	91%	93%	94%	87%	92%	100%	93%	89%	93%

Question 19: Contact with City Employees (Percent "yes")																
	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Have you had any in-person, phone or email with an employee of the City of Livermore within the last 12 months (including police, receptionists, planners or any others)?	45%	40%	43%	42%	31%	44%	45%	51%	43%	42%	43%	42%	38%	48%	37%	42%

Question 20: 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				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
Knowledge	82%	86%	88%	85%	83%	93%	84%	84%	86%	86%	85%	86%	77%	87%	90%	86%
Responsiveness	78%	85%	84%	82%	78%	86%	81%	85%	83%	81%	85%	82%	76%	84%	86%	83%
Courtesy	79%	82%	87%	82%	72%	89%	81%	86%	83%	83%	83%	83%	70%	86%	88%	83%
Overall impression	82%	82%	84%	83%	71%	92%	80%	85%	83%	82%	84%	83%	72%	84%	89%	83%

Question 21: Government Performance (Percent "excellent" or "good")																
Please rate the following categories of Livermore government performance:	Number of years in Livermore				Annual household income					Ethnicity and race			Age			
	Less than 6 years	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Overall	White	Hispanic or other race	Overall	18-34	35-54	55+	Overall
The value of services for the taxes paid to Livermore	64%	56%	60%	59%	58%	59%	60%	62%	60%	60%	59%	60%	57%	54%	69%	59%
The overall direction that Livermore is taking	70%	64%	58%	64%	56%	65%	61%	76%	64%	64%	64%	64%	70%	62%	64%	64%
The job Livermore government does at welcoming citizen involvement	64%	57%	49%	56%	50%	57%	54%	67%	57%	56%	58%	57%	59%	57%	53%	57%