



CITY OF WALNUT CREEK, CA 2012

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 Walnut Creek 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 Walnut Creek 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 Walnut Creek chose was to have crosstabulations of evaluative questions 1-20 by demographic questions D3 (number of years in Walnut Creek), D5 (rent or own), D12 (age of respondent) and D14 (voter registration status).

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 Walnut Creek:	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Walnut Creek as a place to live	95%	98%	99%	97%	94%	99%	97%	95%	97%	98%	97%	98%	97%	97%
Your neighborhood as a place to live	89%	93%	96%	93%	89%	95%	93%	89%	90%	95%	93%	84%	94%	93%
Walnut Creek as a place to raise children	94%	92%	92%	93%	90%	94%	93%	90%	95%	93%	93%	90%	93%	93%
Walnut Creek as a place to work	72%	82%	88%	81%	74%	85%	81%	72%	82%	86%	81%	73%	83%	81%
Walnut Creek as a place to retire	84%	78%	86%	82%	74%	85%	82%	76%	72%	89%	82%	71%	84%	82%
The overall quality of life in Walnut Creek	94%	97%	96%	96%	94%	97%	96%	95%	96%	96%	96%	97%	96%	96%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Walnut Creek as a whole:	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Sense of community	72%	76%	79%	76%	67%	80%	76%	66%	75%	81%	76%	72%	76%	76%
Overall appearance of Walnut Creek	92%	95%	94%	94%	90%	96%	94%	90%	94%	96%	94%	90%	95%	94%
Cleanliness of Walnut Creek	88%	93%	93%	92%	86%	94%	92%	87%	94%	92%	92%	82%	93%	92%
Overall quality of new development in Walnut Creek	77%	80%	70%	76%	71%	78%	76%	87%	72%	74%	76%	69%	77%	76%
Variety of housing options	56%	65%	64%	62%	44%	72%	62%	51%	58%	71%	62%	49%	64%	62%
Overall quality of business and service establishments in Walnut Creek	87%	90%	88%	89%	85%	90%	88%	90%	88%	88%	89%	83%	89%	88%
Shopping opportunities	90%	94%	90%	92%	90%	92%	91%	92%	93%	90%	92%	91%	91%	91%
Opportunities to attend cultural activities	69%	78%	85%	78%	68%	82%	78%	54%	76%	88%	78%	71%	79%	78%
Recreational opportunities	88%	91%	83%	87%	84%	89%	87%	85%	89%	87%	87%	83%	88%	87%
Employment opportunities	36%	53%	48%	47%	37%	52%	47%	37%	49%	52%	47%	43%	48%	47%
Educational opportunities	67%	72%	70%	70%	62%	73%	70%	67%	66%	75%	70%	68%	70%	70%
Opportunities to participate in social events and activities	72%	77%	79%	76%	64%	82%	76%	66%	75%	82%	76%	63%	79%	76%
Opportunities to volunteer	64%	82%	85%	78%	64%	83%	78%	57%	75%	88%	78%	61%	81%	78%
Opportunities to participate in community matters	55%	73%	73%	68%	54%	74%	68%	49%	68%	76%	69%	53%	71%	68%
Ease of car travel in Walnut Creek	59%	45%	35%	46%	46%	46%	46%	53%	46%	43%	46%	39%	47%	45%
Ease of bus travel in Walnut Creek	51%	58%	38%	49%	44%	51%	49%	56%	42%	51%	49%	58%	47%	49%
Ease of BART travel in Walnut Creek	88%	83%	76%	82%	82%	83%	82%	86%	81%	82%	82%	77%	83%	82%
Ease of bicycle travel in Walnut Creek	78%	77%	72%	76%	82%	72%	76%	83%	74%	73%	76%	76%	75%	75%
Ease of walking in Walnut Creek	82%	87%	83%	84%	85%	84%	85%	80%	88%	85%	85%	78%	85%	84%
Availability of paths and walking trails	87%	91%	89%	89%	90%	89%	90%	95%	87%	88%	89%	87%	90%	89%
Traffic flow on major streets	38%	34%	23%	32%	35%	31%	32%	41%	28%	30%	32%	27%	32%	32%
Amount of public parking	52%	40%	40%	44%	44%	44%	44%	50%	41%	43%	44%	44%	43%	44%
Availability of affordable quality housing	26%	40%	31%	33%	25%	39%	34%	33%	30%	36%	33%	23%	35%	33%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Walnut Creek as a whole:	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Availability of affordable quality child care	36%	47%	36%	41%	22%	50%	42%	26%	41%	49%	41%	37%	42%	41%
Availability of affordable quality health care	74%	77%	71%	74%	66%	78%	74%	61%	72%	80%	74%	57%	77%	74%
Availability of affordable quality food	80%	81%	83%	82%	76%	84%	82%	81%	79%	83%	82%	72%	83%	81%
Availability of preventive health services	71%	76%	77%	75%	60%	82%	75%	60%	72%	83%	75%	52%	79%	75%
Air quality	83%	75%	75%	77%	79%	77%	77%	83%	73%	78%	77%	76%	77%	77%
Quality of overall natural environment in Walnut Creek	87%	93%	86%	89%	86%	91%	89%	85%	90%	90%	89%	84%	90%	89%
Overall image or reputation of Walnut Creek	95%	96%	95%	95%	92%	96%	95%	92%	96%	96%	95%	94%	95%	95%
Overall appearance of parks	93%	93%	93%	93%	91%	94%	93%	92%	91%	95%	93%	90%	93%	93%
Services and social activities for seniors	73%	87%	86%	84%	74%	86%	84%	75%	82%	85%	84%	64%	87%	84%
Walnut Creek's downtown	92%	92%	88%	91%	92%	90%	91%	91%	96%	88%	91%	95%	90%	91%

Question 3: Growth (Percent of respondents)														
Please rate the speed of growth in the following categories in Walnut Creek over the past 2 years:	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Population growth too fast	29%	36%	44%	37%	39%	36%	37%	25%	46%	37%	37%	45%	36%	37%
Retail growth too slow	18%	8%	7%	10%	13%	9%	10%	13%	10%	9%	10%	14%	10%	10%
Job growth too slow	75%	71%	70%	71%	70%	71%	71%	71%	72%	70%	71%	63%	72%	71%

Question 4: Code Enforcement (Percent a "major" problem)														
	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
Run down buildings, weed lots or junk vehicle a major problem in Walnut Creek	2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	2%	0%	2%	2%

Question 5: Community Safety (Percent "very" or "somewhat" safe)														
Please rate how safe or unsafe you feel from the following in Walnut Creek:	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
Violent crime (e.g., rape, assault, robbery)	89%	88%	86%	88%	87%	88%	88%	89%	91%	86%	88%	86%	88%	88%
Property crimes (e.g., burglary, theft)	68%	71%	70%	70%	62%	73%	70%	62%	67%	76%	70%	72%	69%	70%
Environmental hazards, including toxic waste	86%	84%	89%	86%	87%	86%	86%	91%	84%	85%	86%	90%	85%	86%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)														
Please rate how safe or unsafe you feel:	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
In your neighborhood during the day	98%	98%	94%	97%	96%	98%	97%	98%	96%	96%	97%	93%	97%	97%
In your neighborhood after dark	85%	84%	83%	84%	77%	87%	84%	81%	81%	87%	84%	75%	86%	84%
In Walnut Creek's downtown area during the day	98%	98%	96%	97%	98%	97%	97%	100%	98%	96%	97%	99%	97%	97%
In Walnut Creek's downtown area after dark	82%	81%	72%	78%	79%	78%	79%	86%	85%	70%	78%	75%	79%	78%

Question 7: Contact with Police Department (Percent "yes")														
	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
Have you had any in-person or phone contact with an employee of the City of Walnut Creek Police Department within the last 12 months?	20%	31%	28%	26%	27%	26%	27%	35%	31%	20%	26%	21%	28%	27%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")														
	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
What was your overall impression of your most recent contact with the City of Walnut Creek Police Department?	92%	74%	79%	80%	79%	80%	79%	77%	79%	83%	80%	66%	82%	80%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")														
	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	13%	16%	6%	12%	18%	9%	12%	28%	11%	6%	12%	13%	12%	12%
If yes, was this crime (these crimes) reported to the police?	69%	93%	70%	82%	85%	79%	82%	76%	95%	78%	82%	67%	85%	82%

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 Walnut Creek?	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
Used Walnut Creek public libraries or their services	68%	81%	70%	73%	70%	75%	73%	80%	81%	66%	73%	61%	76%	74%
Used Walnut Creek community centers	38%	49%	45%	44%	39%	46%	44%	41%	44%	46%	44%	38%	46%	44%
Participated in a recreation program or activity	42%	54%	48%	48%	38%	53%	48%	46%	56%	44%	48%	39%	50%	48%
Visited a neighborhood park or City park	92%	87%	85%	88%	92%	86%	88%	98%	93%	80%	88%	91%	87%	88%
Ridden a local bus within Walnut Creek	31%	37%	31%	33%	42%	30%	34%	38%	33%	31%	33%	47%	31%	33%
Attended a meeting of local elected officials or other local public meeting	11%	20%	28%	20%	14%	23%	20%	12%	18%	24%	20%	18%	21%	20%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	28%	35%	48%	37%	30%	41%	37%	33%	31%	43%	37%	40%	37%	38%
Read "In a Nutshell" Newsletter	77%	92%	98%	89%	86%	91%	89%	81%	93%	90%	89%	78%	92%	90%
Visited the City of Walnut Creek Web site (at www.walnut-creek.org)	60%	50%	49%	53%	58%	51%	53%	66%	68%	37%	53%	64%	51%	53%
Recycled used paper, cans or bottles from your home	96%	97%	99%	97%	97%	97%	97%	98%	96%	97%	97%	95%	98%	97%
Volunteered your time to some group or activity in Walnut Creek	35%	40%	49%	42%	31%	46%	41%	29%	44%	45%	41%	25%	45%	42%
Participated in religious or spiritual activities in Walnut Creek	34%	41%	51%	42%	27%	50%	42%	29%	39%	49%	42%	20%	46%	42%
Participated in a club or civic group in Walnut Creek	24%	33%	38%	32%	18%	39%	32%	16%	30%	41%	32%	21%	35%	33%
Provided help to a friend or neighbor	92%	96%	97%	95%	93%	97%	95%	96%	97%	93%	95%	90%	96%	95%
Visited the Open Space	67%	74%	78%	73%	72%	73%	73%	76%	81%	66%	73%	72%	73%	73%
Attended a cultural event at the Leshner Center for the Arts	35%	65%	65%	56%	42%	63%	56%	33%	59%	64%	56%	37%	60%	56%
Used Walnut Creek's gymnasiums or recreation centers	31%	37%	30%	33%	30%	34%	33%	37%	39%	27%	33%	38%	32%	33%
Participated in arts programs or activities	28%	35%	29%	31%	18%	37%	31%	22%	35%	31%	31%	19%	33%	31%

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 Walnut Creek?	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
Shopped or dined in downtown Walnut Creek	98%	100%	98%	99%	99%	99%	99%	98%	100%	99%	99%	97%	99%	99%

Question 12: Neighborliness (Percent at least several times a week)														
	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
Visit with neighbors at least several times a week	39%	56%	57%	51%	44%	55%	51%	52%	42%	57%	51%	42%	53%	52%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Walnut Creek:	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
Police services	93%	87%	93%	91%	88%	91%	90%	87%	89%	93%	91%	90%	91%	91%
Fire services	96%	98%	97%	97%	100%	96%	97%	94%	98%	97%	97%	99%	97%	97%
Ambulance or emergency medical services	97%	99%	98%	98%	99%	98%	98%	100%	99%	97%	98%	100%	98%	98%
Crime prevention	71%	78%	83%	78%	67%	82%	77%	64%	77%	84%	78%	71%	79%	78%
Traffic enforcement	66%	66%	68%	67%	63%	67%	66%	61%	69%	67%	66%	66%	67%	67%
Street repair	66%	59%	55%	59%	62%	58%	59%	67%	60%	56%	60%	54%	60%	59%
Street cleaning	73%	77%	67%	72%	65%	76%	73%	66%	75%	74%	73%	53%	76%	72%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Walnut Creek:	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Street lighting	67%	75%	71%	72%	72%	72%	72%	73%	66%	76%	72%	54%	75%	72%
Sidewalk maintenance	65%	64%	55%	62%	60%	63%	62%	67%	59%	62%	62%	47%	64%	61%
Traffic signal timing	48%	47%	52%	49%	46%	50%	49%	44%	45%	55%	49%	38%	52%	50%
Bus or transit services	62%	69%	55%	62%	61%	63%	63%	58%	59%	67%	62%	59%	63%	62%
Garbage collection	87%	87%	92%	89%	85%	90%	89%	93%	81%	92%	89%	82%	90%	88%
Recycling	90%	86%	94%	90%	87%	91%	90%	89%	90%	90%	90%	81%	91%	90%
Yard waste pick-up	79%	89%	94%	88%	85%	90%	88%	90%	84%	91%	88%	83%	89%	88%
Storm drainage	75%	79%	84%	80%	78%	81%	80%	78%	77%	83%	80%	69%	82%	80%
Drinking water	85%	87%	88%	87%	82%	89%	87%	85%	86%	88%	87%	83%	87%	87%
Sewer services	81%	86%	92%	87%	83%	89%	87%	81%	84%	91%	87%	74%	89%	87%
Power (electric and/or gas) utility	80%	82%	85%	82%	83%	83%	83%	76%	80%	87%	82%	82%	83%	82%
City parks	93%	95%	93%	94%	94%	94%	94%	92%	94%	94%	94%	92%	94%	94%
Recreation programs or classes	80%	84%	89%	85%	77%	87%	84%	86%	80%	88%	85%	71%	87%	85%
Recreation centers or facilities	78%	85%	87%	84%	78%	87%	84%	82%	82%	87%	84%	68%	87%	84%
Land use, planning and zoning	55%	64%	64%	61%	53%	65%	61%	52%	63%	66%	62%	35%	66%	61%
Code enforcement (weeds, abandoned buildings, etc.)	65%	68%	63%	66%	70%	64%	66%	69%	64%	65%	66%	69%	66%	66%
Animal control	80%	77%	75%	77%	83%	75%	77%	85%	80%	72%	77%	80%	76%	77%
Economic development	60%	74%	75%	71%	66%	74%	71%	67%	71%	73%	71%	66%	72%	71%
Health services	85%	87%	89%	87%	82%	90%	87%	85%	88%	88%	87%	81%	88%	87%
Services to seniors	77%	85%	88%	85%	76%	87%	85%	78%	87%	85%	85%	65%	88%	85%
Services to youth	72%	73%	67%	71%	58%	74%	70%	54%	73%	75%	71%	38%	76%	71%
Services to low-income people	35%	38%	48%	41%	18%	53%	41%	28%	36%	50%	41%	17%	47%	41%
Public library services	95%	90%	90%	91%	89%	92%	91%	94%	91%	90%	91%	83%	93%	91%
Public schools	86%	80%	78%	80%	82%	80%	80%	79%	81%	80%	80%	77%	81%	80%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Walnut Creek:	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Cable television	67%	70%	73%	70%	64%	73%	70%	65%	69%	73%	70%	66%	71%	70%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	65%	69%	70%	69%	48%	74%	68%	54%	64%	75%	69%	48%	72%	69%
Preservation of natural areas such as open space, farmlands and greenbelts	79%	87%	86%	84%	78%	87%	84%	77%	86%	87%	84%	71%	87%	84%
Graffiti removal	72%	88%	82%	82%	74%	86%	82%	76%	81%	85%	82%	68%	84%	82%
Open space programs	83%	85%	88%	86%	81%	88%	86%	81%	87%	87%	86%	73%	88%	86%
Bicycle routes	77%	81%	81%	80%	83%	78%	80%	80%	79%	81%	80%	75%	81%	80%
Art programs or activities	69%	80%	87%	81%	68%	85%	80%	62%	82%	85%	81%	58%	84%	81%

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 Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
The City of Walnut Creek	89%	89%	89%	89%	84%	91%	89%	85%	90%	90%	89%	87%	89%	89%
The Federal Government	38%	38%	37%	37%	36%	38%	37%	33%	29%	45%	37%	36%	38%	38%
The State Government	31%	33%	30%	31%	33%	30%	31%	31%	24%	38%	32%	40%	30%	32%
Contra Costa County Government	63%	52%	44%	52%	60%	48%	52%	59%	48%	53%	52%	63%	50%	51%

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 Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
Recommend living in Walnut Creek to someone who asks	96%	98%	96%	97%	97%	96%	97%	97%	96%	97%	97%	96%	97%	97%
Remain in Walnut Creek for the next five years	86%	97%	96%	93%	87%	96%	93%	87%	94%	96%	94%	89%	95%	94%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)														
	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	24%	24%	17%	22%	25%	20%	22%	23%	24%	20%	22%	18%	23%	22%

Question 17: Contact with City Employees (Percent "yes")														
	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
Have you had any in-person, phone or email with an employee of the City of Walnut Creek within the last 12 months (including police, receptionists, planners or any others)?	24%	32%	40%	32%	28%	34%	32%	27%	36%	32%	32%	22%	34%	32%

Question 18: City Employees (Percent "excellent" or "good")														
What was your impression of the employee(s) of the City of Walnut Creek in your most recent contact?	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
Knowledge	87%	89%	91%	89%	86%	90%	89%	76%	93%	90%	89%	80%	90%	89%
Responsiveness	89%	89%	89%	89%	87%	89%	89%	86%	94%	87%	89%	84%	89%	89%
Courtesy	87%	89%	91%	90%	84%	91%	89%	72%	95%	92%	89%	65%	92%	89%
Overall impression	89%	80%	84%	83%	78%	85%	83%	65%	91%	85%	83%	65%	85%	83%

Question 19: Government Performance (Percent "excellent" or "good")														
Please rate the following categories of Walnut Creek government performance:	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55 +	Overall	No/ineligible	Yes	Overall
The value of services for the taxes paid to Walnut Creek	69%	73%	76%	73%	66%	76%	73%	53%	75%	80%	73%	65%	74%	73%
The overall direction that Walnut Creek is taking	80%	74%	64%	72%	68%	74%	72%	77%	70%	73%	73%	76%	72%	72%
The job Walnut Creek government does at welcoming citizen involvement	66%	62%	64%	64%	61%	65%	64%	52%	61%	72%	64%	61%	64%	64%

Question 20: Custom Question (Percent "essential" or "very important")														
Walnut Creek's City Council has set six overarching goals as its core focus with respect to services provided to our community. Please indicate how important, if at all, you think it is for the City to direct resources to each of the following goals:	Number of years in Walnut Creek				Rent or own			Age				Registered to vote		
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
A Safe Community (effective and adequate law enforcement; emergency preparedness programs; safe streets for cars, pedestrians and cyclists; graffiti removal and enforcement of building codes)	97%	98%	97%	97%	96%	98%	97%	93%	98%	99%	97%	100%	97%	97%
Culture, Recreation and Learning Opportunities (high-quality arts, recreation and athletic programs and venues; collaboration with the community, non-profits and schools to support learning, culture and recreational opportunities; a vibrant downtown with gathering places and a variety of entertainment and shopping venues)	77%	78%	79%	78%	70%	81%	77%	70%	78%	81%	78%	60%	82%	78%
Economic Vitality (attract and retain businesses and job opportunities; provide diverse housing options; attract regional visitors; partner with schools to foster top-rated educational opportunities; healthy City budget)	87%	91%	88%	89%	88%	90%	89%	87%	89%	91%	89%	87%	90%	89%
Strong Neighborhoods and a Sense of Community (encourage community participation; collaborate and communicate with citizens; promote physically attractive, safe neighborhoods; support a variety of transportation modes to connect neighborhoods and the downtown)	77%	85%	82%	82%	82%	81%	82%	83%	81%	83%	82%	76%	83%	82%
Stewardship of the Natural and Built Environment (preserve and maintain natural resources, parks, creeks and open space; maintain facilities, streets and other infrastructure; promote responsible development)	90%	87%	92%	89%	86%	90%	89%	91%	84%	92%	89%	80%	91%	89%
Effective Transportation and Mobility Options (adequate parking options; public transportation and other ways of easing congestion and improving mobility; safe and convenient travel for pedestrians and cyclists)	89%	88%	90%	89%	91%	88%	89%	90%	82%	92%	89%	82%	90%	89%