



CITY OF WALNUT CREEK, CA 2012

Report of Geographic 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.

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.

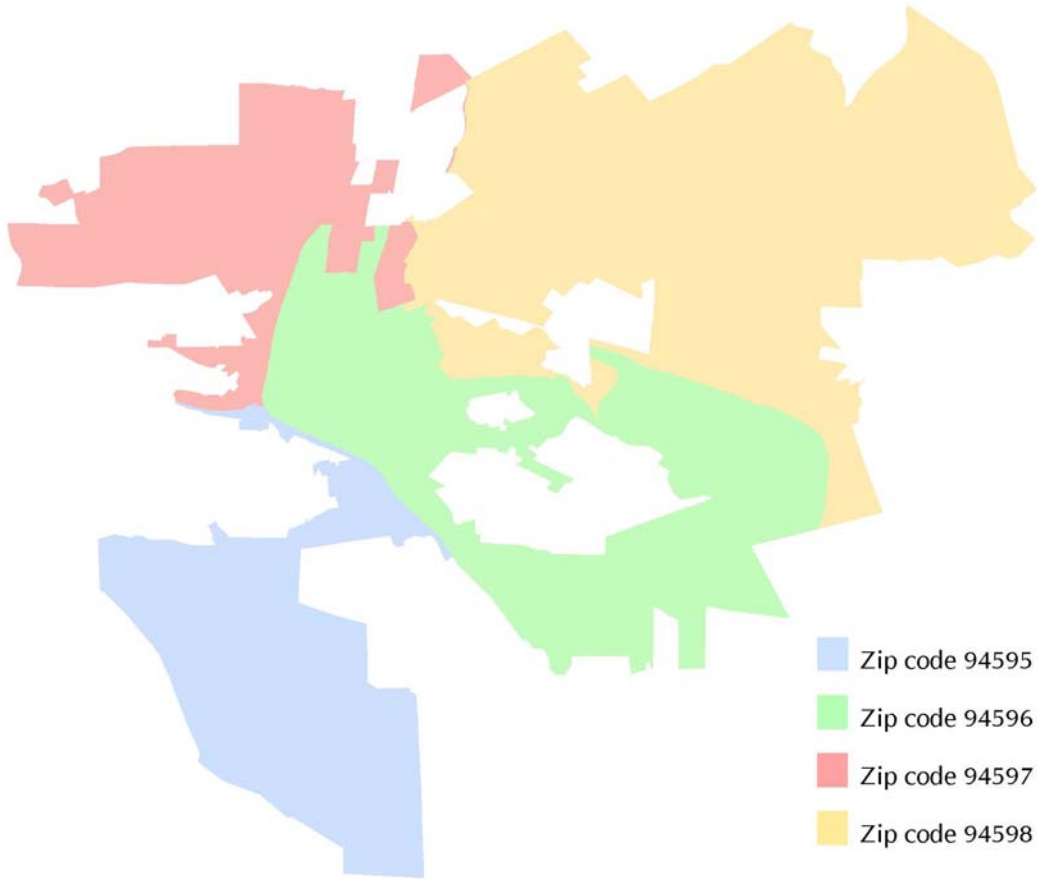
UNDERSTANDING THE TABLES

In this report, comparisons between geographic 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 geographic 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.

The 95 percent confidence level for this survey is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (717 completed surveys). For each zip code area, the margin of error rises to approximately + or - 8% since sample sizes were approximately 208 for zip code 94595, 140 for zip code 94596, 165 for zip code 94597 and 204 for zip code 94598.

The National Citizen Survey™ Walnut Creek, CA 2012 Geographic Comparison Areas



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:	Zip code				
	94595	94596	94597	94598	Overall
Walnut Creek as a place to live	98%	98%	95%	98%	97%
Your neighborhood as a place to live	96%	88%	93%	95%	93%
Walnut Creek as a place to raise children	90%	97%	87%	95%	93%
Walnut Creek as a place to work	90%	76%	83%	81%	81%
Walnut Creek as a place to retire	97%	80%	75%	80%	82%
The overall quality of life in Walnut Creek	98%	98%	94%	95%	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:	Zip code				
	94595	94596	94597	94598	Overall
Sense of community	87%	76%	70%	76%	76%
Overall appearance of Walnut Creek	97%	92%	91%	97%	94%
Cleanliness of Walnut Creek	96%	92%	89%	92%	92%
Overall quality of new development in Walnut Creek	80%	74%	75%	76%	76%
Variety of housing options	76%	54%	63%	63%	62%
Overall quality of business and service establishments in Walnut Creek	86%	92%	88%	87%	89%
Shopping opportunities	91%	95%	90%	90%	92%
Opportunities to attend cultural activities	90%	72%	72%	82%	78%
Recreational opportunities	90%	83%	88%	90%	87%
Employment opportunities	64%	46%	40%	46%	47%
Educational opportunities	84%	74%	60%	70%	70%
Opportunities to participate in social events and activities	88%	76%	69%	77%	76%
Opportunities to volunteer	94%	74%	72%	77%	78%
Opportunities to participate in community matters	88%	61%	65%	68%	68%
Ease of car travel in Walnut Creek	47%	46%	54%	37%	46%
Ease of bus travel in Walnut Creek	66%	58%	39%	36%	49%

Question 2: Community Characteristics (Percent "excellent" or "good")					
Please rate each of the following characteristics as they relate to Walnut Creek as a whole:	Zip code				
	94595	94596	94597	94598	Overall
Ease of BART travel in Walnut Creek	86%	83%	81%	81%	82%
Ease of bicycle travel in Walnut Creek	65%	74%	73%	84%	76%
Ease of walking in Walnut Creek	85%	80%	84%	89%	84%
Availability of paths and walking trails	84%	87%	90%	94%	89%
Traffic flow on major streets	34%	34%	38%	21%	32%
Amount of public parking	42%	42%	51%	40%	44%
Availability of affordable quality housing	43%	21%	42%	30%	33%
Availability of affordable quality child care	60%	33%	54%	30%	41%
Availability of affordable quality health care	86%	66%	71%	76%	74%
Availability of affordable quality food	84%	80%	80%	82%	81%
Availability of preventive health services	87%	63%	72%	81%	75%
Air quality	82%	84%	69%	76%	77%
Quality of overall natural environment in Walnut Creek	92%	88%	86%	92%	89%
Overall image or reputation of Walnut Creek	94%	96%	93%	97%	95%
Overall appearance of parks	95%	93%	92%	93%	93%
Services and social activities for seniors	92%	82%	80%	81%	84%
Walnut Creek's downtown	91%	92%	88%	93%	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:	Zip code				
	94595	94596	94597	94598	Overall
Population growth too fast	34%	32%	48%	34%	37%
Retail growth too slow	9%	10%	13%	9%	10%
Job growth too slow	66%	62%	79%	74%	72%

Question 4: Code Enforcement (Percent a "major" problem)					
	Zip code				
	94595	94596	94597	94598	Overall
Run down buildings, weed lots or junk vehicle a major problem in Walnut Creek	1%	2%	2%	1%	2%

Question 5: Community Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel from the following in Walnut Creek:	Zip code				
	94595	94596	94597	94598	Overall
Violent crime (e.g., rape, assault, robbery)	90%	87%	84%	90%	88%
Property crimes (e.g., burglary, theft)	83%	65%	61%	75%	70%
Environmental hazards, including toxic waste	88%	87%	85%	85%	86%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel:	Zip code				
	94595	94596	94597	94598	Overall
In your neighborhood during the day	99%	97%	94%	97%	97%
In your neighborhood after dark	95%	76%	78%	89%	84%
In Walnut Creek's downtown area during the day	97%	99%	97%	96%	97%
In Walnut Creek's downtown area after dark	71%	84%	75%	80%	78%

Question 7: Contact with Police Department (Percent "yes")					
	Zip code				
	94595	94596	94597	94598	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?	11%	26%	37%	26%	26%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")					
	Zip code				
	94595	94596	94597	94598	Overall
What was your overall impression of your most recent contact with the City of Walnut Creek Police Department?	74%	69%	82%	88%	80%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")					
	Zip code				
	94595	94596	94597	94598	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	6%	20%	12%	6%	12%
If yes, was this crime (these crimes) reported to the police?	77%	84%	78%	87%	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?	Zip code				
	94595	94596	94597	94598	Overall
Used Walnut Creek public libraries or their services	56%	76%	76%	80%	73%
Used Walnut Creek community centers	44%	43%	41%	49%	44%
Participated in a recreation program or activity	42%	45%	44%	60%	48%
Visited a neighborhood park or City park	68%	92%	92%	92%	88%
Ridden a local bus within Walnut Creek	36%	52%	25%	21%	33%
Attended a meeting of local elected officials or other local public meeting	26%	19%	16%	20%	20%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	45%	38%	28%	41%	37%
Read "In a Nutshell" Newsletter	83%	90%	89%	93%	89%
Visited the City of Walnut Creek Web site (at www.walnut-creek.org)	27%	63%	55%	59%	53%
Recycled used paper, cans or bottles from your home	98%	96%	96%	99%	97%
Volunteered your time to some group or activity in Walnut Creek	46%	34%	34%	54%	42%

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?	Zip code				
	94595	94596	94597	94598	Overall
Participated in religious or spiritual activities in Walnut Creek	49%	38%	38%	45%	42%
Participated in a club or civic group in Walnut Creek	53%	26%	21%	36%	32%
Provided help to a friend or neighbor	94%	93%	96%	97%	95%
Visited the Open Space	53%	72%	78%	83%	73%
Attended a cultural event at the Leshner Center for the Arts	71%	47%	55%	57%	56%
Used Walnut Creek's gymnasiums or recreation centers	25%	30%	32%	42%	33%
Participated in arts programs or activities	39%	24%	29%	34%	31%
Shopped or dined in downtown Walnut Creek	99%	99%	99%	99%	99%

Question 12: Neighborliness (Percent at least several times a week)					
	Zip code				
	94595	94596	94597	94598	Overall
Visit with neighbors at least several times a week	72%	44%	51%	44%	51%

Question 13: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in Walnut Creek:	Zip code				
	94595	94596	94597	94598	Overall
Police services	97%	86%	91%	92%	91%
Fire services	99%	97%	97%	97%	97%
Ambulance or emergency medical services	98%	100%	99%	96%	98%
Crime prevention	88%	71%	75%	82%	78%
Traffic enforcement	69%	57%	70%	72%	67%
Street repair	58%	62%	56%	62%	60%
Street cleaning	82%	64%	70%	77%	73%
Street lighting	77%	73%	65%	73%	72%
Sidewalk maintenance	70%	58%	57%	64%	62%
Traffic signal timing	64%	45%	48%	46%	49%
Bus or transit services	80%	63%	65%	47%	62%
Garbage collection	93%	88%	85%	90%	89%

Question 13: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in Walnut Creek:	Zip code				
	94595	94596	94597	94598	Overall
Recycling	90%	88%	89%	92%	90%
Yard waste pick-up	91%	91%	86%	87%	88%
Storm drainage	88%	76%	75%	83%	80%
Drinking water	92%	91%	78%	87%	87%
Sewer services	92%	87%	81%	89%	87%
Power (electric and/or gas) utility	90%	81%	79%	82%	83%
City parks	93%	96%	94%	93%	94%
Recreation programs or classes	92%	88%	80%	82%	85%
Recreation centers or facilities	88%	87%	84%	80%	84%
Land use, planning and zoning	71%	55%	56%	68%	61%
Code enforcement (weeds, abandoned buildings, etc.)	70%	68%	59%	68%	66%
Animal control	65%	81%	78%	78%	77%
Economic development	75%	77%	63%	71%	71%
Health services	88%	83%	83%	94%	87%
Services to seniors	89%	77%	82%	88%	85%
Services to youth	78%	69%	64%	74%	71%
Services to low-income people	60%	31%	34%	48%	41%
Public library services	93%	90%	92%	91%	91%
Public schools	87%	86%	75%	77%	80%
Cable television	79%	70%	62%	73%	70%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	83%	58%	65%	69%	69%
Preservation of natural areas such as open space, farmlands and greenbelts	91%	79%	84%	86%	84%
Graffiti removal	87%	77%	80%	85%	82%
Open space programs	86%	81%	86%	88%	86%
Bicycle routes	76%	77%	78%	86%	80%
Art programs or activities	87%	72%	84%	80%	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?	Zip code				
	94595	94596	94597	94598	Overall
The City of Walnut Creek	94%	88%	85%	90%	89%
The Federal Government	48%	40%	36%	29%	37%
The State Government	41%	37%	25%	26%	31%
Contra Costa County Government	65%	55%	48%	45%	52%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)					
Please indicate how likely or unlikely you are to do each of the following:	Zip code				
	94595	94596	94597	94598	Overall
Recommend living in Walnut Creek to someone who asks	98%	98%	96%	95%	97%
Remain in Walnut Creek for the next five years	98%	93%	93%	91%	93%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)					
	Zip code				
	94595	94596	94597	94598	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:	25%	22%	23%	18%	22%

Question 17: Contact with City Employees (Percent "yes")					
	Zip code				
	94595	94596	94597	94598	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)?	25%	29%	41%	32%	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?	Zip code				
	94595	94596	94597	94598	Overall
Knowledge	92%	87%	90%	89%	89%
Responsiveness	88%	90%	91%	87%	89%
Courtesy	92%	86%	89%	91%	90%
Overall impression	87%	74%	88%	85%	83%

Question 19: Government Performance (Percent "excellent" or "good")					
Please rate the following categories of Walnut Creek government performance:	Zip code				
	94595	94596	94597	94598	Overall
The value of services for the taxes paid to Walnut Creek	83%	72%	67%	74%	73%
The overall direction that Walnut Creek is taking	78%	74%	70%	70%	72%
The job Walnut Creek government does at welcoming citizen involvement	74%	67%	54%	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:	Zip code				
	94595	94596	94597	94598	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)	98%	96%	97%	98%	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)	83%	71%	77%	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)	90%	88%	88%	92%	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)	81%	80%	84%	82%	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)	91%	86%	92%	88%	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)	94%	89%	88%	85%	89%