

Livermore, CA

The National Community Survey

Report of Results
2020

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Livermore. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 991 residents of the City of Livermore collected from November 13, 2020 to January 4, 2021. The margin of error around any reported percentage is 3% for all respondents and the response rate for the 2020 survey was 17%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Livermore.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Livermore’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Livermore residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Livermore’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Livermore’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2020 ratings compare to other communities’ ratings from the past five years.



Trends over time

Trend data for Livermore represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than five percentage points between the 2018 and 2020 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

All households within the City of Livermore were eligible to participate in the survey. A list of all households within the zip codes serving Livermore was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Livermore households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Livermore boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of five regions. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 6,000 randomly selected households received mailings beginning on November 13, 2020 and the survey remained open for seven weeks. For 2,400 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 3,600 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

The survey was available in English and Spanish. All mailings contained paragraphs in English and Spanish instructing participants on how to complete the survey in their preferred language.

About 1% of the 6,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 5,918 households that received the invitations to participate, 991 completed the survey, providing an overall response rate of 17%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Livermore survey is no greater than plus or minus three percentage points around any given percent reported for all respondents (991 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Livermore. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on December 18, 2020. The survey remained open for two weeks.

The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Livermore. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

		Unweighted	Weighted	Target
Age	18-34	8%	27%	27%
	35-54	33%	38%	38%
	55+	59%	35%	35%
Area	Central	19%	23%	23%
	Northeast	13%	16%	16%
	Northwest	11%	13%	13%
	Southeast	18%	15%	15%
	Southwest	40%	33%	33%
Hispanic origin	Not Spanish, Hispanic or Latino	90%	82%	82%
	Spanish, Hispanic or Latino	10%	18%	18%
Housing tenure	Own	85%	71%	71%
	Rent	15%	29%	29%
Housing type	Attached	19%	26%	26%
	Detached	81%	74%	74%
Race & Hispanic origin	Not white alone	29%	33%	33%
	White alone, not Hispanic or Latino	71%	67%	67%
Sex	Female	51%	51%	51%
	Male	49%	49%	49%
Sex/age	Female 18-34	5%	13%	13%
	Female 35-54	18%	20%	20%
	Female 55+	28%	19%	19%
	Male 18-34	4%	14%	14%
	Male 35-54	15%	19%	19%
	Male 55+	31%	16%	16%

National Research Center aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups. When there is an insufficient number of respondents within a category for those subgroups to be able to make meaningful comparisons (generally, less than 50), that subgroup has been excluded from the analysis.

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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 the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Livermore funded this research. Please contact the City Manager's Office at info@cityoflivermore.net if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR's Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

Mobility ratings are on the rise.

Residents' reviews of traffic flow and the ease of travel by car, bicycle, and walking were strong, higher than the national benchmarks, and improved from 2018 to 2020. More residents in Livermore reported walking or biking instead of driving compared to residents in other communities nationwide. Survey participants' ratings for ease of travel by public transportation and ease of public parking increased from 2018 to 2020. Other areas where improved ratings were observed included traffic enforcement, traffic signal timing, street repair, street cleaning, and street lighting.

Residents praise the downtown/commercial area, but affordability continues to be an important area of opportunity.

About three-quarters of respondents favorably rated the overall economic health of Livermore, Livermore as a place to work and visit, and the variety of business and service establishments. Residents' assessments of the vibrancy of the downtown/commercial area and the overall quality of business and service establishments were exceptional, higher than the benchmark, and improved from 2018 to 2020. Additionally, ratings for Livermore as a place to work increased from 2018 to 2020.

However, one-quarter of survey participants positively rated the cost of living in Livermore and 2 in 10 gave favorable marks to the availability of affordable quality housing; these ratings were lower than the national benchmarks. Only 1 in 5 believed the economy would have a positive impact on their income in the six months following the survey, while about 1 in 4 believed the economy would have a negative impact, possibly highlighted by the COVID-19 crisis.

Community members prioritize utilities.

About 9 in 10 residents felt that the overall quality of the utility infrastructure in Livermore was an important area for the community to focus on in the coming years, while about 7 in 10 respondents gave high marks to the overall quality of the utility infrastructure. About 8 in 10 gave excellent or good ratings to sewer services and storm water management; these ratings improved from 2018 to 2020. Furthermore, since 2018, survey participants' assessments of drinking water have improved. However, fewer residents positively rated power (electric and/or gas) utility in 2020.

The natural environment is an asset in Livermore and residents believe it is important to address the impacts of climate change in the community.

Similar to comparison communities nationwide, about 8 in 10 residents assigned positive reviews to the overall quality of natural environment in Livermore, recycling, and yard waste pick-up. Respondents' ratings of the preservation of natural areas (open space, farmlands, and greenbelts) and Livermore open space were outstanding and higher than the national averages; furthermore, these ratings improved from 2018 to 2020. About two-thirds of residents indicated it was essential or very important for the City of Livermore to address the impacts of climate change in the community, by implementing changes such as electrifying the City fleet and integrating energy efficiency into building codes.

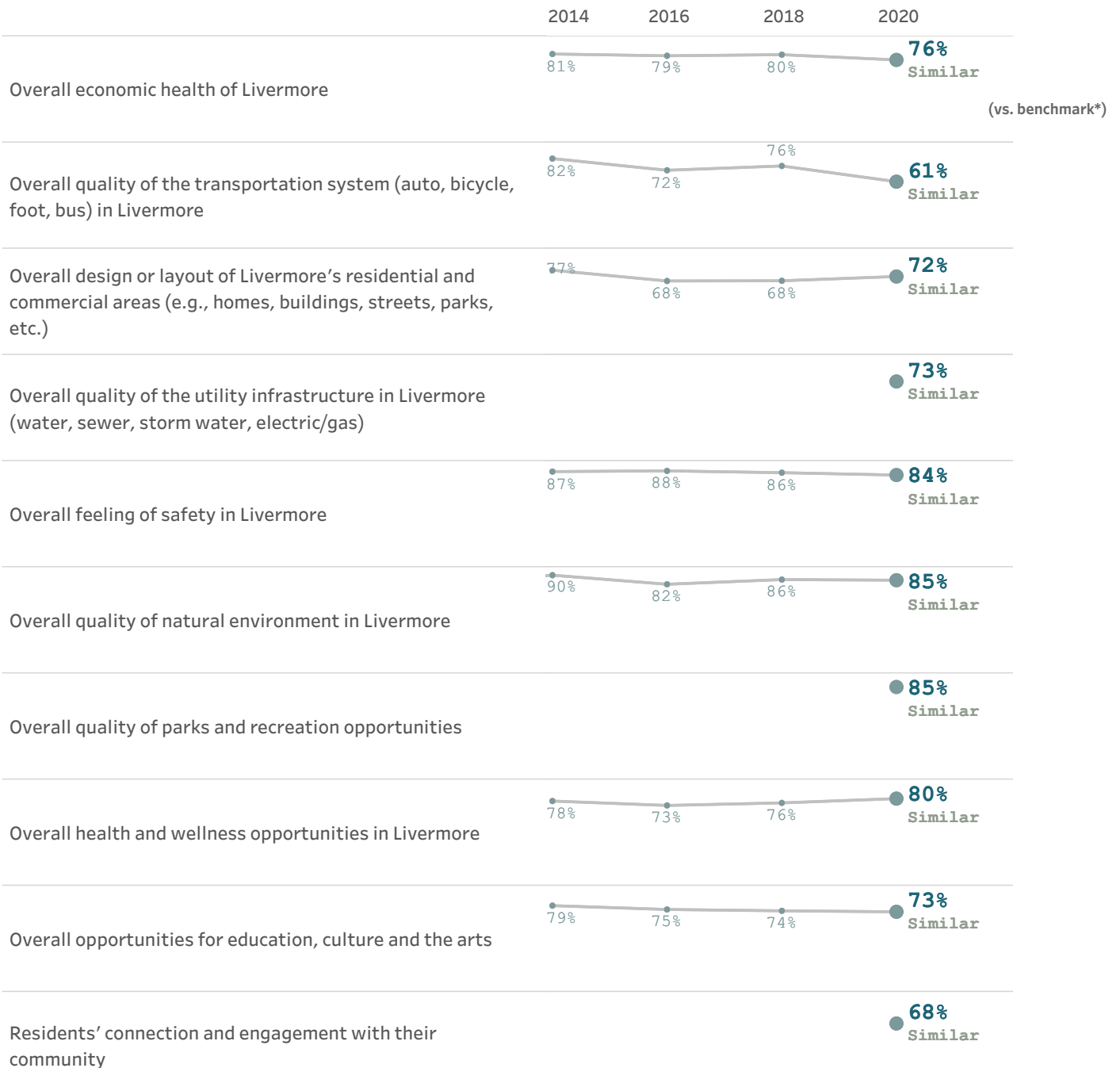
Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

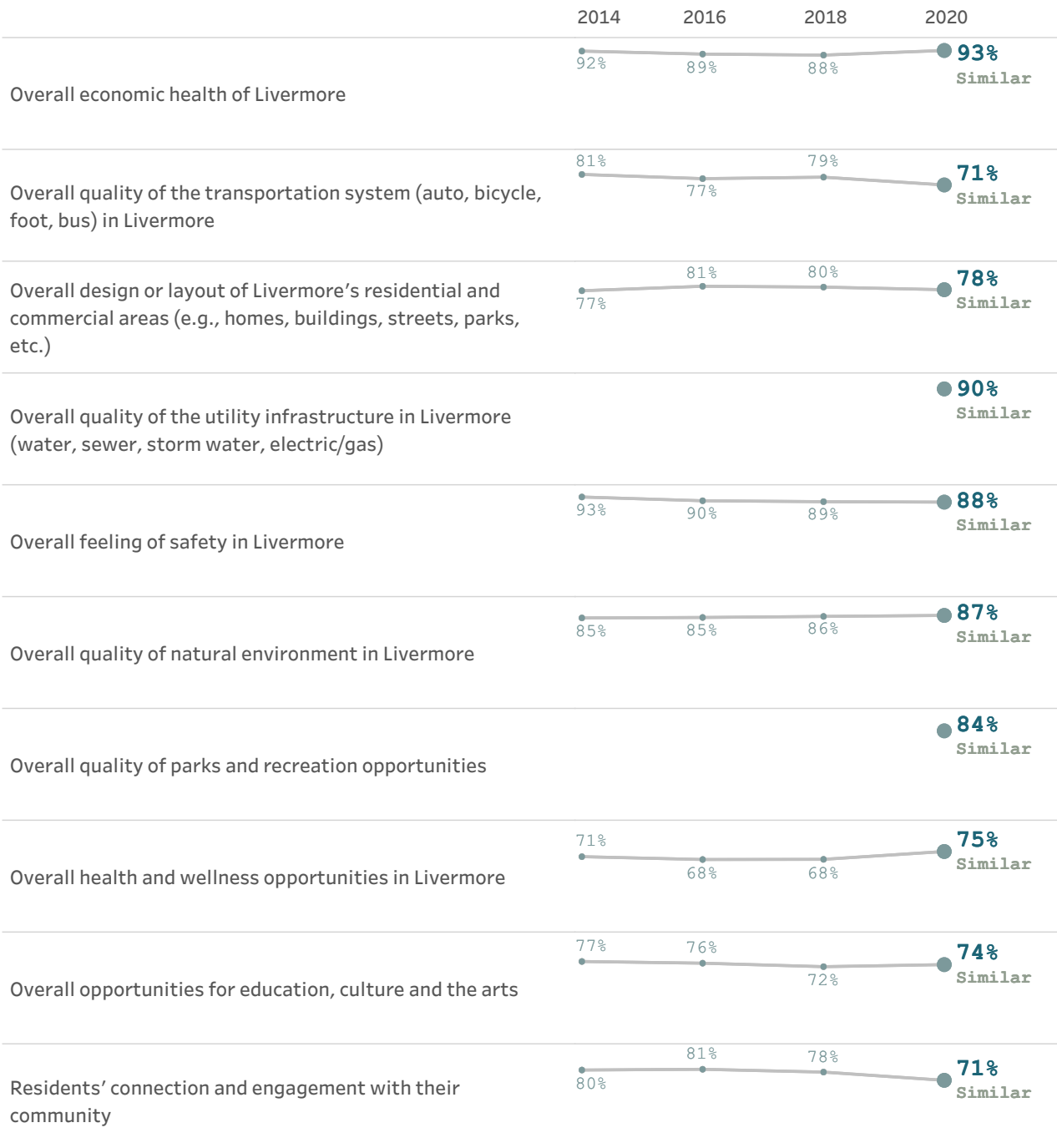
Please rate each of the following characteristics as they relate to Livermore as a whole.

(% excellent or good)



Please rate how important, if at all, you think it is for the Livermore community to focus on each of the following in the coming two years.

(% essential or very important)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 75% or more of respondents were considered of “higher quality” and those with ratings lower than 75% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 81% or more of respondents. Services were rated as “less important” if they received a rating of less than 81%. This classification uses the median ratings for quality and importance to divide the services in half.

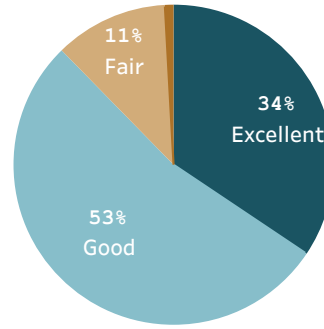
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



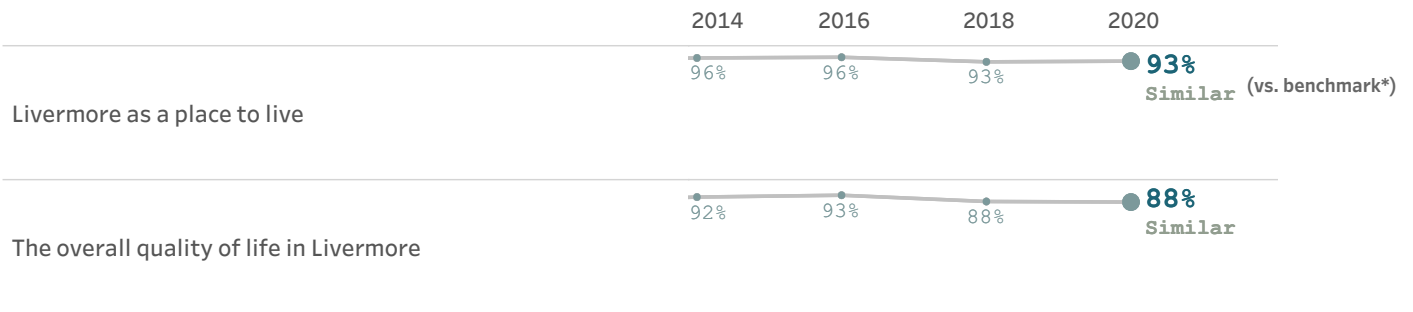
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Livermore, 2020



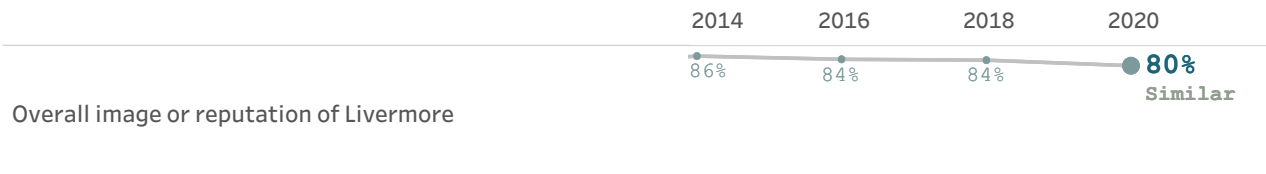
Please rate each of the following aspects of quality of life in Livermore.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following characteristics as they relate to Livermore as a whole.
(% excellent or good)

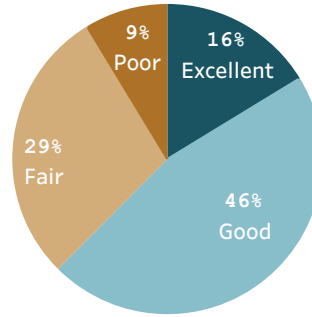


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

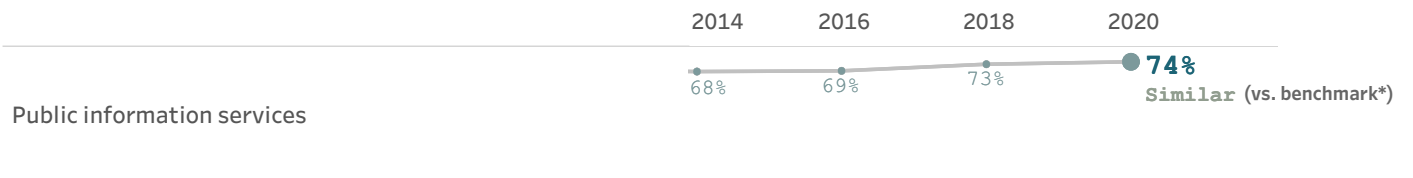
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

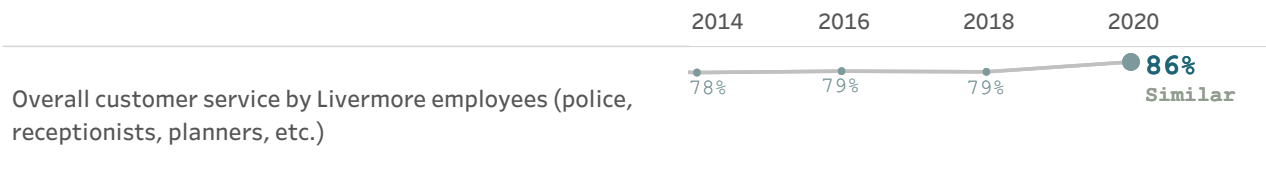
Overall confidence in Livermore government, 2020



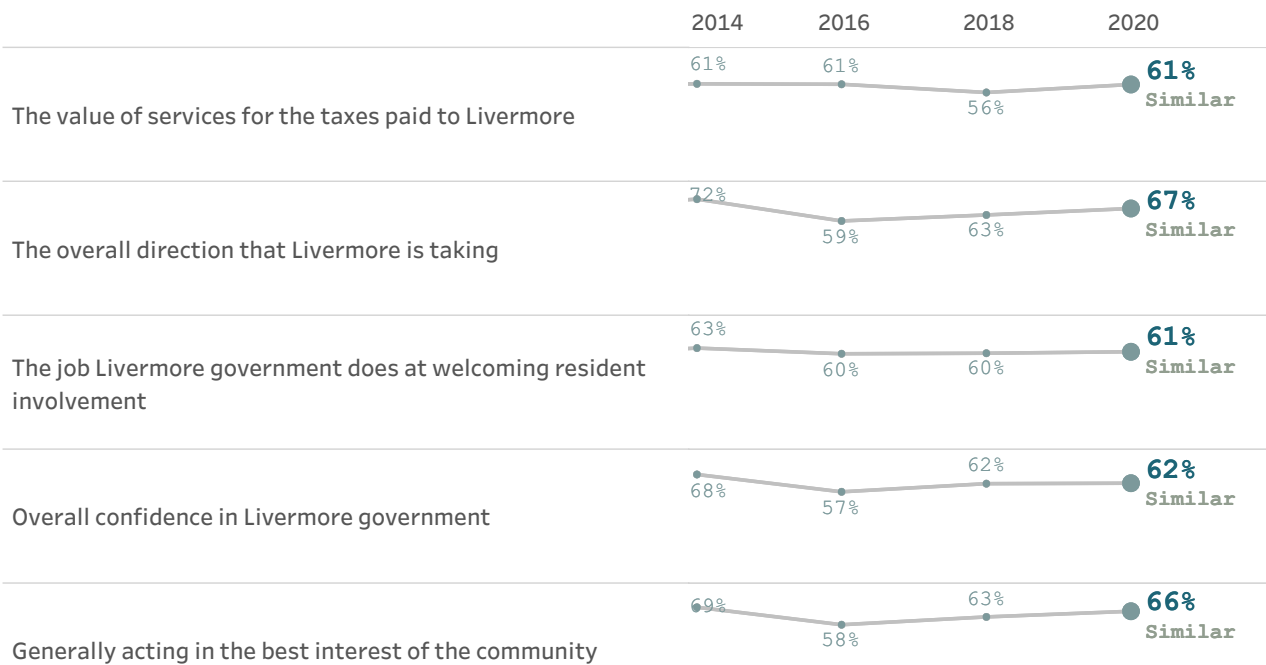
Please rate the quality of each of the following services in Livermore. (% excellent or good)



Please rate the quality of each of the following services in Livermore. (% excellent or good)

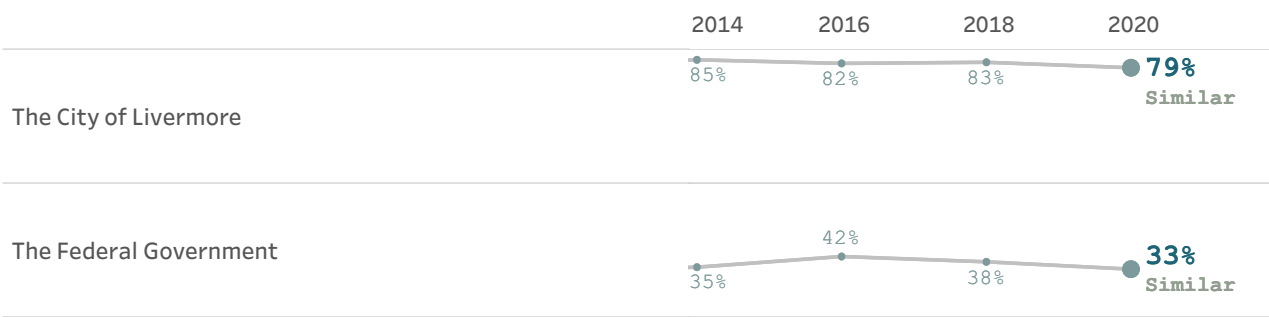


Please rate the following categories of Livermore government performance. (% excellent or good)





Overall, how would you rate the quality of the services provided by each of the following?
 (% excellent or good)

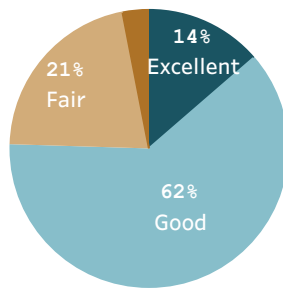


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

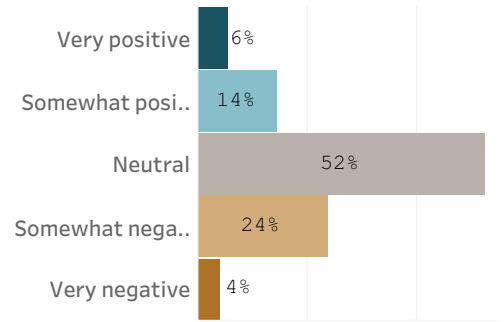
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

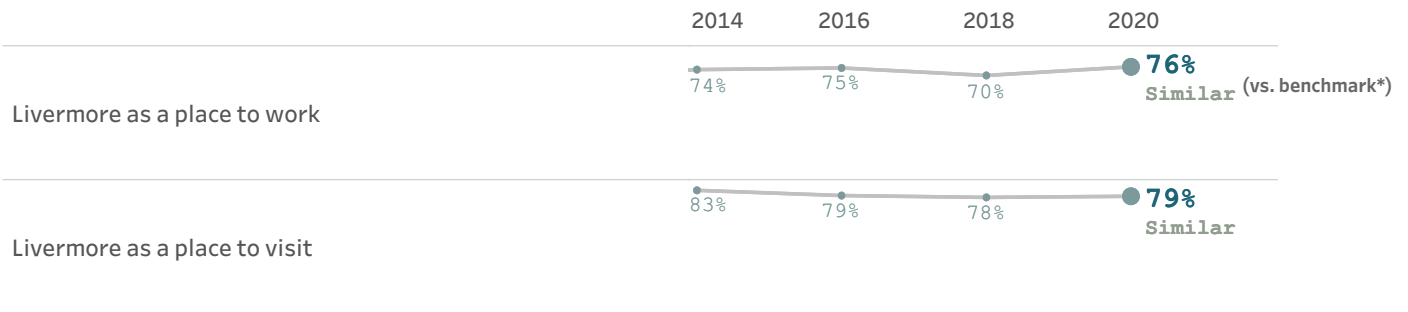
Overall economic health of Livermore, 2020



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:



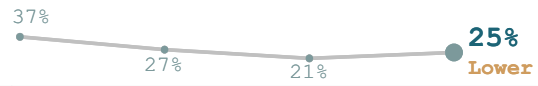
Please rate each of the following aspects of quality of life in Livermore. (% excellent or good)



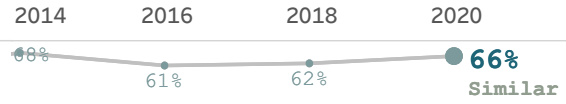
Please rate each of the following characteristics as they relate to Livermore as a whole. (% excellent or good)



Cost of living in Livermore



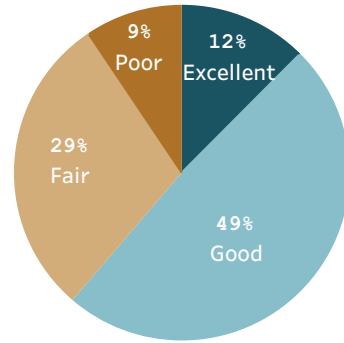
Please rate the quality of each of the following services in Livermore.
(% excellent or good)



Economic development

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

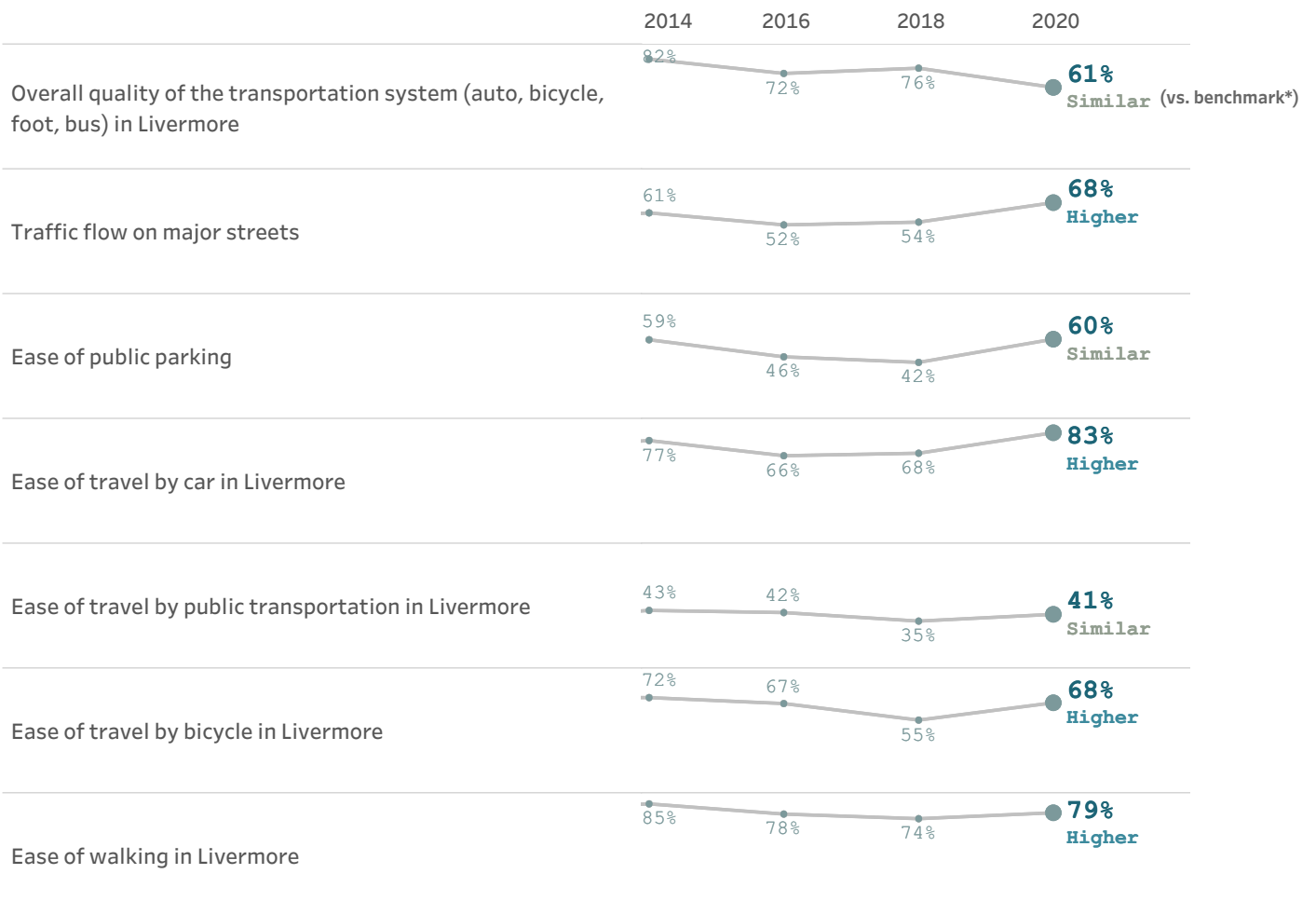
Overall quality of the transportation system in Livermore, 2020



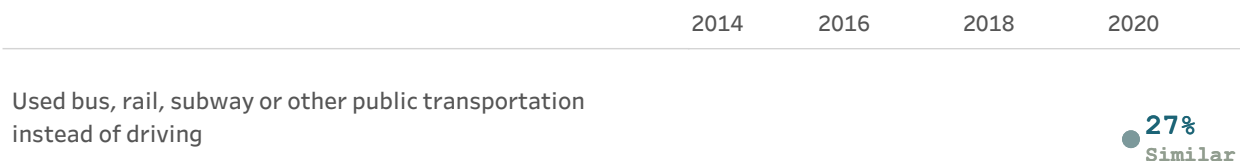
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Please rate each of the following characteristics as they relate to Livermore as a whole. (% excellent or good)



Please indicate whether or not you have done each of the following in the last 12 months. (% yes)



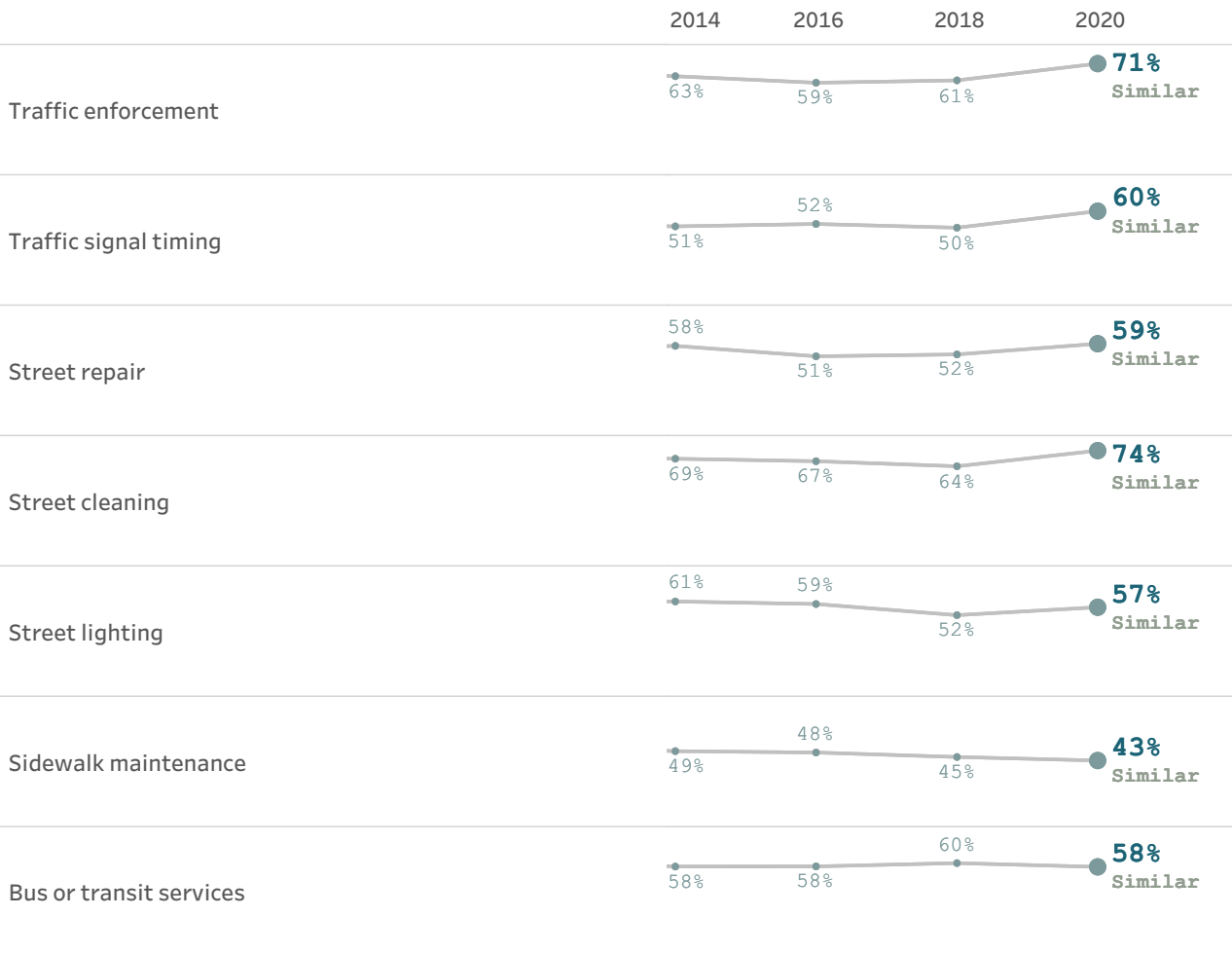
Carpooled with other adults or children instead of driving alone

● **43%**
Similar

Walked or biked instead of driving

● **72%**
Higher

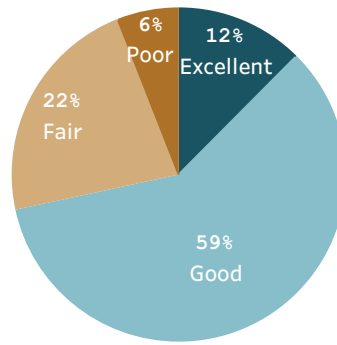
Please rate the quality of each of the following services in Livermore.
(% excellent or good)



Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

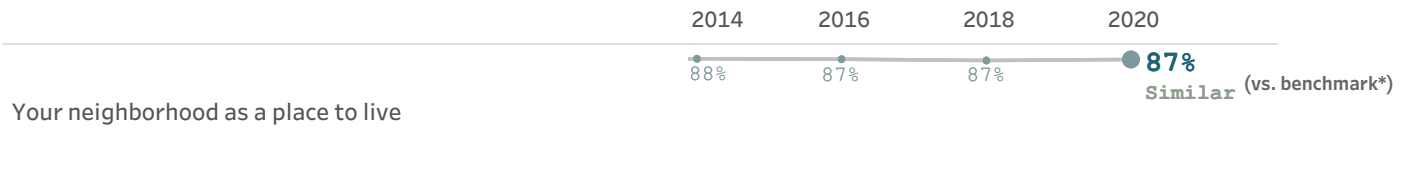
Overall design or layout of Livermore's residential and commercial areas, 2020



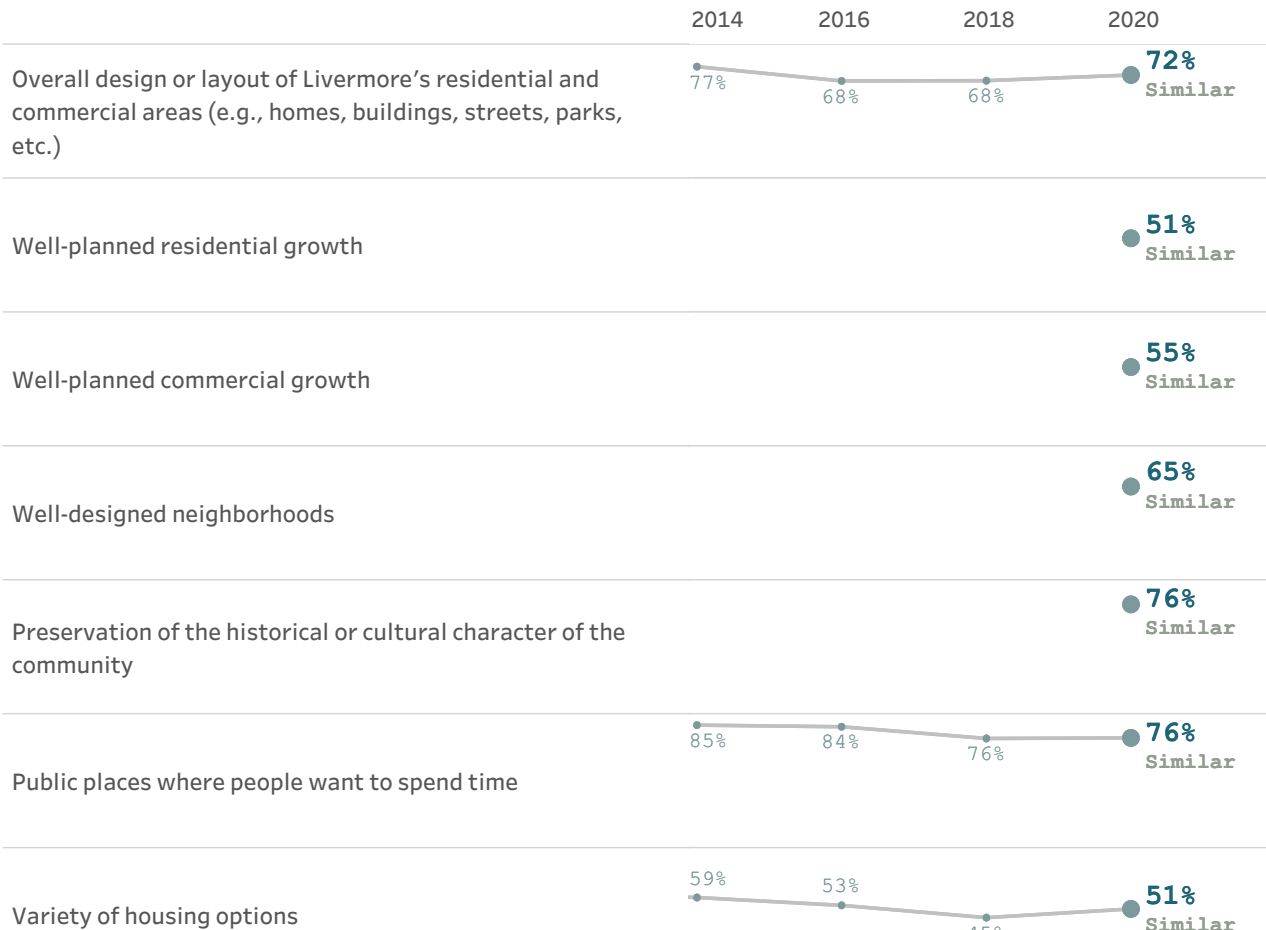
Community design

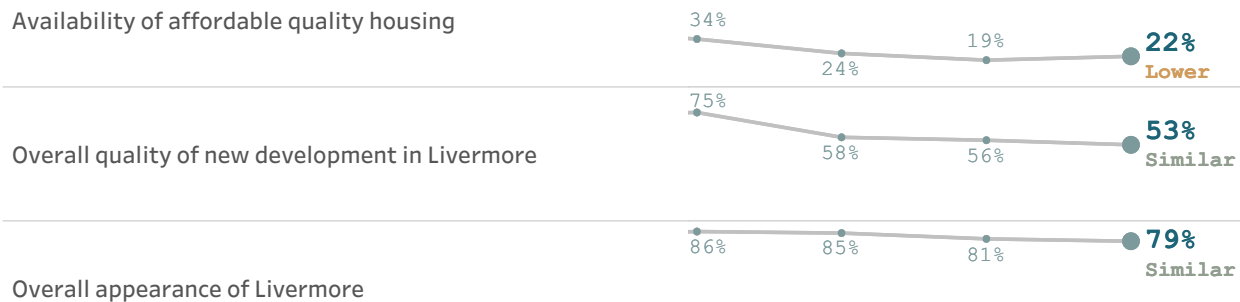
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Please rate each of the following aspects of quality of life in Livermore. (% excellent or good)

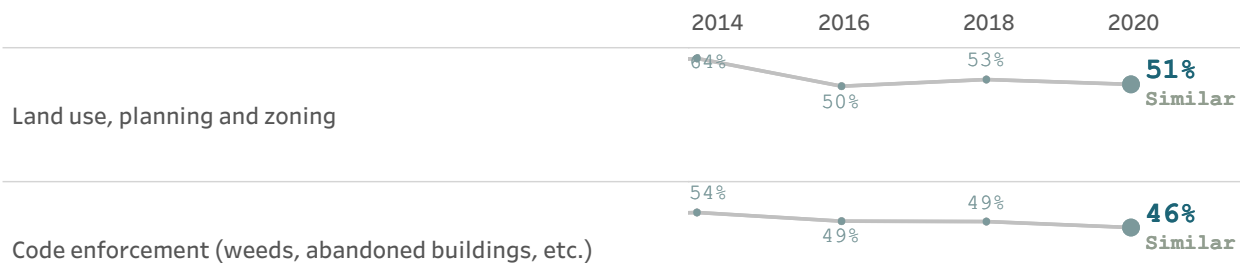


Please rate each of the following characteristics as they relate to Livermore as a whole. (% excellent or good)



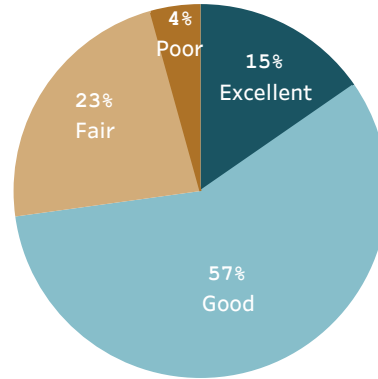


**Please rate the quality of each of the following services in Livermore.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

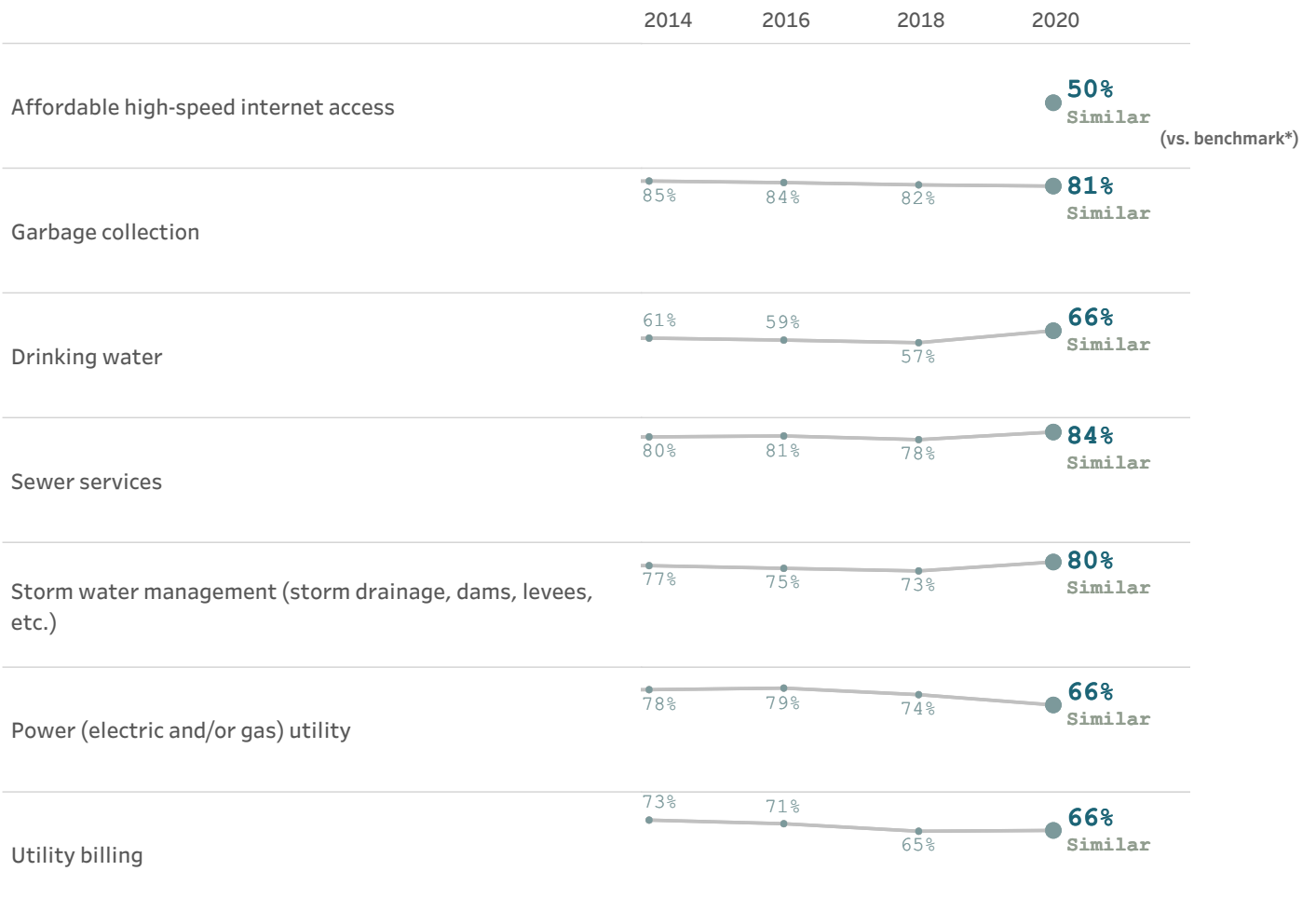
Overall quality of the utility infrastructure in Livermore, 2020



Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate the quality of each of the following services in Livermore. (% excellent or good)



Please rate each of the following characteristics as they relate to Livermore as a whole.
(% excellent or good)

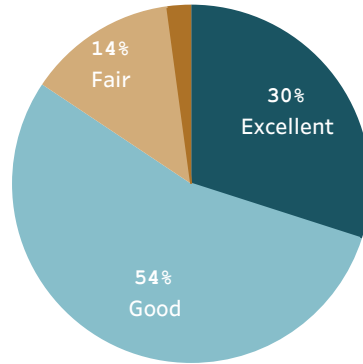
	2014	2016	2018	2020
Overall quality of the utility infrastructure in Livermore (water, sewer, storm water, electric/gas)				● 73% Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

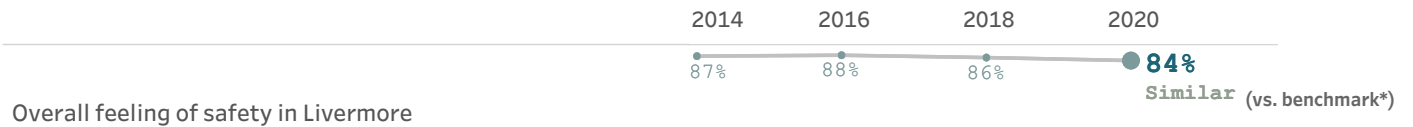
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

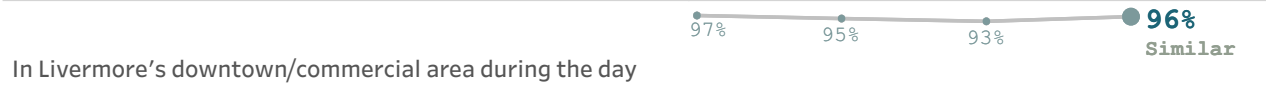
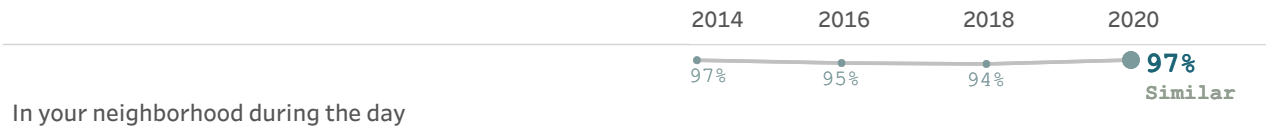
Overall feeling of safety in Livermore, 2020



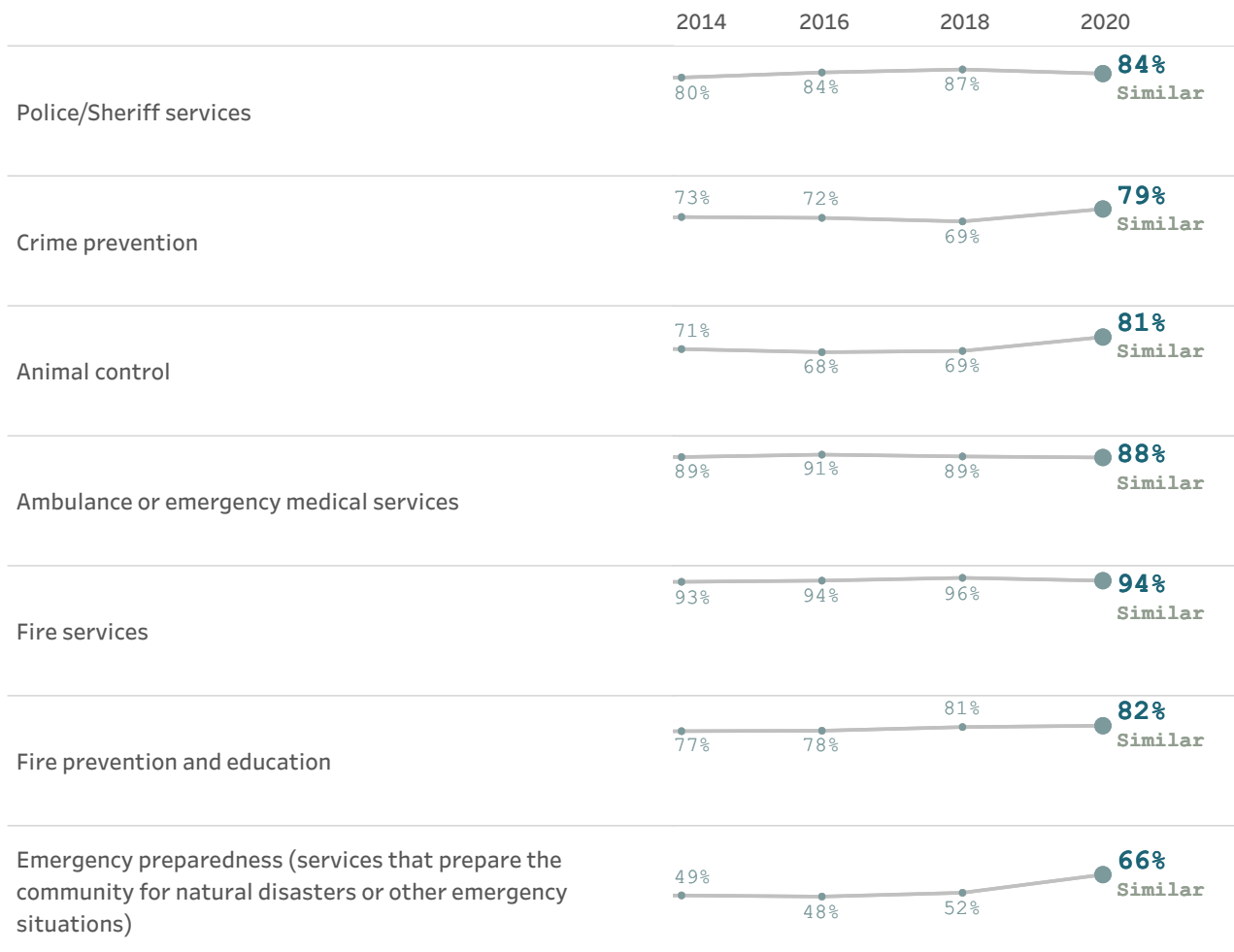
Please rate each of the following characteristics as they relate to Livermore as a whole.
(% excellent or good)



Please rate how safe or unsafe you feel:
(% very or somewhat safe)



Please rate the quality of each of the following services in Livermore.
 (% excellent or good)

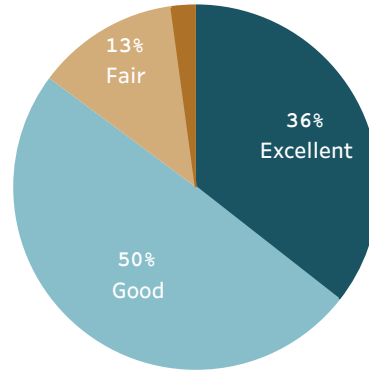


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

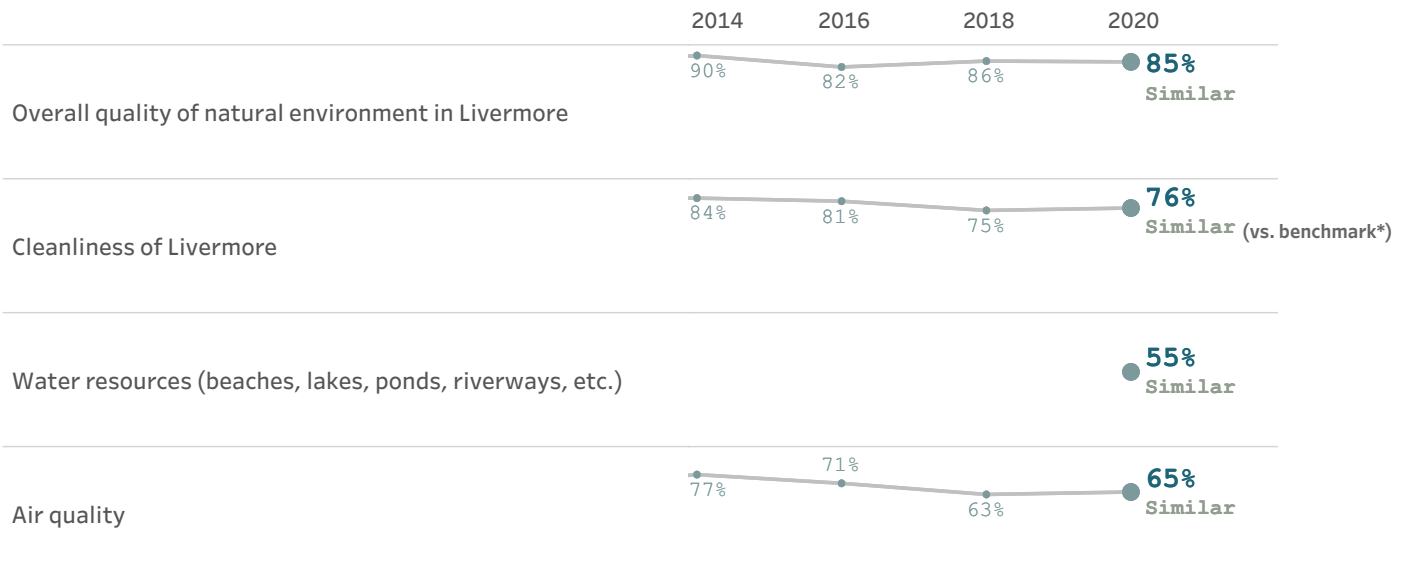
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

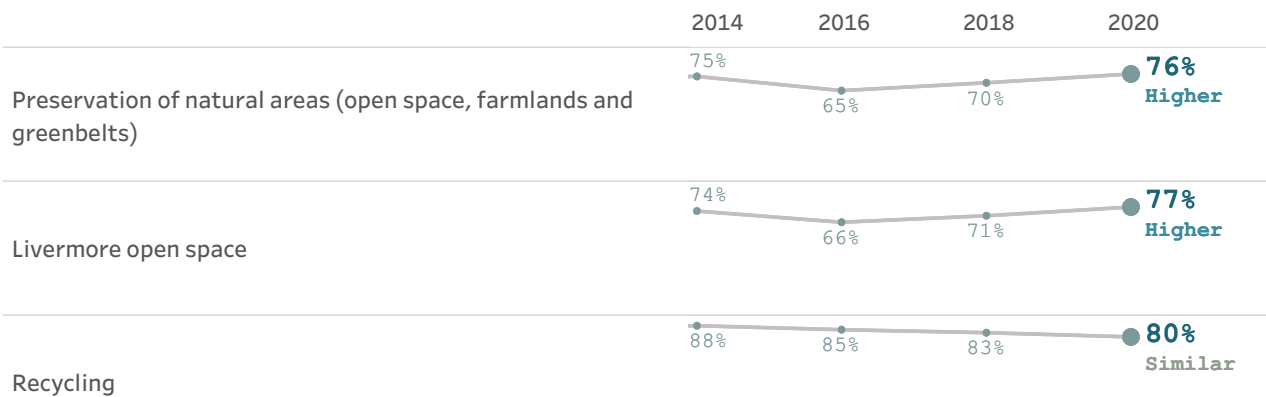
Overall quality of natural environment in Livermore, 2020



Please rate each of the following characteristics as they relate to Livermore as a whole. (% excellent or good)



Please rate the quality of each of the following services in Livermore. (% excellent or good)



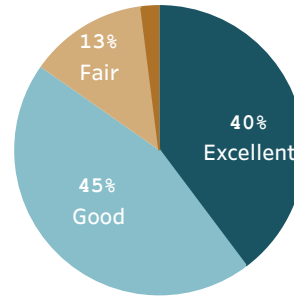


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

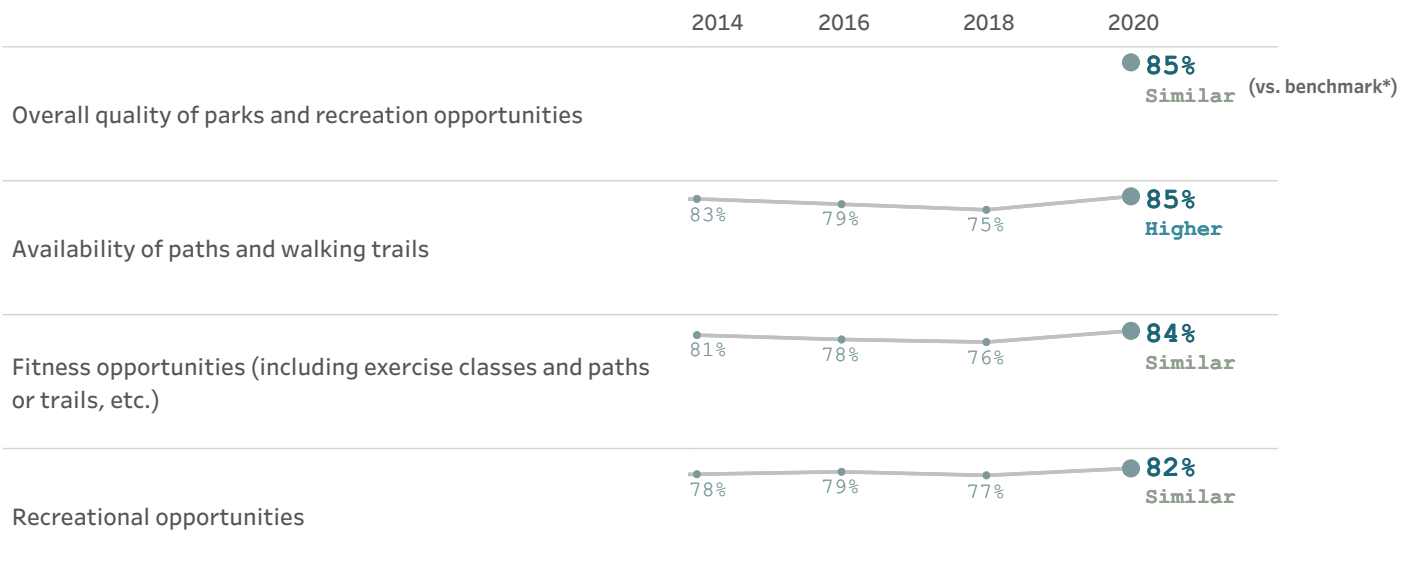
Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”
 - National Recreation and Park Association

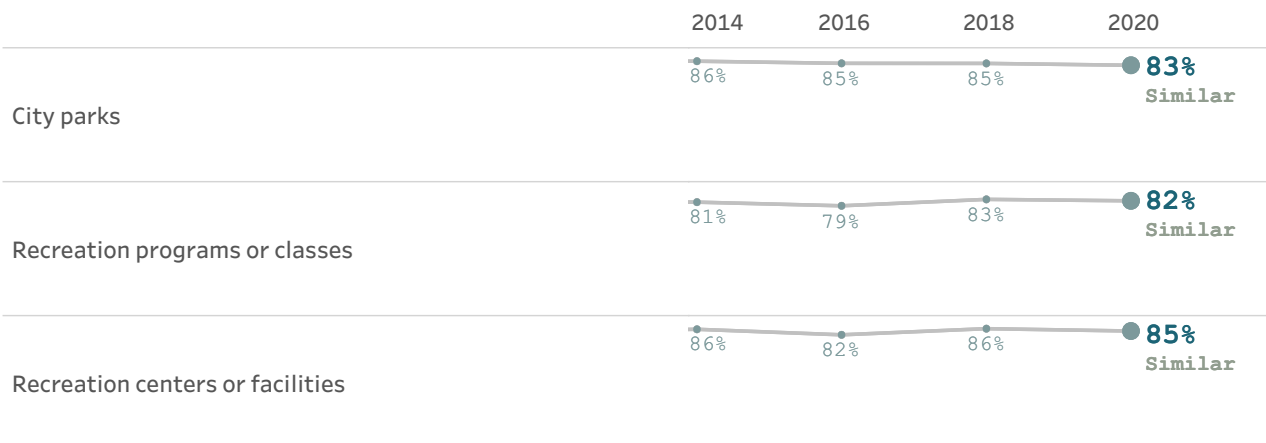
Overall quality of parks and recreation opportunities, 2020



Please rate each of the following characteristics as they relate to Livermore as a whole.
 (% excellent or good)

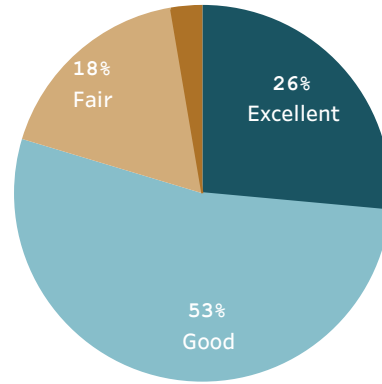


Please rate the quality of each of the following services in Livermore.
 (% excellent or good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

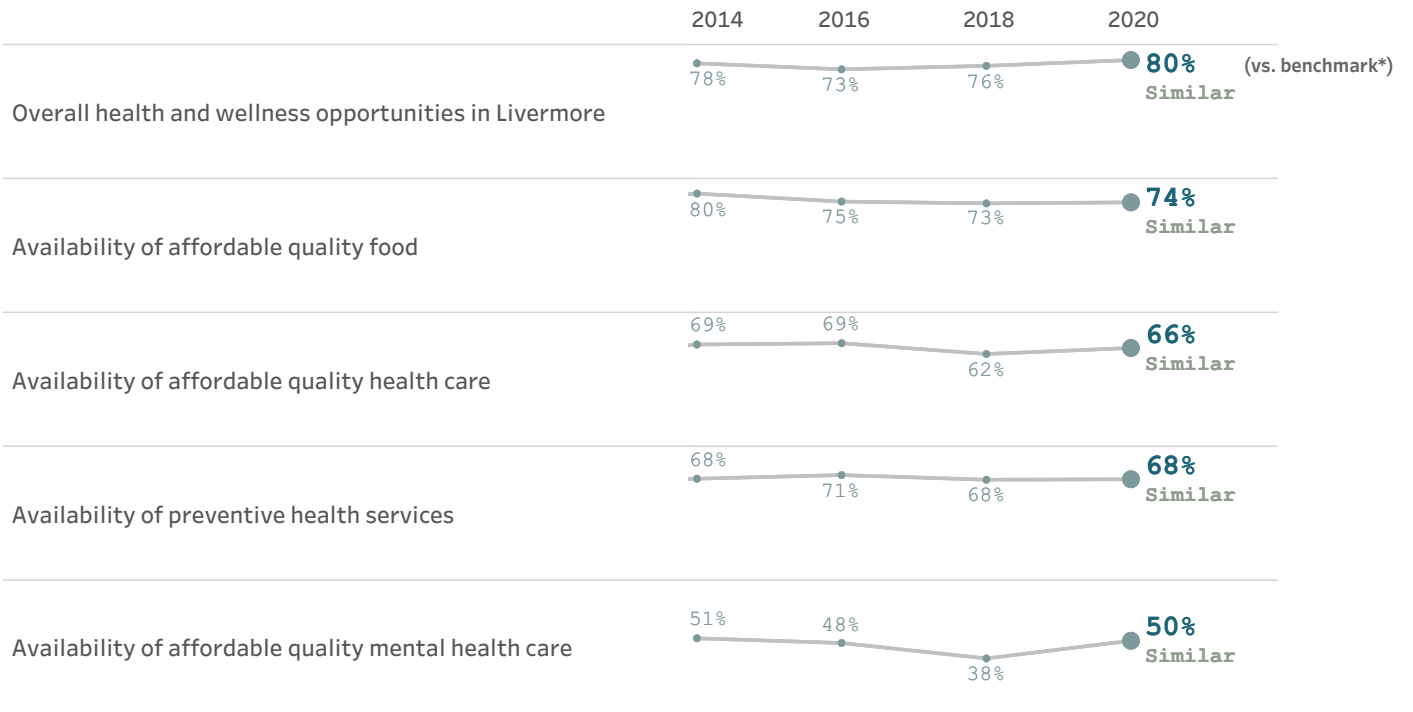
Overall health and wellness opportunities in Livermore, 2020



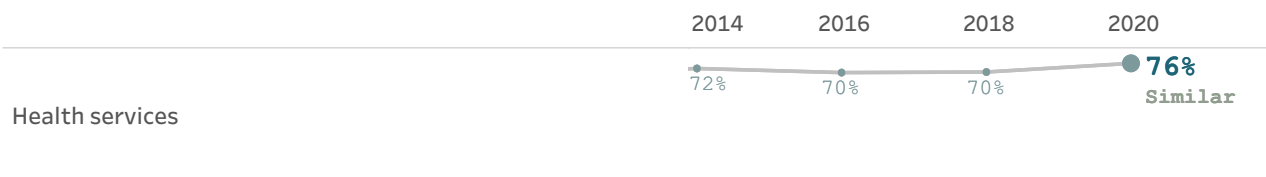
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

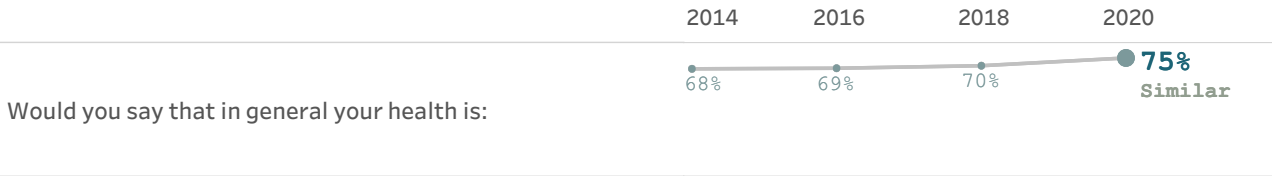
Please rate each of the following characteristics as they relate to Livermore as a whole. (% excellent or good)



Please rate the quality of each of the following services in Livermore. (% excellent or good)



Would you say that in general your health is:
(% excellent or very good)

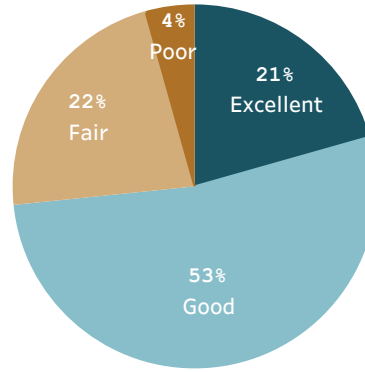


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

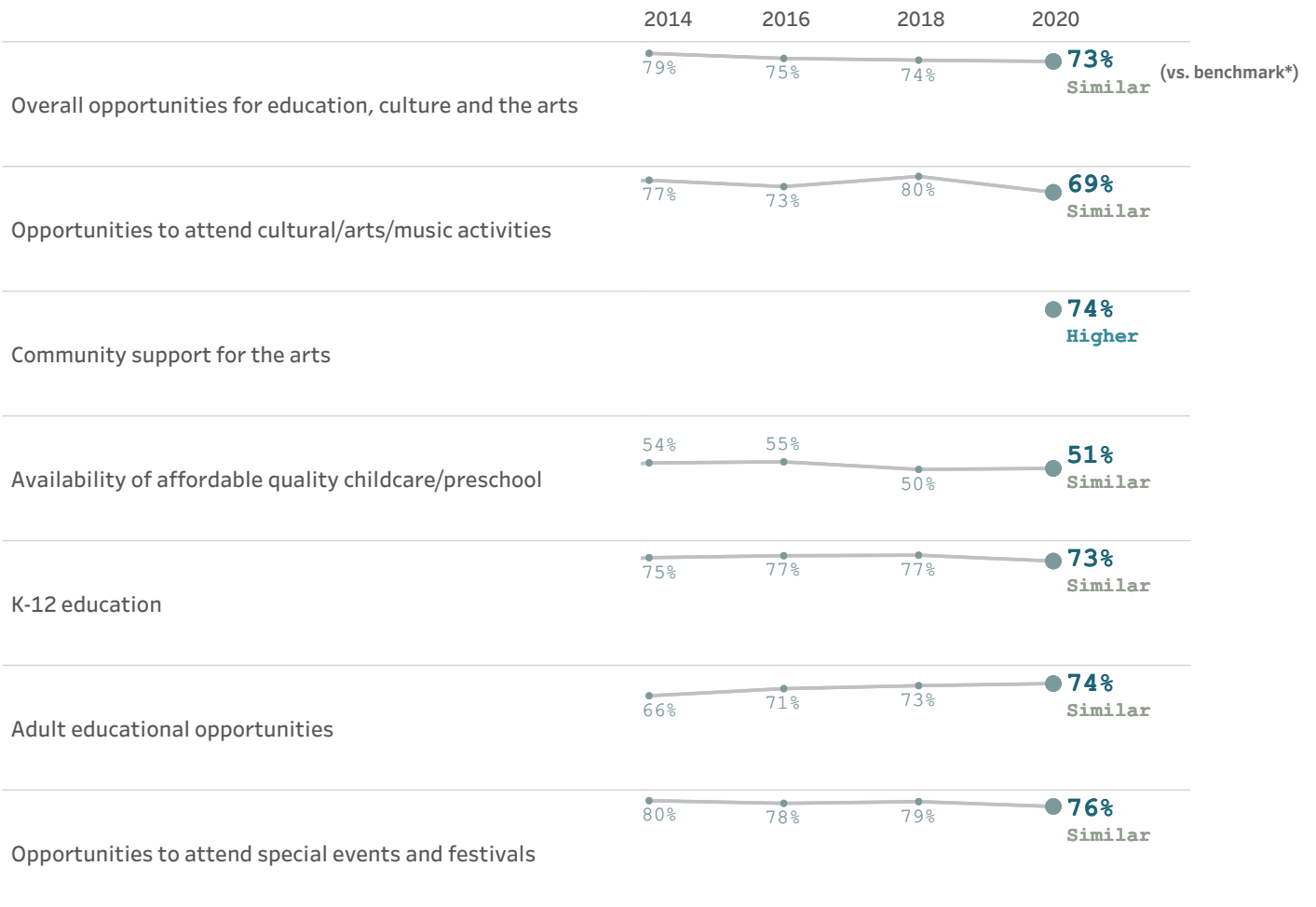
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

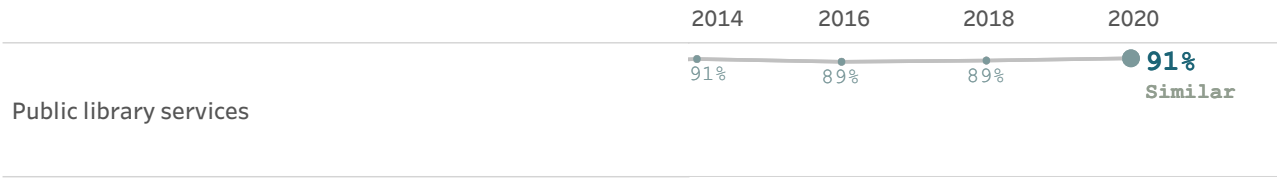
Overall opportunities for education, culture and the arts, 2020



Please rate each of the following characteristics as they relate to Livermore as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Livermore.
(% excellent or good)

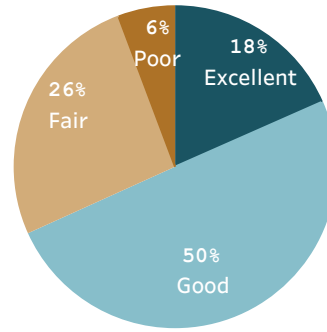


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

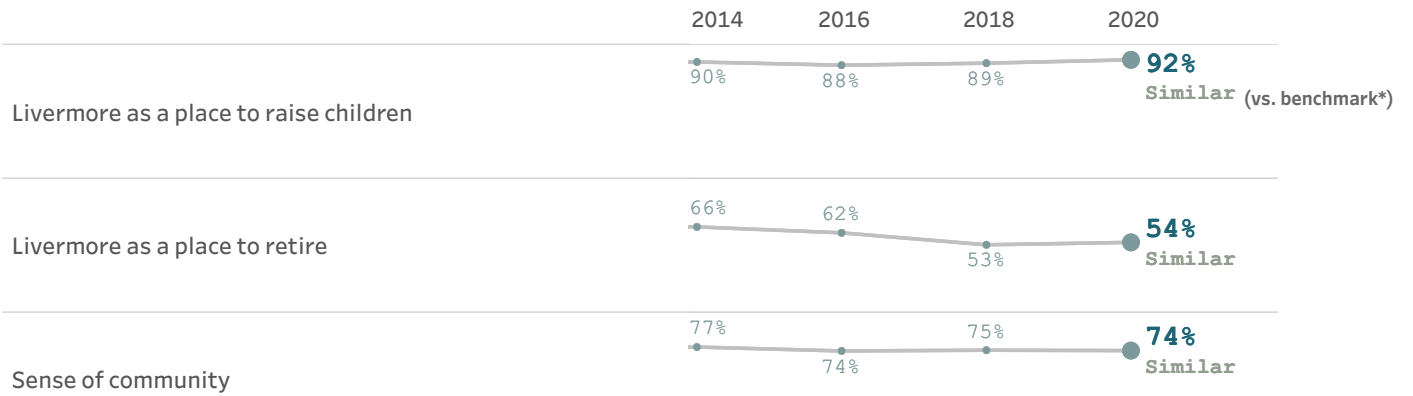
Residents' connection and engagement with their community, 2020

Inclusivity and engagement

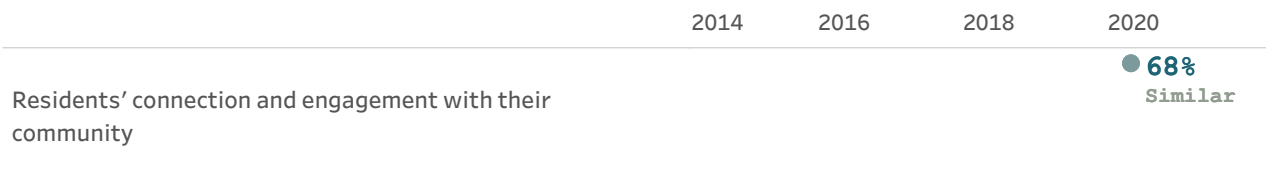
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



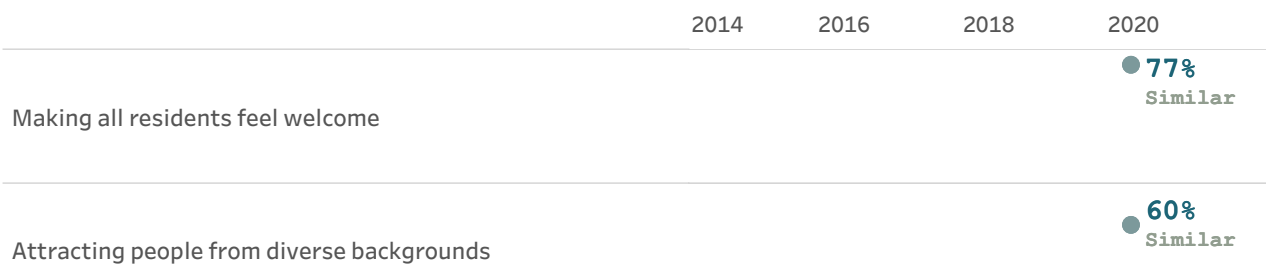
Please rate each of the following aspects of quality of life in Livermore. (% excellent or good)



Please rate each of the following characteristics as they relate to Livermore as a whole. (% excellent or good)



Please rate the job you feel the Livermore community does at each of the following. (% excellent or good)



● **68%**
Similar

Valuing/respecting residents from diverse backgrounds

● **54%**
Similar

Taking care of vulnerable residents (elderly, disabled, homeless, etc.)

Please rate each of the following characteristics as they relate to Livermore as a whole.
(% excellent or good)

2014 2016 2018 2020

● **73%**
Similar

Sense of civic/community pride

● **71%**
Similar

Neighborliness of residents in Livermore

67% 72% 66% ● **71%**
Similar

● **72%**
Similar

Opportunities to participate in social events and activities

76% 75% 77% ● **72%**
Similar

● **76%**
Similar

Opportunities to volunteer

76% 83% 80% ● **76%**
Similar

● **69%**
Similar

Opportunities to participate in community matters

69% 74% 73% ● **69%**
Similar

● **63%**
Similar

Openness and acceptance of the community toward people of diverse backgrounds

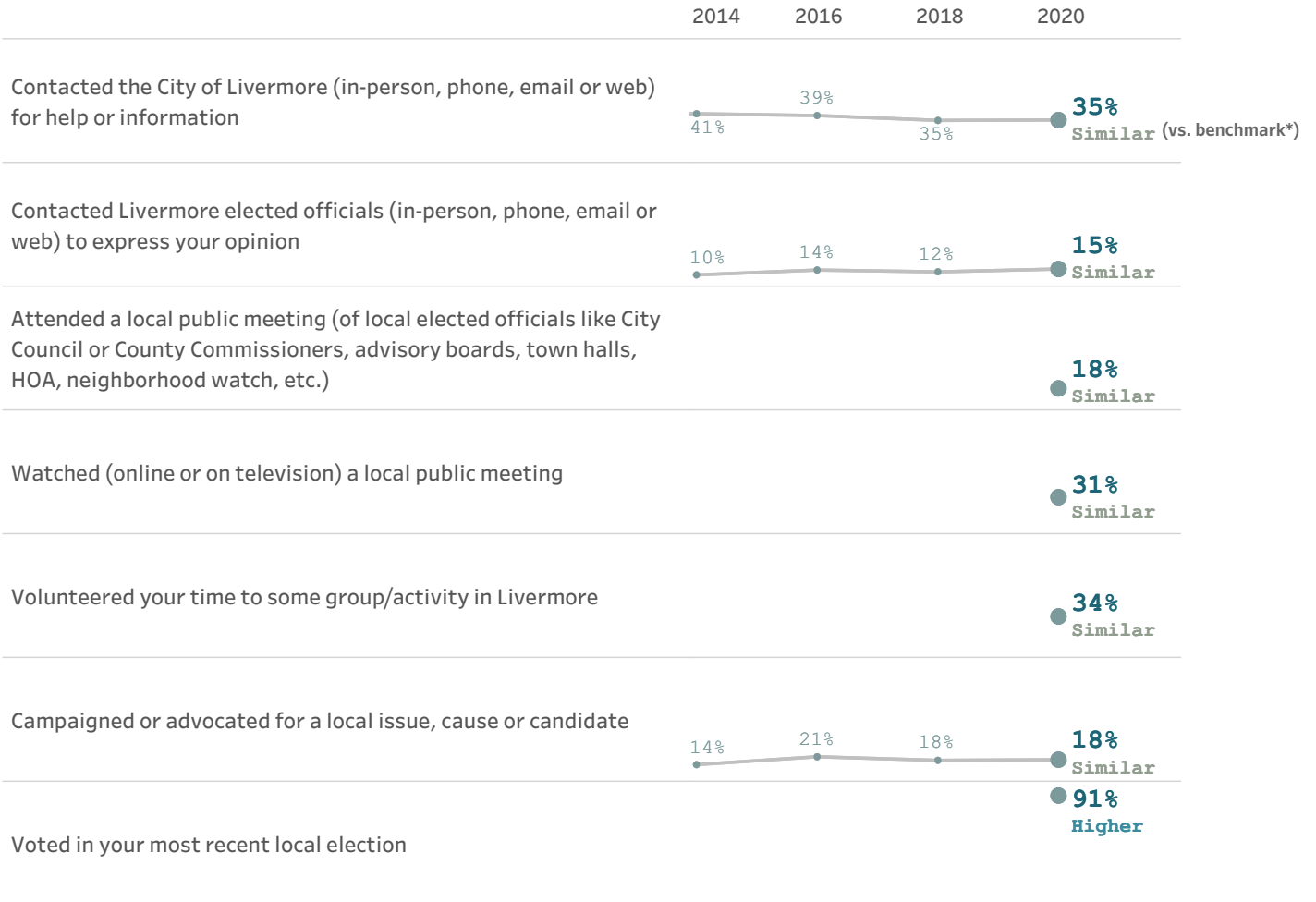
73% 69% 62% ● **63%**
Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

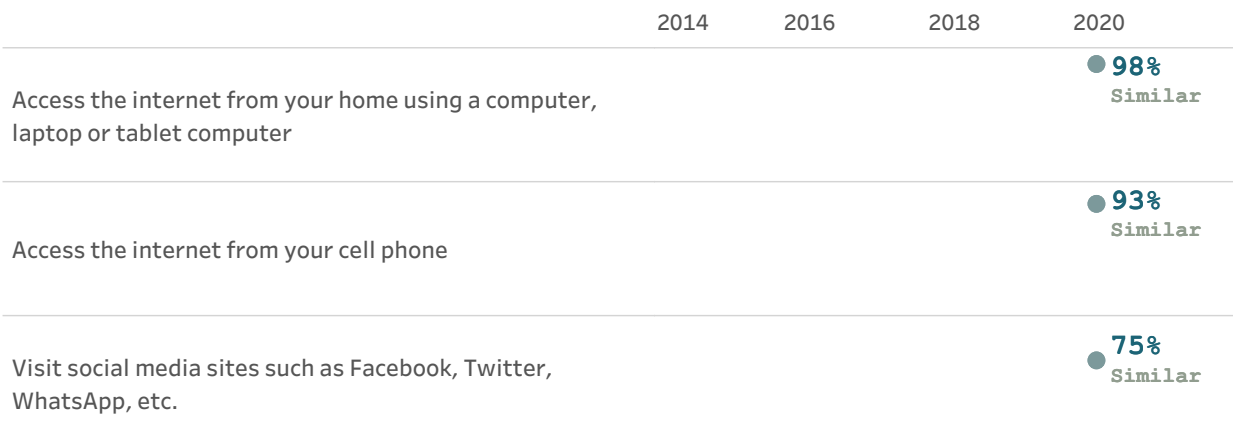
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



In general, how many times do you:

(% a few times a week or more)



Use or check email **99%**
Similar



























Share your opinions online **30%**
Similar

Shop online **61%**
Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

	Please rate how important, if at all, it is for the City of Livermore to address the impacts of climate change in our community, such as electrifying the City fleet and integrating energy efficiency into building codes.	Essential		39%
		Very important		27%
		Somewhat important		23%
		Not at all important		12%
What is your level of preference for using each of the following methods to provide feedback or engage with the City?	Social media (e.g., Facebook, Nextdoor, Twitter, Instagram)	Strongly prefer		25%
		Somewhat prefer		36%
		Do not prefer		39%
	Email	Strongly prefer		58%
		Somewhat prefer		33%
		Do not prefer		9%
	Phone call	Strongly prefer		13%
		Somewhat prefer		25%
		Do not prefer		61%
	Community event (e.g., Farmers’ Market, National Night Out, Town Halls, etc.)	Strongly prefer		36%
Somewhat prefer			49%	
Do not prefer			15%	
Public meeting	Strongly prefer		21%	
	Somewhat prefer		51%	
	Do not prefer		28%	
In person	Strongly prefer		16%	
	Somewhat prefer		46%	
	Do not prefer		38%	
	How much, if at all, have the events that have taken place since March 2020 affected your responses to this survey?	Mostly positively		7%
		Somewhat positively		13%
		Mixed positively and ne..		41%
		Somewhat negatively		6%



National benchmark tables

This table contains the comparisons of Livermore’s results to those from other communities. The first column shows the comparison of Livermore’s rating to the benchmark. Livermore’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Livermore residents is statistically similar to or different than the benchmark. The second column is Livermore’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good”). The third column is the rank assigned to Livermore’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Livermore’s result -- that is what percent of surveyed communities had a lower rating than Livermore.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Livermore.	Livermore as a place to live	Similar	93%	102	355	72
	Your neighborhood as a place to live	Similar	87%	103	296	66
	Livermore as a place to raise children	Similar	92%	95	355	74
	Livermore as a place to work	Similar	76%	72	340	79
	Livermore as a place to visit	Similar	79%	74	284	74
	Livermore as a place to retire	Similar	54%	244	342	29
	The overall quality of life	Similar	88%	137	392	65
	Sense of community	Similar	74%	68	295	77
Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall economic health	Similar	76%	115	269	58
	Overall quality of the transportation system	Similar	61%	218	271	20
	Overall design/layout of residential and commercial areas	Similar	72%	96	264	64
	Overall quality of the utility infrastructure	Similar	73%	24	46	45
	Overall feeling of safety	Similar	84%	173	337	49
	Overall quality of natural environment	Similar	85%	94	274	66
	Overall quality of parks and recreation opportunities	Similar	85%	20	46	55
	Overall health and wellness opportunities	Similar	80%	86	266	68
	Overall opportunities for education, culture, and the arts	Similar	73%	115	265	57
	Residents’ connection and engagement with their community	Similar	68%	13	46	70
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Livermore to someone who asks	Similar	91%	98	281	66
	Remain in Livermore for the next five years	Similar	82%	185	274	33
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	97%	97	324	70
	In Livermore’s downtown/commercial area during the day	Similar	96%	67	303	78

Please rate how safe or unsafe you feel:	From property crime	Similar	78%	35	58	37
	From violent crime	Similar	90%	22	58	61
	From fire, flood or other natural disaster	Similar	79%	29	46	33
Please rate the job you feel the Livermore community does at each of the following.	Making all residents feel welcome	Similar	77%	17	46	61
	Attracting people from diverse backgrounds	Similar	60%	19	46	56
	Valuing/respecting residents from diverse backgrounds	Similar	68%	21	46	52
	Taking care of vulnerable residents	Similar	54%	28	46	35
Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall quality of business and service establishments	Higher	87%	21	272	93
	Variety of business and service establishments	Similar	75%	10	45	77
	Vibrancy of downtown/commercial area	Much higher	83%	11	250	96
	Employment opportunities	Similar	50%	121	297	60
	Shopping opportunities	Similar	70%	88	285	70
	Cost of living	Lower	25%	219	267	18
	Overall image or reputation	Similar	80%	146	332	57
Please rate each of the following characteristics as they relate to Livermore as a whole.	Traffic flow on major streets	Higher	68%	57	311	82
	Ease of public parking	Similar	60%	109	234	54
	Ease of travel by car	Higher	83%	45	297	85
	Ease of travel by public transportation	Similar	41%	99	241	59
	Ease of travel by bicycle	Higher	68%	63	298	79
	Ease of walking	Higher	79%	61	298	80
	Well-planned residential growth	Similar	51%	24	48	47
	Well-planned commercial growth	Similar	55%	16	48	65
	Well-designed neighborhoods	Similar	65%	24	48	47
	Preservation of the historical or cultural character of the community	Similar	76%	7	44	83
	Public places where people want to spend time	Similar	76%	66	259	75
	Variety of housing options	Similar	51%	152	275	45
	Availability of affordable quality housing	Lower	22%	234	294	21
	Overall quality of new development	Similar	53%	178	285	38
	Overall appearance	Similar	79%	154	326	53
	Cleanliness	Similar	76%	160	298	47
	Water resources	Similar	55%	30	42	24

Please rate each of the following characteristics as they relate to Livermore as a whole.	Air quality	Similar	65%	203	250	19
	Availability of paths and walking trails	Higher	85%	64	294	79
	Fitness opportunities	Similar	84%	59	255	77
	Recreational opportunities	Similar	82%	72	284	75
	Availability of affordable quality food	Similar	74%	72	249	71
	Availability of affordable quality health care	Similar	66%	127	263	52
	Availability of preventive health services	Similar	68%	110	244	55
	Availability of affordable quality mental health care	Similar	50%	104	241	57
	Opportunities to attend cultural/arts/music activities	Similar	69%	90	283	69
	Community support for the arts	Higher	74%	11	46	75
	Availability of affordable quality childcare/preschool	Similar	51%	142	260	45
	K-12 education	Similar	73%	150	259	42
	Adult educational opportunities	Similar	74%	56	249	78
	Sense of civic/community pride	Similar	73%	15	46	66
	Neighborliness of residents in Livermore	Similar	71%	72	260	73
	Opportunities to participate in social events and activities	Similar	72%	80	264	70
	Opportunities to attend special events and festivals	Similar	76%	74	272	73
	Opportunities to volunteer	Similar	76%	102	265	62
	Opportunities to participate in community matters	Similar	69%	106	270	61
Openness and acceptance of the community toward people of diverse ..	Similar	63%	152	290	48	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Livermore for help or information	Similar	35%	278	319	13
	Contacted Livermore elected officials to express your opinion	Similar	15%	175	258	33
	Attended a local public meeting	Similar	18%	169	262	36
	Watched a local public meeting	Similar	31%	41	237	83
	Volunteered your time to some group/activity	Similar	34%	146	266	45
	Campaigned or advocated for a local issue, cause, or candidate	Similar	18%	165	248	33
	Voted in your most recent local election	Higher	91%	3	46	94
	Used public transportation instead of driving	Similar	27%	74	223	67
	Carpooled with other adults or children instead of driving alone	Similar	43%	106	252	58
	Walked or biked instead of driving	Higher	72%	40	259	85
Please rate the quality of each of the following	Public information services	Similar	74%	120	275	57

Please rate the quality of each of the following services in Livermore.

Economic development	Similar	66%	84	275	70
Traffic enforcement	Similar	71%	136	334	60
Traffic signal timing	Similar	60%	86	260	67
Street repair	Similar	59%	84	321	74
Street cleaning	Similar	74%	87	285	70
Street lighting	Similar	57%	202	315	36
Sidewalk maintenance	Similar	43%	223	286	23
Bus or transit services	Similar	58%	96	233	59
Land use, planning and zoning	Similar	51%	114	286	61
Code enforcement	Similar	46%	185	339	46
Affordable high-speed internet access	Similar	50%	26	43	36
Garbage collection	Similar	81%	176	311	44
Drinking water	Similar	66%	179	280	36
Sewer services	Similar	84%	102	283	64
Storm water management	Similar	80%	46	311	86
Power (electric and/or gas) utility	Similar	66%	168	189	12
Utility billing	Similar	66%	162	235	31
Police/Sheriff services	Similar	84%	182	381	53
Crime prevention	Similar	79%	134	336	61
Animal control	Similar	81%	45	299	85
Ambulance or emergency medical services	Similar	88%	223	300	26
Fire services	Similar	94%	151	329	55
Fire prevention and education	Similar	82%	158	274	43
Emergency preparedness	Similar	66%	145	274	47
Preservation of natural areas	Higher	76%	32	254	88
Livermore open space	Higher	77%	26	244	90
Recycling	Similar	80%	163	318	49
Yard waste pick-up	Similar	81%	102	257	61
City parks	Similar	83%	161	294	46
Recreation programs or classes	Similar	82%	60	291	80
Recreation centers or facilities	Similar	85%	47	267	83

Please rate the quality of each of the following services in Livermore.	Health services	Similar	76%	98	228	57
	Public library services	Similar	91%	60	291	80
	Overall customer service by Livermore employees	Similar	86%	75	350	79
Please rate the following categories of Livermore government performance.	The value of services for the taxes paid to Livermore	Similar	61%	113	356	69
	The overall direction that Livermore is taking	Similar	67%	96	307	69
	The job Livermore government does at welcoming resident involvement	Similar	61%	84	308	73
	Overall confidence in Livermore government	Similar	62%	75	269	73
	Generally acting in the best interest of the community	Similar	66%	79	273	71
	Being honest	Similar	66%	82	265	69
	Being open and transparent to the public	Similar	61%	23	46	47
	Informing residents about issues facing the community	Similar	60%	22	51	56
	Treating all residents fairly	Similar	67%	71	268	74
	Treating residents with respect	Similar	74%	24	46	45
Overall, how would you rate the quality of the services provided by each	The City of Livermore	Similar	79%	162	359	55
	The Federal Government	Similar	33%	215	253	15
Please rate how important, if at all, you think it is for the Livermore community to focus on each of the following in the coming two years.	Overall economic health	Similar	93%	61	245	75
	Overall quality of the transportation system	Similar	71%	199	245	18
	Overall design/layout of residential and commercial areas	Similar	78%	117	245	52
	Overall quality of the utility infrastructure	Similar	90%	21	46	52
	Overall feeling of safety	Similar	88%	142	245	42
	Overall quality of natural environment	Similar	87%	61	245	75
	Overall quality of parks and recreation opportunities	Similar	84%	12	46	73
	Overall health and wellness opportunities	Similar	75%	137	244	44
	Overall opportunities for education, culture, and the arts	Similar	74%	205	245	16
	Residents' connection and engagement with their community	Lower	71%	222	246	9
In general, how many times do you:	Access the internet from your home	Similar	98%	6	46	86
	Access the internet from your cell phone	Similar	93%	15	46	65
	Visit social media sites	Similar	75%	38	46	10
	Use or check email	Similar	99%	5	46	89
	Share your opinions online	Similar	30%	26	46	39
	Shop online	Similar	61%	8	46	81

Would you say that in general your health is:	Similar	75%	24	254	91
What impact, if any, do you think the economy will have on your family..	Lower	20%	231	257	10

West Coast Communities Benchmark Tables

This table contains the comparisons of Livermore’s results to those from West Coast communities (California, Oregon, and Washington). The first column shows the comparison of Livermore’s rating to the custom benchmark. Livermore’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Livermore residents is statistically similar to or different than the benchmark. The second column is Livermore’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good”). The third column is the rank assigned to Livermore’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Livermore’s result -- that is what percent of surveyed communities had a lower rating than Livermore.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Livermore.	Livermore as a place to live	Similar	93%	16	50	69
	Your neighborhood as a place to live	Similar	87%	17	44	63
	Livermore as a place to raise children	Similar	92%	15	47	69
	Livermore as a place to work	Higher	76%	8	46	83
	Livermore as a place to visit	Similar	79%	16	41	62
	Livermore as a place to retire	Similar	54%	31	45	33
	The overall quality of life	Similar	88%	26	58	56
	Sense of community	Higher	74%	14	45	70
Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall economic health	Similar	76%	18	40	57
	Overall quality of the transportation system	Similar	61%	29	40	30
	Overall design/layout of residential and commercial areas	Similar	72%	13	40	69
	Overall quality of the utility infrastructure	Similar	73%	5	6	29
	Overall feeling of safety	Similar	84%	23	43	48
	Overall quality of natural environment	Similar	85%	20	41	53
	Overall quality of parks and recreation opportunities	Similar	85%	4	6	43
	Overall health and wellness opportunities	Similar	80%	13	40	69
	Overall opportunities for education, culture, and the arts	Similar	73%	12	40	71
	Residents’ connection and engagement with their community	Higher	68%	2	6	72
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Livermore to someone who asks	Similar	91%	12	40	71
	Remain in Livermore for the next five years	Similar	82%	27	40	35
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	97%	17	46	64
	In Livermore’s downtown/commercial area during the day	Similar	96%	10	41	77

Please rate how safe or unsafe you feel:	From property crime	Similar	78%	4	6	43
	From violent crime	Similar	90%	4	6	43
	From fire, flood or other natural disaster	Similar	79%	4	6	43
Please rate the job you feel the Livermore community does at each of the following.	Making all residents feel welcome	Similar	77%	3	6	58
	Attracting people from diverse backgrounds	Similar	60%	4	6	43
	Valuing/respecting residents from diverse backgrounds	Similar	68%	4	6	43
	Taking care of vulnerable residents	Similar	54%	4	6	43
Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall quality of business and service establishments	Higher	87%	1	40	98
	Variety of business and service establishments	Higher	75%	1	6	86
	Vibrancy of downtown/commercial area	Much higher	83%	2	39	96
	Employment opportunities	Higher	50%	11	42	75
	Shopping opportunities	Higher	70%	7	43	85
	Cost of living	Similar	25%	25	40	40
	Overall image or reputation	Similar	80%	23	45	51
Please rate each of the following characteristics as they relate to Livermore as a whole.	Traffic flow on major streets	Higher	68%	7	42	84
	Ease of public parking	Similar	60%	18	38	54
	Ease of travel by car	Higher	83%	4	42	91
	Ease of travel by public transportation	Similar	41%	22	39	46
	Ease of travel by bicycle	Similar	68%	10	42	77
	Ease of walking	Similar	79%	15	42	66
	Well-planned residential growth	Similar	51%	4	6	43
	Well-planned commercial growth	Higher	55%	2	6	72
	Well-designed neighborhoods	Similar	65%	4	6	43
	Preservation of the historical or cultural character of the community	Higher	76%	1	6	86
	Public places where people want to spend time	Similar	76%	10	40	76
	Variety of housing options	Similar	51%	10	41	77
	Availability of affordable quality housing	Similar	22%	23	43	48
	Overall quality of new development	Similar	53%	21	39	48
	Overall appearance	Similar	79%	22	43	51
	Cleanliness	Similar	76%	22	40	47
	Water resources	Similar	55%	4	5	34

Please rate each of the following characteristics as they relate to Livermore as a whole.	Air quality	Similar	65%	31	39	23
	Availability of paths and walking trails	Higher	85%	10	41	77
	Fitness opportunities	Higher	84%	10	40	76
	Recreational opportunities	Similar	82%	10	43	78
	Availability of affordable quality food	Similar	74%	5	39	88
	Availability of affordable quality health care	Similar	66%	14	41	67
	Availability of preventive health services	Similar	68%	13	39	68
	Availability of affordable quality mental health care	Similar	50%	10	39	76
	Opportunities to attend cultural/arts/music activities	Similar	69%	13	41	70
	Community support for the arts	Much higher	74%	1	6	86
	Availability of affordable quality childcare/preschool	Similar	51%	11	38	72
	K-12 education	Similar	73%	20	38	49
	Adult educational opportunities	Higher	74%	9	40	79
	Sense of civic/community pride	Higher	73%	2	6	72
	Neighborliness of residents in Livermore	Similar	71%	10	40	76
	Opportunities to participate in social events and activities	Similar	72%	13	40	69
	Opportunities to attend special events and festivals	Similar	76%	9	40	79
	Opportunities to volunteer	Similar	76%	15	41	65
	Opportunities to participate in community matters	Similar	69%	18	41	58
	Openness and acceptance of the community toward people of diverse ..	Similar	63%	25	42	42
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Livermore for help or information	Similar	35%	37	46	20
	Contacted Livermore elected officials to express your opinion	Similar	15%	28	40	32
	Attended a local public meeting	Similar	18%	30	40	27
	Watched a local public meeting	Higher	31%	5	35	87
	Volunteered your time to some group/activity	Similar	34%	25	40	40
	Campaigned or advocated for a local issue, cause, or candidate	Similar	18%	29	39	28
	Voted in your most recent local election	Higher	91%	2	6	72
	Used public transportation instead of driving	Similar	27%	23	38	42
	Carpooled with other adults or children instead of driving alone	Similar	43%	37	40	10
	Walked or biked instead of driving	Similar	72%	11	40	74
Please rate the quality of each of the following	Public information services	Similar	74%	19	40	54

Please rate the quality of each of the following services in Livermore.

Economic development	Higher	66%	9	41	79
Traffic enforcement	Similar	71%	9	46	81
Traffic signal timing	Similar	60%	12	37	69
Street repair	Higher	59%	13	48	74
Street cleaning	Similar	74%	17	46	64
Street lighting	Similar	57%	26	43	41
Sidewalk maintenance	Similar	43%	31	43	30
Bus or transit services	Similar	58%	21	41	51
Land use, planning and zoning	Similar	51%	12	44	74
Code enforcement	Similar	46%	19	45	59
Affordable high-speed internet access	Similar	50%	4	6	43
Garbage collection	Similar	81%	31	46	35
Drinking water	Similar	66%	31	43	30
Sewer services	Similar	84%	17	44	63
Storm water management	Similar	80%	8	48	84
Power (electric and/or gas) utility	Similar	66%	30	32	10
Utility billing	Similar	66%	24	37	37
Police/Sheriff services	Similar	84%	23	54	59
Crime prevention	Similar	79%	15	47	69
Animal control	Higher	81%	4	41	91
Ambulance or emergency medical services	Similar	88%	32	41	24
Fire services	Similar	94%	22	44	52
Fire prevention and education	Similar	82%	21	40	49
Emergency preparedness	Similar	66%	15	44	67
Preservation of natural areas	Higher	76%	7	39	83
Livermore open space	Higher	77%	4	39	91
Recycling	Similar	80%	29	43	35
Yard waste pick-up	Similar	81%	23	38	42
City parks	Similar	83%	24	40	42
Recreation programs or classes	Similar	82%	9	46	81
Recreation centers or facilities	Higher	85%	5	40	88
































Please rate the quality of each of the following services in Livermore.	Health services	Similar	76%	13	34	63
	Public library services	Similar	91%	8	48	84
	Overall customer service by Livermore employees	Similar	86%	9	44	81
Please rate the following categories of Livermore government performance.	The value of services for the taxes paid to Livermore	Similar	61%	11	43	76
	The overall direction that Livermore is taking	Similar	67%	5	41	89
	The job Livermore government does at welcoming resident involvement	Similar	61%	9	43	80
	Overall confidence in Livermore government	Similar	62%	6	40	86
	Generally acting in the best interest of the community	Similar	66%	7	40	83
	Being honest	Similar	66%	11	39	73
	Being open and transparent to the public	Similar	61%	4	6	43
	Informing residents about issues facing the community	Similar	60%	3	6	58
	Treating all residents fairly	Similar	67%	8	40	81
	Treating residents with respect	Similar	74%	4	6	43
Overall, how would you rate the quality of the services provided by each	The City of Livermore	Similar	79%	19	52	65
	The Federal Government	Similar	33%	30	39	26
Please rate how important, if at all, you think it is for the Livermore community to focus on each of the following in the coming two years.	Overall economic health	Similar	93%	8	39	81
	Overall quality of the transportation system	Similar	71%	33	39	18
	Overall design/layout of residential and commercial areas	Similar	78%	20	39	51
	Overall quality of the utility infrastructure	Similar	90%	3	6	58
	Overall feeling of safety	Similar	88%	22	39	46
	Overall quality of natural environment	Similar	87%	13	39	68
	Overall quality of parks and recreation opportunities	Similar	84%	3	6	58
	Overall health and wellness opportunities	Similar	75%	14	39	66
	Overall opportunities for education, culture, and the arts	Similar	74%	28	39	31
	Residents' connection and engagement with their community	Similar	71%	36	39	11
In general, how many times do you:	Access the internet from your home	Similar	98%	2	6	72
	Access the internet from your cell phone	Similar	93%	3	6	58
	Visit social media sites	Similar	75%	7	6	1
	Use or check email	Similar	99%	2	6	72
	Share your opinions online	Similar	30%	6	6	15
	Shop online	Similar	61%	2	6	72
































Would you say that in general your health is:	Similar	75%	5	40	88
What impact, if any, do you think the economy will have on your family..	Similar	20%	36	40	13
































Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Livermore.	Question	Rating	Frequency	
			Bar	Percentage
Livermore as a place to live	Livermore as a place to live	Excellent		48%
		Good		45%
		Fair		6%
		Poor		1%
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent		47%
		Good		40%
		Fair		10%
		Poor		2%
Livermore as a place to raise children	Livermore as a place to raise children	Excellent		49%
		Good		43%
		Fair		7%
		Poor		1%
Livermore as a place to work	Livermore as a place to work	Excellent		32%
		Good		44%
		Fair		19%
		Poor		5%
Livermore as a place to visit	Livermore as a place to visit	Excellent		33%
		Good		46%
		Fair		17%
		Poor		4%
Livermore as a place to retire	Livermore as a place to retire	Excellent		20%
		Good		34%
		Fair		30%
		Poor		16%
The overall quality of life	The overall quality of life	Excellent		34%
		Good		53%
		Fair		11%
		Poor		1%

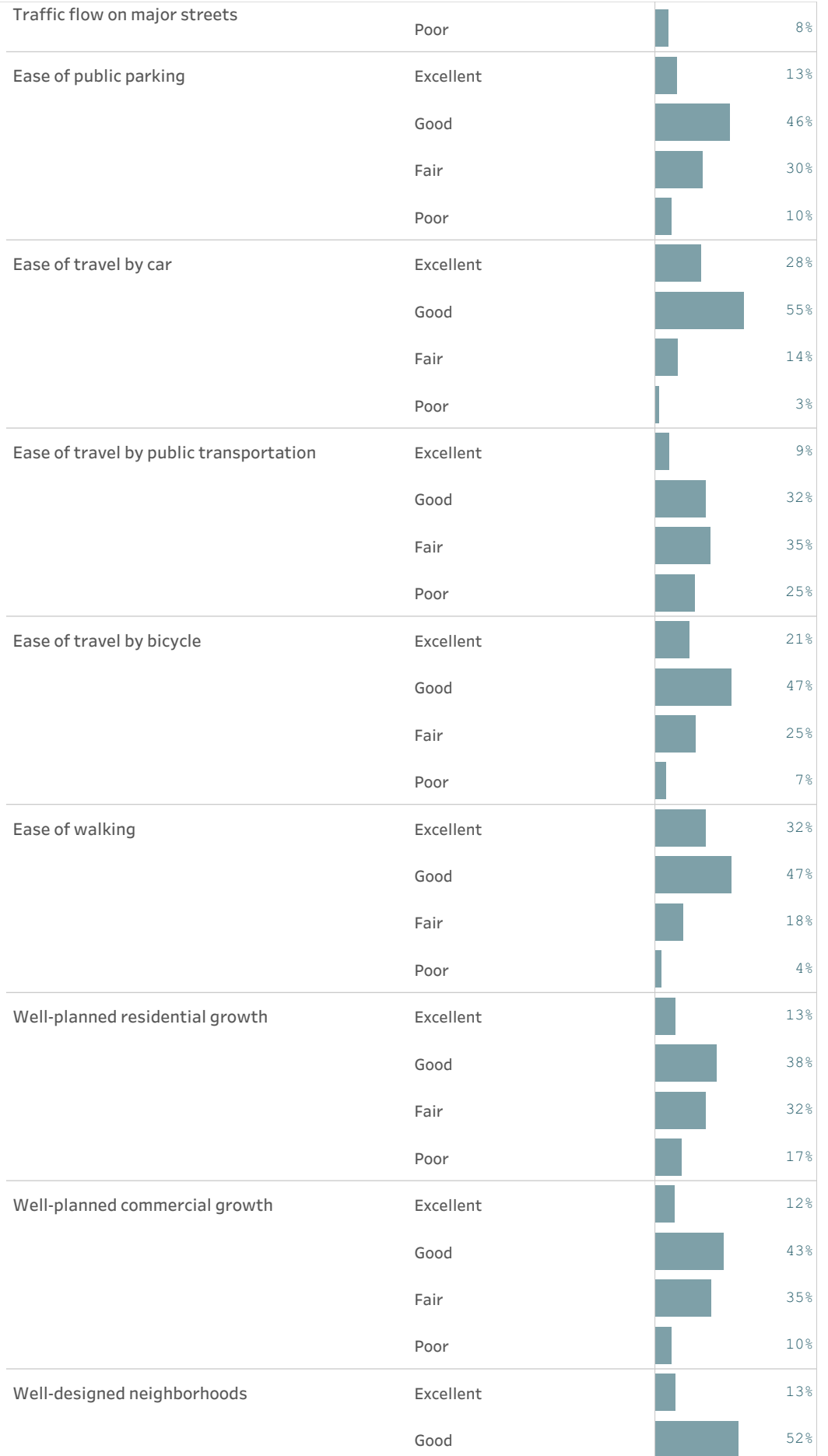
Please rate each of the following aspects of quality of life in Livermore.	Sense of community	Excellent		26%
		Good		48%
		Fair		20%
		Poor		6%
Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall economic health	Excellent		14%
		Good		62%
		Fair		21%
		Poor		3%
	Overall quality of the transportation system	Excellent		12%
		Good		49%
		Fair		29%
		Poor		9%
	Overall design/layout of residential and commercial areas	Excellent		12%
		Good		59%
		Fair		22%
		Poor		6%
Overall quality of the utility infrastructure	Excellent		15%	
	Good		57%	
	Fair		23%	
	Poor		4%	
Overall feeling of safety	Excellent		30%	
	Good		54%	
	Fair		14%	
	Poor		2%	
Overall quality of natural environment	Excellent		36%	
	Good		50%	
	Fair		13%	
	Poor		2%	
Overall quality of parks and recreation opportunities	Excellent		40%	
	Good		45%	
	Fair		13%	

Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall quality of parks and recreation opportunities	Poor		2%	
	Overall health and wellness opportunities	Excellent		26%	
		Good		53%	
		Fair		18%	
		Poor		3%	
	Overall opportunities for education, culture, and the arts	Excellent		21%	
		Good		53%	
		Fair		22%	
		Poor		4%	
	Residents' connection and engagement with their community	Excellent		18%	
		Good		50%	
		Fair		26%	
		Poor		6%	
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Livermore to someone who asks	Very likely		56%
			Somewhat likely		35%
			Somewhat unlikely		4%
Very unlikely				4%	
Remain in Livermore for the next five years		Very likely		61%	
		Somewhat likely		22%	
		Somewhat unlikely		9%	
		Very unlikely		9%	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		79%	
		Somewhat safe		18%	
		Neither safe nor unsafe		2%	
		Somewhat unsafe		1%	
		Very unsafe		0%	
	In Livermore's downtown/commercial area during the day	Very safe		75%	
		Somewhat safe		22%	
		Neither safe nor unsafe		2%	
		Somewhat unsafe		1%	
		Very unsafe		0%	

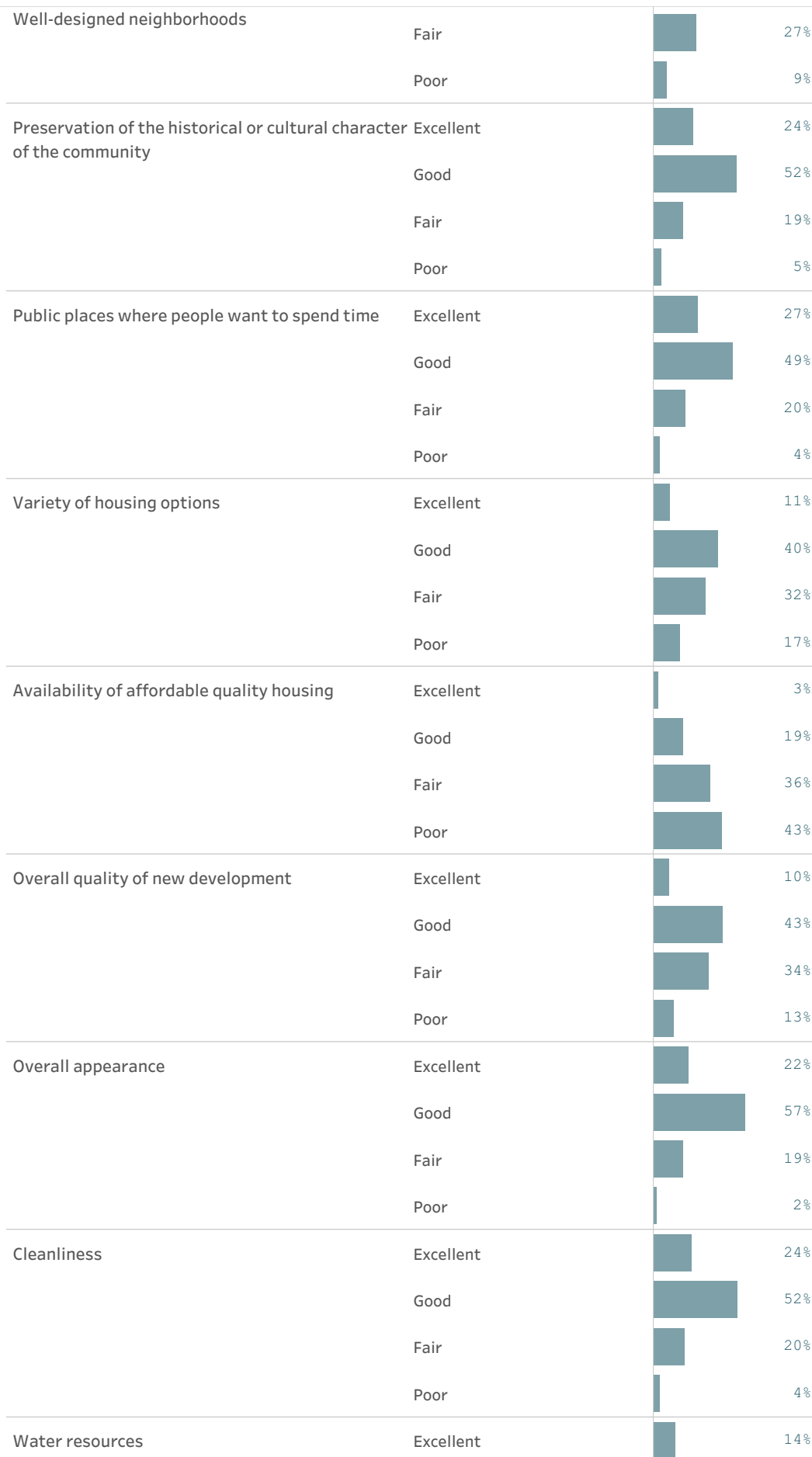
Please rate how safe or unsafe you feel:	From property crime	Very safe		30%
		Somewhat safe		48%
		Neither safe nor unsafe		12%
		Somewhat unsafe		8%
		Very unsafe		2%
	From violent crime	Very safe		58%
		Somewhat safe		32%
		Neither safe nor unsafe		6%
		Somewhat unsafe		3%
		Very unsafe		1%
	From fire, flood or other natural disaster	Very safe		42%
		Somewhat safe		38%
		Neither safe nor unsafe		12%
		Somewhat unsafe		8%
		Very unsafe		1%
Please rate the job you feel the Livermore community does at each of the following.	Making all residents feel welcome	Excellent		25%
		Good		52%
		Fair		19%
		Poor		5%
	Attracting people from diverse backgrounds	Excellent		18%
		Good		42%
		Fair		26%
		Poor		14%
	Valuing/respecting residents from diverse backgrounds	Excellent		24%
		Good		45%
		Fair		22%
		Poor		10%
	Taking care of vulnerable residents	Excellent		16%
		Good		39%
		Fair		33%
		Poor		13%

Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall quality of business and service establishments	Excellent		27%
		Good		59%
		Fair		12%
		Poor		1%
	Variety of business and service establishments	Excellent		23%
		Good		52%
		Fair		20%
		Poor		5%
	Vibrancy of downtown/commercial area	Excellent		40%
		Good		42%
		Fair		15%
		Poor		2%
	Employment opportunities	Excellent		7%
		Good		42%
		Fair		38%
		Poor		12%
	Shopping opportunities	Excellent		22%
		Good		48%
		Fair		25%
		Poor		5%
	Cost of living	Excellent		3%
		Good		22%
		Fair		46%
		Poor		29%
	Overall image or reputation	Excellent		26%
		Good		54%
		Fair		17%
		Poor		3%
Please rate each of the following characteristics as they relate to Livermore as a whole.	Traffic flow on major streets	Excellent		11%
		Good		57%
		Fair		23%
































Please rate each of the following characteristics as they relate to Livermore as a whole.



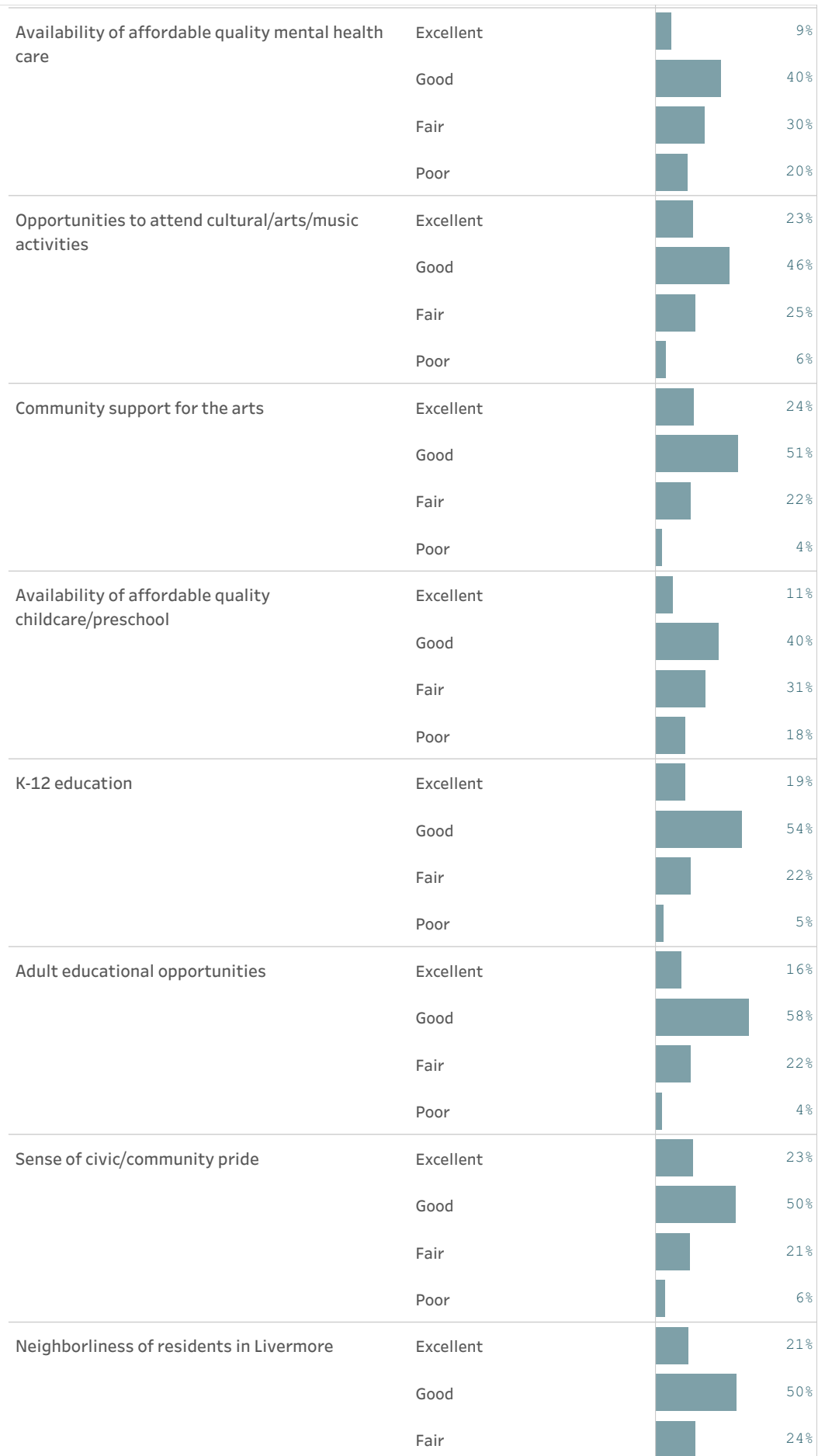
Please rate each of the following characteristics as they relate to Livermore as a whole.


































Please rate each of the following characteristics as they relate to Livermore as a whole.

Water resources	Good		41%
	Fair		35%
	Poor		10%
Air quality	Excellent		16%
	Good		49%
	Fair		27%
	Poor		8%
Availability of paths and walking trails	Excellent		34%
	Good		51%
	Fair		13%
	Poor		2%
Fitness opportunities	Excellent		30%
	Good		54%
	Fair		13%
	Poor		3%
Recreational opportunities	Excellent		27%
	Good		55%
	Fair		16%
	Poor		2%
Availability of affordable quality food	Excellent		23%
	Good		51%
	Fair		21%
	Poor		5%
Availability of affordable quality health care	Excellent		15%
	Good		51%
	Fair		26%
	Poor		8%
Availability of preventive health services	Excellent		17%
	Good		51%
	Fair		26%
	Poor		6%

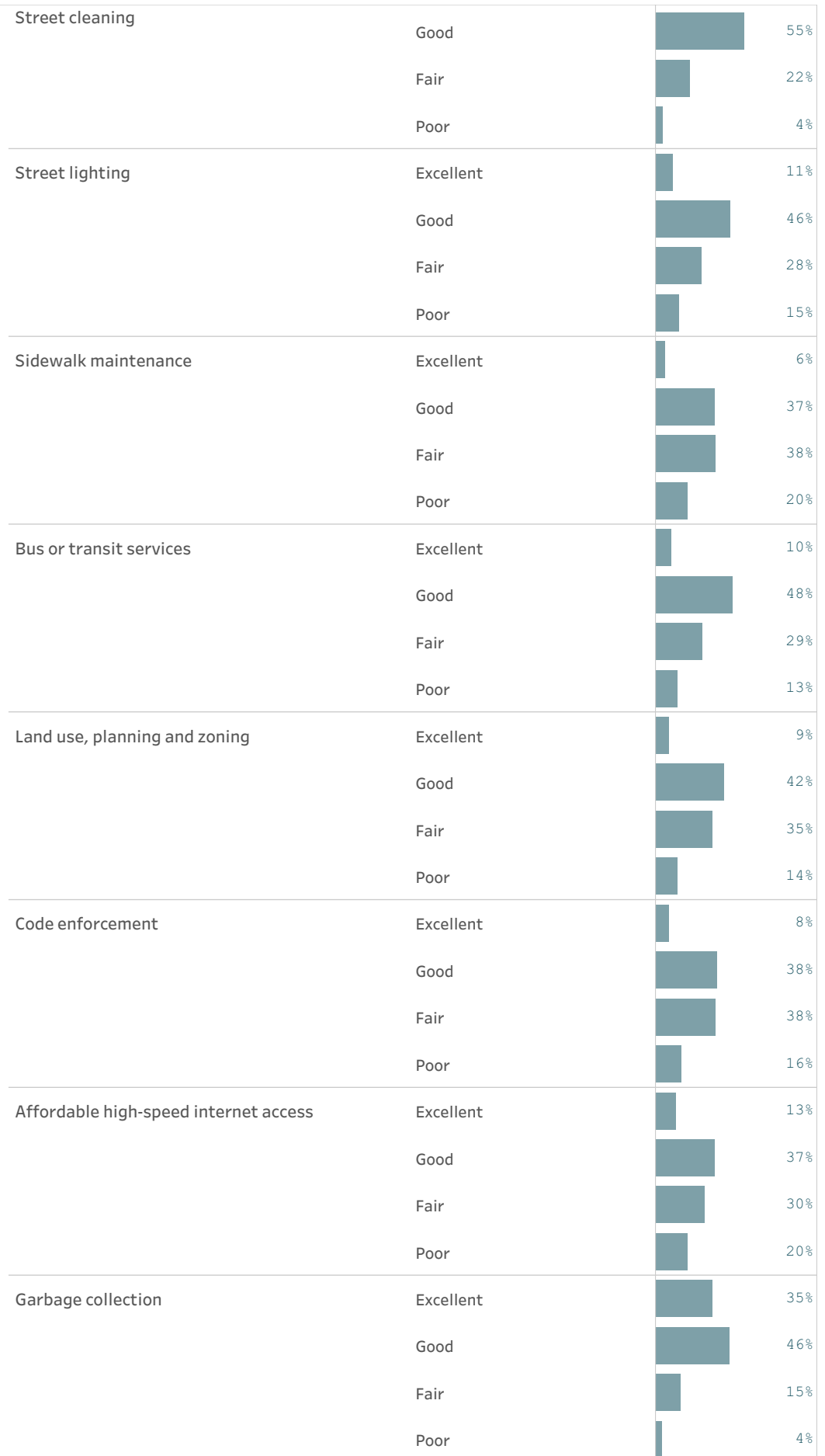
Please rate each of the following characteristics as they relate to Livermore as a whole.



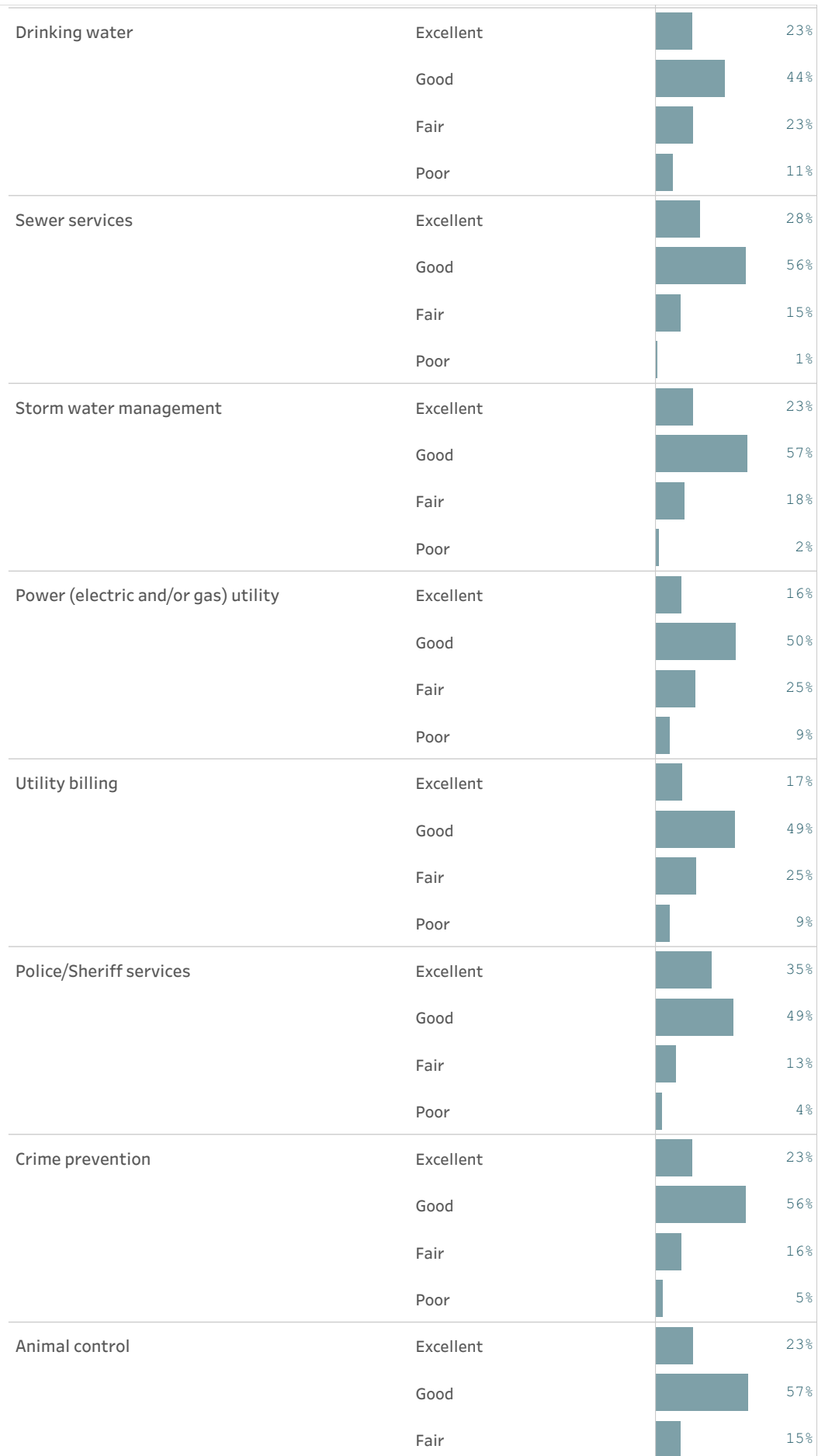
Please rate each of the following characteristics as they relate to Livermore as a whole.	Neighborhoodliness of residents in Livermore	Poor		5%
	Opportunities to participate in social events and activities	Excellent		17%
		Good		55%
		Fair		23%
		Poor		5%
	Opportunities to attend special events and festivals	Excellent		24%
		Good		51%
		Fair		20%
		Poor		4%
	Opportunities to volunteer	Excellent		21%
		Good		54%
		Fair		20%
		Poor		4%
	Opportunities to participate in community matters	Excellent		17%
		Good		53%
		Fair		26%
		Poor		5%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		17%
		Good		47%
		Fair		23%
Poor			14%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Livermore for help or information	No		64%
		Yes		36%
	Contacted Livermore elected officials to express your opinion	No		85%
		Yes		15%
	Attended a local public meeting	No		82%
		Yes		18%
	Watched a local public meeting	No		69%
		Yes		31%
	Volunteered your time to some group/activity	No		66%
		Yes		34%

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	No	82%
		Yes	18%
	Voted in your most recent local election	No	9%
		Yes	91%
	Used public transportation instead of driving	No	73%
		Yes	27%
	Carpooled with other adults or children instead of driving alone	No	57%
Yes		43%	
Walked or biked instead of driving	No	28%	
	Yes	72%	
Please rate the quality of each of the following services in Livermore.	Public information services	Excellent	13%
		Good	61%
		Fair	22%
		Poor	3%
	Economic development	Excellent	10%
		Good	56%
		Fair	29%
		Poor	5%
	Traffic enforcement	Excellent	13%
		Good	59%
		Fair	22%
		Poor	6%
	Traffic signal timing	Excellent	9%
		Good	52%
		Fair	27%
		Poor	12%
Street repair	Excellent	11%	
	Good	48%	
	Fair	31%	
	Poor	10%	
Street cleaning	Excellent	19%	

Please rate the quality of each of the following services in Livermore.


































Please rate the quality of each of the following services in Livermore.































Please rate the quality of each of the following services in Livermore.

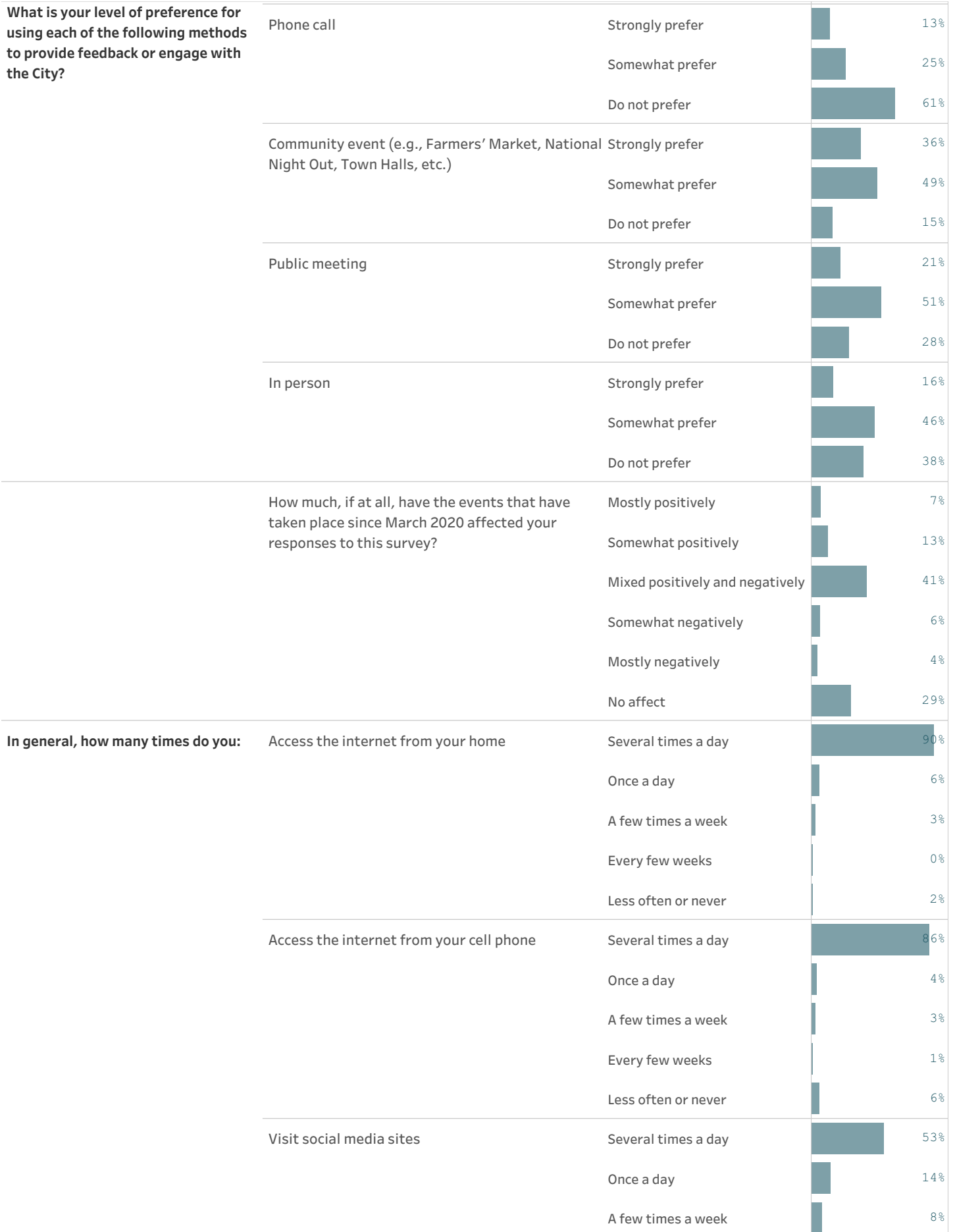
Animal control	Poor		4%
Ambulance or emergency medical services	Excellent		31%
	Good		57%
	Fair		10%
	Poor		2%
Fire services	Excellent		48%
	Good		46%
	Fair		6%
	Poor		0%
Fire prevention and education	Excellent		27%
	Good		55%
	Fair		13%
	Poor		5%
Emergency preparedness	Excellent		19%
	Good		47%
	Fair		24%
	Poor		9%
Preservation of natural areas	Excellent		30%
	Good		46%
	Fair		18%
	Poor		6%
Livermore open space	Excellent		34%
	Good		43%
	Fair		18%
	Poor		5%
Recycling	Excellent		29%
	Good		51%
	Fair		15%
	Poor		5%
Yard waste pick-up	Excellent		34%
	Good		47%

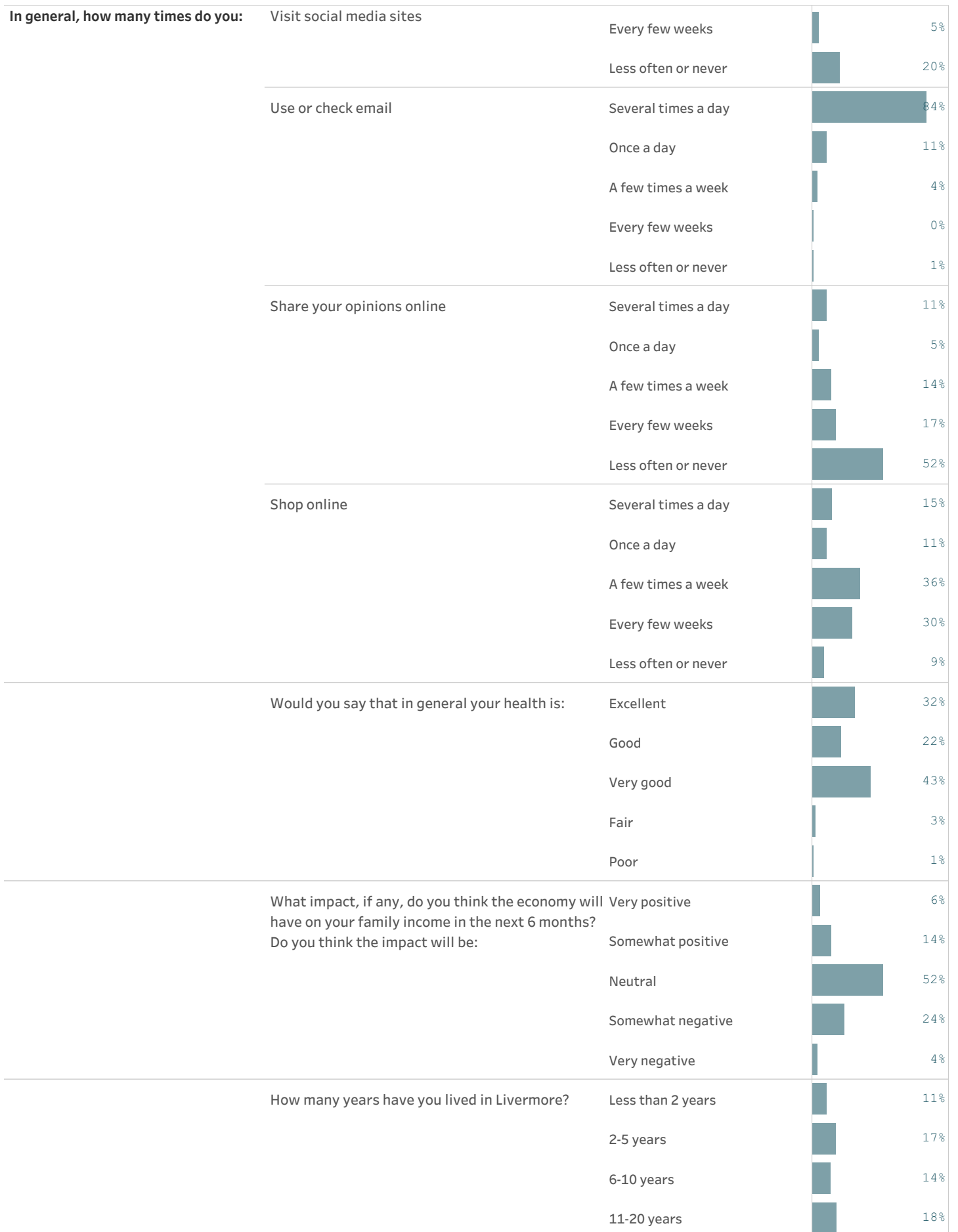
Please rate the quality of each of the following services in Livermore.	Yard waste pick-up	Fair		15%
		Poor		4%
	City parks	Excellent		30%
		Good		53%
		Fair		15%
		Poor		2%
	Recreation programs or classes	Excellent		28%
		Good		54%
		Fair		15%
		Poor		3%
	Recreation centers or facilities	Excellent		30%
		Good		55%
		Fair		13%
		Poor		2%
	Health services	Excellent		17%
		Good		59%
		Fair		20%
		Poor		5%
	Public library services	Excellent		50%
		Good		41%
		Fair		8%
		Poor		1%
	Overall customer service by Livermore employees	Excellent		33%
		Good		53%
		Fair		12%
		Poor		3%
Please rate the following categories of Livermore government performance.	The value of services for the taxes paid to Livermore	Excellent		12%
		Good		49%
		Fair		30%
		Poor		10%
	The overall direction that Livermore is taking	Excellent		15%

Please rate the following categories of Livermore government performance.	Category	Rating	
		Percentage	Count
The overall direction that Livermore is taking	Good	51%	10
	Fair	25%	5
	Poor	8%	2
The job Livermore government does at welcoming resident involvement	Excellent	15%	3
	Good	46%	9
	Fair	29%	6
	Poor	10%	2
Overall confidence in Livermore government	Excellent	16%	3
	Good	46%	9
	Fair	29%	6
	Poor	9%	2
Generally acting in the best interest of the community	Excellent	18%	4
	Good	48%	10
	Fair	24%	5
	Poor	10%	2
Being honest	Excellent	20%	4
	Good	47%	10
	Fair	23%	5
	Poor	10%	2
Being open and transparent to the public	Excellent	18%	4
	Good	42%	9
	Fair	28%	6
	Poor	11%	2
Informing residents about issues facing the community	Excellent	16%	3
	Good	44%	9
	Fair	29%	6
	Poor	11%	2
Treating all residents fairly	Excellent	19%	4
	Good	48%	10
	Fair	25%	5
	Poor	8%	2












Please rate the following categories of Livermore government performance.	Treating residents with respect	Excellent		20%
		Good		54%
		Fair		20%
		Poor		6%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Livermore	Excellent		20%
		Good		60%
		Fair		17%
		Poor		3%
	The Federal Government	Excellent		5%
		Good		28%
		Fair		41%
		Poor		26%
Please rate how important, if at all, you think it is for the Livermore community to focus on each of the following in the coming two years.	Overall economic health	Essential		49%
		Very important		43%
		Somewhat important		7%
		Not at all important		0%
	Overall quality of the transportation system	Essential		25%
		Very important		46%
		Somewhat important		25%
		Not at all important		3%
	Overall design/layout of residential and commercial areas	Essential		30%
		Very important		48%
		Somewhat important		20%
		Not at all important		1%
	Overall quality of the utility infrastructure	Essential		44%
		Very important		46%
		Somewhat important		10%
		Not at all important		0%
Overall feeling of safety	Essential		55%	
	Very important		33%	
	Somewhat important		11%	

Please rate how important, if at all, you think it is for the Livermore community to focus on each of the following in the coming two years.	Overall feeling of safety	Not at all important		1%
	Overall quality of natural environment	Essential		40%
		Very important		47%
		Somewhat important		12%
		Not at all important		1%
	Overall quality of parks and recreation opportunities	Essential		33%
		Very important		51%
		Somewhat important		16%
		Not at all important		1%
	Overall health and wellness opportunities	Essential		29%
		Very important		47%
		Somewhat important		22%
		Not at all important		3%
	Overall opportunities for education, culture, and the arts	Essential		25%
		Very important		49%
		Somewhat important		22%
Not at all important			4%	
Residents' connection and engagement with their community	Essential		19%	
	Very important		51%	
	Somewhat important		28%	
	Not at all important		2%	
Please rate how important, if at all, it is for the City of Livermore to address the impacts of climate change in our community, such as electrifying the City fleet and integrating energy efficiency into building codes.	Essential		39%	
	Very important		27%	
	Somewhat important		23%	
	Not at all important		12%	
What is your level of preference for using each of the following methods to provide feedback or engage with the City?	Social media (e.g., Facebook, Nextdoor, Twitter, Instagram)	Strongly prefer		25%
		Somewhat prefer		36%
		Do not prefer		39%
	Email	Strongly prefer		58%
		Somewhat prefer		33%
		Do not prefer		9%





How many years have you lived in Livermore?	More than 20 years		40%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		4%
	\$500 to \$999		6%
	\$1,000 to \$1,499		5%
	\$1,500 to \$1,999		10%
	\$2,000 to \$2,499		19%
	\$2,500 to \$2,999		18%
	\$3,000 to \$3,499		16%
	\$3,500 or more		22%
Do any children 17 or under live in your household?	No		65%
	Yes		35%
Are you or any other members of your household aged 65 or older?	No		75%
	Yes		25%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		2%
	\$25,000 to \$49,999		9%
	\$50,000 to \$74,999		8%
	\$75,000 to \$99,999		13%
	\$100,000 to \$149,999		23%
	\$150,000 or more		45%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino		82%
	Yes, I consider myself to be Spanish, Hispanic or Latino		18%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1%
	Asian, Asian Indian or Pacific Islander		9%
	Black or African American		1%
	Other		10%
	White		84%
	In which category is your age?	18-24 years	
	25-34 years		25%
	35-44 years		17%
	45-54 years		22%
	55-64 years		14%

In which category is your age?	65-74 years		12%
	75 years or older		8%
What is your gender?	Female		51%
	Male		48%
	Identify in another way		1%
Which best describes the building you live in?	One family house detached from any other houses		72%
	Building with two or more homes (duplex, townhome, apa..		25%
	Mobile home		1%
	Other		1%
Do you rent or own your home?	Rent		29%
	Own		71%

Full trends

This table contains the trends over time for the City of Livermore. The combined 'percent positive' responses for each survey year are presented (e.g., 'excellent/good' or 'yes'). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2018 and 2020 surveys is greater than five percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2004	2006	2007	2009	2011	2014	2016	2018	2020
Please rate each of the following aspects of quality of life in Livermore.	Livermore as a place to live	86%	89%	92%	92%	93%	96%	96%	93%	93%
	Your neighborhood as a place to live	83%	82%	81%	85%	85%	88%	87%	87%	87%
	Livermore as a place to raise children	78%	84%	82%	85%	88%	90%	88%	89%	92%
	Livermore as a place to work		59%	70%	65%	68%	74%	75%	70%	76%
	Livermore as a place to visit						83%	79%	78%	79%
	Livermore as a place to retire	47%	49%	57%	64%	68%	66%	62%	53%	54%
	The overall quality of life in Livermore	80%	82%	87%	86%	86%	92%	93%	88%	88%
	Sense of community	63%	69%	70%	75%	75%	77%	74%	75%	74%
Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall economic health of Livermore						81%	79%	80%	76%
	Overall quality of the transportation system (auto, bicycle, foot, bu..						82%	72%	76%	61%
	Overall design or layout of Livermore's residential and commercial ..						77%	68%	68%	72%
	Overall quality of the utility infrastructure in Livermore (water, se..									73%
	Overall feeling of safety in Livermore						87%	88%	86%	84%
	Overall quality of natural environment in Livermore				75%	78%	90%	82%	86%	85%
	Overall quality of parks and recreation opportunities									85%
	Overall health and wellness opportunities in Livermore						78%	73%	76%	80%
	Overall opportunities for education, culture and the arts						79%	75%	74%	73%
	Residents' connection and engagement with their community									68%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Livermore to someone who asks				93%	94%	95%	94%	91%	91%
	Remain in Livermore for the next five years				89%	90%	93%	89%	86%	82%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	96%	95%	95%	96%	93%	97%	95%	94%	97%
	In Livermore's downtown/commercial area during the day	94%	94%	96%	96%	94%	97%	95%	93%	96%
	From property crime	65%	65%	61%	68%	63%				78%
	From violent crime	79%	76%	75%	83%	81%				90%
	From fire, flood or other natural disaster									79%
Please rate the job you feel the Livermore community does at each	Making all residents feel welcome									77%

Please rate the job you feel the Livermore community does at each of the following.	Attracting people from diverse backgrounds	60%
	Valuing/respecting residents from diverse backgrounds	68%
	Taking care of vulnerable residents (elderly, disabled, homeless, et..	54%
Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall quality of business and service establishments in Livermore	65% 70% 79% 73% 74% 87%
	Variety of business and service establishments in Livermore	75%
	Vibrancy of downtown/commercial area	87% 84% 77% 83%
	Employment opportunities	20% 23% 30% 25% 34% 40% 44% 48% 50%
	Shopping opportunities	31% 33% 42% 45% 52% 75% 69% 72% 70%
	Cost of living in Livermore	37% 27% 21% 25%
	Overall image or reputation of Livermore	64% 73% 74% 77% 86% 84% 84% 80%
Please rate each of the following characteristics as they relate to Livermore as a whole.	Traffic flow on major streets	31% 32% 47% 52% 61% 52% 54% 68%
	Ease of public parking	59% 46% 42% 60%
	Ease of travel by car in Livermore	42% 42% 48% 58% 67% 77% 66% 68% 83%
	Ease of travel by public transportation in Livermore	32% 19% 23% 21% 34% 43% 42% 35% 41%
	Ease of travel by bicycle in Livermore	64% 62% 65% 72% 72% 67% 55% 68%
	Ease of walking in Livermore	68% 73% 76% 79% 85% 78% 74% 79%
	Well-planned residential growth	51%
	Well-planned commercial growth	55%
	Well-designed neighborhoods	65%
	Preservation of the historical or cultural character of the community	76%
	Public places where people want to spend time	85% 84% 76% 76%
	Variety of housing options	58% 63% 59% 53% 45% 51%
	Availability of affordable quality housing	18% 18% 21% 35% 43% 34% 24% 19% 22%
	Overall quality of new development in Livermore	61% 70% 69% 73% 75% 58% 56% 53%
	Overall appearance of Livermore	52% 62% 76% 80% 82% 86% 85% 81% 79%
	Cleanliness of Livermore	81% 83% 84% 81% 75% 76%
	Water resources (beaches, lakes, ponds, riverways, etc.)	55%
	Air quality	48% 51% 55% 57% 65% 77% 71% 63% 65%
	Availability of paths and walking trails	72% 78% 83% 79% 75% 85%
	Fitness opportunities (including exercise classes and paths or trail..	81% 78% 76% 84%
	Recreational opportunities	55% 62% 66% 71% 74% 78% 79% 77% 82%
	Availability of affordable quality food	66% 69% 80% 75% 73% 74%

Please rate each of the following characteristics as they relate to Livermore as a whole.	Availability of affordable quality health care	47%	49%	54%	69%	69%	62%	66%
	Availability of preventive health services	58%	60%	68%	71%	68%	68%	
	Availability of affordable quality mental health care			51%	48%	38%	50%	
	Opportunities to attend cultural/arts/music activities	37%	39%	61%	64%	68%	77%	73%
	Community support for the arts							74%
	Availability of affordable quality childcare/preschool	33%	41%	42%	54%	55%	50%	51%
	K-12 education	60%	59%	66%	75%	77%	77%	73%
	Adult educational opportunities				66%	71%	73%	74%
	Sense of civic/community pride							73%
	Neighborhoodliness of residents in Livermore				67%	72%	66%	71%
	Opportunities to participate in social events and activities	69%	73%	76%	75%	77%	72%	
	Opportunities to attend special events and festivals				80%	78%	79%	76%
	Opportunities to volunteer	74%	80%	76%	83%	80%	76%	
	Opportunities to participate in community matters	63%	68%	69%	74%	73%	69%	
	Openness and acceptance of the community toward people of diver..	68%	68%	71%	73%	69%	62%	63%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Livermore (in-person, phone, email or web) fo..	55%	52%	53%	49%	42%	41%	39%
	Contacted Livermore elected officials (in-person, phone, email or w..				10%	14%	12%	15%
	Attended a local public meeting (of local elected officials like City C..							18%
	Watched (online or on television) a local public meeting							31%
	Volunteered your time to some group/activity in Livermore							34%
	Campaigned or advocated for a local issue, cause or candidate				14%	21%	18%	18%
	Voted in your most recent local election							91%
	Used bus, rail, subway or other public transportation instead of dri..							27%
	Carpooled with other adults or children instead of driving alone							43%
	Walked or biked instead of driving							72%
Please rate the quality of each of the following services in Livermore.	Public information services	65%	67%	64%	68%	70%	68%	69%
	Economic development	42%	44%	59%	47%	53%	68%	61%
	Traffic enforcement	63%	63%	66%	66%	68%	63%	59%
	Traffic signal timing	48%	43%	45%	50%	53%	51%	52%
	Street repair	44%	43%	49%	51%	53%	58%	51%
	Street cleaning	60%	58%	60%	65%	69%	69%	67%
	Street lighting	58%	54%	57%	61%	60%	61%	59%

Please rate the quality of each of the following services in Livermore.	Sidewalk maintenance	48%	42%	44%	53%	53%	49%	48%	45%	43%
	Bus or transit services	58%	55%	57%	53%	65%	58%	58%	60%	58%
	Land use, planning and zoning	38%	39%	49%	49%	57%	64%	50%	53%	51%
	Code enforcement (weeds, abandoned buildings, etc.)	37%	40%	51%	49%	51%	54%	49%	49%	46%
	Affordable high-speed internet access									50%
	Garbage collection	82%	83%	83%	83%	83%	85%	84%	82%	81%
	Drinking water		50%	57%	57%	61%	59%	57%	66%	
	Sewer services	75%	74%	74%	82%	78%	80%	81%	78%	84%
	Storm water management (storm drainage, dams, levees, etc.)	68%	64%	71%	76%	76%	77%	75%	73%	80%
	Power (electric and/or gas) utility				80%	77%	78%	79%	74%	66%
	Utility billing						73%	71%	65%	66%
	Police/Sheriff services	81%	79%	80%	79%	79%	80%	84%	87%	84%
	Crime prevention		71%	66%	66%	66%	73%	72%	69%	79%
	Animal control	70%	71%	73%	68%	73%	71%	68%	69%	81%
	Ambulance or emergency medical services	89%	87%	90%	91%	89%	89%	91%	89%	88%
	Fire services	93%	94%	94%	94%	93%	93%	94%	96%	94%
	Fire prevention and education	79%	78%	81%	78%	75%	77%	78%	81%	82%
	Emergency preparedness (services that prepare the community for..)				54%	48%	49%	48%	52%	66%
	Preservation of natural areas (open space, farmlands and greenbel..)				69%	73%	75%	65%	70%	76%
	Livermore open space						74%	66%	71%	77%
	Recycling	86%	85%	83%	86%	86%	88%	85%	83%	80%
	Yard waste pick-up		81%	83%	82%	82%	84%	81%	82%	81%
	City parks	78%	81%	82%	87%	86%	86%	85%	85%	83%
	Recreation programs or classes		82%	81%	84%	83%	81%	79%	83%	82%
	Recreation centers or facilities		81%	80%	83%	84%	86%	82%	86%	85%
	Health services			66%	63%	67%	72%	70%	70%	76%
Public library services	82%	89%	92%	91%	84%	91%	89%	89%	91%	
Overall customer service by Livermore employees (police, receptio..)	80%	82%	74%	77%	83%	78%	79%	79%	86%	
Please rate the following categories of Livermore government performance.	The value of services for the taxes paid to Livermore	57%	55%	57%	53%	59%	61%	61%	56%	61%
	The overall direction that Livermore is taking	52%	62%	65%	63%	64%	72%	59%	63%	67%
	The job Livermore government does at welcoming resident involve..	61%	59%	60%	54%	56%	63%	60%	60%	61%
	Overall confidence in Livermore government						68%	57%	62%	62%

Please rate the following categories of Livermore government performance.	Generally acting in the best interest of the community	69% 58% 63% 66%
	Being honest	69% 60% 58% 66%
	Being open and transparent to the public	61%
	Informing residents about issues facing the community	60%
	Treating all residents fairly	70% 65% 61% 67%
	Treating residents with respect	74%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Livermore	72% 77% 75% 79% 79% 85% 82% 83% 79%
	The Federal Government	33% 36% 33% 31% 31% 35% 42% 38% 33%
Please rate how important, if at all, you think it is for the Livermore community to focus on each of the following in the coming two years.	Overall economic health of Livermore	92% 89% 88% 93%
	Overall quality of the transportation system (auto, bicycle, foot, bu..	81% 77% 79% 71%
	Overall design or layout of Livermore’s residential and commercial ..	77% 81% 80% 78%
	Overall quality of the utility infrastructure in Livermore (water, se..	90%
	Overall feeling of safety in Livermore	93% 90% 89% 88%
	Overall quality of natural environment in Livermore	85% 85% 86% 87%
	Overall quality of parks and recreation opportunities	84%
	Overall health and wellness opportunities in Livermore	71% 68% 68% 75%
	Overall opportunities for education, culture and the arts	77% 76% 72% 74%
	Residents’ connection and engagement with their community	80% 81% 78% 71%
In general, how many times do you:	Access the internet from your home using a computer, laptop or ta..	98%
	Access the internet from your cell phone	93%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	75%
	Use or check email	99%
	Share your opinions online	30%
	Shop online	61%
	Would you say that in general your health is:	68% 69% 70% 75%
	What impact, if any, do you think the economy will have on your fa..	32% 27% 14% 13% 13% 37% 29% 29% 20%

Methods (open participation)





























As part of its participation in The National Community Survey™ (The NCS™), the City of Livermore conducted a survey of 6,000 residents. Survey invitations were mailed to randomly selected households and data were collected from November 13, 2020 to January 4, 2021. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Livermore. The open participation survey was identical to the probability sample survey with **two small updates**; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on December 18, 2020. The survey remained open for two weeks and there were 29 responses.

































The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. Due to limited response, the results were not statistically weighted.

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

































In which region of Livermore do you live? (Refer to map above.)	1 = Central (yellow)		10%	
	2 = Northeast (purple)		24%	
	3 = Northwest (blue)		14%	
	4 = Southeast (pink)		17%	
	5 = Southwest (green)		34%	
Please rate each of the following aspects of quality of life in Livermore.	Livermore as a place to live	Excellent		25%
		Good		61%
		Fair		14%
	Your neighborhood as a place to live	Excellent		48%
		Good		45%
		Fair		7%
	Livermore as a place to raise children	Excellent		20%
		Good		72%
		Fair		4%
		Poor		4%
	Livermore as a place to work	Excellent		17%
		Good		44%
		Fair		28%
		Poor		11%
	Livermore as a place to visit	Excellent		30%
		Good		56%
		Fair		11%
		Poor		4%
	Livermore as a place to retire	Excellent		14%
		Good		41%
		Fair		36%
		Poor		9%
	The overall quality of life	Excellent		25%

Please rate each of the following aspects of quality of life in Livermore.	The overall quality of life	Good		50%
		Fair		21%
		Poor		4%
	Sense of community	Excellent		17%
Good			34%	
Fair			34%	
Poor			14%	
Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall economic health	Good		70%
		Fair		22%
		Poor		7%
	Overall quality of the transportation system	Excellent		11%
		Good		44%
		Fair		33%
		Poor		11%
	Overall design/layout of residential and commercial areas	Excellent		14%
		Good		45%
		Fair		10%
		Poor		31%
	Overall quality of the utility infrastructure	Excellent		7%
		Good		57%
		Fair		18%
		Poor		18%
	Overall feeling of safety	Excellent		14%
		Good		59%
		Fair		24%
		Poor		3%
Overall quality of natural environment	Excellent		45%	
	Good		55%	
Overall quality of parks and recreation opportunities	Excellent		34%	
	Good		48%	
	Fair		14%	
	Poor		3%	

Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall health and wellness opportunities	Excellent		32%
		Good		54%
		Fair		14%
	Overall opportunities for education, culture, and the arts	Excellent		18%
		Good		64%
		Fair		11%
		Poor		7%
	Residents' connection and engagement with their community	Excellent		14%
		Good		45%
Fair			34%	
Poor			7%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Livermore to someone who asks	Very likely		34%
		Somewhat likely		48%
		Somewhat unlikely		7%
		Very unlikely		10%
	Remain in Livermore for the next five years	Very likely		43%
		Somewhat likely		25%
		Somewhat unlikely		21%
		Very unlikely		11%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		76%
		Somewhat safe		24%
	In Livermore's downtown/commercial area during the day	Very safe		62%
		Somewhat safe		28%
		Neither safe nor unsafe		7%
		Very unsafe		3%
	From property crime	Very safe		25%
		Somewhat safe		43%
		Neither safe nor unsafe		18%
		Somewhat unsafe		4%
		Very unsafe		11%
	From violent crime	Very safe		46%
Somewhat safe			36%	

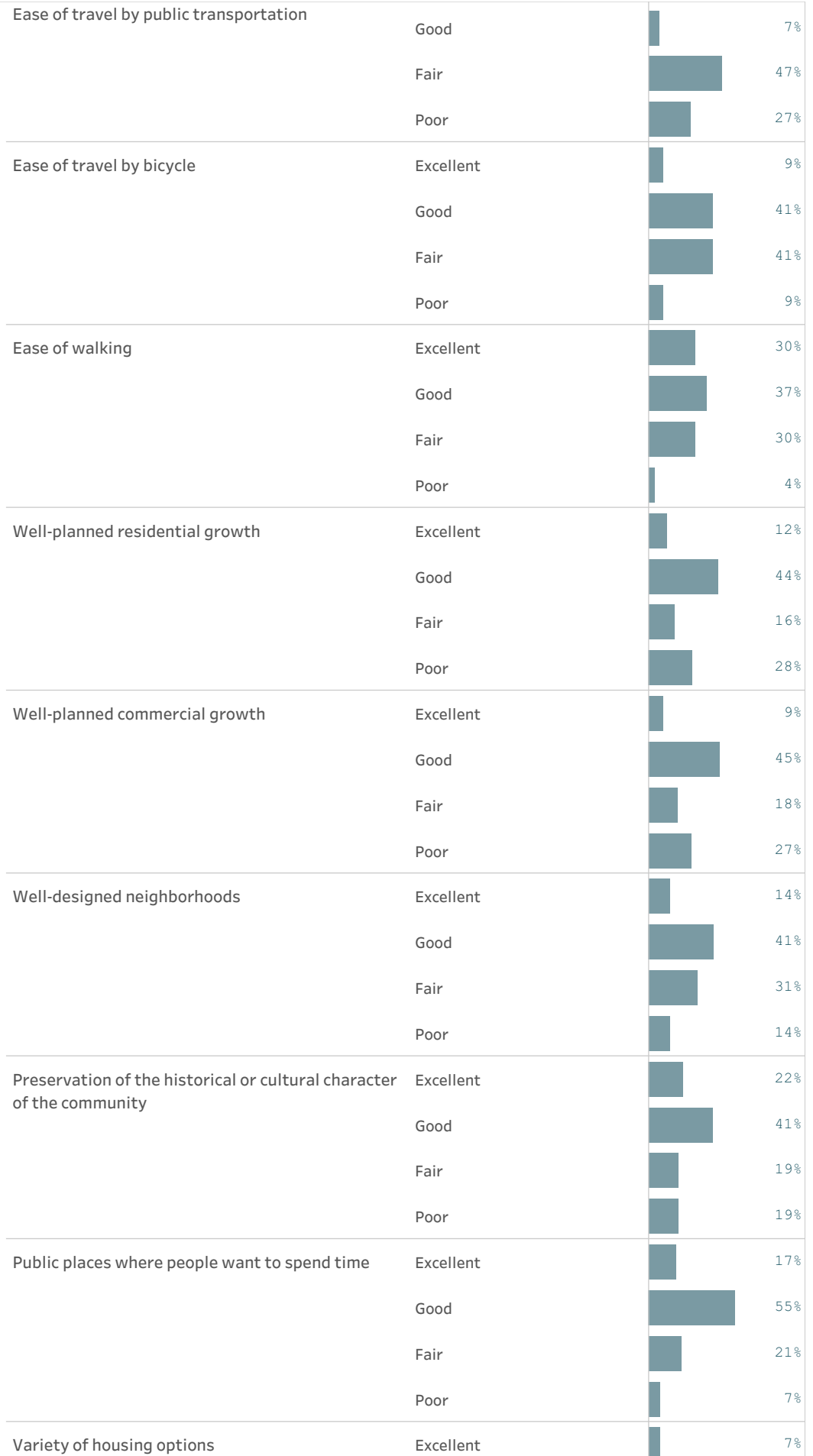
Please rate how safe or unsafe you feel:	From violent crime	Neither safe nor unsafe		11%
		Somewhat unsafe		4%
		Very unsafe		4%
	From fire, flood, or other natural disaster	Very safe		39%
		Somewhat safe		29%
		Neither safe nor unsafe		25%
		Somewhat unsafe		4%
Very unsafe			4%	
Please rate the job you feel the Livermore community does at each of the following.	Making all residents feel welcome	Excellent		29%
		Good		46%
		Fair		21%
		Poor		4%
	Attracting people from diverse backgrounds	Excellent		31%
		Good		38%
		Fair		21%
		Poor		10%
	Valuing/respecting residents from diverse backgrounds	Excellent		31%
		Good		34%
		Fair		21%
		Poor		14%
	Taking care of vulnerable residents	Excellent		13%
		Good		46%
		Fair		29%
		Poor		13%
Please rate each of the following characteristics as they relate to Livermore as a whole.	Overall quality of business and service establishments	Excellent		25%
		Good		50%
		Fair		14%
		Poor		11%
	Variety of business and service establishments	Excellent		15%
		Good		54%
		Fair		19%
		Poor		12%

Please rate each of the following characteristics as they relate to Livermore as a whole.

Vibrancy of downtown/commercial area	Excellent		29%
	Good		46%
	Fair		18%
	Poor		7%
Employment opportunities	Excellent		6%
	Good		50%
	Fair		39%
	Poor		6%
Shopping opportunities	Excellent		25%
	Good		39%
	Fair		25%
	Poor		11%
Cost of living in Livermore	Good		15%
	Fair		56%
	Poor		30%
Overall image or reputation	Excellent		11%
	Good		61%
	Fair		21%
	Poor		7%
Traffic flow on major streets	Excellent		7%
	Good		55%
	Fair		31%
	Poor		7%
Ease of public parking	Excellent		10%
	Good		59%
	Fair		21%
	Poor		10%
Ease of travel by car	Excellent		21%
	Good		59%
	Fair		17%
	Poor		3%
Ease of travel by public transportation	Excellent		20%

Please rate each of the following characteristics as they relate to Livermore as a whole.

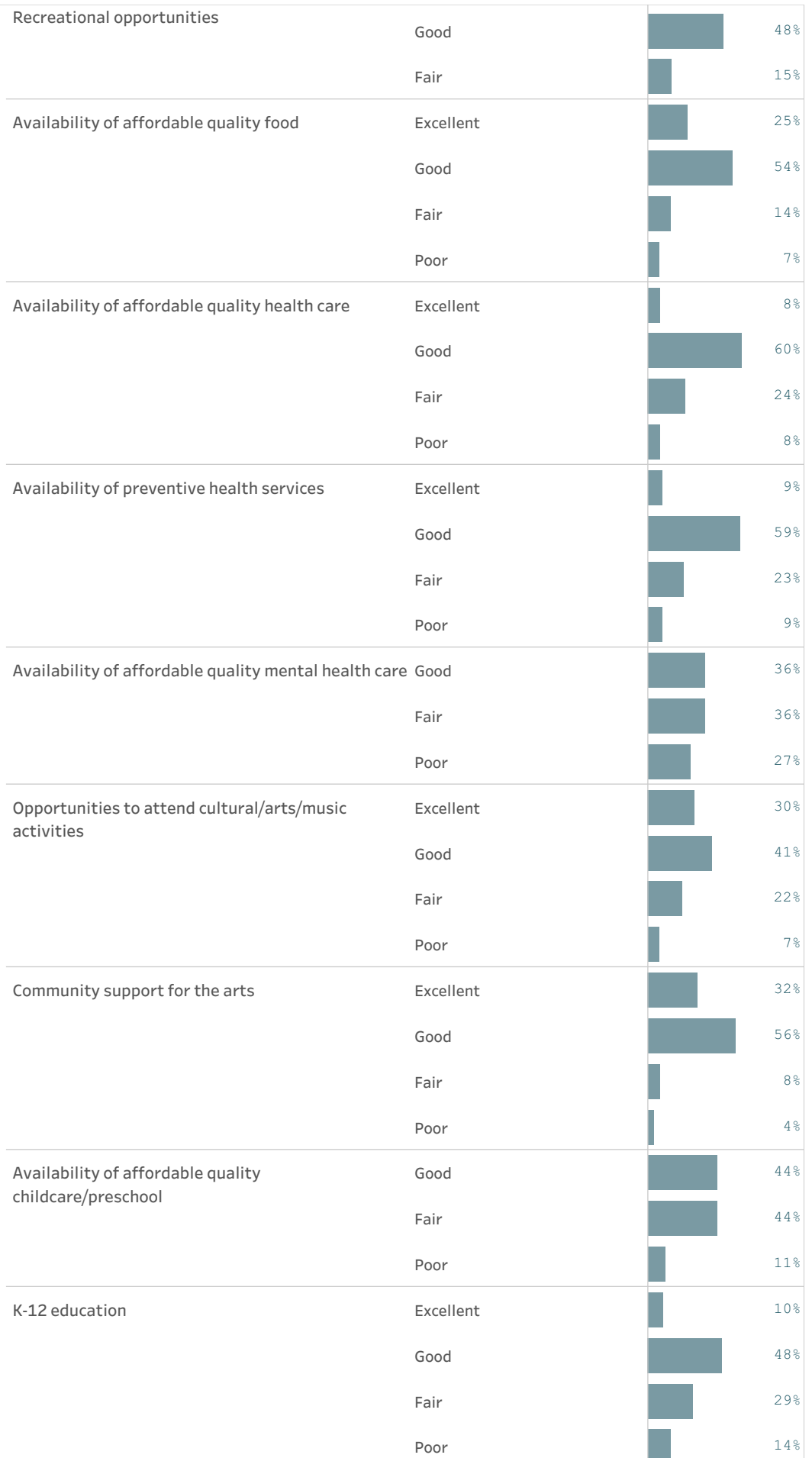
Please rate each of the following characteristics as they relate to Livermore as a whole.



































Please rate each of the following characteristics as they relate to Livermore as a whole.

































Variety of housing options	Good		45%
	Fair		31%
	Poor		17%
Availability of affordable quality housing	Good		28%
	Fair		28%
	Poor		44%
Overall quality of new development	Excellent		4%
	Good		48%
	Fair		20%
	Poor		28%
Overall appearance	Excellent		14%
	Good		54%
	Fair		25%
	Poor		7%
Cleanliness	Excellent		10%
	Good		62%
	Fair		24%
	Poor		3%
Water resources	Excellent		23%
	Good		50%
	Fair		27%
Air quality	Excellent		18%
	Good		46%
	Fair		32%
	Poor		4%
Availability of paths and walking trails	Excellent		39%
	Good		50%
	Fair		11%
Fitness opportunities	Excellent		50%
	Good		32%
	Fair		18%
Recreational opportunities	Excellent		37%

Please rate each of the following characteristics as they relate to Livermore as a whole.

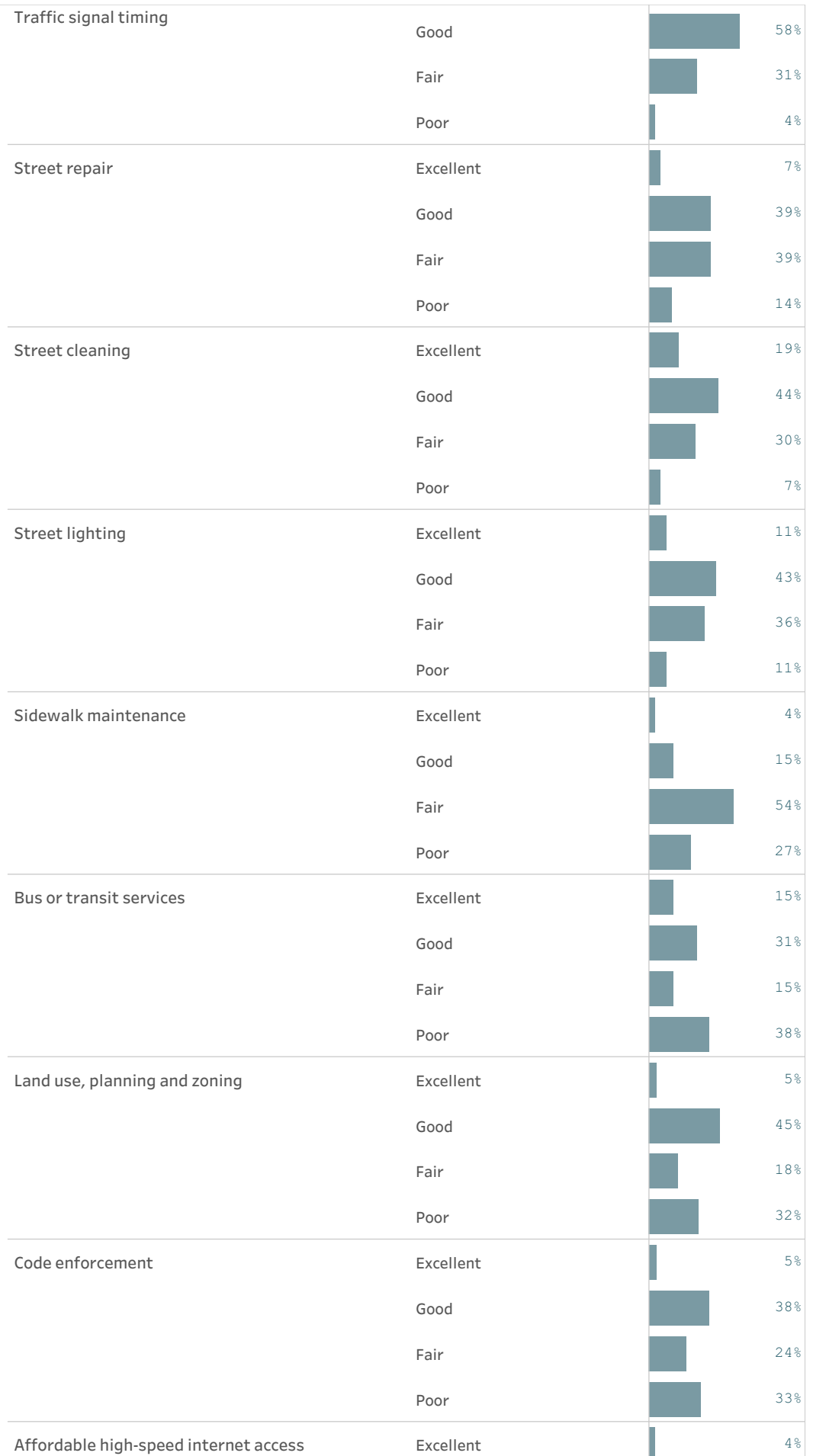


Please rate each of the following characteristics as they relate to Livermore as a whole.

































Adult educational opportunities	Excellent		14%
	Good		50%
	Fair		29%
	Poor		7%
Sense of civic/community pride	Excellent		21%
	Good		43%
	Fair		18%
	Poor		18%
Neighborliness of residents	Excellent		25%
	Good		32%
	Fair		32%
	Poor		11%
Opportunities to participate in social events and activities	Excellent		21%
	Good		54%
	Fair		21%
	Poor		4%
Opportunities to attend special events and festivals	Excellent		25%
	Good		46%
	Fair		21%
	Poor		7%
Opportunities to volunteer	Excellent		31%
	Good		50%
	Fair		12%
	Poor		8%
Opportunities to participate in community matters	Excellent		33%
	Good		44%
	Fair		15%
	Poor		7%
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		29%
	Good		36%
	Fair		18%
	Poor		18%

Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Livermore for help or information	No		34%
		Yes		66%
	Contacted Livermore elected officials to express your opinion	No		45%
		Yes		55%
	Attended a local public meeting	No		52%
		Yes		48%
	Watched a local public meeting	No		28%
		Yes		72%
	Volunteered your time to some group/activity	No		38%
		Yes		62%
	Campaigned or advocated for a local issue, cause, or candidate	No		62%
		Yes		38%
	Voted in your most recent local election	Yes		100%
	Used public transportation instead of driving	No		66%
Yes			34%	
Carpooled with other adults or children instead of driving alone	No		46%	
	Yes		54%	
Walked or biked instead of driving	No		24%	
	Yes		76%	
Please rate the quality of each of the following services in Livermore.	Public information services	Excellent		17%
		Good		50%
		Fair		21%
		Poor		13%
	Economic development	Excellent		14%
		Good		59%
		Fair		14%
		Poor		14%
	Traffic enforcement	Excellent		12%
		Good		60%
		Fair		24%
		Poor		4%
	Traffic signal timing	Excellent		8%

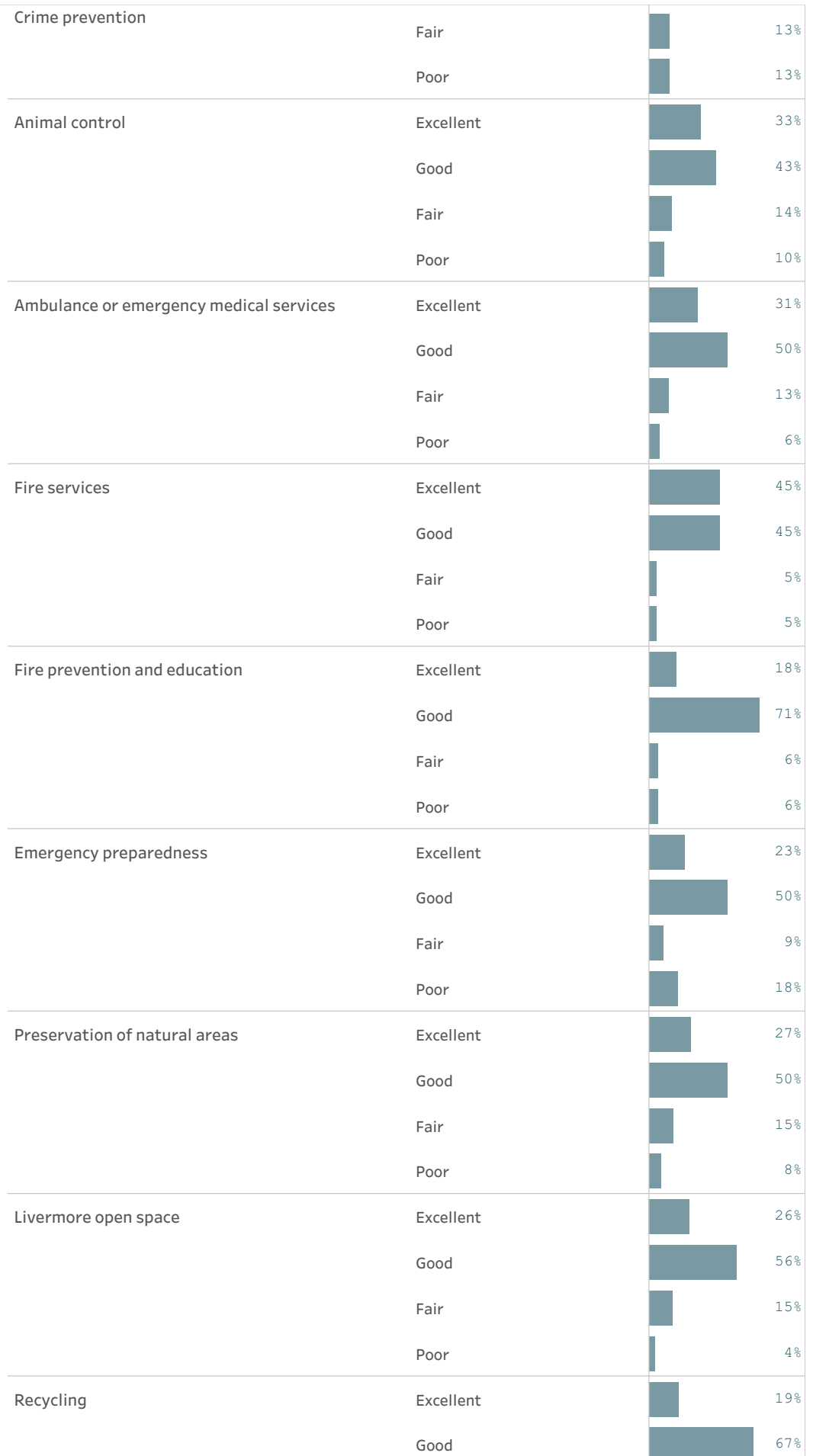
Please rate the quality of each of the following services in Livermore.



Please rate the quality of each of the following services in Livermore.

































Affordable high-speed internet access	Good		44%
	Fair		36%
	Poor		16%
Garbage collection	Excellent		31%
	Good		41%
	Fair		24%
	Poor		3%
Drinking water	Excellent		7%
	Good		55%
	Fair		21%
	Poor		17%
Sewer services	Excellent		21%
	Good		62%
	Fair		17%
Storm water management	Excellent		16%
	Good		64%
	Fair		8%
	Poor		12%
Power (electric and/or gas) utility	Excellent		21%
	Good		36%
	Fair		18%
	Poor		25%
Utility billing	Excellent		11%
	Good		59%
	Fair		15%
	Poor		15%
Police/Sheriff services	Excellent		32%
	Good		56%
	Fair		4%
	Poor		8%
Crime prevention	Excellent		13%
	Good		61%































Please rate the quality of each of the following services in Livermore.



Please rate the quality of each of the following services in Livermore.				
Recycling	Fair		11%	
	Poor		4%	
Yard waste pick-up	Excellent		26%	
	Good		59%	
	Fair		11%	
	Poor		4%	
City parks	Excellent		21%	
	Good		61%	
	Fair		18%	
Recreation programs or classes	Excellent		31%	
	Good		54%	
	Fair		8%	
	Poor		8%	
Recreation centers or facilities	Excellent		27%	
	Good		50%	
	Fair		12%	
	Poor		12%	
Health services	Excellent		22%	
	Good		61%	
	Fair		11%	
	Poor		6%	
Public library services	Excellent		48%	
	Good		32%	
	Fair		16%	
	Poor		4%	
Overall customer service by Livermore employees	Excellent		29%	
	Good		50%	
	Fair		17%	
	Poor		4%	
Please rate the following categories of Livermore government performance.	The value of services for the taxes paid to Livermore	Excellent		4%
		Good		41%
		Fair		41%

Please rate the following categories of Livermore government performance.

The value of services for the taxes paid to Livermore	Poor		15%
	Excellent		7%
The overall direction that Livermore is taking	Good		44%
	Fair		19%
	Poor		30%
	Excellent		24%
The job Livermore government does at welcoming resident involvement	Good		40%
	Fair		20%
	Poor		16%
	Excellent		11%
Overall confidence in Livermore government	Good		44%
	Fair		11%
	Poor		33%
	Excellent		15%
Generally acting in the best interest of the community	Good		41%
	Fair		11%
	Poor		33%
	Excellent		15%
Being honest	Good		38%
	Fair		15%
	Poor		31%
	Excellent		16%
Being open and transparent to the public	Good		28%
	Fair		28%
	Poor		28%
	Excellent		11%
Informing residents about issues facing the community	Good		44%
	Fair		19%
	Poor		26%
	Excellent		15%
Treating all residents fairly	Good		42%
	Fair		15%
	Excellent		15%

Please rate the following categories of Livermore government performance.	Treating all residents fairly	Poor		27%
	Treating residents with respect	Excellent		14%
		Good		54%
		Fair		7%
		Poor		25%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Livermore	Excellent		11%
		Good		56%
		Fair		19%
		Poor		15%
	The Federal Government	Excellent		8%
		Good		20%
		Fair		44%
		Poor		28%
Please rate how important, if at all, you think it is for the Livermore community to focus on each of the following in the coming two years.	Overall economic health	Essential		57%
		Very important		36%
		Somewhat important		7%
	Overall quality of the transportation system	Essential		21%
		Very important		46%
		Somewhat important		25%
		Not at all important		7%
	Overall design/layout of residential and commercial areas	Essential		35%
		Very important		42%
		Somewhat important		23%
	Overall quality of the utility infrastructure	Essential		46%
		Very important		46%
		Somewhat important		7%
	Overall feeling of safety	Essential		61%
		Very important		36%
Somewhat important			4%	
Overall quality of natural environment	Essential		34%	
	Very important		34%	
	Somewhat important		31%	

































Please rate how important, if at all, you think it is for the Livermore community to focus on each of the following in the coming two years.

Overall quality of parks and recreation opportunities	Essential		28%
	Very important		31%
	Somewhat important		41%
Overall health and wellness opportunities	Essential		14%
	Very important		36%
	Somewhat important		43%
	Not at all important		7%
Overall opportunities for education, culture, and the arts	Essential		11%
	Very important		48%
	Somewhat important		33%
	Not at all important		7%
Residents' connection and engagement with their community	Essential		32%
	Very important		36%
	Somewhat important		29%
	Not at all important		4%

Please rate how important, if at all, it is for the City of Livermore to address the impacts of climate change in our community, such as electrifying the City fleet and integrating energy efficiency into building codes.	Essential		32%
	Very important		11%
	Somewhat important		32%
	Not at all important		25%

What is your level of preference for using each of the following methods to provide feedback or engage with the City?

Social media (e.g., Facebook, Nextdoor, Twitter, Instagram)	Strongly prefer		21%
	Somewhat prefer		55%
	Do not prefer		24%
Email	Strongly prefer		62%
	Somewhat prefer		31%
	Do not prefer		7%
Phone call	Strongly prefer		7%
	Somewhat prefer		31%
	Do not prefer		62%
Community event (e.g., Farmers' Market, National Night Out, Town Halls, etc.)	Strongly prefer		32%
	Somewhat prefer		43%
	Do not prefer		25%
Public meeting	Strongly prefer		37%

What is your level of preference for using each of the following methods to provide feedback or engage with the City?	Public meeting	Somewhat prefer		41%
		Do not prefer		22%
	In person	Strongly prefer		22%
		Somewhat prefer		44%
		Do not prefer		33%
How much, if at all, have the events that have taken place since March 2020 affected your responses to this survey?	Mostly positively		11%	
	Somewhat positively		18%	
	Mixed positively and negatively		21%	
	Somewhat negatively		11%	
	Mostly negatively		7%	
	No affect		32%	
In general, how many times do you:	Access the internet from your home	Several times a day		90%
		Once a day		3%
		A few times a week		3%
		Every few weeks		3%
	Access the internet from your cell phone	Several times a day		79%
		Once a day		10%
		A few times a week		3%
		Every few weeks		3%
		Less often or never		3%
	Visit social media sites	Several times a day		45%
		Once a day		24%
		A few times a week		7%
		Every few weeks		3%
		Less often or never		21%
	Use or check email	Several times a day		90%
		Once a day		10%
Share your opinions online	Several times a day		14%	
	Once a day		10%	
	A few times a week		10%	
	Every few weeks		28%	
	Less often or never		38%	

In general, how many times do you: Shop online	Several times a day		7%
	Once a day		14%
	A few times a week		36%
	Every few weeks		36%
	Less often or never		7%
Would you say that in general your health is:	Excellent		41%
	Very good		45%
	Good		10%
	Fair		3%
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:	Very positive		10%
	Somewhat positive		10%
	Neutral		55%
	Somewhat negative		14%
	Very negative		10%
How many years have you lived in Livermore?	Less than 2 years		10%
	2-5 years		14%
	6-10 years		14%
	11-20 years		28%
	More than 20 years		34%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	\$500 to \$999		7%
	\$1,000 to \$1,499		11%
	\$1,500 to \$1,999		7%
	\$2,000 to \$2,499		7%
	\$2,500 to \$2,999		18%
	\$3,000 to \$3,499		18%
	\$3,500 or more		32%
Do any children 17 or under live in your household?	No		62%
	Yes		38%
Are you or any other members of your household aged 65 or older?	No		72%
	Yes		28%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		4%
	\$25,000 to \$49,999		7%

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	\$50,000 to \$74,999	4%
	\$75,000 to \$99,999	26%
	\$100,000 to \$149,999	11%
	\$150,000 or more	48%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino	100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native	4%
	Asian, Asian Indian or Pacific Islander	18%
	Black or African American	4%
	White	79%
	Other	7%
How did you hear about this survey? (Select all that apply.)	The City's social media (Facebook, Twitter, Instagram,..)	14%
	Nextdoor	82%
	In my Facebook feed	4%
	Heard about it from a family member, friend or neighborhood	4%
	Heard about it from a business or social organization in my co..	4%
In which category is your age?	25-34 years	3%
	35-44 years	17%
	45-54 years	28%
	55-64 years	38%
	65-74 years	10%
	75 years or older	3%
What is your gender?	Female	61%
	Male	39%
Which best describes the building you live in?	One family house detached from any other houses	90%
	Building with two or more homes (duplex, townhome, apa..	10%
Do you rent or own your home?	Rent	10%
	Own	90%

The City of Livermore 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Livermore.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Livermore as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Livermore as a place to raise children.....	1	2	3	4	5
Livermore as a place to work.....	1	2	3	4	5
Livermore as a place to visit	1	2	3	4	5
Livermore as a place to retire.....	1	2	3	4	5
The overall quality of life in Livermore.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Livermore as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Livermore	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Livermore	1	2	3	4	5
Overall design or layout of Livermore's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Livermore (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in Livermore.....	1	2	3	4	5
Overall quality of natural environment in Livermore.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Livermore.....	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Livermore to someone who asks	1	2	3	4	5
Remain in Livermore for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Livermore's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Livermore community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Livermore as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Livermore	1	2	3	4	5
Variety of business and service establishments in Livermore.....	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Livermore.....	1	2	3	4	5
Overall image or reputation of Livermore.....	1	2	3	4	5

7. Please rate each of the following characteristics as they relate to Livermore as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Livermore.....	1	2	3	4	5
Ease of travel by public transportation in Livermore.....	1	2	3	4	5
Ease of travel by bicycle in Livermore.....	1	2	3	4	5
Ease of walking in Livermore.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Livermore.....	1	2	3	4	5
Overall appearance of Livermore.....	1	2	3	4	5
Cleanliness of Livermore.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Livermore.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Livermore (in-person, phone, email or web) for help or information.....	1	2
Contacted Livermore elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Livermore.....	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Livermore 2020 Community Survey

9. Please rate the quality of each of the following services in Livermore.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands and greenbelts).....	1	2	3	4	5
Livermore open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Livermore employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Livermore government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Livermore.....	1	2	3	4	5
The overall direction that Livermore is taking.....	1	2	3	4	5
The job Livermore government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Livermore government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Livermore	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Livermore community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Livermore	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Livermore	1	2	3	4
Overall design or layout of Livermore's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Livermore (water, sewer, storm water, electric/gas)	1	2	3	4
Overall feeling of safety in Livermore.....	1	2	3	4
Overall quality of natural environment in Livermore.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Livermore.....	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

13. Please rate how important, if at all, it is for the City of Livermore to address the impacts of climate change in our community, such as electrifying the City fleet and integrating energy efficiency into building codes.

- Essential
- Very important
- Somewhat important
- Not at all important
- Don't know

14. What is your level of preference for using each of the following methods to provide feedback or engage with the City?

	<u>Strongly prefer</u>	<u>Somewhat prefer</u>	<u>Do not prefer</u>
Social media (e.g., Facebook, Nextdoor, Twitter, Instagram)	1	2	3
Email.....	1	2	3
Phone call.....	1	2	3
Community event (e.g., Farmers' Market, National Night Out, Town Halls, etc.).....	1	2	3
Public meeting.....	1	2	3
In person.....	1	2	3

15. How much, if at all, have the events that have taken place since March 2020 affected your responses to this survey?

- Mostly positively
- Somewhat positively
- Mixed positively and negatively
- Somewhat negatively
- Mostly negatively
- No affect
- Don't know

The City of Livermore 2020 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. 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:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Livermore?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes
 (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
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