

# **Livermore, CA**The National Community Survey

Report of Results 2020

#### Report by:





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#### About The NCS™

The National Community Survey<sup>TM</sup> (The NCS<sup>TM</sup>) 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 Alogrithm.\* 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	Not white alone	29%	33%	33%
origin	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 <a href="https://info.polco.us/knowledge/statistical-vali">https://info.polco.us/knowledge/statistical-vali</a>

\* 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

st 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.

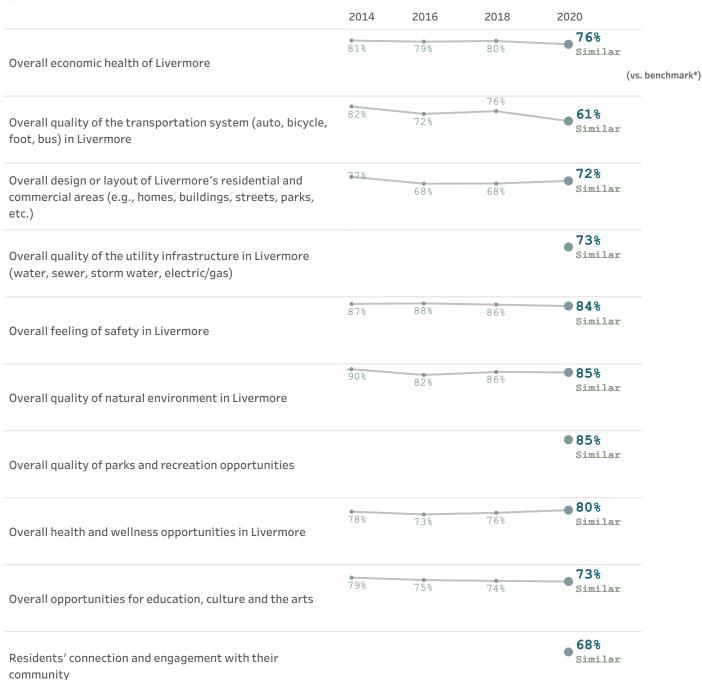
Similar to comparison communities nationwide, about 8 in 10 residents assigned positive reviews to the overall quality of natural environment in Livermore, recycling, and yard waste pick-up. Respondents' ratings of the preservation of natural areas (open space, farmlands, and greenbelts) and Livermore 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.

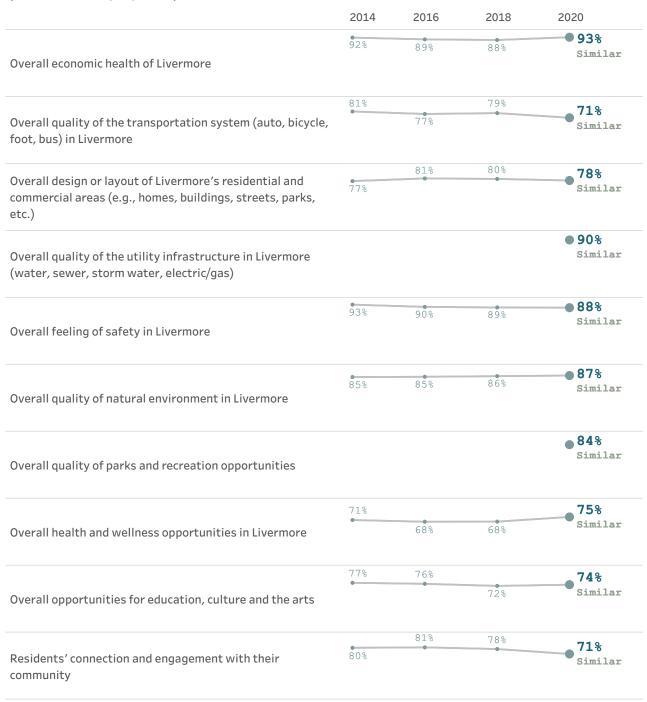
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

# 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)



 $<sup>{}^*\ \</sup>mathsf{Comparison}\ \mathsf{to}\ \mathsf{the}\ \mathsf{national}\ \mathsf{benchmark}\ \mathsf{is}\ \mathsf{shown}.\ \mathsf{If}\ \mathsf{no}\ \mathsf{comparison}\ \mathsf{is}\ \mathsf{available},\ \mathsf{this}\ \mathsf{is}\ \mathsf{left}\ \mathsf{blank}.$ 

#### 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.

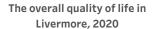
Services receiving quality ratings of excellent or good by 75% or more of respondents were considered of "higher quality" and those with ratings lower than 75% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 81% 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.

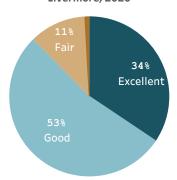
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their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





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)

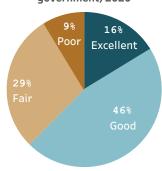


<sup>\*</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Overall confidence in Livermore government, 2020

#### **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.



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

(% excellent or good)

	2014	2016	2018	2020
Public information services	68%	69%	73%	74% Similar (vs. benchmark*)

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

(% excellent or good)

	2014	2016	2018	2020
Overall customer service by Livermore employees (police, receptionists, planners, etc.)	78%	79%	79%	Similar

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

	2014	2016	2018	2020
The value of services for the taxes paid to Livermore	61%	61%	56%	61% Similar
The overall direction that Livermore is taking	72%	59%	63%	67% Similar
The job Livermore government does at welcoming resident nvolvement	63%	60%	60%	61% Similar
Overall confidence in Livermore government	68%	57%	62%	62% Similar
Generally acting in the best interest of the community	69%	58%	63%	66% Similar



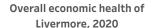
# Overall, how would you rate the quality of the services provided by each of the following? (% excellent or good)

	2014	2016	2018	2020
The City of Livermore	85%	82%	83%	──●79% Similar
The Federal Government	35%	42%	38%	33% Similar

 $<sup>{}^{*}\</sup>text{ Comparison to the national benchmark is shown. If no comparison is available, this is left blank.}\\$ 

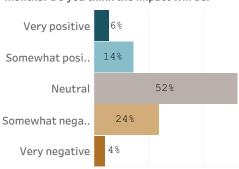
#### **Economy**

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.





#### 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)



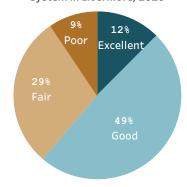




<sup>\*</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# 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)

	2014	2016	2018	2020
Overall quality of the transportation system (auto, bicycle, foot, bus) in Livermore	82%	72%	76%	61% Similar (vs. benchmark*)
Traffic flow on major streets	61%	52%	54%	68% Higher
Ease of public parking	59%	46%	42%	60% Similar
Ease of travel by car in Livermore	77%	66%	68%	83% Higher
Ease of travel by public transportation in Livermore	43%	42%	35%	41% Similar
Ease of travel by bicycle in Livermore	72%	67%	55%	68% Higher
Ease of walking in Livermore	85%	78%	74%	79% Higher

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

2014 2016 2018 2020

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)

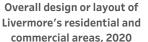


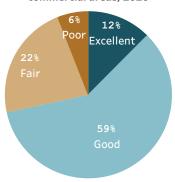
Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

<sup>\*</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

#### **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.

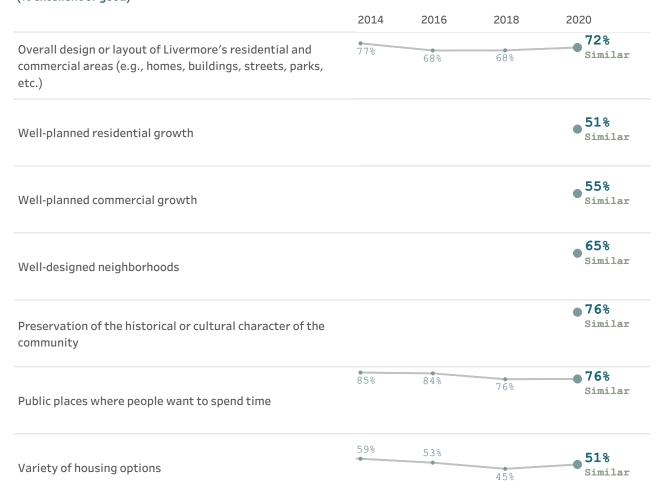




Please rate each of the following aspects of quality of life in Livermore. (% excellent or good)

	2014	2016	2018	2020
Your neighborhood as a place to live	88%	87%	87%	87% Similar (vs. benchmark*)

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

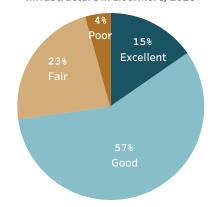






<sup>\*</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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

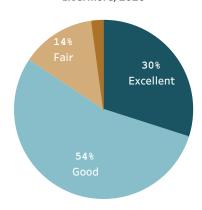
	2014	2016	2018	2020
Overall quality of the utility infrastructure in Livermore (water, sewer, storm water, electric/gas)				•73% Similar

 $<sup>{\</sup>color{blue}*} \ \, \text{Comparison to the national benchmark is shown. If no comparison is available, this is left blank.}$ 

#### Overall feeling of safety in Livermore, 2020

#### **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.



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

	2014	2016	2018	2020
Overall feeling of safety in Livermore	87%	88%	86%	84% Similar (vs. benchmark*)

#### Please rate how safe or unsafe you feel:

(% very or somewhat safe)

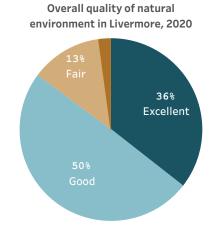
	2014	2016	2018	2020
In your neighborhood during the day	97%	95%	94%	97% Similar
In Livermore's downtown/commercial area during the day	97%	95%	93%	96% Similar
From property crime				• 78% Similar
From violent crime				● 90% Similar
From fire, flood or other natural disaster				• 79% Similar



 $<sup>{}^*\ \</sup>mathsf{Comparison}\ \mathsf{to}\ \mathsf{the}\ \mathsf{national}\ \mathsf{benchmark}\ \mathsf{is}\ \mathsf{shown}.\ \mathsf{If}\ \mathsf{no}\ \mathsf{comparison}\ \mathsf{is}\ \mathsf{available},\ \mathsf{this}\ \mathsf{is}\ \mathsf{left}\ \mathsf{blank}.$ 

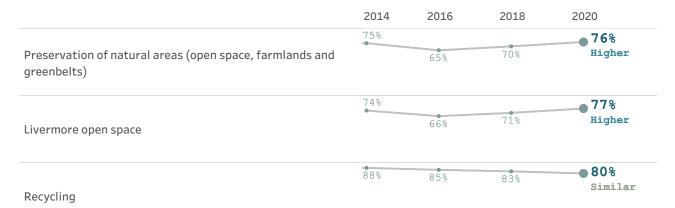
#### **Natural environment**

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.



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 natural environment in Livermore	90%	82%	868	● 85% Similar
Cleanliness of Livermore	84%	81%	75%	76% Similar (vs. benchmark*)
Water resources (beaches, lakes, ponds, riverways, etc.)				• 55% Similar
Air quality	77%	71%	63%	65% Similar





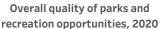
Yard waste pick-up

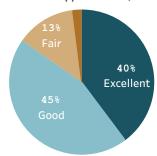
 $<sup>{\</sup>color{blue}*} \ \, \text{Comparison to the national benchmark is shown. If no comparison is available, this is left blank.}$ 

#### 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





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 parks and recreation opportunities				●85% Similar (vs. benchmark*)
Availability of paths and walking trails	83%	79%	75%	● 85% Higher
Fitness opportunities (including exercise classes and paths or trails, etc.)	81%	78%	76%	84% Similar
Recreational opportunities	78%	79%	77%	■●82% Similar

	2014	2016	2018	2020
City parks	86%	85%	85%	83% Similar
Recreation programs or classes	81%	79%	83%	82% Similar
Recreation centers or facilities	86%	82%	86%	85% Similar

<sup>\*</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

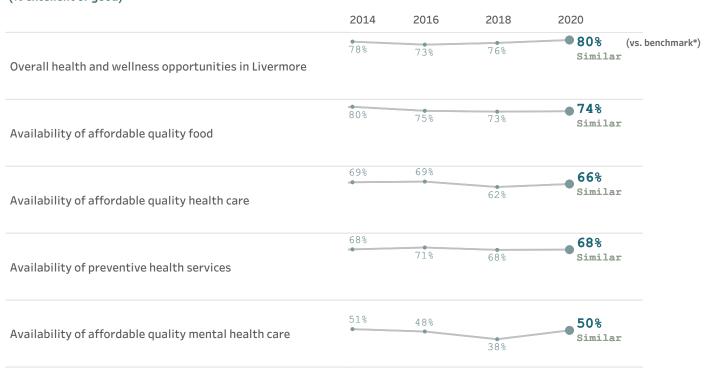
# Overall health and wellness opportunities in Livermore, 2020

# 18% 26% Excellent 53% Good

#### **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)



	2014	2016	2018	2020
Health services	72%	70%	70%	76% Similar

#### Would you say that in general your health is:

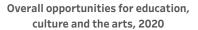
(% excellent or very good)

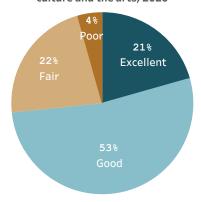
	2014	2016	2018	2020
Would you say that in general your health is:	68%	69%	70%	75% Similar

 $<sup>{\</sup>color{blue}*} \ \, \text{Comparison to the national benchmark is shown. If no comparison is available, this is left blank.}$ 

#### 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.





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

(% excellent or good)	2014	2016	2018	2020
Overall opportunities for education, culture and the arts	79%	75%	74%	• 73% Similar (vs. benchmark*)
Opportunities to attend cultural/arts/music activities	77%	73%	80%	69% Similar
Community support for the arts				● 74% Higher
Availability of affordable quality childcare/preschool	54%	55%	50%	51% Similar
K-12 education	75%	77%	77%	73% Similar
Adult educational opportunities	66%	71%	73%	<b>74</b> % Similar
Opportunities to attend special events and festivals	80%	78%	79%	■ 76% Similar

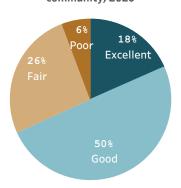
	2014	2016	2018	2020
Public library services	91%	89%	89%	91% Similar

 $<sup>{\</sup>color{blue}*} \ \, \text{Comparison to the national benchmark is shown. If no comparison is available, this is left blank.}$ 

# Residents' connection and engagement with their community, 2020

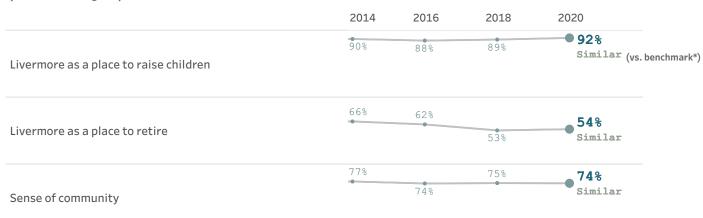
#### Inclusivity and engagement

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)

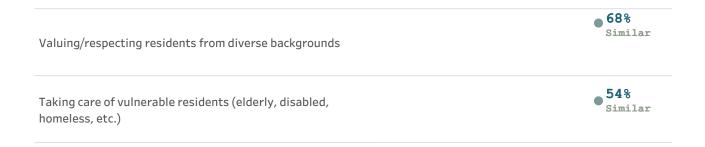


Please rate each of the following characteristics as they relate to Livermore as a whole. (% excellent or good)

	2014	2016	2018	2020
Residents' connection and engagement with their community				● 68% Similar

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

	2014	2016	2018	2020
Making all residents feel welcome				•77% Similar
Attracting people from diverse backgrounds				● 60% Similar



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



<sup>\*</sup> 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)

	2014	2016	2018	2020
Contacted the City of Livermore (in-person, phone, email or web) for help or information	41%	39%	35%	35% Similar (vs. benchmark*)
Contacted Livermore elected officials (in-person, phone, email or web) to express your opinion	10%	14%	12%	15% Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)				18% • Similar
Watched (online or on television) a local public meeting				• 31% Similar
Volunteered your time to some group/activity in Livermore				• 34% Similar
Campaigned or advocated for a local issue, cause or candidate	14%	21%	18%	18% Similar
Voted in your most recent local election				● 91% Higher

#### In general, how many times do you:

(% a few times a week or more)

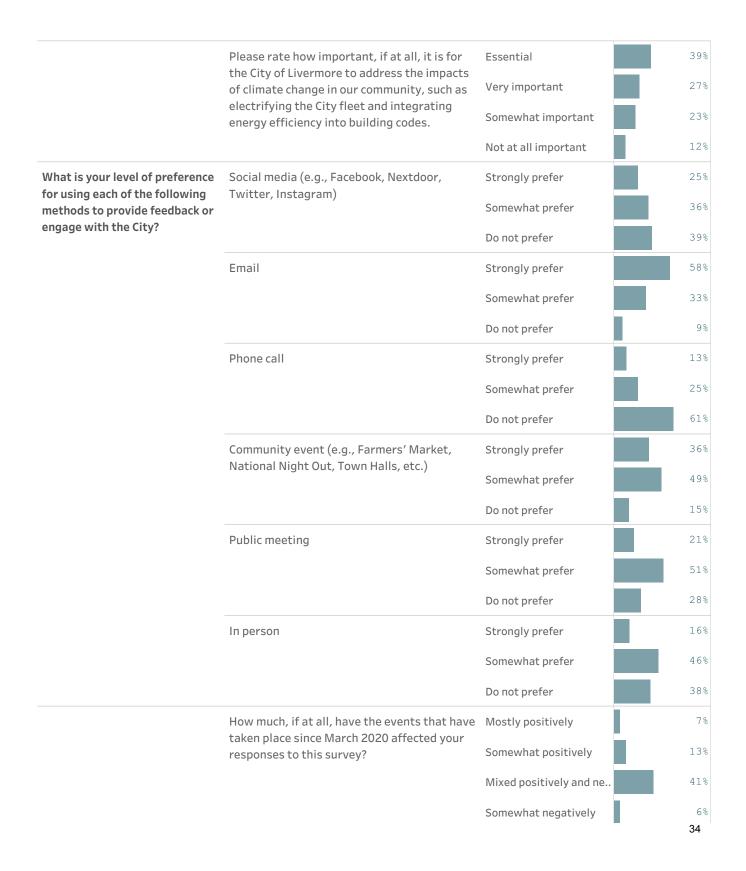
	2014	2016	2018	2020
Access the internet from your home using a computer, laptop or tablet computer				● 98% Similar
Access the internet from your cell phone				● 93% Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.				• 75% Similar

Use or check email	● 99% Similar
Share your opinions online	● 30% Similar
Shop online	• 61% Similar

<sup>\*</sup> 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.



Mostly negatively 4%
No affect 29%

## 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	Livermore as a place to live	Similar	93%	102	355	72
following aspects of quality of life in Livermore.	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	888	137	392	65
	Sense of community	Similar	74%	68	295	77
	Overall economic health	Similar	76%	115	269	58
	Overall quality of the transportation system	Similar	61%	218	271	20
as a whole.	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	Recommend living in Livermore to someone who asks	Similar	91%	98	281	66
or unlikely you are to do each of the following.	Remain in Livermore for the next five years	Similar	82%	185	274	33
Please rate how safe or	In your neighborhood during the day	Similar	97%	97	324	70
unsafe you feel:	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
	Making all residents feel welcome	Similar	77%	17	46	61
the Livermore community does at each of the following.	Attracting people from diverse backgrounds	Similar	60%	19	46	56
Tollowing.	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	Overall quality of business and service establishments	Higher	87%	21	272	93
_	Variety of business and service establishments	Similar	75%	10	45	77
as a whole.	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
as a whole.	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	Air quality	Similar	65%	203	250	19
as they relate to Livermore as a whole.	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	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
cash of the following					20	

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	888	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	Health services	Similar	76%	98	228	57
services in Livermore.	Public library services	Similar	91%	60	291	80
	Overall customer service by Livermore employees	Similar	86%	75	350	79
Please rate the following	The value of services for the taxes paid to Livermore	Similar	61%	113	356	69
categories of Livermore government performance.	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	The City of Livermore	Similar	79%	162	359	55
services provided by each	The Federal Government	Similar	33%	215	253	15
Please rate how important, if at all, you think it is for	Overall economic health	Similar	93%	61	245	75
the Livermore community to focus on each of the	Overall quality of the transportation system	Similar	71%	199	245	18
following in the coming two years.	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	888	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
do you:	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	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	888	26	58	56
	Sense of community	Higher	74%	14	45	70
	Overall economic health	Similar	76%	18	40	57
	Overall quality of the transportation system	Similar	61%	29	40	30
as a whole.	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	Recommend living in Livermore to someone who asks	Similar	91%	12	40	71
or unlikely you are to do each of the following.	Remain in Livermore for the next five years	Similar	82%	27	40	35
Please rate how safe or	In your neighborhood during the day	Similar	97%	17	46	64
unsafe you feel:	In Livermore's downtown/commercial area during the day	Similar	96%	10	41	77
					42	

Please rate each of the following characteristics as they relate to each of the following characteristics as they relate to livermen and the following characteristics as they relate to livermen and the following characteristics as they relate to livermen and the following characteristics as they relate to livermen and the following characteristics as they relate to livermen and the following characteristics as they relate to livermen and the following characteristics as they relate to livermen and they rel							
Prom fire, flood or other natural disaster		From property crime	Similar	78%	4	6	43
Please rate the job you feel the Livermore community does at each of the following.		From violent crime	Similar	90%	4	6	43
The literature of the following.         Attracting people from diverse backgrounds         Similiar         68         4         6         4 and		From fire, flood or other natural disaster	Similar	79%	4	6	43
does at each of the following.         Attracting people from diverse backgrounds         Similar         68 to 4 do 4		Making all residents feel welcome	Similar	77%	3	6	58
Valuing/respecting residents from diverse backgrounds   Similar   68%   48   68   43   43   48   43   48   43   48   43   43	does at each of the	Attracting people from diverse backgrounds	Similar	60%	4	6	43
Please rate each of the following characteristics as they relate to Livermore as a whole.	ronowing.	Valuing/respecting residents from diverse backgrounds	Similar	68%	4	6	43
Note   Proportion   Properties to University of Such Properties to University of Such Properties (Such Properties Such Properties (Such Properties Such Prop		Taking care of vulnerable residents	Similar	54%	4	6	43
as they relate to Livermore as a whole.         Vibrancy of downtown/commercial area         Much higher         758         1         6         86           Employment opportunities         Higher         508         11         42         75           Shopping opportunities         Higher         508         11         42         75           Shopping opportunities         Higher         708         7         43         85           Please rate each of the following characteristics as the relate to Livermore as a whole.         Traffic flow on major streets         Higher         68         7         42         84           Ease of travel by car         Bindlar         608         18         38         54           Ease of travel by public transportation         Similar         68         70         42         91           Ease of travel by bicycle         Similar         68         10         42         77           Ease of travel by bicycle         Similar         798         15         42         66           Well-planned commercial growth         Similar         55         2         6         72           Well-planned commercial growth         Higher         768         1         6         86           <		Overall quality of business and service establishments	Higher	87%	1	40	98
Vibrancy of downtown/commercial area   Much higher   83%   2   39   96	as they relate to Livermore	Variety of business and service establishments	Higher	75%	1	6	86
Shopping opportunities	as a whole.	Vibrancy of downtown/commercial area	Much higher	83%	2	39	96
Cost of living   Similar   25%   25   40   40		Employment opportunities	Higher	50%	11	42	75
Overall image or reputation   Similar   80%   23   45   51		Shopping opportunities	Higher	70%	7	43	85
Please rate each of the following characteristics as they relate to Livermore as a whole.		Cost of living	Similar	25%	25	40	40
following characteristics as they relate to Livermore as a whole.  Ease of public parking  Ease of travel by car  Ease of travel by public transportation  Ease of travel by public transportation  Ease of travel by bicycle  Ease of walking  Well-planned residential growth  Well-planned commercial growth  Higher  76% 1 6 86  Public places where people want to spend time  Similar  76% 1 0 40 76  Variety of housing options  Similar  Availability of affordable quality housing  Similar  51% 10 41 77  Availability of affordable quality housing  Similar  53% 21 39 48  Overall quality of new development  Similar  76% 22 40 47		Overall image or reputation	Similar	80%	23	45	51
as they relate to Livermore as a whole.  Ease of travel by car	following characteristics as they relate to Livermore	Traffic flow on major streets	Higher	68%	7	42	84
Ease of travel by car		Ease of public parking	Similar	60%	18	38	54
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 79% 22 43 51  Cleanliness  Similar 76% 22 40 47	as a whole.	Ease of travel by car	Higher	83%	4	42	91
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 79% 22 43 51  Cleanliness  Similar 76% 22 40 47		Ease of travel by public transportation	Similar	41%	22	39	46
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 76% 22 40 47		Ease of travel by bicycle	Similar	68%	10	42	77
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		Ease of walking	Similar	79%	15	42	66
Well-designed neighborhoodsSimilar65%4643Preservation of the historical or cultural character of the communityHigher76%1686Public places where people want to spend timeSimilar76%104076Variety of housing optionsSimilar51%104177Availability of affordable quality housingSimilar22%234348Overall quality of new developmentSimilar53%213948Overall appearanceSimilar79%224351CleanlinessSimilar76%224047		Well-planned residential growth	Similar	51%	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		Well-planned commercial growth	Higher	55%	2	6	72
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		Well-designed neighborhoods	Similar	65%	4	6	43
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		Preservation of the historical or cultural character of the community	Higher	76%	1	6	86
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		Public places where people want to spend time	Similar	76%	10	40	76
Overall quality of new development  Similar 53% 21 39 48  Overall appearance  Similar 79% 22 43 51  Cleanliness  Similar 76% 22 40 47		Variety of housing options	Similar	51%	10	41	77
Overall appearance Similar 79% 22 43 51  Cleanliness Similar 76% 22 40 47		Availability of affordable quality housing	Similar	22%	23	43	48
Cleanliness Similar 76% 22 40 47		Overall quality of new development	Similar	53%	21	39	48
		Overall appearance	Similar	79%	22	43	51
Water resources Similar 55% 4 5 34		Cleanliness	Similar	76%	22	40	47
		Water resources	Similar	55%	4	5	34

Please rate each of the following characteristics	Air quality	Similar	65%	31	39	23
as they relate to Livermore as a whole.	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	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
months.	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	Public information services	Similar	74%	19	40	54

Economic development         Higher of 68 or 9 or 41 or 7 or						
Street repair	Economic development	Higher	66%	9	41	79
Street repair         Higher 598 13 48 74           Street cleaning         Similar 748 17 46 64           Street lighting         Similar 578 26 43 41           Sidewalk maintenance         Similar 438 31 43 30           Bus or transit services         Similar 588 21 41 51           Land use, planning and zoning         Similar 518 12 44 74           Code enforcement         Similar 66 19 45 59           Affordable high-speed internet access         Similar 66 31 43 30           Garbage collection         Similar 66 31 43 30           Sewer services         Similar 66 31 43 30           Sewer services         Similar 66 31 43 30           Storm water management         Similar 88 8 48 84           Power (electric and/or gas) utility         Similar 66 30 32 10           Utility billing         Similar 66 32 4 37 37           Police/Sheriff services         Similar 66 24 37 37           Crime prevention         Similar 798 15 47 69           Ambulance or emergency medical services         Similar 88 32 41 24           Crime prevention and education         Similar 88 32 21 40 49           Emergency preparedness         Similar 66 15 44 67           Fire services         Similar 66 15 44 67           Preservation of natural areas         Higher 779 4 39 91           Li	Traffic enforcement	Similar	71%	9	46	81
Street cleaning         Similar         748         17         46         64           Street lighting         Similar         578         26         43         41           Sidewalk maintenance         Similar         438         31         43         30           Bus or transit services         Similar         588         21         41         51           Land use, planning and zoning         Similar         518         12         44         74           Code enforcement         Similar         468         19         45         59           Affordable high-speed internet access         Similar         508         4         6         43           Garbage collection         Similar         509         4         6         43           Garbage collection         Similar         818         31         46         35           Drinking water         Similar         818         84         17         44         63           Storm water management         Similar         848         17         44         63           Storm water management         Similar         848         17         44         63           Storm water management         Si	Traffic signal timing	Similar	60%	12	37	69
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         66%         19         45         59           Affordable high-speed internet access         Similar         81%         31         46         43           Garbage collection         Similar         81%         31         46         35           Drinking water         Similar         81%         31         46         33           Storm water management         Similar         84%         17         44         63           Storm water management         Similar         80%         8         48         84           Power (electric and/or gas) utility         Similar         80%         8         48         84           Utility billing	Street repair	Higher	59%	13	48	74
Sidewalk maintenance	Street cleaning	Similar	74%	17	46	64
Bus or transit services	Street lighting	Similar	57%	26	43	41
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         Si	Sidewalk maintenance	Similar	43%	31	43	30
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 prevention and education         Si	Bus or transit services	Similar	58%	21	41	51
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 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  Anbulance or emergency medical services  Similar 81% 4 41 91  Ambulance or emergency medical services  Similar 84% 22 44 52  Fire prevention and education  Emergency preparedness  Similar 82% 21 40 49  Emergency preparedness  Bigher 76% 7 39 83  Livermore open space  Higher 76% 7 39 93  Livermore open space  Higher 76% 7 39 93  Recycling  Similar 80% 29 43 35  Yard waste pick-up  City parks  Similar 81% 23 38 42  City parks  Similar 82% 9 46 81	Land use, planning and zoning	Similar	51%	12	44	74
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         88%         32         41         24           Fire prevention and education         Similar         82%         21         40         49           Emergency preparedness         Similar	Code enforcement	Similar	46%	19	45	59
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 prevention and education         Similar         88%         32         41         24           Emergency preparedness         Similar         86%         15         44         67           Preservation of natural areas         Higher         76%         7         39         83           Livermore open space         Hi	Affordable high-speed internet access	Similar	50%	4	6	43
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         88%         32         41         24           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         Hig	Garbage collection	Similar	81%	31	46	35
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 <td>Drinking water</td> <td>Similar</td> <td>66%</td> <td>31</td> <td>43</td> <td>30</td>	Drinking water	Similar	66%	31	43	30
Power (electric and/or gas) utility   Similar   66%   30   32   10	Sewer services	Similar	84%	17	44	63
Utility billing	Storm water management	Similar	80%	8	48	84
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         82%         9         46         81           Recreation programs or classes         Similar <th< td=""><td>Power (electric and/or gas) utility</td><td>Similar</td><td>66%</td><td>30</td><td>32</td><td>10</td></th<>	Power (electric and/or gas) utility	Similar	66%	30	32	10
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	Utility billing	Similar	66%	24	37	37
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	Police/Sheriff services	Similar	84%	23	54	59
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	Crime prevention	Similar	79%	15	47	69
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	Animal control	Higher	81%	4	41	91
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	Ambulance or emergency medical services	Similar	888	32	41	24
Emergency preparedness   Similar   66%   15   44   67	Fire services	Similar	94%	22	44	52
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	Fire prevention and education	Similar	82%	21	40	49
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	Emergency preparedness	Similar	66%	15	44	67
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	Preservation of natural areas	Higher	76%	7	39	83
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	Livermore open space	Higher	77%	4	39	91
City parks Similar 83% 24 40 42  Recreation programs or classes Similar 82% 9 46 81	Recycling	Similar	80%	29	43	35
Recreation programs or classes Similar 82% 9 46 81	Yard waste pick-up	Similar	81%	23	38	42
Need caster, p. eg. anne et classee	City parks	Similar	83%	24	40	42
Recreation centers or facilities Higher 85% 5 40 88	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	Health services	Similar	76%	13	34	63
services in Livermore.	Public library services	Similar	91%	8	48	84
	Overall customer service by Livermore employees	Similar	86%	9	44	81
Please rate the following	The value of services for the taxes paid to Livermore	Similar	61%	11	43	76
categories of Livermore government performance.	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	The City of Livermore	Similar	79%	19	52	65
services provided by each	The Federal Government	Similar	33%	30	39	26
Please rate how important,	Overall economic health	Similar	93%	8	39	81
if at all, you think it is for the Livermore community to focus on each of the	Overall quality of the transportation system	Similar	71%	33	39	18
following in the coming two years.	Overall design/layout of residential and commercial areas	Similar	78%	20	39	51
circ years.	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

Wo	ould you say that in general your health is:	Similar	75%	5	40	88
Wh	nat 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.	Sense of community	Excellent	26%
		Good	48%
		Fair	20%
		Poor	6%
Please rate each of the following	Overall economic health	Excellent	14%
characteristics as they relate to Livermore as a whole.		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	Excellent	12%
	commercial areas	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%
	opportunities	Good	45%
		Fair	13%

Please rate each of the following characteristics as they relate to	Overall quality of parks and recreation opportunities	Poor	2%
Livermore as a whole.	Overall health and wellness opportunities	Excellent	26%
		Good	53%
		Fair	18%
		Poor	3%
	Overall opportunities for education, culture, and the arts	Excellent	21%
	the arts	Good	53%
		Fair	22%
		Poor	4%
	Residents' connection and engagement with their community	Excellent	18%
	Community	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%
you are to do each of the following.	usks	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	Making all residents feel welcome	Excellent	25%
the following.		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%
	<b>3</b>	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	Overall quality of business and service establishments	Excellent	27%
Livermore as a whole.	establistillerits	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	Traffic flow on major streets	Excellent	11%
characteristics as they relate to Livermore as a whole.		Good	57%
		Fair	23%

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

Traffic flow on major streets		
	Poor	8%
Ease of public parking	Excellent	13%
	Good	46%
	Fair	30%
	Poor	10%
Ease of travel by car	Excellent	28%
	Good	55%
	Fair	14%
	Poor	3%
Ease of travel by public transportation	Excellent	9%
	Good	32%
	Fair	35%
	Poor	25%
Ease of travel by bicycle	Excellent	21%
	Good	47%
	Fair	25%
	Poor	7%
Ease of walking	Excellent	32%
	Good	47%
	Fair	18%
	Poor	4%
Well-planned residential growth	Excellent	13%
	Good	38%
	Fair	32%
	Poor	17%
Well-planned commercial growth	Excellent	12%
	Good	43%
	Fair	35%
	Poor	10%
Well-designed neighborhoods	Excellent	13%
	Good	52%

Please rate each of the following Well-designed neighborhoods 27% Fair characteristics as they relate to Livermore as a whole. Poor 9% Preservation of the historical or cultural character Excellent 24% of the community 52% Good 19% Fair 5% Poor 27% Public places where people want to spend time Excellent 49% Good 20% Fair 4% Poor 11% Variety of housing options Excellent 40% Good 32% Fair 17% Poor 3% Availability of affordable quality housing Excellent 19% Good 36% Fair 43% Poor 10% Overall quality of new development Excellent 43% Good Fair 34% 13% Poor Overall appearance Excellent 22% 57% Good 19% Fair 2% Poor 24% Cleanliness Excellent

Water resources

Good

Fair

Poor

Excellent

52%

20%

4%

14%

Please rate each of the following Water resources 41% Good characteristics as they relate to Livermore as a whole. Fair 35% 10% Poor Air quality 16% Excellent 49% Good 27% Fair 88 Poor 34% Availability of paths and walking trails Excellent 51% Good 13% Fair 2% Poor 30% Fitness opportunities Excellent 54% Good 13% Fair 3% Poor 27% Recreational opportunities Excellent 55% Good 16% Fair Poor 2% 23% Availability of affordable quality food Excellent Good 51% 21% Fair 5% Poor Availability of affordable quality health care 15% Excellent 51% Good 26% Fair 8% Poor 17% Availability of preventive health services Excellent 51% Good 26% Fair 6% Poor

Please rate each of the following Availability of affordable quality mental health Excellent 9% characteristics as they relate to Livermore as a whole. Good 40% 30% Fair 20% Poor Opportunities to attend cultural/arts/music 23% Excellent activities 46% Good 25% Fair 6% Poor 24% Community support for the arts Excellent 51% Good 22% Fair Poor 4% 11% Availability of affordable quality Excellent childcare/preschool 40% Good 31% Fair 18% Poor 19% K-12 education Excellent 54% Good Fair 22% 5% Poor Adult educational opportunities Excellent 16% 58% Good 22% Fair Poor 4% Sense of civic/community pride 23% Excellent 50% Good 21% Fair 6% Poor Neighborliness of residents in Livermore 21% Excellent 50% Good 24% Fair

Please rate each of the following	Neighborliness of residents in Livermore		
Please rate each of the following characteristics as they relate to	ivergriborniness of residents in Livermore	Poor	5%
Livermore as a whole.	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%
	reservats	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%
	toward people of diverse backgrounds	Good	47%
		Fair	23%
		Poor	14%
Please indicate whether or not you have done each of the following in the	Contacted the City of Livermore for help or	No	64%
last 12 months.	mornacion	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%
last 12 months.		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%
	unving alone	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%
Tonowing Services in Liverinore.		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.         Street cleaning         Good         60%           Fair         228         20%         40%           Poor         24%         20%         40%           Fair         20%         40%	Diagon rate the quality of each of the	Ctroot clooping		
Descripting   Excellent   113		Street cleaning	Good	55%
Street lighting			Fair	22%
Good   468   Fair   288   Poor   158			Poor	4%
Fair		Street lighting	Excellent	11%
Pear   158			Good	46%
Sidewalk maintenance			Fair	28%
Good   378			Poor	15%
Fair   38%   Poor   20%   20		Sidewalk maintenance	Excellent	6%
Poor			Good	37%
Bus or transit services			Fair	38%
Good			Poor	20%
Fair   298   Poor   138		Bus or transit services	Excellent	10%
Poor			Good	48%
Land use, planning and zoning   Excellent   9%			Fair	29%
Good   42%   Fair   35%   Poor   14%   Code enforcement   Excellent   6%   Good   38%   Fair   38%   Poor   16%   Affordable high-speed internet access   Excellent   13%   Good   37%   Fair   30%   Poor   20%   Garbage collection   Excellent   35%   Good   46%   Fair   15%   Fair   15%			Poor	13%
Fair   35%   Poor		Land use, planning and zoning	Excellent	9%
Poor			Good	42%
Code enforcement  Excellent  Good  38%  Fair  Affordable high-speed internet access  Excellent  Good  37%  Fair  30%  Poor  Carbage collection  Excellent  35%  Good  46%  Fair  15%			Fair	35%
Good 38% Fair 38% Poor 16%  Affordable high-speed internet access Excellent 13% Good 37% Fair 30% Poor 20%  Garbage collection Excellent 35% Good 46% Fair 15%			Poor	14%
Fair Poor 16%  Affordable high-speed internet access  Good Fair  Poor 20%  Garbage collection  Excellent 35%  Good 46% Fair		Code enforcement	Excellent	8%
Affordable high-speed internet access Excellent 13% Good 37% Fair 30% Poor 20% Garbage collection Excellent 35% Good 46% Fair 15%			Good	38%
Affordable high-speed internet access  Good  Fair  Poor  Garbage collection  Excellent  Good  46%  Fair  13%			Fair	38%
Good 37% Fair 30% Poor 20% Garbage collection Excellent 35% Good 46% Fair 15%			Poor	16%
Fair 30% Poor 20% Garbage collection Excellent 35% Good 46% Fair 15%		Affordable high-speed internet access	Excellent	13%
Poor 20% Garbage collection Excellent 35% Good 46% Fair 15%			Good	37%
Garbage collection Excellent 35% Good 46% Fair 15%			Fair	30%
Good 46% Fair 15%			Poor	20%
Fair 15%		Garbage collection	Excellent	35%
			Good	46%
Poor 4%			Fair	15%
			Poor	4%

Following services in Livermore.   Face   Face   Fair	Please rate the quality of each of the			
Fair   23		Drinking water	Excellent	23%
Poor   13			Good	44%
Sewer services			Fair	23%
Storm water management   Excellent   23			Poor	11%
Fair		Sewer services	Excellent	28%
Poor   2			Good	56%
Storm water management			Fair	15%
Fair			Poor	1%
Fair		Storm water management	Excellent	23%
Poor   2   2   2   2   2   2   2   2   2			Good	57%
Power (electric and/or gas) utility			Fair	18%
Fair   225     Poor   50     Utility billing   Excellent   137     Good   45     Fair   25     Poor   50     Police/Sheriff services   Excellent   33     Good   45     Fair   13     Poor   40     Crime prevention   Excellent   23     Good   56     Fair   10     Poor   5     Fair   10     Fair   10     Foor   5     Fair   10     Fair   10			Poor	2%
Fair		Power (electric and/or gas) utility	Excellent	16%
Poor			Good	50%
Utility billing			Fair	25%
Good   46   46   46   46   46   46   46   4			Poor	9%
Fair   25     Poor   5     Police/Sheriff services   Excellent   35     Good   45     Fair   13     Poor   4     Crime prevention   Excellent   23     Fair   16     Fair   16     Poor   5     Animal control   Excellent   23     Good   56     Fair   16     Poor   5     Animal control   Excellent   23     Good   57     Goo		Utility billing	Excellent	17%
Police/Sheriff services  Excellent  Good  Fair  Poor  Crime prevention  Excellent  Good  Fair  Poor  Animal control  Excellent  Good  Fair  Poor  Sood  Fair  Poor  Sood  Fair  Good  Foor  Animal control  Excellent  Good  Foor  Foor  Foor  Foor  Foor  Foor  Foor  Foor  Food  F			Good	49%
Police/Sheriff services  Good  Fair  Poor  Crime prevention  Excellent  Good  Fair  Poor  Animal control  Excellent  Poor  Excellent  Poor  Sod  Fair  Poor  Sod  Fair  Poor  Animal control  Excellent  Sod  For  Good  Sod  Sod  Sod  Sod  Sod  Sod  So			Fair	25%
Good 49 Fair 13 Poor 2 Crime prevention Excellent 23 Good 56 Fair 16 Poor 2 Animal control Excellent 23 Good 57			Poor	9%
Fair Poor  Crime prevention Excellent Good Fair Poor  Animal control Excellent Good Food Food Food Food Food Food Food		Police/Sheriff services	Excellent	35%
Poor  Crime prevention  Excellent  Good  Fair  Poor  Animal control  Excellent  Good  56  Good  57			Good	49%
Crime prevention Excellent 23 Good 56 Fair 16 Poor 57 Animal control Excellent 23 Good 57			Fair	13%
Good Fair Poor S Animal control Excellent Good 56			Poor	4%
Fair Poor S Animal control Excellent Good 57		Crime prevention	Excellent	23%
Animal control Excellent 23 Good 57			Good	56%
Animal control Excellent 23 Good 57			Fair	16%
Good 57			Poor	5%
		Animal control	Excellent	23%
Fair 15			Good	57%
			Fair	15%

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	The value of services for the taxes paid to Livermore	Excellent	12%
performance.		Good	49%
		Fair	30%
		Poor	10%
	The overall direction that Livermore is taking	Excellent	15%

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

Please rate the following categories of Livermore government	Treating residents with respect	Excellent	20%
performance.		Good	54%
		Fair	20%
		Poor	6%
Overall, how would you rate the	The City of Livermore	Excellent	20%
quality of the services provided by each of the following?		Good	60%
		Fair	17%
		Poor	3%
	The Federal Government	Excellent	5%
		Good	28%
		Fair	41%
		Poor	26%
Please rate how important, if at all,	Overall economic health	Essential	49%
you think it is for the Livermore community to focus on each of the		Very important	43%
following in the coming two years.		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%
	Confiner Cial areas	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,	Overall feeling of safety	Not at all important	1%
you think it is for the Livermore community to focus on each of the	Overall quality of natural environment	Essential	40%
following in the coming two years.	overall quality of flatural environment		47%
		Very important	_
		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	Essential	25%
	the arts	Very important	49%
		Somewhat important	22%
		Not at all important	4%
	Residents' connection and engagement with their community	Essential	19%
	Community	Very important	51%
		Somewhat important	28%
		Not at all important	2%
	Please rate how important, if at all, it is for the	Essential	39%
	City of Livermore to address the impacts of climate change in our community, such as	Very important	27%
	electrifying the City fleet and integrating energy efficiency into building codes.	Somewhat important	23%
		Not at all important	12%
What is your level of preference for	Social media (e.g., Facebook, Nextdoor, Twitter,	Strongly prefer	25%
using each of the following methods to provide feedback or engage with	Instagram)	Somewhat prefer	36%
the City?		Do not prefer	39%
	Email	Strongly prefer	58%
		Somewhat prefer	33%
		Do not prefer	9%

using each of the following methods to provide feedback or engage with the City?         Somewhat prefer         26.4           Community event (e.g., Farmers' Market, National Strongly profer         61.6         61.6           Community event (e.g., Farmers' Market, National Strongly profer         92.6           Night Out, Town Halls, etc.)         Somewhat prefer         92.6           Public meeting         Strongly prefer         21.6           Somewhat prefer         91.3         25.6           In person         Strongly prefer         1.6           Mostly positively         73.6           Somewhat prefer         36.8           Mostly positively         73.6           Mixed positively and negatively         46.6           Somewhat negatively         41.6           Somewhat negatively         43.6           Mostly negatively         44.6           No affect         296.           In general, how many times do you:         Access the internet from your home         Soweral times a day         6.6           A few times a week         29.8         29.8           Every four weeks         2.6           Every frow weeks         2.6           Every frow weeks         2.6           Every frow weeks         2.6				
the City?    Do not prefer   Care   Community event (e.g., Farmers' Market, National Strongly prefer   Care   Community event (e.g., Farmers' Market, National Strongly prefer   Care   Community event (e.g., Farmers' Market, National Strongly prefer   Care   Car		Phone call	Strongly prefer	13%
Community event (e.g., Farmers' Market, National Strongly prefer Night Out, Town Halls, etc.)  Somewhat prefer			Somewhat prefer	25%
Night Out, Town Halls, etc.)    Somewhat prefer			Do not prefer	61%
Somewhat prefer			Strongly prefer	36%
Public meeting   Strongly prefer   218   Somewhat prefer   228		Night Out, Town Halls, etc.)	Somewhat prefer	49%
In person  Strongly prefer  16a  Somewhat prefer  16b  Somewhat prefer  16c  Do not prefer  16c  Mostly positively  7d  Somewhat positively  12d  Mostly positively  12d  Somewhat positively  12d  Somewhat positively  12d  Somewhat prefer  12d  Mostly positively  12d  No affect  12d  12d  12d  12d  12d  12d  12d  12			Do not prefer	15%
In person  Strongly prefer  In person  Strongly prefer  Somewhat prefer  Less often or never  Access the internet from your cell phone  Several times a day  Once a day  A few times a week  Every few weeks  Less often or never  Call times a day  Once a day  A few times a week  Every few weeks  Less often or never  Call times a day  Once a day  A few times a day  Once a day		Public meeting	Strongly prefer	21%
In person  Strongly prefer  Somewhat prefer  Jasa  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  As Mostly negatively  Mixed positively and negatively  As Mostly negatively  As Deveral times a day  Once a day  As few times a week  As few times a week  Do not a day  As few times a week  Several times a day  Once a day  As few times a week  Every few weeks  Less often or never  As few times a week  Several times a day  Once a day  As few times a week  Several times a day  Once a day  As few times a day  Once a day  As few times a week  Several times a day  Once a day  As few times a week  Several times a day  Once a day  As few times a week  Several times a day  Once a day  As few ti			Somewhat prefer	51%
Somewhat prefer			Do not prefer	28%
How much, if at all, have the events that have taken place since March 2020 affected your responses to this survey?    Mostly positively		In person	Strongly prefer	16%
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 Mixed positively and negatively Mostly negatively Mostly negatively As No affect 29%  In general, how many times do you:  Access the internet from your home Several times a day Once a day A few times a week Every few weeks Less often or never  Access the internet from your cell phone Several times a day Once a day A few times a week Less often or never  48  A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week Several times a day Once a day A few times a week A few times a week Several times a day Once a day A few times a week A few times a wee			Somewhat prefer	46%
taken place since March 2020 affected your responses to this survey?  Somewhat positively  Mixed positively and negatively  68  Mostly negatively  48  No affect  29%  In general, how many times do you:  Access the internet from your home  Several times a day  Once a day  Access the internet from your cell phone  Several times a day  Once a day  A few times a week  Every few weeks  18  Every few weeks  18  Every few weeks  19  Conce a day  A few times a week  Several times a day  Once a day  A few times a week  Severy few weeks  Every few weeks  Several times a day  Once a day  A few times a week  Severy few weeks  Every few weeks  Several times a day  Once a day  A few times a week  Severy few weeks  Every few weeks  Severy few weeks  18  Conce a day  Visit social media sites  Several times a day  Once a day  A few times a week  Severy few weeks  Every few weeks  18  Conce a day  A few times a day  Once a day  A few times a week  Severy few weeks  Severy few weeks  A few times a day  Once a day		Do not prefer		38%
responses to this survey?  Somewhat positively  Mixed positively and negatively  Somewhat negatively  Mostly negatively  No affect  298  In general, how many times do you:  Access the internet from your home  Several times a day  Once a day  Access the internet from your cell phone  Every few weeks  Less often or never  28  A few times a week  38  Every few weeks  Once a day  A few times a week  38  Every few weeks  18  Less often or never  68  Visit social media sites  Several times a day  Once a day  48  A few times a week  38  Every few weeks  58  Every few weeks  19  Conce a day  48  A few times a week  38  Every few weeks  19  Conce a day  A few times a week  38  Every few weeks  19  Conce a day  A few times a week  38  Every few weeks  19  Conce a day  A few times a week  38  Every few weeks  19  Conce a day  A few times a week  38  Every few weeks  19  Conce a day  A few times a day  A few times a week  38  Every few weeks  19  Conce a day  A few times a day  A few times a week  38  Every few weeks  19  Conce a day  A few times a day  A few times a day  A few times a week  38  Every few weeks  19  Conce a day  A few times a day  A few times a week  38  Every few weeks  19  Conce a day  A few times a day  A few times a week  A few times a day  A few times a			Mostly positively	7%
Somewhat negatively Mostly negatively No affect 298  In general, how many times do you: Access the internet from your home Several times a day Once a day A few times a week Less often or never 28  Access the internet from your cell phone Several times a day Once a day A few times a week 18 Every few weeks 18 Every few weeks 18 Less often or never 68  Visit social media sites Several times a day Once a day 148  Once a day 148		responses to this survey?	Somewhat positively	13%
Mostly negatively No affect 29% In general, how many times do you: Access the internet from your home Several times a day Once a day A few times a week Every few weeks Less often or never 2% Access the internet from your cell phone Several times a day Once a day A few times a week 3% Every few weeks Once a day A few times a week 3% Every few weeks 1% Less often or never 6% Visit social media sites Several times a day 53% Once a day 14%			Mixed positively and negatively	41%
In general, how many times do you:  Access the internet from your home  Several times a day  Once a day  A few times a week  Every few weeks  Less often or never  Access the internet from your cell phone  Several times a day  A few times a week  3%  Once a day  A few times a week  3%  Every few weeks  Once a day  A few times a week  Every few weeks  Every few weeks  Once a day  A few times a week  Several times a day  A few times a week  Several times a day  A few times a week  Several times a day  Once a day  A few times a week  Every few weeks  Every few weeks  Several times a day  Once a day  Visit social media sites  Several times a day  Once a day  14%			Somewhat negatively	6%
In general, how many times do you:  Access the internet from your home  Several times a day  Once a day  A few times a week  Every few weeks  Less often or never  Access the internet from your cell phone  Several times a day  Once a day  A few times a week  Every few weeks  Once a day  A few times a week  Less often or never  6%  Every few weeks  1%  Less often or never  6%  Once a day  A few times a week  Several times a week  Severy few weeks  1%  Less often or never  6%  Once a day  14%		Mostly negatively		4%
Once a day  A few times a week  Every few weeks  Less often or never  2%  Access the internet from your cell phone  Several times a day  Once a day  A few times a week  3%  Every few weeks  Every few weeks  1%  Less often or never  6%  Once a day  4%  A few times a week  5%  Every few weeks  1%  Conce a day  14%			No affect	29%
A few times a week  Every few weeks  Less often or never  Access the internet from your cell phone  Several times a day  Once a day  A few times a week  Every few weeks  Every few weeks  1%  Less often or never  6%  Visit social media sites  Several times a day  53%  Once a day  14%	In general, how many times do you:	Access the internet from your home	Several times a day	90%
Every few weeks  Less often or never  Access the internet from your cell phone  Several times a day  Once a day  A few times a week  Every few weeks  Every few weeks  Less often or never  6%  Visit social media sites  Several times a day  53%  Once a day  14%			Once a day	6%
Less often or never  Access the internet from your cell phone  Several times a day  Once a day  A few times a week  Every few weeks  Less often or never  Once a day  Visit social media sites  Several times a day  Once a day  14%			A few times a week	3%
Access the internet from your cell phone  Once a day  A few times a week  Every few weeks  Less often or never  Visit social media sites  Several times a day  Once a day  18  Once a day  19  148			Every few weeks	0%
Once a day  A few times a week  Every few weeks  Less often or never  6%  Visit social media sites  Several times a day  Once a day  14%			Less often or never	2%
A few times a week  Every few weeks  Less often or never  Visit social media sites  Several times a day  Once a day  18  18  18  18  18  18  18  18  18  1		Access the internet from your cell phone	Several times a day	86%
Every few weeks  Less often or never  Visit social media sites  Several times a day  Once a day  1%  14%			Once a day	4%
Less often or never 6%  Visit social media sites Several times a day 53%  Once a day 14%			A few times a week	3%
Visit social media sites  Several times a day  53%  Once a day			Every few weeks	1%
Once a day			Less often or never	6%
		Visit social media sites	Several times a day	53%
A few times a week 8%			Once a day	14%
			A few times a week	8%

In an annual beautiful to the second second	Minter-state and the state		
In general, how many times do you:	Visit social media sites	Every few weeks	5%
		Less often or never	20%
	Use or check email	Several times a day	84%
		Once a day	11%
		A few times a week	4%
		Every few weeks	0%
		Less often or never	1%
	Share your opinions online	Several times a day	11%
		Once a day	5%
		A few times a week	14%
		Every few weeks	17%
		Less often or never	52%
	Shop online	Several times a day	15%
		Once a day	11%
		A few times a week	36%
		Every few weeks	30%
		Less often or never	9%
	Would you say that in general your health is:	Excellent	32%
		Good	22%
		Very good	43%
		Fair	3%
		Poor	1%
	What impact, if any, do you think the economy will	Very positive	6%
	have on your family income in the next 6 months? Do you think the impact will be:	Somewhat positive	14%
		Neutral	52%
		Somewhat negative	24%
		Very negative	4%
	How many years have you lived in Livermore?	Less than 2 years	11%
		2-5 years	17%
		6-10 years	14%
		11-20 years	18%

How many years have you lived in Livermore?	More than 20 years	40%
About how much is your monthly housing cost for	Less than \$500	4%
	\$500 to \$999	6%
homeowners' association (HOA) fees)?	\$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	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 Yes, I consider myself to be	18%
	Spanish, Hispanic or Latino American Indian or Alaskan	1%
indicate what race you consider yourself to be.)	Native Asian, Asian Indian or Pacific	9%
	Islander Black or African American	1%
	Other	10%
	White	84%
	18-24 years	2%
	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	Livermore as a place to live	86%	89%	92%	92%	93%	96%	96%	93%	93%
aspects of quality of life in Livermore.	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	Overall economic health of Livermore						81%	79%	80%	76%
characteristics as they relate to Livermore as a whole.	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	Recommend living in Livermore to someone who asks				93%	94%	95%	94%	91%	91%
unlikely you are to do each of the following.	Remain in Livermore for the next five years				89%	90%	93%	89%	86%	82%
	In your neighborhood during the day	96%	95%	95%	96%	93%	97%	95%	94%	97%
feel:	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	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	Overall quality of business and service establishments in Livermore				65%	70%	79%	73%	74%	87%
characteristics as they relate to Livermore as a whole.	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	Traffic flow on major streets		31%	32%	47%	52%	61%	52%	54%	68%
Livermore as a whole.	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%	80%	69%
	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%
	Neighborliness 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%	35%	35%
	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	Public information services	65%	67%	64%	68%	70%	68%	69%	73%	74%
the following services in Livermore.	Economic development	42%	44%	59%	47%	53%	68%	61%	62%	66%
	Traffic enforcement	63%	63%	66%	66%	68%	63%	59%	61%	71%
	Traffic signal timing	48%	43%	45%	50%	53%	51%	52%	50%	60%
	Street repair	44%	43%	49%	51%	53%	58%	51%	52%	59%
	Street cleaning	60%	58%	60%	65%	69%	69%	67%	64%	74%
	Street lighting	58%	54%	57%	61%	60%	61%	59%	52%	57%

Please rate the quality of each of the following services in	Sidewalk maintenance	48%	42%	44%	53%	53%	49%	48%	45%	43%
Livermore.	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	The value of services for the taxes paid to Livermore	57%	55%	57%	53%	59%	61%	61%	56%	61%
categories of Livermore government performance.	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	Generally acting in the best interest of the community		69%	58%	63%	66%
government performance.	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	The City of Livermore	72% 77% 75% 79% 79%	85%	82%	83%	79%
quality of the services provided by each of the following?	The Federal Government	33% 36% 33% 31% 31%	35%	42%	38%	33%
Please rate how important, if at	Overall economic health of Livermore		92%	89%	888	93%
	Overall quality of the transportation system (auto, bicycle, foot, bu.		81%	77%	79%	71%
following in the coming two years.	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%	888
	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	Access the internet from your home using a computer, laptop or ta					98%
you:	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<sup>TM</sup> (The NCS<sup>TM</sup>), 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.)  2 = Northeast (purple)  3 = Northwest (blue)  4 = Southeast (pink)  5 = Southwest (green)  Please rate each of the following aspects of quality of life in Livermore.  Please rate each of the following aspects of quality of life in Livermore.  Please rate each of the following aspects of quality of life in Livermore.  Pood  Fair  Vour neighborhood as a place to live  Excellent  Good  Fair  Livermore as a place to raise children  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Excellent  Excellent  Fair  Poor  Livermore as a place to work  Excellent  Excellent  Excellent  Excellent  Excellent  Fair  Poor	10% 24% 14% 17% 34% 25% 61% 48%
Please rate each of the following aspects of quality of life in Livermore.  Please rate each of the following aspects of quality of life in Livermore.    Vour neighborhood as a place to live   Excellent   Good   Fair	14% 17% 34% 25% 61% 14%
Please rate each of the following aspects of quality of life in Livermore.    Vour neighborhood as a place to live   Excellent   Good	17% 34% 25% 61% 14%
Please rate each of the following aspects of quality of life in Livermore.  Livermore as a place to live  Excellent  Good  Fair  Vour neighborhood as a place to live  Excellent  Good  Fair  Livermore as a place to raise children  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Good  Fair  Poor	34% 25% 61% 14%
Please rate each of the following aspects of quality of life in Livermore.  Livermore as a place to live  Fair  Vour neighborhood as a place to live  Excellent  Good  Fair  Livermore as a place to raise children  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Good  Fair  Poor	25% 61% 14%
Aspects of quality of life in Livermore.    Fair	61% 14% 48%
Your neighborhood as a place to live  Excellent  Good  Fair  Livermore as a place to raise children  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Good  Fair  Poor  Excellent	14%
Your neighborhood as a place to live  Good  Fair  Livermore as a place to raise children  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent	48%
Livermore as a place to raise children  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Excellent  Excellent  Excellent  Excellent  Excellent  Excellent	
Livermore as a place to raise children  Excellent  Good  Fair  Poor  Livermore as a place to work  Excellent  Good  Fair  Poor  Livermore as a place to visit  Excellent  Excellent  Excellent  Excellent  Excellent  Excellent	45%
Livermore as a place to raise children  Good  Fair  Poor  Livermore as a place to work  Good  Fair  Poor  Livermore as a place to work  Excellent  Poor  Livermore as a place to visit  Excellent	
Good Fair Poor  Livermore as a place to work Good Fair Poor  Livermore as a place to visit Excellent Excellent Excellent Excellent	7%
Fair Poor  Livermore as a place to work  Good Fair Poor  Livermore as a place to visit  Excellent Excellent	20%
Livermore as a place to work  Excellent  Good  Fair  Poor  Livermore as a place to visit  Excellent	72%
Livermore as a place to work  Good  Fair  Poor  Livermore as a place to visit  Excellent	4%
Good Fair Poor Livermore as a place to visit Excellent	4%
Fair Poor Livermore as a place to visit Excellent	17%
Livermore as a place to visit Excellent	44%
Livermore as a place to visit Excellent	28%
	11%
	30%
Good	56%
Fair	11%
Poor	4%
Livermore as a place to retire Excellent	14%
Good	41%
Fair	36%
Poor	
The overall quality of life Excellent	9%

Design a spects of quality of life in Livermores   Fair   213	BI	TI II III 6116		
Sense of community   Excellent   178,	Please rate each of the following aspects of quality of life in Livermore.	The overall quality of life	Good	50%
Sense of community			Fair	21%
Please rate each of the following characteristics as they relate to Livermore as a whole.			Poor	4%
Please rate each of the following characteristics as they relate to Livermore as a whole.		Sense of community	Excellent	17%
Poor			Good	34%
Please rate each of the following characteristics as they relate to Livermore as a whole.			Fair	34%
Characteristics as they relate to Livermore as a whole.  Fair  Poor  78  Overall quality of the transportation system  Fair  Good  448  Fair  Poor  123  Overall design/layout of residential and commercial Excellent  areas  Good  458  Fair  108  Poor  214  Overall quality of the utility infrastructure  Fair  Poor  124  Good  578  Fair  188  Poor  188  Overall feeling of safety  Excellent  74  Good  578  Fair  188  Poor  188  Overall feeling of safety  Excellent  74  Good  578  Fair  248  Poor  348  Overall quality of natural environment  Excellent  Cood  558  Overall quality of parks and recreation opportunities  Good  600  600  600  600  600  600  600			Poor	14%
Livermore as a whole.    Poor		Overall economic health	Good	70%
Overall quality of the transportation system    Excellent			Fair	22%
Fair   338   Poor   118			Poor	7%
Fair   338     Poor   118     Overall design/layout of residential and commercial   Excellent   148     areas   Good   458     Fair   108     Poor   318     Overall quality of the utility infrastructure   Excellent   78     Good   578     Fair   188     Poor   189     Overall feeling of safety   Excellent   148     Good   598     Fair   248     Poor   38     Overall quality of natural environment   Excellent   458     Good   558     Overall quality of parks and recreation opportunities   Good   488     Fair   148     Fair		Overall quality of the transportation system	Excellent	11%
Overall design/layout of residential and commercial Excellent areas  Good 458 Fair 108 Poor 318  Overall quality of the utility infrastructure Excellent Good 578 Fair 188 Poor 188  Overall feeling of safety Excellent 148 Good 598 Fair 248 Poor 36  Overall quality of natural environment Excellent Good 558  Overall quality of parks and recreation opportunities Good 468 Fair 148			Good	44%
Overall design/layout of residential and commercial Excellent areas  Good  Fair  Poor  Overall quality of the utility infrastructure  Excellent  Good  Fair  Poor  Overall feeling of safety  Excellent  Good  Fair  Poor  Overall quality of natural environment  Excellent  Good  Fair  Poor  Overall quality of parks and recreation opportunities  Good  Fair  Dood  Excellent  Good  Fair  Assembly as a serving			Fair	33%
Good   458   Fair   108   Poor   318			Poor	11%
Fair   108   Poor   318		areas	Excellent	14%
Overall quality of the utility infrastructure			Good	45%
Overall quality of the utility infrastructure  Good  Fair  Poor  188  Overall feeling of safety  Excellent  Good  598  Fair  Poor  38  Overall quality of natural environment  Excellent  Good  598  Fair  248  Poor  348  Good  558  Overall quality of parks and recreation opportunities  Good  488  Fair  148			Fair	10%
Good   578   Fair   188   Poor   188			Poor	31%
Poor 18%  Overall feeling of safety Excellent 14%  Good 59%  Fair 24%  Poor 3%  Overall quality of natural environment Excellent Good 55%  Overall quality of parks and recreation opportunities Good 48%  Fair 14%		Overall quality of the utility infrastructure	Excellent	7%
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 Good 48%  Fair 14%			Good	57%
Overall feeling of safety  Excellent  Good  Fair  Poor  38  Overall quality of natural environment  Excellent  Good  598  Poor  38  Overall quality of parks and recreation opportunities  Good  558  Overall quality of parks and recreation Fair  148			Fair	18%
Good Fair Poor 3%  Overall quality of natural environment Excellent Good 59%  Overall quality of parks and recreation opportunities Good 48% Fair 14%			Poor	18%
Poor 3%  Overall quality of natural environment Excellent 45%  Good 55%  Overall quality of parks and recreation opportunities Good 48%  Fair 14%		Overall feeling of safety	Excellent	14%
Poor  Overall quality of natural environment  Excellent  Good  Overall quality of parks and recreation opportunities  Good  Fair  Poor  45%  45%  Good  55%  A4%  Fair			Good	59%
Overall quality of natural environment Excellent 45%  Good 55%  Overall quality of parks and recreation opportunities Good 48%  Fair 14%			Fair	24%
Overall quality of parks and recreation opportunities  Good  Excellent Good  48%  Fair  14%			Poor	3%
Overall quality of parks and recreation opportunities  Good  Fair  34%  48%		Overall quality of natural environment	Excellent	45%
opportunities  Good  48%  Fair  14%			Good	55%
Good 48% Fair 14%			Excellent	34%
		opportunities	Good	48%
Poor 3%			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%
	the arts	Good	64%
		Fair	11%
		Poor	7%
	Residents' connection and engagement with their	Excellent	14%
	community	Good	45%
		Fair	34%
		Poor	7%
Please indicate how likely or unlikely	Recommend living in Livermore to someone who	Very likely	34%
you are to do each of the following.	asks	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	1,1%
Please rate how safe or unsafe you	In your neighborhood during the day	Very safe	76%
feel:		Somewhat safe	24%
	In Livermore's downtown/commercial area during	Very safe	62%
	the day	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	Making all residents feel welcome	Excellent	29%
Livermore community does at each of the following.		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%
	backgrounds	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	Overall quality of business and service establishments	Excellent	25%
Livermore as a whole.		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	Vibrancy of downtown/commercial area	Excellent	29%
Livermore as a whole.		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%
Please rate each of the following characteristics as they relate to	Traffic flow on major streets	Excellent	7%
Livermore as a whole.		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 Ease of travel by public transportation 7% Good characteristics as they relate to Livermore as a whole. Fair 47% 27% Poor Ease of travel by bicycle Excellent 9% 41% Good Fair 41% 9% Poor 30% Ease of walking Excellent 37% Good Fair 30% Poor 4% Well-planned residential growth Excellent 12% Good 44% 16% Fair 28% Poor 9% Well-planned commercial growth Excellent 45% Good Fair 18% 27% Poor 14% Well-designed neighborhoods Excellent 41% Good Fair 31% 14% Poor 22% Preservation of the historical or cultural character Excellent of the community 41% Good 19% Fair 19% Poor 17% Public places where people want to spend time Excellent 55% Good 21% Fair 7% Poor 7% Variety of housing options Excellent

Please rate each of the following Variety of housing options 45% Good characteristics as they relate to Livermore as a whole. Fair 31% 17% Poor Availability of affordable quality housing Good 28% 28% Fair Poor 44% 4% Overall quality of new development Excellent Good 48% 20% Fair Poor 28% 14% Overall appearance Excellent Good 54% 25% Fair 7% Poor 10% Cleanliness Excellent 62% Good 24% Fair Poor 3% 23% Water resources Excellent 50% Good 27% Fair 18% Air quality Excellent 46% Good 32% Fair 4% Poor Availability of paths and walking trails 39% Excellent 50% Good 11% Fair 50% Fitness opportunities Excellent 32% Good 18% Fair 37% Recreational opportunities Excellent

Please rate each of the following characteristics as they relate to Livermore as a whole.	Recreational opportunities	Good	489
Livermore as a whole.			
		Fair	159
	Availability of affordable quality food	Excellent	259
		Good	549
		Fair	149
		Poor	75
	Availability of affordable quality health care	Excellent	89
		Good	609
		Fair	249
		Poor	89
	Availability of preventive health services	Excellent	95
		Good	599
		Fair	239
		Poor	95
	Availability of affordable quality mental health care	Good	369
		Fair	369
		Poor	279
	Opportunities to attend cultural/arts/music activities	Excellent	309
	activities	Good	415
		Fair	225
		Poor	79
	Community support for the arts	Excellent	325
		Good	569
		Fair	89
		Poor	49
	Availability of affordable quality childcare/preschool	Good	449
	crimical e <sub>f</sub> prescribor	Fair	449
		Poor	115
	K-12 education	Excellent	109
		Good	489
		Fair	299

Please rate each of the following characteristics as they relate to	Adult educational opportunities	Excellent		14%
Livermore as a whole.		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%
	activities	Good		54%
		Fair		21%
		Poor		4%
	Opportunities to attend special events and festivals	Excellent		25%
	restruis	Good		46%
		Fair		21%
		Poor	I	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%
	poop.s or diverse such grounds	Good		36%
		Fair		18%
		Poor		18%
			84	

Please indicate whether or not you have done each of the following in the	Contacted the City of Livermore for help or information	No	34%
last 12 months.		Yes	66%
	Contacted Livermore elected officials to express your opinion	No	45%
	, o	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%
	or candidate	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	No	46%
	driving alone	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%
Tollowing Services in Livermore.		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.	Traffic signal timing	Good	58%
		Fair	31%
		Poor	4 %
	Street repair	Excellent	7%
		Good	39%
		Fair	39%
		Poor	14%
	Street cleaning	Excellent	19%
		Good	44%
		Fair	30%
		Poor	7%
	Street lighting	Excellent	11%
		Good	43%
		Fair	36%
		Poor	11%
	Sidewalk maintenance	Excellent	4%
		Good	15%
		Fair	54%
		Poor	27%
	Bus or transit services	Excellent	15%
		Good	31%
		Fair	15%
		Poor	38%
	Land use, planning and zoning	Excellent	5%
		Good	45%
		Fair	18%
		Poor	32%
	Code enforcement	Excellent	5%
		Good	38%
		Fair	24%
		Poor	33%
	Affordable high-speed internet access	Excellent	4%

Please rate the quality of each of the following services in Livermore.	Affordable high-speed internet access	Good		44%
<b>3</b>		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	Ĺ	4%
		Poor		8%
	Crime prevention	Excellent		13%
		Good	07	61%

Please rate the quality of each of the following services in Livermore.	Crime prevention	Fair	13%
		Poor	13%
	Animal control	Excellent	33%
		Good	43%
		Fair	14%
		Poor	10%
	Ambulance or emergency medical services	Excellent	31%
		Good	50%
		Fair	13%
		Poor	6%
	Fire services	Excellent	45%
		Good	45%
		Fair	5%
		Poor	5%
	Fire prevention and education	Excellent	18%
		Good	71%
		Fair	6%
		Poor	6%
	Emergency preparedness	Excellent	23%
		Good	50%
		Fair	9%
		Poor	18%
	Preservation of natural areas	Excellent	27%
		Good	50%
		Fair	15%
		Poor	8%
	Livermore open space	Excellent	26%
		Good	56%
		Fair	15%
		Poor	4%
	Recycling	Excellent	19%
		Good	88

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	The value of services for the taxes paid to Livermore	Excellent	4%
performance.		Good	41%
		Fair	41%

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

Please rate the following categories of Livermore government	Treating all residents fairly	Poor	27%
performance.	Treating residents with respect	Excellent	14%
		Good	54%
		Fair	7%
		Poor	25%
Overall, how would you rate the	The City of Livermore	Excellent	11%
quality of the services provided by each of the following?		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	Overall economic health	Essential	57%
community to focus on each of the following in the coming two years.		Very important	36%
Tollowing in the colling two years.		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	al Essential	35%
	areas	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	Overall quality of parks and recreation	Essential	2	28%
community to focus on each of the following in the coming two years.	opportunities	Very important	3	31%
		Somewhat important	4	41%
	Overall health and wellness opportunities	Essential	1	14%
		Very important	3	36%
		Somewhat important	4	13%
		Not at all important		7%
	Overall opportunities for education, culture, and	Essential	1	11%
	the arts	Very important	4	18%
		Somewhat important	3	33%
		Not at all important		7%
	Residents' connection and engagement with their	Essential	3	32%
	community	Very important	3	36%
		Somewhat important	2	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	Essential	3	32%
	change in our community, such as electrifying the City fleet and integrating energy efficiency into	Very important	1	11%
	building codes.	Somewhat important	3	32%
		Not at all important	2	25%
What is your level of preference for using each of the following methods	Social media (e.g., Facebook, Nextdoor, Twitter, Instagram)	Strongly prefer	2	21%
to provide feedback or engage with the City?	inscagranty	Somewhat prefer	5	55%
the city.		Do not prefer	2	24%
	Email	Strongly prefer	6	62%
		Somewhat prefer	3	31%
		Do not prefer		7%
	Phone call	Strongly prefer		7%
		Somewhat prefer	3	31%
		Do not prefer	6	52%
	Community event (e.g., Farmers' Market, National Night Out, Town Halls, etc.)	Strongly prefer	3	32%
	· · · · · · · · · · · · · · · · · · ·	Somewhat prefer	4	43%
		Do not prefer	2	25%
	Public meeting	Strongly prefer	3	37%

What is your level of preference for using each of the following methods	Public meeting	Somewhat prefer	41%
to provide feedback or engage with the City?		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	Mostly positively	11%
	this survey?	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%
			00

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	Very positive	10%
	have on your family income in the next 6 months? Do you think the impact will be:	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	\$500 to \$999	7%
	payment, property tax, property insurance and	\$1,000 to \$1,499	11%
	homeowners' association (HOA) fees)?	\$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%
	agea 00 of older:	Yes	28%
	How much do you anticipate your household's total income before taxes will be for the current year?	Less than \$25,000	4%
	(Please include in your total income money from all sources for all persons living in your household.)	\$25,000 to \$49,999	7%
	sources for all persons living in your nousehold.)		94

income before taxes will be for the current year:	\$50,000 to \$74,999	4%
(Please include in your total income money from all sources for all persons living in your household.)	\$75,000 to \$99,999	26%
	\$100,000 to \$149,999	11%
	\$150,000 or more	48%
Are voil Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino	100%
What is your race? (Mark one or more races to	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	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 nest describes the hilliding voll 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%

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.
1.	Please rate each of the following aspects of quality of the 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.

S ,	<b>Excellent</b>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Don't know
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.

	Very <u>likelv</u>	Somewhat <u>likelv</u>	Somewhat <u>unlikely</u>	Very <u>unlikely</u>	Don't <u>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:

·	Very <u>safe</u>	Somewhat <u>safe</u>	Neither safe nor unsafe	Somewhat unsafe	Very <u>unsafe</u>	Don't <u>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.

	Excellent	<u>6000</u>	<u>raii</u>	<u> 1001</u>	Don t know
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>	Don't know
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		2	3	4	5



Please rate each of the following characteristics as they relate	to Livermore	as a wh	ole.		
rease rate each of the following characteristics as they relate	Excellent	Good	<u>Fair</u>	<u>Poor</u>	Don't kn
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		2	3	4	5
Ease of walking in Livermore		2	3	4	5
Well-planned residential growth		2	3	4	5
Well-planned commercial growth		2	3	4	5
Well-designed neighborhoods		2	3	4	5
Preservation of the historical or cultural character of the communit		2	3	4	5
Public places where people want to spend time	•	2	3	4	5
Variety of housing options		2	3	4	5
Availability of affordable quality housing		2	3	4	5
Overall quality of new development in Livermore		2	3	4	5
Overall appearance of Livermore		2	3	4	5
Cleanliness of Livermore		2	3	4	5
			_	=	
Water resources (beaches, lakes, ponds, riverways, etc.)		2	3	4	5
Air quality		2	3	4	5
Availability of paths and walking trails		2	3	4	5
Fitness opportunities (including exercise classes and paths or trails		2	3	4	5
Recreational opportunities		2	3	4	5
Availability of affordable quality food		2	3	4	5
Availability of affordable quality health care		2	3	4	5
Availability of preventive health services		2	3	4	5
Availability of affordable quality mental health care		2	3	4	5
Opportunities to attend cultural/arts/music activities		2	3	4	5
Community support for the arts		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		2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals		2	3	4	5
Opportunities to volunteer		2	3	4	5
Opportunities to participate in community matters		2	3	4	5
Openness and acceptance of the community toward people					
of diverse backgrounds	1	2	3	4	5
				•	J
Please indicate whether or not you have done each of the follow	wing in the la	st 12 m	onths.		
				<u>No</u>	<u>Yes</u>
Contacted the City of Livermore (in-person, phone, email or web) for					2
Contacted Livermore elected officials (in-person, phone, email or w			inion	1	2
					2
Commissioners, advisory boards, town halls, HOA, neighborhood					
Commissioners, advisory boards, town halls, HOA, neighborhood Watched (online or on television) a local public meeting					2
Watched (online or on television) a local public meeting Volunteered your time to some group/activity in Livermore				1	2
Commissioners, advisory boards, town halls, HOA, neighborhood Watched (online or on television) a local public meeting				1	2 2
Commissioners, advisory boards, town halls, HOA, neighborhood Watched (online or on television) a local public meeting				1 1 1	2 2 2
Commissioners, advisory boards, town halls, HOA, neighborhood Watched (online or on television) a local public meeting	ving			1 1 1	2 2

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

	<b>Excellent</b>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Don't know
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		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		2	3	4	5
Utility billing		2	3	4	5
Police/Sheriff services		2	3	4	5
Crime prevention		2	3	4	5
Animal control	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services		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 greenbelt	s) 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		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>Excel</u>	<u>llent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Don't know
The value of services for the taxes paid to Livermore1	L	2	3	4	5
The overall direction that Livermore is taking1		2	3	4	5
The job Livermore government does at welcoming resident					
involvement1	L	2	3	4	5
Overall confidence in Livermore government	Ĺ	2	3	4	5
Generally acting in the best interest of the community	L	2	3	4	5
Being honest1	L	2	3	4	5
Being open and transparent to the public1		2	3	4	5
Informing residents about issues facing the community1		2	3	4	5
Treating all residents fairly1		2	3	4	5
Treating residents with respect		2	3	4	5



11.	Overall.	how would	vou rate the <b>a</b>	uality of the	services prov	rided by eac	ch of the following	?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Don't know
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.

Overall economic health of Livermore	Promisi	Very	Somewhat	Not at all
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		<u>important</u>	<u>important</u>	<u>important</u>
in Livermore	Overall economic health of Livermore1	2	3	4
Overall design or layout of Livermore's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Overall quality of the transportation system (auto, bicycle, foot, bus)			
areas (e.g., homes, buildings, streets, parks, etc.)	in Livermore1	2	3	4
Overall quality of the utility infrastructure in Livermore  (water, sewer, storm water, electric/gas)	Overall design or layout of Livermore's residential and commercial			
(water, sewer, storm water, electric/gas)1234Overall feeling of safety in Livermore1234Overall quality of natural environment in Livermore1234Overall quality of parks and recreation opportunities1234Overall health and wellness opportunities in Livermore1234Overall opportunities for education, culture and the arts1234	areas (e.g., homes, buildings, streets, parks, etc.)1	2	3	4
Overall feeling of safety in Livermore1234Overall quality of natural environment in Livermore1234Overall quality of parks and recreation opportunities1234Overall health and wellness opportunities in Livermore1234Overall opportunities for education, culture and the arts1234	Overall quality of the utility infrastructure in Livermore			
Overall quality of natural environment in Livermore	(water, sewer, storm water, electric/gas)1	2	3	4
Overall quality of parks and recreation opportunities1234Overall health and wellness opportunities in Livermore1234Overall opportunities for education, culture and the arts1234	Overall feeling of safety in Livermore1	2	3	4
Overall health and wellness opportunities in Livermore	Overall quality of natural environment in Livermore1	2	3	4
Overall opportunities for education, culture and the arts	Overall quality of parks and recreation opportunities1	2	3	4
	Overall health and wellness opportunities in Livermore1	2	3	4
Residents' connection and engagement with their community	Overall opportunities for education, culture and the arts1	2	3	4
	Residents' connection and engagement with their community1	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.

- **O** Essential
- **O** Very important
- **O** Somewhat important
- Not at all important
- O 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?

	Strongly	Somewhat	Do not	
	<u>prefer</u>	<u>prefer</u>	<u>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?

- O Mostly positively
- O Somewhat positively
- O Mixed positively and negatively
- O Somewhat negatively
- O Mostly negatively
- O No affect
- O 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	z times	do vou:
υı.	III general,	, iiuw iiiaii y	, mines	uo you.

g , , , , ,	Several <u>times a day</u>	Once <u>a day</u>	A few times <u>a week</u>	Every <u>few weeks</u>	Less often or never	Don't <u>know</u>
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

	Share your opinion	ıs online	1	2	3	4	5	6	
	Shop online			2	3	4	5	6	
D2.	Would you say the Excellent	nat in general you •• Very good	ır health is: • Good	○ Fair	<b>Q</b> Poor				
D3.	What impact, if a Do you think the O Very positive	ny, do you think	the economy wil		our family inco		ext 6 months  O Very nega		
D4.	How many years have you lived in Livermore?  O Less than 2 years  O 2-5 years  O 6-10 years  O 11-20 years  O More than 20 years			to y n y	D10. How much do you anticipate your household's total income before taxes will be for the curren year? (Please include in your total income money from all sources for all persons living in your household.)  O Less than \$25,000 O \$75,000 to \$99,999				
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			D11. A	<ul> <li>\$25,000 to \$49,999</li> <li>\$50,000 to \$74,999</li> <li>\$150,000 or more</li> <li>D11. Are you Spanish, Hispanic or Latino?</li> <li>No, not Spanish, Hispanic or Latino</li> <li>Yes, I consider myself to be Spanish, Hispanic or Latino</li> </ul>				
D6.	Do you rent or ov	wn your home?			-	s your race? (Mark one or more races to e what race you consider yourself to be.			

### I

- O 0wn
- 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
- **3** \$2,000 to \$2,499
- **3** \$500 to \$999
- **O** \$2,500 to \$2,999 **3** \$3,000 to \$3,499
- **O** \$1,000 to \$1,499 **O** \$1,500 to \$1,999
- **3**,500 or more
- D8. Do any children 17 or under live in your household?
  - O No O Yes
- D9. Are you or any other members of your household aged 65 or older?
  - O No O Yes

- t
- .)
  - ☐ American Indian or Alaskan Native
  - ☐ Asian, Asian Indian or Pacific Islander
  - ☐ Black or African American
  - ☐ White
  - □ Other

### D13. In which category is your age?

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

### D14. What is your gender?

- **O** Female
- O Male
- O Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502