# THE NCS™
## The National Citizen Survey™

## Tracy, CA
Community Livability Report

FINAL
2016

**NRC**
National Research Center Inc

**ICMA**
*Leaders at the Core of Better Communities*

# Contents

# About

The National Citizen Survey™ (The NCS) report is about the "livability" of Tracy. 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 within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 1,433 residents of the City of Tracy. The margin of error around any reported percentage is 3% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

Residents

Community-based organizations

**Communities** are partnerships among…

Government

Private sector

# Quality of Life in Tracy

A majority of residents rated the quality of life in Tracy as excellent or good. This rating was lower than ratings in comparison communities (see Appendix B of the *Technical Appendices* provided under separate cover).

**Overall Quality of Life**

Excellent 10%
Good 53%
Poor 4%
Fair 33%
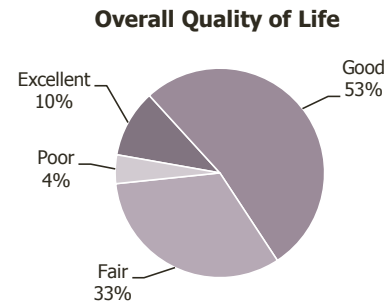
Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.
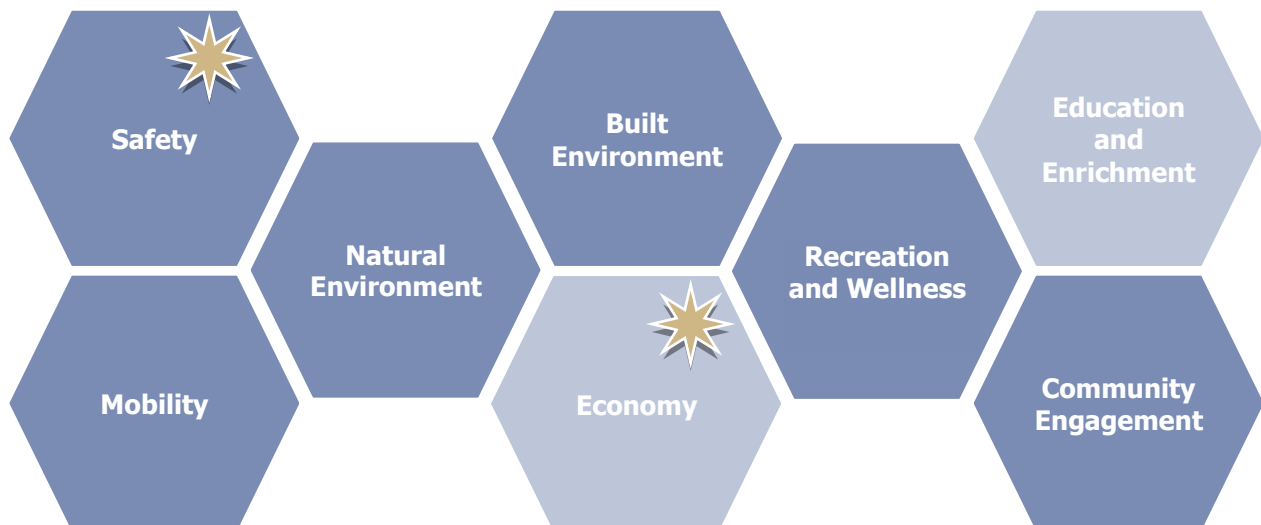
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Tracy community in the coming two years. Ratings for Safety, Mobility, Natural Environment, Built Environment, Recreation and Wellness and Community Engagement were positive and similar to other communities. Ratings for Economy and Education and Enrichment tended to be lower than the national benchmark. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Tracy's unique questions.

Legend
- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important

Safety
Natural Environment
Built Environment
Recreation and Wellness
Education and Enrichment
Mobility
Economy
Community Engagement

# Community Characteristics

*What makes a community livable, attractive and a place where people want to be?*

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Tracy, 77% rated the City as an excellent or good place to live. Respondents' ratings of Tracy as a place to live were similar to ratings in other communities across the nation.

In addition to rating the City as a place to live, respondents rated several aspects of community quality including Tracy as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Tracy and its overall appearance. About three-quarters of respondents positively rated their neighborhood as a place to live and Tracy as a place to raise children, which were similar to the national comparison. Around half of residents gave excellent or good ratings to Tracy as a place to retire and to the overall image and appearance of the City.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Around 9 in 10 residents felt safe in their neighborhoods and about 8 in 10 felt safe in Tracy's downtown/commercial area. More than half of residents gave high marks to the overall ease of travel in Tracy, ease of walking, ease of travel by car and traffic flow. Ratings within the facet of Economy ranged from 16% excellent or good for employment opportunities to 43% for the overall economic health of the City. Several measures of Recreation and Wellness tended to be rated similarly to comparison communities, with about half of respondents giving excellent or good ratings to the availability of preventive health services, affordable quality health care and affordable quality food. About 6 in 10 survey participants positively rated the openness and acceptance of the community toward people of diverse backgrounds and around half favorably rated the neighborliness of residents in Tracy.
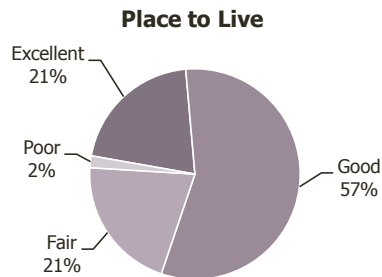
Since the last survey iteration in 2014, more residents reported they felt safe in their neighborhoods and in Tracy overall.



**Place to Live**

Excellent 21%
Poor 2%
Fair 21%
Good 57%

*Percent rating positively (e.g., excellent/good)*

Comparison to national benchmark
■ Higher ■ Similar ■ Lower



| Overall image | Neighborhood | Place to raise children | Place to retire | Overall appearance |
|---|---|---|---|---|
| 50% | 79% | 77% | 47% | 54% |
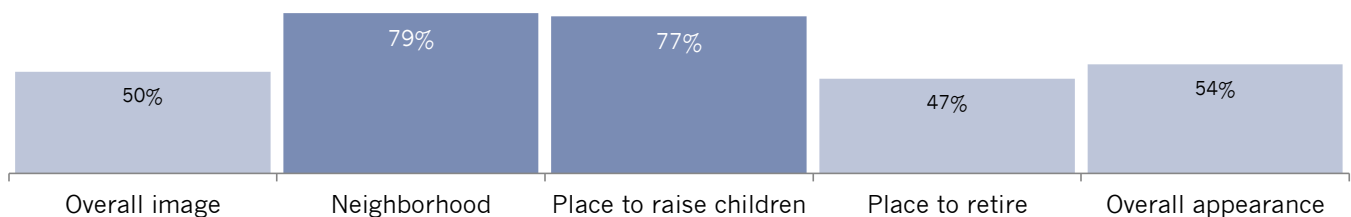
## Figure 1: Aspects of Community Characteristics

*Percent rating positively (e.g., excellent/good, very/somewhat safe)*

Comparison to national benchmark

■ Higher
■ Similar
■ Lower

**SAFETY**
- Overall feeling of safety — 72%
- Safe in neighborhood — 90%
- Safe downtown/commercial area — 83%

**MOBILITY**
- Overall ease of travel — 67%
- Paths and walking trails — 41%
- Ease of walking — 59%
- Travel by bicycle — 41%
- Travel by public transportation — 31%
- Travel by car — 64%
- Traffic flow — 51%

**NATURAL ENVIRONMENT**
- Overall natural environment — 52%
- Cleanliness — 57%
- Air quality — 50%

**BUILT ENVIRONMENT**
- Overall built environment — 43%
- New development in Tracy — 41%
- Affordable quality housing — 34%
- Housing options — 42%
- Public places — 34%

**ECONOMY**
- Overall economic health — 43%
- Vibrant downtown/commercial area — 26%
- Business and services — 43%
- Cost of living — 40%
- Shopping opportunities — 29%
- Employment opportunities — 16%
- Place to visit — 22%
- Place to work — 29%

**RECREATION AND WELLNESS**
- Health and wellness — 44%
- Preventive health services — 51%
- Health care — 52%
- Food — 53%
- Recreational opportunities — 33%
- Fitness opportunities — 45%

**EDUCATION AND ENRICHMENT**
- Education and enrichment opportunities — 39%
- Cultural/arts/music activities — 39%
- Adult education — 37%

**COMMUNITY ENGAGEMENT**
- Social events and activities — 40%
- Neighborliness — 52%
- Openness and acceptance — 64%
- Opportunities to participate in community matters — 46%
- Opportunities to volunteer — 51%

# Governance

*How well does the government of Tracy meet the needs and expectations of its residents?*

The overall quality of the services provided by Tracy as well as the manner in which these services are provided are a key component of how residents rate their quality of life. About 6 in 10 residents gave excellent or good ratings to the overall quality of services provided by the City of Tracy, which was similar to communities elsewhere. In comparison, 33% gave excellent or good ratings to the services provided by the Federal Government; this rating had decreased since the 2014 survey.

Survey respondents also rated various aspects of Tracy's leadership and governance. Most ratings for Tracy's government performance were similar to other communities across the nation. About 6 in 10 residents were pleased with the customer service provided by Tracy employees. About 4 in 10 residents or more gave positive ratings to the value of services for taxes paid, the overall direction the City was taking, confidence in City government, the government acting in the best interest of Tracy, being honest and treating all residents fairly.

Respondents evaluated over 30 individual services and amenities available in Tracy. The highest rated services within the facet of Safety were police (75% excellent or good), fire services (91%) and ambulance/EMS services (82%). The aforementioned services were all similar to the national benchmark. Garbage collection, recycling and yard waste pick-up were rated positively by about 8 in 10 respondents and were similar to comparison communities. The lowest rated services were code enforcement, land use, planning and zoning and economic development. Overall, ratings tended to be similar to or lower than those seen in communities across the nation.

Compared to the 2014 survey, ratings decreased for the job the government does at welcoming citizen involvement, bus or transit services and street repair. Ratings increased for crime prevention, emergency preparedness, animal control, street lighting, garbage collection, sewer services, recreation programs, City-sponsored special events and the government treating all residents fairly.

**Overall Quality of City Services**



- Excellent 13%
- Good 50%
- Poor 6%
- Fair 31%

*Percent rating positively (e.g., excellent/good)*

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



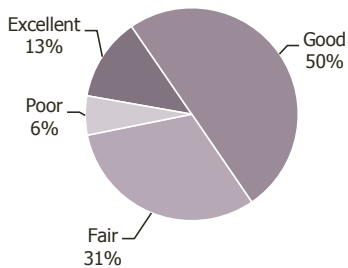| Value of services for taxes paid | Overall direction | Welcoming citizen involvement | Confidence in City government | Acting in the best interest of Tracy | Being honest | Treating all residents fairly | Customer service | Services provided by the Federal Government |
|---|---|---|---|---|---|---|---|---|
| 41% | 43% | 37% | 41% | 46% | 48% | 51% | 64% | 33% |
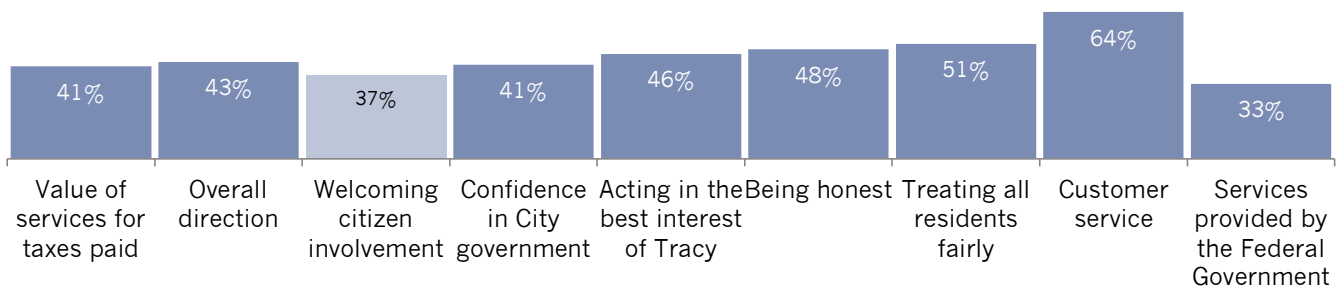
## Figure 2: Aspects of Governance

*Percent rating positively
(e.g., excellent/good)*

Comparison to national
benchmark

- ■ Higher
- ■ Similar
- ■ Lower

| Aspect | Percent |
|--------|---------|
| **SAFETY** | |
| Police | 75% |
| Fire | 91% |
| Ambulance/EMS | 82% |
| Crime prevention | 60% |
| Fire prevention | 72% |
| Animal control | 55% |
| Emergency preparedness | 41% |
| **MOBILITY** | |
| Traffic enforcement | 56% |
| Street repair | 34% |
| Street cleaning | 62% |
| Street lighting | 60% |
| Sidewalk maintenance | 49% |
| Traffic signal timing | 54% |
| Bus or transit services | 46% |
| **NATURAL ENVIRONMENT** | |
| Garbage collection | 85% |
| Recycling | 80% |
| Yard waste pick-up | 81% |
| Drinking water | 46% |
| Natural areas preservation | 40% |
| Open space | 40% |
| **BUILT ENVIRONMENT** | |
| Storm drainage | 71% |
| Sewer services | 74% |
| Power utility | 73% |
| Utility billing | 64% |
| Land use, planning and zoning | 33% |
| Code enforcement | 31% |
| Cable television | 54% |
| **ECONOMY** | |
| Economic development | 34% |
| **RECREATION AND WELLNESS** | |
| City parks | 61% |
| Recreation programs | 57% |
| Recreation centers | 51% |
| **EDUCATION AND ENRICHMENT** | |
| Public libraries | 64% |
| Special events | 54% |
| **COMMUNITY ENGAGEMENT** | |
| Public information | 51% |

# Participation

*Are the residents of Tracy connected to the community and each other?*

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. The sense of community in Tracy was rated as excellent or good by a majority of residents. About three-quarters of residents reported that they were likely to remain in Tracy for the next five years and would recommend living in the City to someone who asked.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Rates of Participation were mixed, but were generally strong and similar to comparison communities. In the facet of Safety, about 8 in 10 survey participants reported they had not been the victim of a crime. About half of residents indicated that they had carpooled instead of driving alone or walked or biked instead of driving in the past 12 months. Nearly all residents had conserved water or recycled at home, and these levels were higher than the national benchmark. Within the facet of Built Environment, about 6 in 10 residents reported that they were not under housing cost stress. Almost all respondents had purchased goods or services in Tracy in the previous 12 months, and about 4 in 10 indicated that they felt the economy would have a positive impact on their income in the next six months, a higher rate than reported elsewhere. Around 8 in 10 residents had visited a City park, eaten 5 portions of fruits and vegetables a day, participated in moderate or vigorous physical activity and were in very good to excellent health. Levels of participation in the facet of Community Engagement were strong; at least 8 in 10 respondents reported that they had talked or visited with a neighbor, done a favor for a neighbor, read or watched local news and voted in local elections. About 4 in 10 respondents had volunteered, while about one-quarter reported they campaigned for an issue, cause or candidate, participated in a club, and watched or attended a local public meeting.

**Sense of Community**

Excellent 13%

Good 41%

Poor 13%

Fair 34%

In comparison to rates in 2014, more residents in 2016 indicated that they were not under housing cost stress, worked in Tracy, and had attended a City-sponsored event. Within Community Engagement, more residents reported that they had voted in local elections, attended a local public meeting, volunteered, participated in a club, campaigned for an issue, cause or candidate and contacted Tracy elected officials.
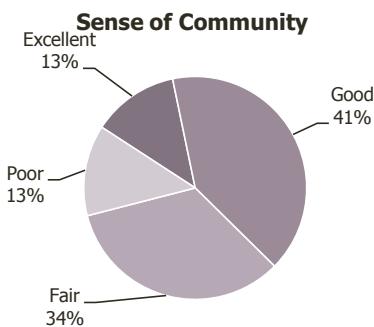
*Percent rating positively (e.g., very/somewhat likely, yes)*

Comparison to national benchmark

■ Higher   ■ Similar   ■ Lower

| Recommend Tracy | Remain in Tracy | Contacted Tracy employees |
|---|---|---|
| 76% | 77% | 51% |

7
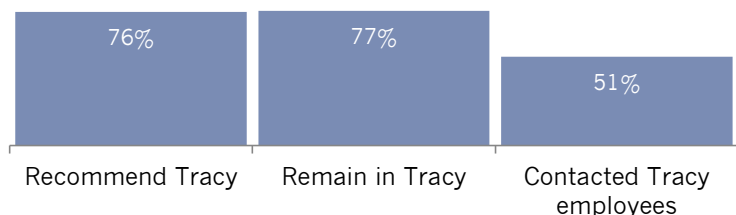
## Figure 3: Aspects of Participation

*Percent rating positively (e.g., yes, more than once a month, always/sometimes)*

Comparison to national benchmark
- ■ Higher
- ■ Similar
- ■ Lower

**SAFETY**
- Stocked supplies for an emergency — 37%
- Did NOT report a crime — 65%
- Was NOT the victim of a crime — 81%

**MOBILITY**
- Used public transportation instead of driving — 15%
- Carpooled instead of driving alone — 48%
- Walked or biked instead of driving — 53%

**NATURAL ENVIRONMENT**
- Conserved water — 98%
- Made home more energy efficient — 84%
- Recycled at home — 96%

**BUILT ENVIRONMENT**
- Did NOT observe a code violation — 36%
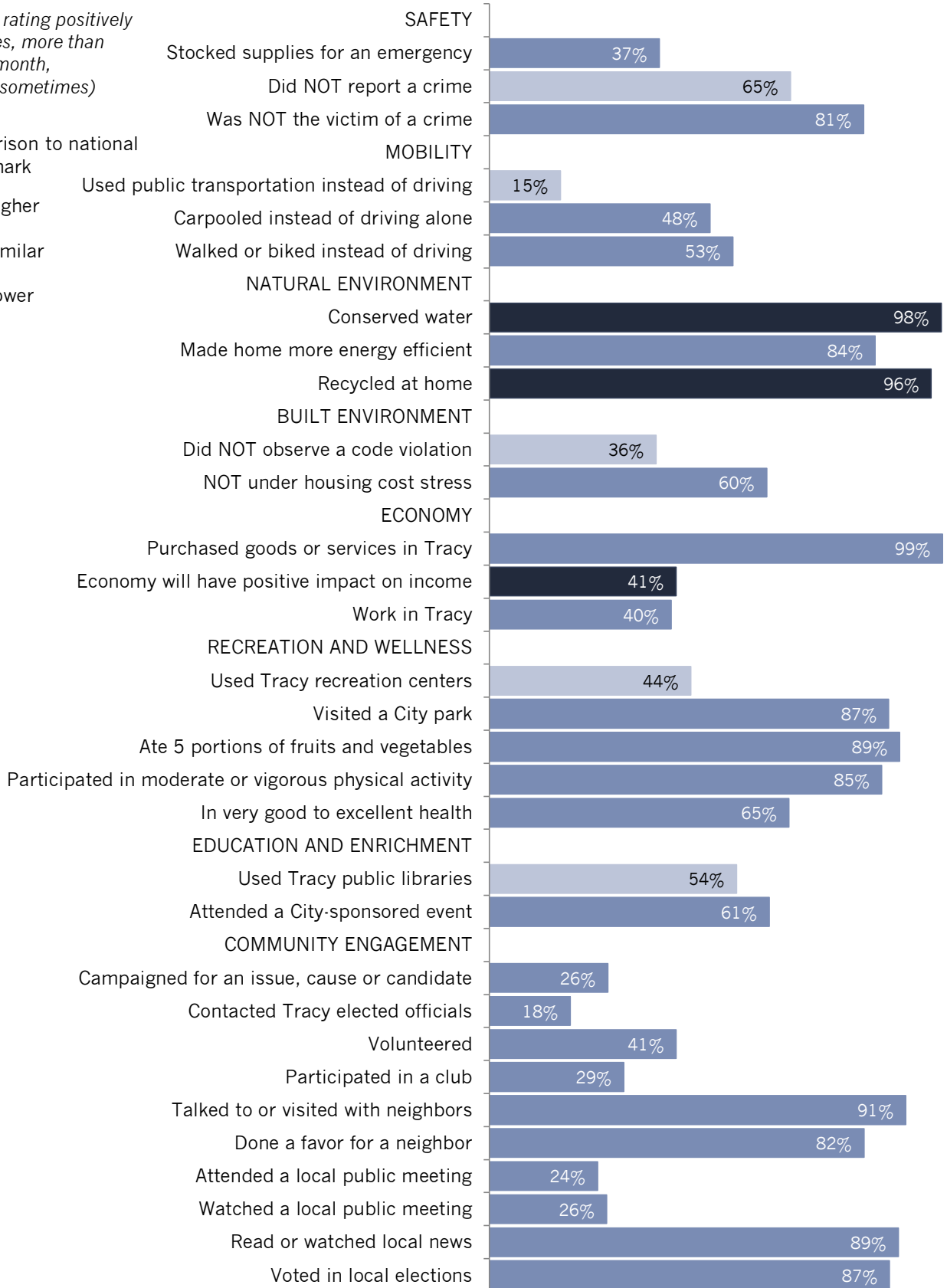- NOT under housing cost stress — 60%

**ECONOMY**
- Purchased goods or services in Tracy — 99%
- Economy will have positive impact on income — 41%
- Work in Tracy — 40%

**RECREATION AND WELLNESS**
- Used Tracy recreation centers — 44%
- Visited a City park — 87%
- Ate 5 portions of fruits and vegetables — 89%
- Participated in moderate or vigorous physical activity — 85%
- In very good to excellent health — 65%

**EDUCATION AND ENRICHMENT**
- Used Tracy public libraries — 54%
- Attended a City-sponsored event — 61%

**COMMUNITY ENGAGEMENT**
- Campaigned for an issue, cause or candidate — 26%
- Contacted Tracy elected officials — 18%
- Volunteered — 41%
- Participated in a club — 29%
- Talked to or visited with neighbors — 91%
- Done a favor for a neighbor — 82%
- Attended a local public meeting — 24%
- Watched a local public meeting — 26%
- Read or watched local news — 89%
- Voted in local elections — 87%

# Conclusions

### A majority of residents continue to experience a good quality of life in Tracy.

A majority of survey respondents felt positively about the overall quality of life in Tracy (63% excellent or good) and the City as a place to live (77%). They also valued Tracy as a place to raise children, with three-quarters of residents giving a positive rating to this aspect of the community. Not only did participants appreciate living in Tracy, but about 4 in 5 positively rated their neighborhoods as places to live. Notably, more than 7 in 10 respondents reported that they planned to remain in Tracy for the next five years, and a similar proportion would recommend the city to others. All of these aforementioned measures of community livability have remained stable since the 2014 survey iteration.

### Safety continues to be a priority for Tracy residents.

As in the 2014 survey, residents identified Safety as a priority for the Tracy community in the coming two years. Around 7 in 10 residents rated the overall feeling of safety in the community as excellent or good, which was similar to comparison communities. At least 8 in 10 respondents reported feeling safe in their neighborhoods and in Tracy's downtown/commercial area during the day (ratings that increased since 2014). About three-quarters or more residents were pleased with police, fire and ambulance/EMS services. About 8 in 10 residents reported that they had not been the victim of a crime and close to two-thirds had not reported a crime in the 12 months prior to the survey.

### Economy is a main focus area for the community.

Tracy's Economy was also identified as a key focus area for the community in the next two years. The ratings for overall economic health were lower than the national comparison, with about 2 in 5 residents awarding a positive rating to this aspect. However, the overall cost of living was similar to ratings in other communities. More residents reported that they were optimistic that the economy would have a positive impact on their income in the coming six months. Almost all survey participants reported that they had purchased goods or services in Tracy, and about 4 in 10 residents reported that they worked in Tracy. However, several measures of Economy were be rated lower than other communities across the nation, including the vibrancy of the downtown/commercial area, shopping opportunities, employment opportunities and Tracy as a place to visit and a place to work; these items were evaluated as excellent or good by less than one-third of residents. Since the last survey in 2014, Tracy as a place to visit and as a place to work received lower ratings from respondents. However, in 2016 more residents reported working in Tracy compared to 2014.

# THE NCS™
## The National Citizen Survey™

## Tracy, CA
Dashboard Summary of Findings

FINAL
2016

**NRC**
National Research Center Inc

**ICMA**
*Leaders at the Core of Better Communities*

# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Tracy's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Tracy's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Within Community Characteristics, Safety, Mobility, Built Environment and Recreation and Wellness aspects of community livability had ratings that were similar to comparison communities, while all other facets had ratings that were lower than the national benchmark. Most ratings within Governance were similar to other communities. Residents indicated higher rates of participation in the facet of Natural Environment than reported elsewhere. This information can be helpful in identifying the areas that merit more attention.

## Table 1: Dashboard Summary

|  | Community Characteristics | | | Governance | | | Participation | | |
|---|---|---|---|---|---|---|---|---|---|
|  | Higher | Similar | Lower | Higher | Similar | Lower | Higher | Similar | Lower |
| Overall | 0 | 21 | 26 | 0 | 31 | 13 | 3 | 27 | 5 |
| General | 0 | 3 | 4 | 0 | 3 | 0 | 0 | 3 | 0 |
| Safety | 0 | 3 | 0 | 0 | 6 | 1 | 0 | 2 | 1 |
| Mobility | 0 | 6 | 1 | 0 | 7 | 0 | 0 | 2 | 1 |
| Natural Environment | 0 | 0 | 3 | 0 | 3 | 3 | 2 | 1 | 0 |
| Built Environment | 0 | 3 | 2 | 0 | 5 | 2 | 0 | 1 | 1 |
| Economy | 0 | 1 | 7 | 0 | 0 | 1 | 1 | 2 | 0 |
| Recreation and Wellness | 0 | 3 | 3 | 0 | 0 | 3 | 0 | 4 | 1 |
| Education and Enrichment | 0 | 0 | 3 | 0 | 1 | 1 | 0 | 1 | 1 |
| Community Engagement | 0 | 2 | 3 | 0 | 6 | 2 | 0 | 11 | 0 |

| Legend | |
|---|---|
|  | Higher |
|  | Similar |
|  | Lower |

## Figure 1: Detailed Dashboard

| | Community Characteristics | Trend | Benchmark | Percent positive | Governance | Trend | Benchmark | Percent positive | Participation | Trend | Benchmark | Percent positive |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| General | Overall appearance | ↔ | ↓ | 54% | Customer service | ↔ | ↔ | 64% | Recommend Tracy | ↔ | ↔ | 76% |
| | Overall quality of life | ↔ | ↓ | 63% | Services provided by Tracy | ↔ | ↔ | 63% | Remain in Tracy | ↓ | ↔ | 77% |
| | Place to retire | ↓ | ↓ | 47% | Services provided by the Federal Government | ↓ | ↔ | 33% | Contacted Tracy employees | ↔ | ↔ | 51% |
| | Place to raise children | ↔ | ↔ | 77% | | | | | | | | |
| | Place to live | ↔ | ↔ | 77% | | | | | | | | |
| | Neighborhood | ↔ | ↔ | 79% | | | | | | | | |
| | Overall image | ↔ | ↓ | 50% | | | | | | | | |
| Safety | Overall feeling of safety | ↑ | ↔ | 72% | Police | ↔ | ↔ | 75% | Was NOT the victim of a crime | ↔ | ↔ | 81% |
| | Safe in neighborhood | ↑ | ↔ | 90% | Crime prevention | ↑ | ↔ | 60% | Did NOT report a crime | ↓ | ↓ | 65% |
| | Safe downtown/commercial area | ↔ | ↔ | 83% | Fire | ↔ | ↔ | 91% | Stocked supplies for an emergency | ↔ | ↔ | 37% |
| | | | | | Fire prevention | ↔ | ↔ | 72% | | | | |
| | | | | | Ambulance/EMS | ↔ | ↔ | 82% | | | | |
| | | | | | Emergency preparedness | ↑ | ↓ | 41% | | | | |
| | | | | | Animal control | ↑ | ↔ | 55% | | | | |
| Mobility | Traffic flow | ↓ | ↔ | 51% | Traffic enforcement | ↔ | ↔ | 56% | Carpooled instead of driving alone | ↔ | ↔ | 48% |
| | Travel by car | ↓ | ↔ | 64% | Street repair | ↓ | ↔ | 34% | Walked or biked instead of driving | ↔ | ↔ | 53% |
| | Travel by bicycle | ↓ | ↔ | 41% | Street cleaning | ↔ | ↔ | 62% | Used public transportation instead of driving | ↔ | ↓ | 15% |
| | Ease of walking | ↓ | ↔ | 59% | Street lighting | ↑ | ↔ | 60% | | | | |
| | Travel by public transportation | ↓ | ↔ | 31% | Sidewalk maintenance | ↔ | ↔ | 49% | | | | |
| | Overall ease travel | ↔ | ↔ | 67% | Traffic signal timing | ↔ | ↔ | 54% | | | | |
| | Paths and walking trails | ↓ | ↓ | 41% | Bus or transit services | ↓ | ↔ | 46% | | | | |
| Natural Environment | Overall natural environment | ↔ | ↓ | 52% | Garbage collection | ↑ | ↔ | 85% | Recycled at home | ↔ | ↑ | 96% |
| | Air quality | ↔ | ↓ | 50% | Recycling | ↔ | ↔ | 80% | Conserved water | ↔ | ↑ | 98% |
| | Cleanliness | ↔ | ↓ | 57% | Yard waste pick-up | ↔ | ↔ | 81% | Made home more energy efficient | ↔ | ↔ | 84% |
| | | | | | Drinking water | ↔ | ↓ | 46% | | | | |
| | | | | | Open space | ↔ | ↓ | 40% | | | | |
| | | | | | Natural areas preservation | ↔ | ↓ | 40% | | | | |
| Built Environment | New development in Tracy | ↔ | ↔ | 41% | Sewer services | ↑ | ↔ | 74% | NOT experiencing housing cost stress | ↑ | ↔ | 60% |
| | Affordable quality housing | ↔ | ↔ | 34% | Storm drainage | ↔ | ↔ | 71% | Did NOT observe a code violation | ↓ | ↓ | 36% |
| | Housing options | ↔ | ↔ | 42% | Power utility | ↔ | ↔ | 73% | | | | |
| | Overall built environment | ↓ | ↓ | 43% | Utility billing | ↔ | ↔ | 64% | | | | |
| | Public places | ↓ | ↓↓ | 34% | Land use, planning and zoning | ↔ | ↓ | 33% | | | | |
| | | | | | Code enforcement | ↔ | ↓ | 31% | | | | |
| | | | | | Cable television | ↔ | ↔ | 54% | | | | |

**Legend**

↑↑ Much higher     ↑ Higher     ↔ Similar     ↓ Lower     ↓↓ Much lower     * Not available

# The National Citizen Survey™

| | Community Characteristics | Trend | Benchmark | Percent positive | Governance | Trend | Benchmark | Percent positive | Participation | Trend | Benchmark | Percent positive |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Economy** | Overall economic health | ↔ | ↓ | 43% | Economic development | ↔ | ↓ | 34% | Economy will have positive impact on income | ↔ | ↑ | 41% |
| | Shopping opportunities | ↔ | ↓ | 29% | | | | | Purchased goods or services in Tracy | ↔ | ↔ | 99% |
| | Employment opportunities | ↔ | ↓ | 16% | | | | | Work in Tracy | ↑ | ↔ | 40% |
| | Place to visit | ↓ | ↓↓ | 22% | | | | | | | | |
| | Cost of living | ↔ | ↔ | 40% | | | | | | | | |
| | Vibrant downtown/commercial area | ↔ | ↓ | 26% | | | | | | | | |
| | Place to work | ↓ | ↓↓ | 29% | | | | | | | | |
| | Business and services | ↔ | ↓ | 43% | | | | | | | | |
| **Recreation and Wellness** | Fitness opportunities | ↔ | ↓ | 45% | City parks | ↔ | ↓ | 61% | In very good to excellent health | ↔ | ↔ | 65% |
| | Recreational opportunities | ↔ | ↓↓ | 33% | Recreation centers | ↔ | ↓ | 51% | Used Tracy recreation centers | ↔ | ↓ | 44% |
| | Health care | ↔ | ↔ | 52% | Recreation programs | ↑ | ↓ | 57% | Visited a City park | ↔ | ↔ | 87% |
| | Food | ↔ | ↔ | 53% | | | | | Ate 5 portions of fruits and vegetables | ↔ | ↔ | 89% |
| | Health and wellness | ↓ | ↓ | 44% | | | | | Participated in moderate or vigorous physical activity | ↔ | ↔ | 85% |
| | Preventive health services | ↔ | ↔ | 51% | | | | | | | | |
| **Education and Enrichment** | Cultural/arts/music activities | ↔ | ↓ | 39% | Public libraries | ↔ | ↓ | 64% | Used Tracy public libraries | ↔ | ↓ | 54% |
| | Adult education | ↔ | ↓ | 37% | Special events | ↑ | ↔ | 54% | Attended a City-sponsored event | ↑ | ↔ | 61% |
| | Overall education and enrichment | ↔ | ↓↓ | 39% | | | | | | | | |
| **Community Engagement** | Opportunities to participate in community matters | ↔ | ↓ | 46% | Public information | ↔ | ↓ | 51% | Sense of community | ↔ | ↔ | 53% |
| | Opportunities to volunteer | ↔ | ↓ | 51% | Overall direction | ↔ | ↔ | 43% | Voted in local elections | ↑ | ↔ | 87% |
| | Openness and acceptance | ↔ | ↔ | 64% | Value of services for taxes paid | ↔ | ↔ | 41% | Talked to or visited with neighbors | ↔ | ↔ | 91% |
| | Social events and activities | ↔ | ↓ | 40% | Welcoming citizen involvement | ↓ | ↓ | 37% | Attended a local public meeting | ↑ | ↔ | 24% |
| | Neighborliness | ↔ | ↔ | 52% | Confidence in City government | ↔ | ↔ | 41% | Watched a local public meeting | ↔ | ↔ | 26% |
| | | | | | Acting in the best interest of Tracy | ↔ | ↔ | 46% | Volunteered | ↑ | ↔ | 41% |
| | | | | | Being honest | ↔ | ↔ | 48% | Participated in a club | ↑ | ↔ | 29% |
| | | | | | Treating all residents fairly | ↑ | ↔ | 51% | Campaigned for an issue, cause or candidate | ↑ | ↔ | 26% |
| | | | | | | | | | Contacted Tracy elected officials | ↑ | ↔ | 18% |
| | | | | | | | | | Read or watched local news | ↔ | ↔ | 89% |
| | | | | | | | | | Done a favor for a neighbor | ↔ | ↔ | 82% |

**Legend**

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

# THE NCS™

## The National Citizen Survey™

## Tracy, CA

Comparisons by Demographic Subgroups

FINAL
2016

**NRC**
National Research Center Inc

**ICMA**
*Leaders at the Core of Better Communities*

# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by whether or not they worked in Tracy, length of residency in Tracy (10 years or less or 11 years or more), race and age.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good," or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are "real." Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,433 completed surveys). For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- Within the pillar of Community Characteristics, respondents aged 35-54 gave lower ratings than their younger and older counterparts to the overall quality of life in Tracy and to Tracy as a place to retire. Where statistically significant differences occurred, residents who had been living in Tracy for 10 years or less at the time of the survey tended to give higher marks than their counterparts to aspects of Mobility, including traffic flow on major streets and east of travel by car. Residents who reported working in Tracy gave higher ratings than their counterparts to the overall economic health of Tracy, Tracy as a place to work and employment opportunities; however, they gave lower ratings than residents who worked outside the city to the cost of living in Tracy. Where differences occurred, not white residents tended to give higher ratings than their counterparts to aspects in the facet of Education and Enrichment, but gave lower ratings than white respondents in the facet of Community Engagement.
- Respondents who were 18-34 years old tended to give higher ratings than their older counterparts to aspects of general Governance, including the overall direction Tracy is taking, overall confidence in the Tracy government and being honest. Not white residents gave lower ratings to aspects of Safety, including Police/Sheriff and fire services, than white respondents. Where differences occurred, aspects of Mobility, Natural Environment and Built Environment tended to be rated higher by respondents who had lived in Tracy for 10 years or less. Residents who did not work in Tracy gave lower ratings that their counterparts to economic development.
- Within the pillar of Participation, respondents aged 18-34 reported higher rates of carpooling instead of driving alone and using bus, rail, subway or other public transportation instead of driving. Survey participants who worked in Tracy were more likely than their counterparts to think that the economy would have a positive impact on their income in the coming six months. Residents aged 55 or older were less likely than their younger counterparts to have used Tracy public libraries or their services. Where statistically significant differences occurred, residents who worked in Tracy and had lived in the City for 11 years or more reported higher levels of participation in the facet of Community Engagement than their respective counterparts.

## Table 1: Community Characteristics - General

| Percent rating positively (e.g., excellent/good) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| The overall quality of life in Tracy | 64% | 62% | 64% | 62% | 62% | 64% | 67% | 59% | 67% | 63% |
| Overall image or reputation of Tracy | 48% | 52% | 47% | 51% | 48% | 53% | 53% | 47% | 53% | 50% |
| Tracy as a place to live | 77% | 79% | 77% | 78% | 77% | 78% | 77% | 77% | 80% | 77% |
| Your neighborhood as a place to live | 78% | 79% | 79% | 78% | 78% | 79% | 79% | 77% | 79% | 79% |
| Tracy as a place to raise children | 75% | 81% | 76% | 78% | 76% | 80% | 77% | 75% | 82% | 77% |
| Tracy as a place to retire | 48% | 45% | 56% | 41% | 41% | 54% | 52% | 43% | 50% | 47% |
| Overall appearance of Tracy | 54% | 52% | 56% | 51% | 51% | 55% | 56% | 52% | 50% | 54% |

## Table 2: Community Characteristics - Safety

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Overall feeling of safety in Tracy | 73% | 71% | 74% | 71% | 71% | 75% | 77% | 69% | 73% | 72% |
| In your neighborhood during the day | 90% | 89% | 89% | 90% | 91% | 87% | 94% | 88% | 88% | 90% |
| In Tracy's downtown/commercial area during the day | 83% | 83% | 83% | 83% | 83% | 83% | 86% | 81% | 85% | 83% |

## Table 3: Community Characteristics - Mobility

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Overall ease of getting to the places you usually have to visit | 66% | 67% | 68% | 65% | 69% | 63% | 71% | 64% | 64% | 67% |
| Traffic flow on major streets | 52% | 46% | 54% | 48% | 51% | 49% | 59% | 46% | 47% | 51% |
| Ease of travel by car in Tracy | 65% | 62% | 69% | 60% | 62% | 66% | 78% | 59% | 56% | 64% |
| Ease of travel by public transportation in Tracy | 29% | 33% | 30% | 32% | 26% | 36% | 35% | 29% | 28% | 31% |
| Ease of travel by bicycle in Tracy | 40% | 38% | 45% | 36% | 36% | 44% | 49% | 37% | 35% | 41% |
| Ease of walking in Tracy | 60% | 55% | 59% | 58% | 58% | 60% | 64% | 54% | 61% | 59% |
| Availability of paths and walking trails | 41% | 40% | 45% | 38% | 36% | 47% | 49% | 35% | 41% | 41% |

## Table 4: Community Characteristics - Natural Environment

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Quality of overall natural environment in Tracy | 51% | 53% | 50% | 54% | 48% | 57% | 54% | 49% | 55% | 52% |
| Air quality | 52% | 48% | 49% | 51% | 48% | 53% | 51% | 49% | 50% | 50% |
| Cleanliness of Tracy | 59% | 54% | 61% | 54% | 57% | 57% | 65% | 55% | 52% | 57% |

## Table 5: Community Characteristics - Built Environment

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Overall ""built environment"" of Tracy (including overall design, buildings, parks and transportation systems) | 43% | 39% | 46% | 39% | 41% | 42% | 47% | 37% | 45% | 43% |
| Public places where people want to spend time | 33% | 34% | 36% | 32% | 28% | 41% | 34% | 30% | 39% | 34% |
| Variety of housing options | 44% | 36% | 45% | 38% | 39% | 42% | 38% | 43% | 39% | 42% |
| Availability of affordable quality housing | 36% | 27% | 45% | 25% | 30% | 36% | 31% | 35% | 31% | 34% |
| Overall quality of new development in Tracy | 39% | 45% | 45% | 40% | 43% | 40% | 49% | 37% | 42% | 41% |

## Table 6: Community Characteristics - Economy

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Overall economic health of Tracy | 39% | 47% | 40% | 44% | 42% | 44% | 46% | 39% | 45% | 43% |
| Tracy as a place to work | 19% | 41% | 26% | 30% | 26% | 31% | 28% | 24% | 38% | 29% |
| Tracy as a place to visit | 21% | 22% | 18% | 23% | 17% | 27% | 17% | 19% | 32% | 22% |
| Employment opportunities | 11% | 22% | 17% | 16% | 12% | 22% | 19% | 13% | 19% | 16% |
| Shopping opportunities | 31% | 26% | 31% | 28% | 28% | 31% | 33% | 24% | 36% | 29% |
| Cost of living in Tracy | 42% | 34% | 46% | 35% | 37% | 41% | 37% | 42% | 36% | 40% |
| Overall quality of business and service establishments in Tracy | 42% | 44% | 41% | 44% | 44% | 43% | 47% | 40% | 45% | 43% |
| Vibrant downtown/commercial area | 25% | 28% | 26% | 26% | 26% | 26% | 31% | 25% | 23% | 26% |

## Table 7: Community Characteristics - Recreation and Wellness

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Health and wellness opportunities in Tracy | 43% | 44% | 42% | 45% | 44% | 43% | 44% | 39% | 53% | 44% |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 45% | 46% | 45% | 46% | 43% | 49% | 45% | 43% | 51% | 45% |
| Recreational opportunities | 34% | 31% | 33% | 32% | 29% | 38% | 37% | 28% | 36% | 33% |
| Availability of affordable quality food | 52% | 51% | 52% | 52% | 50% | 55% | 54% | 47% | 59% | 53% |
| Availability of affordable quality health care | 52% | 51% | 48% | 53% | 51% | 52% | 52% | 50% | 53% | 52% |
| Availability of preventive health services | 50% | 50% | 47% | 52% | 50% | 51% | 54% | 47% | 53% | 51% |

## Table 8: Community Characteristics - Education and Enrichment

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Overall opportunities for education and enrichment | 39% | 38% | 41% | 37% | 35% | 41% | 36% | 37% | 43% | 39% |
| Adult educational opportunities | 35% | 39% | 35% | 38% | 31% | 44% | 39% | 34% | 39% | 37% |
| Opportunities to attend cultural/arts/music activities | 38% | 41% | 35% | 42% | 38% | 41% | 41% | 37% | 41% | 39% |

## Table 9: Community Characteristics - Community Engagement

| Percent rating positively (e.g., excellent/good, very/somewhat safe) | Work in Tracy No | Work in Tracy Yes | Number of years in Tracy 10 years or less | Number of years in Tracy 11 years or more | Race White | Race Not white | Age 18-34 | Age 35-54 | Age 55+ | Overall |
|---|---|---|---|---|---|---|---|---|---|---|
| Opportunities to participate in social events and activities | 36% | 45% | 35% | 42% | 41% | 39% | 51% | 36% | 35% | 40% |
| Opportunities to volunteer | 47% | 58% | 38% | 59% | 55% | 47% | 50% | 49% | 59% | 51% |
| Opportunities to participate in community matters | 46% | 47% | 39% | 52% | 49% | 43% | 44% | 45% | 53% | 46% |
| Openness and acceptance of the community toward people of diverse backgrounds | 67% | 62% | 64% | 65% | 70% | 59% | 70% | 64% | 61% | 64% |
| Neighborliness of residents in Tracy | 53% | 51% | 54% | 51% | 56% | 47% | 55% | 52% | 49% | 52% |

## Table 10: Governance - General

| Percent rating positively (e.g., excellent/good) | Work in Tracy No | Work in Tracy Yes | Number of years in Tracy 10 years or less | Number of years in Tracy 11 years or more | Race White | Race Not white | Age 18-34 | Age 35-54 | Age 55+ | Overall |
|---|---|---|---|---|---|---|---|---|---|---|
| The City of Tracy | 63% | 62% | 64% | 62% | 64% | 62% | 67% | 59% | 63% | 63% |
| The value of services for the taxes paid to Tracy | 40% | 41% | 43% | 39% | 41% | 40% | 47% | 36% | 43% | 41% |
| The overall direction that Tracy is taking | 40% | 46% | 45% | 40% | 40% | 45% | 51% | 39% | 38% | 43% |
| The job Tracy government does at welcoming citizen involvement | 36% | 37% | 34% | 38% | 39% | 35% | 40% | 35% | 39% | 37% |
| Overall confidence in Tracy government | 39% | 44% | 42% | 40% | 40% | 43% | 50% | 37% | 40% | 41% |
| Generally acting in the best interest of the community | 45% | 46% | 48% | 44% | 45% | 47% | 57% | 41% | 43% | 46% |
| Being honest | 45% | 51% | 48% | 48% | 47% | 49% | 57% | 44% | 47% | 48% |
| Treating all residents fairly | 52% | 48% | 53% | 49% | 53% | 47% | 57% | 47% | 50% | 51% |
| Overall customer service by Tracy employees (police, receptionists, planners, etc.) | 64% | 64% | 65% | 63% | 70% | 57% | 68% | 63% | 63% | 64% |
| The Federal Government | 35% | 28% | 31% | 33% | 32% | 33% | 30% | 30% | 38% | 33% |

## Table 11: Governance - Safety

| Percent rating positively (e.g., excellent/good) | Work in Tracy No | Work in Tracy Yes | Number of years in Tracy 10 years or less | Number of years in Tracy 11 years or more | Race White | Race Not white | Age 18-34 | Age 35-54 | Age 55+ | Overall |
|---|---|---|---|---|---|---|---|---|---|---|
| Police/Sheriff services | 75% | 74% | 77% | 74% | 79% | 69% | 74% | 73% | 78% | 75% |
| Fire services | 93% | 88% | 92% | 90% | 96% | 85% | 94% | 88% | 94% | 91% |
| Ambulance or emergency medical services | 83% | 78% | 81% | 81% | 83% | 78% | 82% | 78% | 84% | 82% |
| Crime prevention | 61% | 58% | 60% | 60% | 63% | 55% | 62% | 53% | 70% | 60% |
| Fire prevention and education | 73% | 70% | 77% | 69% | 76% | 69% | 73% | 69% | 77% | 72% |
| Animal control | 54% | 56% | 54% | 55% | 59% | 50% | 62% | 52% | 51% | 55% |

| Percent rating positively (e.g., excellent/good) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 42% | 40% | 40% | 41% | 42% | 38% | 48% | 37% | 39% | 41% |

## Table 12: Governance - Mobility

| Percent rating positively (e.g., excellent/good) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Traffic enforcement | 58% | 51% | 56% | 55% | 56% | 55% | 64% | 50% | 57% | 56% |
| Street repair | 35% | 32% | 40% | 30% | 33% | 36% | 44% | 31% | 29% | 34% |
| Street cleaning | 64% | 59% | 66% | 59% | 64% | 59% | 70% | 57% | 63% | 62% |
| Street lighting | 62% | 56% | 62% | 59% | 61% | 60% | 70% | 54% | 60% | 60% |
| Sidewalk maintenance | 51% | 48% | 59% | 44% | 51% | 50% | 54% | 50% | 44% | 49% |
| Traffic signal timing | 57% | 52% | 65% | 48% | 54% | 57% | 66% | 52% | 48% | 54% |
| Bus or transit services | 44% | 45% | 46% | 44% | 44% | 45% | 44% | 45% | 46% | 46% |

## Table 13: Governance - Natural Environment

| Percent rating positively (e.g., excellent/good) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Garbage collection | 87% | 82% | 89% | 82% | 90% | 80% | 88% | 82% | 88% | 85% |
| Recycling | 80% | 77% | 84% | 76% | 83% | 76% | 87% | 75% | 80% | 80% |
| Yard waste pick-up | 82% | 79% | 86% | 78% | 87% | 74% | 85% | 78% | 82% | 81% |
| Drinking water | 49% | 43% | 51% | 44% | 47% | 46% | 48% | 43% | 53% | 46% |
| Preservation of natural areas such as open space, farmlands and greenbelts | 40% | 40% | 43% | 38% | 38% | 42% | 48% | 35% | 40% | 40% |
| Tracy open space | 41% | 39% | 41% | 39% | 37% | 45% | 49% | 36% | 38% | 40% |

## Table 14: Governance - Built Environment

| Percent rating positively (e.g., excellent/good) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Storm drainage | 71% | 71% | 79% | 66% | 76% | 65% | 75% | 69% | 71% | 71% |
| Sewer services | 74% | 73% | 77% | 72% | 80% | 67% | 73% | 74% | 76% | 74% |
| Power (electric and/or gas) utility | 72% | 73% | 76% | 71% | 78% | 67% | 75% | 68% | 79% | 73% |
| Utility billing | 65% | 61% | 67% | 61% | 67% | 59% | 66% | 59% | 68% | 64% |
| Land use, planning and zoning | 30% | 37% | 35% | 31% | 30% | 36% | 37% | 32% | 30% | 33% |
| Code enforcement (weeds, abandoned buildings, etc.) | 30% | 32% | 34% | 29% | 28% | 34% | 37% | 31% | 23% | 31% |
| Cable television | 54% | 55% | 51% | 56% | 57% | 51% | 60% | 55% | 46% | 54% |

## Table 15: Governance - Economy

| Percent rating positively (e.g., excellent/good) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
|---|---|---|---|---|---|---|---|---|---|---|
| Economic development | 30% | 39% | 35% | 33% | 33% | 36% | 41% | 30% | 33% | 34% |

## Table 16: Governance - Recreation and Wellness

| Percent rating positively (e.g., excellent/good) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
|---|---|---|---|---|---|---|---|---|---|---|
| City parks | 64% | 58% | 67% | 58% | 62% | 61% | 60% | 60% | 64% | 61% |
| Recreation programs or classes | 56% | 57% | 51% | 60% | 55% | 60% | 63% | 54% | 55% | 57% |
| Recreation centers or facilities | 53% | 48% | 51% | 51% | 48% | 56% | 55% | 47% | 54% | 51% |

## Table 17: Governance - Education and Enrichment

| Percent rating positively (e.g., excellent/good) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
|---|---|---|---|---|---|---|---|---|---|---|
| Public library services | 66% | 59% | 60% | 66% | 67% | 59% | 71% | 58% | 67% | 64% |
| City-sponsored special events | 53% | 54% | 54% | 53% | 53% | 55% | 62% | 48% | 55% | 54% |

## Table 18: Governance - Community Engagement

| Percent rating positively (e.g., excellent/good) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
|---|---|---|---|---|---|---|---|---|---|---|
| Public information services | 50% | 52% | 49% | 52% | 50% | 52% | 62% | 45% | 50% | 51% |

## Table 19: Participation General

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
|---|---|---|---|---|---|---|---|---|---|---|
| Sense of community | 52% | 56% | 56% | 52% | 55% | 52% | 58% | 52% | 51% | 53% |
| Recommend living in Tracy to someone who asks | 77% | 76% | 78% | 75% | 76% | 77% | 80% | 74% | 77% | 76% |
| Remain in Tracy for the next five years | 77% | 75% | 77% | 76% | 77% | 76% | 74% | 75% | 82% | 77% |
| Contacted the City of Tracy (in-person, phone, email or web) for help or information | 52% | 51% | 51% | 52% | 53% | 51% | 47% | 52% | 56% | 51% |

## Table 20: Participation - Safety

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Was NOT the victim of a crime | 83% | 78% | 83% | 80% | 83% | 78% | 80% | 80% | 85% | 81% |
| Did NOT report a crime | 64% | 66% | 64% | 65% | 64% | 66% | 69% | 62% | 65% | 65% |
| Stocked supplies in preparation for an emergency | 39% | 34% | 37% | 38% | 35% | 39% | 33% | 37% | 42% | 37% |

## Table 21: Participation - Mobility

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Walked or biked instead of driving | 56% | 51% | 54% | 54% | 53% | 56% | 53% | 56% | 52% | 53% |
| Carpooled with other adults or children instead of driving alone | 50% | 47% | 47% | 49% | 51% | 45% | 61% | 46% | 39% | 48% |
| Used bus, rail, subway or other public transportation instead of driving | 15% | 17% | 18% | 15% | 13% | 20% | 21% | 16% | 10% | 15% |

## Table 22: Participation - Natural Environment

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Recycle at home | 97% | 96% | 96% | 97% | 95% | 98% | 97% | 96% | 96% | 96% |
| Made efforts to make your home more energy efficient | 81% | 89% | 86% | 83% | 83% | 85% | 88% | 80% | 88% | 84% |
| Made efforts to conserve water | 98% | 99% | 98% | 99% | 98% | 99% | 98% | 99% | 98% | 98% |

## Table 23: Participation - Built Environment

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| NOT under housing cost stress | 62% | 58% | 56% | 63% | 65% | 54% | 59% | 63% | 57% | 60% |
| Did NOT observe a code violation | 38% | 34% | 44% | 31% | 34% | 38% | 40% | 35% | 31% | 36% |

## Table 24: Participation - Economy

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Purchase goods or services from a business located in Tracy | 99% | 98% | 98% | 99% | 99% | 98% | 100% | 97% | 99% | 99% |
| Economy will have positive impact on income | 38% | 45% | 39% | 42% | 41% | 41% | 41% | 43% | 37% | 41% |

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Work in Tracy | NA | NA | 34% | 43% | 37% | 42% | 41% | 39% | 38% | 40% |

### Table 25: Participation - Recreation and Wellness

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Used Tracy recreation centers or their services | 44% | 46% | 41% | 47% | 43% | 48% | 53% | 45% | 35% | 44% |
| Visited a neighborhood park or City park | 86% | 90% | 89% | 86% | 87% | 87% | 95% | 89% | 74% | 87% |
| Eat at least 5 portions of fruits and vegetables a day | 90% | 88% | 89% | 89% | 86% | 93% | 92% | 87% | 90% | 89% |
| Participate in moderate or vigorous physical activity | 87% | 83% | 84% | 86% | 83% | 89% | 86% | 85% | 85% | 85% |
| Reported being in "very good" or "excellent" health | 63% | 70% | 64% | 66% | 66% | 65% | 71% | 64% | 64% | 65% |

### Table 26: Participation - Education and Enrichment

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Used Tracy public libraries or their services | 54% | 54% | 57% | 52% | 55% | 52% | 55% | 58% | 43% | 54% |
| Attended a City-sponsored event | 57% | 65% | 58% | 61% | 64% | 56% | 62% | 62% | 54% | 61% |

### Table 27: Participation - Community Engagement

| Percent rating positively (e.g., always/sometimes, more than once a month, yes) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Campaigned or advocated for an issue, cause or candidate | 24% | 29% | 22% | 28% | 26% | 26% | 24% | 24% | 32% | 26% |
| Contacted Tracy elected officials (in-person, phone, email or web) to express your opinion | 15% | 22% | 16% | 20% | 20% | 16% | 13% | 18% | 24% | 18% |
| Volunteered your time to some group/activity in Tracy | 35% | 49% | 34% | 45% | 46% | 33% | 37% | 43% | 41% | 41% |
| Participated in a club | 25% | 35% | 24% | 33% | 29% | 30% | 27% | 28% | 34% | 29% |
| Talked to or visited with your immediate neighbors | 90% | 90% | 89% | 91% | 92% | 88% | 87% | 89% | 96% | 91% |
| Done a favor for a neighbor | 80% | 83% | 80% | 82% | 84% | 78% | 75% | 83% | 84% | 82% |
| Attended a local public meeting | 19% | 32% | 19% | 28% | 25% | 23% | 19% | 24% | 29% | 24% |
| Watched (online or on television) a local public meeting | 24% | 28% | 20% | 30% | 23% | 30% | 25% | 26% | 26% | 26% |
| Read or watch local news (via television, paper, computer, etc.) | 89% | 88% | 86% | 91% | 89% | 89% | 85% | 88% | 95% | 89% |
| Vote in local elections | 88% | 85% | 83% | 89% | 89% | 85% | 80% | 89% | 91% | 87% |

Table 28: Community Focus Areas

| Percent rating positively (e.g., essential/very important) | Work in Tracy | | Number of years in Tracy | | Race | | Age | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No | Yes | 10 years or less | 11 years or more | White | Not white | 18-34 | 35-54 | 55+ | Overall |
| Overall feeling of safety in Tracy | 95% | 92% | 93% | 95% | 95% | 94% | 90% | 96% | 96% | 94% |
| Overall ease of getting to the places you usually have to visit | 82% | 84% | 86% | 80% | 79% | 87% | 78% | 84% | 84% | 83% |
| Quality of overall natural environment in Tracy | 80% | 83% | 84% | 80% | 78% | 85% | 87% | 76% | 84% | 81% |
| Overall "built environment" of Tracy (including overall design, buildings, parks and transportation systems) | 79% | 82% | 79% | 81% | 78% | 83% | 76% | 82% | 81% | 80% |
| Health and wellness opportunities in Tracy | 79% | 84% | 80% | 82% | 79% | 84% | 81% | 79% | 86% | 81% |
| Overall opportunities for education and enrichment | 86% | 86% | 86% | 86% | 84% | 89% | 90% | 85% | 84% | 86% |
| Overall economic health of Tracy | 96% | 94% | 95% | 95% | 95% | 95% | 94% | 96% | 94% | 95% |
| Sense of community | 86% | 89% | 89% | 86% | 85% | 89% | 89% | 86% | 85% | 87% |

# THE NCS™
## The National Citizen Survey™

## Tracy, CA
Trends over Time

FINAL
2016

**NRC**
National Research Center Inc

**ICMA**
*Leaders at the Core of Better Communities*

# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2016 ratings for the City of Tracy to its previous survey results in 2014. Additional reports and technical appendices are available under separate cover.

Trend data for Tracy represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2014 and 2016 surveys, otherwise the comparison between 2014 and 2016 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Tracy for 2016 generally remained stable. Of the 126 items for which comparisons were available, 87 items were rated similarly in 2014 and 2016, 19 items showed a decrease in ratings and 20 showed an increase in ratings. Notable trends over time included the following:

- When compared to 2014, in 2016 respondents gave higher ratings to the overall feeling of safety in Tracy, and more residents indicated feeling safe in their neighborhood. Ratings for several other aspects of Community Characteristics declined from 2014 to 2016, including for traffic flow, ease of travel by bicycle, the overall quality of the built environment, Tracy as a place to work and the City as a place to retire, among other aspects.
- Within the pillar of Governance, ratings increased over time for several Safety-related services, including crime prevention, emergency preparedness and animal control. Ratings also improved for the job the City of Tracy does at treating all residents fairly, as well as several other aspects of Governance, including street lighting, garbage collection and City-sponsored special events, among others. From 2014 to 2016, ratings declined for street repair, bus or transit services and the job the City does at welcoming citizen involvement
- Levels of Participation increased from 2014 to 2016 for several aspects of Community Engagement: this year, more Tracy residents reported voting in local elections, attending a local public meeting, volunteering, participating in a club and contacting Tracy elected officials. Further, in 2016 more residents reported working in Tracy, attending a City-sponsored special event and more respondents were not under housing cost stress. However, rates of residents who planned to remain in Tracy for the coming five years, did not report a crime and did not observe a code violation declined over time.

## Table 1: Community Quality General

| | Percent rating positively (e.g., excellent/good) | | 2016 rating compared to 2014 | Comparison to benchmark | |
|---|---|---|---|---|---|
| | 2014 | 2016 | | 2014 | 2016 |
| Overall quality of life | 68% | 63% | Similar | Similar | Lower |
| Overall image | 50% | 50% | Similar | Lower | Lower |
| Place to live | 80% | 77% | Similar | Similar | Similar |
| Neighborhood | 77% | 79% | Similar | Similar | Similar |
| Place to raise children | 78% | 77% | Similar | Similar | Similar |
| Place to retire | 62% | 47% | Lower | Similar | Lower |
| Overall appearance | 54% | 54% | Similar | Similar | Lower |

## Table 2: Community Characteristics by Facet

| | | Percent rating positively (e.g., excellent/good, very/somewhat safe) | | 2016 rating compared to 2014 | Comparison to benchmark | |
|---|---|---|---|---|---|---|
| | | 2014 | 2016 | | 2014 | 2016 |
| Safety | Overall feeling of safety | 62% | 72% | Higher | Lower | Similar |
| | Safe in neighborhood | 82% | 90% | Higher | Similar | Similar |
| | Safe downtown/commercial area | 82% | 83% | Similar | Similar | Similar |
| | Overall ease of travel | 72% | 67% | Similar | Similar | Similar |
| | Paths and walking trails | 53% | 41% | Lower | Similar | Lower |
| | Ease of walking | 66% | 59% | Lower | Similar | Similar |
| | Travel by bicycle | 51% | 41% | Lower | Similar | Similar |
| | Travel by public transportation | 47% | 31% | Lower | Similar | Similar |
| | Travel by car | 73% | 64% | Lower | Similar | Similar |
| Mobility | Traffic flow | 61% | 51% | Lower | Similar | Similar |
| | Overall natural environment | 57% | 52% | Similar | Lower | Lower |
| | Cleanliness | 50% | 57% | Similar | Lower | Lower |
| Natural Environment | Air quality | 45% | 50% | Similar | Lower | Lower |
| | Overall built environment | 56% | 43% | Lower | Similar | Lower |
| | New development in Tracy | 42% | 41% | Similar | Similar | Similar |
| | Affordable quality housing | 37% | 34% | Similar | Similar | Similar |
| | Housing options | 43% | 42% | Similar | Similar | Similar |
| Built Environment | Public places | 43% | 34% | Lower | Lower | Much lower |
| | Overall economic health | 39% | 43% | Similar | Lower | Lower |
| | Vibrant downtown/commercial area | 22% | 26% | Similar | Lower | Lower |
| | Business and services | 41% | 43% | Similar | Lower | Lower |
| | Cost of living | 36% | 40% | Similar | Similar | Similar |
| | Shopping opportunities | 33% | 29% | Similar | Lower | Lower |
| Economy | Employment opportunities | 18% | 16% | Similar | Similar | Lower |

| | | Percent rating positively (e.g., excellent/good, very/somewhat safe) | | 2016 rating compared to | Comparison to benchmark | |
| --- | --- | --- | --- | --- | --- | --- |
| | | 2014 | 2016 | 2014 | 2014 | 2016 |
| | Place to visit | 33% | 22% | Lower | Much lower | Much lower |
| | Place to work | 38% | 29% | Lower | Lower | Much lower |
| | Health and wellness | 53% | 44% | Lower | Lower | Lower |
| | Preventive health services | 51% | 51% | Similar | Similar | Similar |
| | Health care | 47% | 52% | Similar | Similar | Similar |
| | Food | 53% | 53% | Similar | Similar | Similar |
| Recreation and Wellness | Recreational opportunities | 31% | 33% | Similar | Lower | Much lower |
| | Fitness opportunities | 51% | 45% | Similar | Lower | Lower |
| Education and Enrichment | Cultural/arts/music activities | 36% | 39% | Similar | Similar | Lower |
| | Adult education | 37% | 37% | Similar | Lower | Lower |
| | Social events and activities | 41% | 40% | Similar | Similar | Lower |
| | Neighborliness | 51% | 52% | Similar | Similar | Similar |
| | Openness and acceptance | 61% | 64% | Similar | Similar | Similar |
| Community Engagement | Opportunities to participate in community matters | 44% | 46% | Similar | Similar | Lower |
| | Opportunities to volunteer | 48% | 51% | Similar | Lower | Lower |

Table 3: Governance General

| | Percent rating positively (e.g., excellent/good) | | 2016 rating compared to 2014 | Comparison to benchmark | |
| --- | --- | --- | --- | --- | --- |
| | 2014 | 2016 | | 2014 | 2016 |
| Services provided by Tracy | 67% | 63% | Similar | Similar | Similar |
| Customer service | 58% | 64% | Similar | Lower | Similar |
| Value of services for taxes paid | 39% | 41% | Similar | Similar | Similar |
| Overall direction | 43% | 43% | Similar | Similar | Similar |
| Welcoming citizen involvement | 49% | 37% | Lower | Similar | Lower |
| Confidence in City government | 41% | 41% | Similar | Similar | Similar |
| Acting in the best interest of Tracy | 39% | 46% | Similar | Similar | Similar |
| Being honest | 43% | 48% | Similar | Similar | Similar |
| Treating all residents fairly | 43% | 51% | Higher | Similar | Similar |
| Services provided by the Federal Government | 46% | 33% | Lower | Similar | Similar |

Table 4: Governance by Facet

| | | Percent rating positively (e.g., excellent/good) | | | Comparison to benchmark | |
|---|---|---|---|---|---|---|
| | | 2014 | 2016 | 2016 rating compared to 2014 | 2014 | 2016 |
| | Police | 70% | 75% | Similar | Similar | Similar |
| | Fire | 90% | 91% | Similar | Similar | Similar |
| | Ambulance/EMS | 83% | 82% | Similar | Similar | Similar |
| | Crime prevention | 48% | 60% | Higher | Lower | Similar |
| | Fire prevention | 66% | 72% | Similar | Similar | Similar |
| | Animal control | 43% | 55% | Higher | Similar | Similar |
| Safety | Emergency preparedness | 31% | 41% | Higher | Lower | Lower |
| | Traffic enforcement | 59% | 56% | Similar | Similar | Similar |
| | Street repair | 44% | 34% | Lower | Similar | Similar |
| | Street cleaning | 57% | 62% | Similar | Similar | Similar |
| | Street lighting | 52% | 60% | Higher | Similar | Similar |
| | Sidewalk maintenance | 51% | 49% | Similar | Similar | Similar |
| | Traffic signal timing | 56% | 54% | Similar | Similar | Similar |
| Mobility | Bus or transit services | 56% | 46% | Lower | Similar | Similar |
| | Garbage collection | 78% | 85% | Higher | Similar | Similar |
| | Recycling | 83% | 80% | Similar | Similar | Similar |
| | Yard waste pick-up | 81% | 81% | Similar | Similar | Similar |
| | Drinking water | 44% | 46% | Similar | Lower | Lower |
| | Natural areas preservation | 36% | 40% | Similar | Lower | Lower |
| Natural Environment | Open space | 36% | 40% | Similar | Lower | Lower |
| | Storm drainage | 68% | 71% | Similar | Similar | Similar |
| | Sewer services | 64% | 74% | Higher | Similar | Similar |
| | Power utility | 74% | 73% | Similar | Similar | Similar |
| | Utility billing | 67% | 64% | Similar | Similar | Similar |
| | Land use, planning and zoning | 35% | 33% | Similar | Similar | Lower |
| | Code enforcement | 29% | 31% | Similar | Lower | Lower |
| Built Environment | Cable television | 53% | 54% | Similar | Similar | Similar |
| Economy | Economic development | 31% | 34% | Similar | Similar | Lower |
| | City parks | 65% | 61% | Similar | Lower | Lower |
| | Recreation programs | 49% | 57% | Higher | Lower | Lower |
| Recreation and Wellness | Recreation centers | 48% | 51% | Similar | Lower | Lower |
| | Special events | 43% | 54% | Higher | Lower | Similar |
| Education and Enrichment | Public libraries | 63% | 64% | Similar | Lower | Lower |
| Community Engagement | Public information | 52% | 51% | Similar | Similar | Lower |

## Table 5: Participation General

| | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | | 2016 rating compared to 2014 | Comparison to benchmark | |
|---|---|---|---|---|---|
| | 2014 | 2016 | | 2014 | 2016 |
| Sense of community | 49% | 53% | Similar | Similar | Similar |
| Recommend Tracy | 82% | 76% | Similar | Similar | Similar |
| Remain in Tracy | 86% | 77% | Lower | Similar | Similar |
| Contacted Tracy employees | 52% | 51% | Similar | Similar | Similar |

## Table 6: Participation by Facet

| | | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | | 2016 rating compared to 2014 | Comparison to benchmark | |
|---|---|---|---|---|---|---|
| | | 2014 | 2016 | | 2014 | 2016 |
| Safety | Stocked supplies for an emergency | 31% | 37% | Similar | Similar | Similar |
| | Did NOT report a crime | 73% | 65% | Lower | Similar | Lower |
| | Was NOT the victim of a crime | 85% | 81% | Similar | Similar | Similar |
| Mobility | Used public transportation instead of driving | 20% | 15% | Similar | Similar | Lower |
| | Carpooled instead of driving alone | 45% | 48% | Similar | Similar | Similar |
| | Walked or biked instead of driving | 56% | 53% | Similar | Similar | Similar |
| Natural Environment | Conserved water | 98% | 98% | Similar | Higher | Higher |
| | Made home more energy efficient | 88% | 84% | Similar | Higher | Similar |
| | Recycled at home | 96% | 96% | Similar | Higher | Higher |
| Built Environment | Did NOT observe a code violation | 44% | 36% | Lower | Lower | Lower |
| | NOT under housing cost stress | 48% | 60% | Higher | Lower | Similar |
| Economy | Purchased goods or services in Tracy | 99% | 99% | Similar | Similar | Similar |
| | Economy will have positive impact on income | 38% | 41% | Similar | Higher | Higher |
| | Work in Tracy | 32% | 40% | Higher | Lower | Similar |
| Recreation and Wellness | Used Tracy recreation centers | 42% | 44% | Similar | Lower | Lower |
| | Visited a City park | 85% | 87% | Similar | Similar | Similar |
| | Ate 5 portions of fruits and vegetables | 94% | 89% | Similar | Higher | Similar |
| | Participated in moderate or vigorous physical activity | 83% | 85% | Similar | Similar | Similar |
| | In very good to excellent health | 58% | 65% | Similar | Similar | Similar |
| Education and Enrichment | Used Tracy public libraries | 55% | 54% | Similar | Lower | Lower |
| | Attended a City-sponsored event | 41% | 61% | Higher | Lower | Similar |
| Community Engagement | Campaigned for an issue, cause or candidate | 12% | 26% | Higher | Lower | Similar |
| | Contacted Tracy elected officials | 8% | 18% | Higher | Similar | Similar |
| | Volunteered | 33% | 41% | Higher | Similar | Similar |
| | Participated in a club | 20% | 29% | Higher | Similar | Similar |

| | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | | 2016 rating compared to | Comparison to benchmark | |
|---|---|---|---|---|---|
| | 2014 | 2016 | 2014 | 2014 | 2016 |
| Talked to or visited with neighbors | 86% | 91% | Similar | Similar | Similar |
| Done a favor for a neighbor | 81% | 82% | Similar | Similar | Similar |
| Attended a local public meeting | 14% | 24% | Higher | Lower | Similar |
| Watched a local public meeting | 23% | 26% | Similar | Lower | Similar |
| Read or watched local news | 84% | 89% | Similar | Similar | Similar |
| Voted in local elections | 79% | 87% | Higher | Similar | Similar |

# THE NCS™

## The National Citizen Survey™

## Tracy, CA

Technical Appendices

FINAL
2016

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Leaders at the Core of Better Communities

# Contents

# Appendix A: Complete Survey Responses

## Responses excluding "don't know"

The following pages contain a complete set of responses to each question on the survey, excluding the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

### Table 1: Question 1

| Please rate each of the following aspects of quality of life in Tracy: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Tracy as a place to live | 21% | N=295 | 57% | N=801 | 21% | N=294 | 2% | N=26 | 100% | N=1416 |
| Your neighborhood as a place to live | 27% | N=385 | 52% | N=738 | 18% | N=262 | 3% | N=39 | 100% | N=1425 |
| Tracy as a place to raise children | 27% | N=360 | 51% | N=687 | 19% | N=254 | 4% | N=56 | 100% | N=1357 |
| Tracy as a place to work | 8% | N=100 | 21% | N=251 | 29% | N=349 | 42% | N=508 | 100% | N=1208 |
| Tracy as a place to visit | 4% | N=61 | 18% | N=246 | 37% | N=515 | 41% | N=571 | 100% | N=1393 |
| Tracy as a place to retire | 11% | N=147 | 35% | N=459 | 28% | N=363 | 25% | N=331 | 100% | N=1299 |
| The overall quality of life in Tracy | 10% | N=149 | 53% | N=746 | 33% | N=463 | 4% | N=63 | 100% | N=1420 |

### Table 2: Question 2

| Please rate each of the following characteristics as they relate to Tracy as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Overall feeling of safety in Tracy | 13% | N=181 | 59% | N=804 | 24% | N=322 | 4% | N=60 | 100% | N=1368 |
| Overall ease of getting to the places you usually have to visit | 18% | N=244 | 49% | N=679 | 24% | N=326 | 9% | N=125 | 100% | N=1375 |
| Quality of overall natural environment in Tracy | 10% | N=140 | 42% | N=568 | 35% | N=478 | 13% | N=181 | 100% | N=1367 |
| Overall ""built environment"" of Tracy (including overall design, buildings, parks and transportation systems) | 7% | N=95 | 36% | N=488 | 38% | N=516 | 20% | N=272 | 100% | N=1371 |
| Health and wellness opportunities in Tracy | 7% | N=98 | 36% | N=477 | 41% | N=541 | 15% | N=198 | 100% | N=1315 |
| Overall opportunities for education and enrichment | 7% | N=96 | 32% | N=411 | 39% | N=507 | 22% | N=284 | 100% | N=1298 |
| Overall economic health of Tracy | 6% | N=72 | 37% | N=489 | 43% | N=562 | 14% | N=184 | 100% | N=1307 |
| Sense of community | 13% | N=170 | 41% | N=550 | 34% | N=454 | 13% | N=178 | 100% | N=1352 |
| Overall image or reputation of Tracy | 9% | N=117 | 41% | N=564 | 35% | N=480 | 15% | N=206 | 100% | N=1367 |

### Table 3: Question 3

| Please indicate how likely or unlikely you are to do each of the following: | Very likely | | Somewhat likely | | Somewhat unlikely | | Very unlikely | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Recommend living in Tracy to someone who asks | 30% | N=405 | 47% | N=629 | 15% | N=201 | 9% | N=118 | 100% | N=1354 |
| Remain in Tracy for the next five years | 49% | N=655 | 28% | N=375 | 12% | N=154 | 11% | N=154 | 100% | N=1338 |

### Table 4: Question 4

| Please rate how safe or unsafe you feel: | Very safe | | Somewhat safe | | Neither safe nor unsafe | | Somewhat unsafe | | Very unsafe | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| In your neighborhood during the day | 56% | N=758 | 34% | N=460 | 7% | N=89 | 3% | N=38 | 1% | N=13 | 100% | N=1359 |
| In Tracy's downtown/commercial area during the day | 41% | N=538 | 43% | N=566 | 10% | N=128 | 6% | N=73 | 1% | N=19 | 100% | N=1323 |

## Table 5: Question 5

| Please rate each of the following characteristics as they relate to Tracy as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Traffic flow on major streets | 7% | N=91 | 44% | N=579 | 34% | N=451 | 15% | N=204 | 100% | N=1326 |
| Ease of travel by car in Tracy | 14% | N=192 | 49% | N=656 | 28% | N=366 | 8% | N=113 | 100% | N=1327 |
| Ease of travel by public transportation in Tracy | 8% | N=46 | 24% | N=144 | 28% | N=174 | 40% | N=247 | 100% | N=611 |
| Ease of travel by bicycle in Tracy | 9% | N=83 | 31% | N=276 | 34% | N=302 | 25% | N=220 | 100% | N=880 |
| Ease of walking in Tracy | 15% | N=180 | 44% | N=543 | 31% | N=381 | 11% | N=130 | 100% | N=1234 |
| Availability of paths and walking trails | 11% | N=127 | 30% | N=359 | 29% | N=342 | 30% | N=361 | 100% | N=1189 |
| Air quality | 8% | N=100 | 43% | N=562 | 36% | N=477 | 13% | N=172 | 100% | N=1311 |
| Cleanliness of Tracy | 9% | N=116 | 48% | N=641 | 34% | N=450 | 9% | N=125 | 100% | N=1332 |
| Overall appearance of Tracy | 7% | N=93 | 47% | N=615 | 36% | N=471 | 11% | N=140 | 100% | N=1319 |
| Public places where people want to spend time | 5% | N=65 | 29% | N=382 | 40% | N=524 | 26% | N=338 | 100% | N=1309 |
| Variety of housing options | 8% | N=104 | 34% | N=421 | 39% | N=488 | 18% | N=225 | 100% | N=1238 |
| Availability of affordable quality housing | 8% | N=95 | 26% | N=301 | 38% | N=441 | 29% | N=338 | 100% | N=1175 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 10% | N=124 | 35% | N=438 | 35% | N=435 | 20% | N=256 | 100% | N=1253 |
| Recreational opportunities | 7% | N=89 | 26% | N=322 | 35% | N=440 | 32% | N=401 | 100% | N=1252 |
| Availability of affordable quality food | 11% | N=145 | 42% | N=555 | 34% | N=445 | 14% | N=179 | 100% | N=1323 |
| Availability of affordable quality health care | 11% | N=128 | 41% | N=496 | 36% | N=435 | 12% | N=150 | 100% | N=1207 |
| Availability of preventive health services | 10% | N=121 | 41% | N=477 | 37% | N=433 | 12% | N=141 | 100% | N=1172 |

## Table 6: Question 6

| Please rate each of the following characteristics as they relate to Tracy as a whole: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Adult educational opportunities | 4% | N=40 | 32% | N=304 | 36% | N=336 | 28% | N=259 | 100% | N=939 |
| Opportunities to attend cultural/arts/music activities | 8% | N=94 | 31% | N=369 | 39% | N=463 | 22% | N=261 | 100% | N=1188 |
| Employment opportunities | 3% | N=30 | 13% | N=144 | 37% | N=415 | 47% | N=528 | 100% | N=1117 |
| Shopping opportunities | 5% | N=67 | 24% | N=310 | 39% | N=508 | 31% | N=407 | 100% | N=1292 |
| Cost of living in Tracy | 6% | N=78 | 33% | N=431 | 46% | N=595 | 14% | N=184 | 100% | N=1287 |
| Overall quality of business and service establishments in Tracy | 5% | N=64 | 38% | N=481 | 44% | N=557 | 13% | N=172 | 100% | N=1274 |
| Vibrant downtown/commercial area | 4% | N=48 | 22% | N=279 | 36% | N=450 | 38% | N=485 | 100% | N=1262 |
| Overall quality of new development in Tracy | 8% | N=91 | 34% | N=407 | 40% | N=481 | 19% | N=222 | 100% | N=1202 |
| Opportunities to participate in social events and activities | 7% | N=88 | 32% | N=382 | 41% | N=481 | 20% | N=236 | 100% | N=1186 |
| Opportunities to volunteer | 15% | N=142 | 37% | N=360 | 34% | N=328 | 15% | N=145 | 100% | N=974 |
| Opportunities to participate in community matters | 11% | N=117 | 34% | N=358 | 39% | N=411 | 15% | N=156 | 100% | N=1042 |
| Openness and acceptance of the community toward people of diverse backgrounds | 17% | N=201 | 47% | N=542 | 27% | N=318 | 9% | N=101 | 100% | N=1161 |
| Neighborliness of residents in Tracy | 12% | N=152 | 40% | N=501 | 38% | N=472 | 10% | N=130 | 100% | N=1254 |

## Table 7: Question 7

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|---|---|---|---|---|---|---|
| Made efforts to conserve water | 2% | N=21 | 98% | N=1250 | 100% | N=1271 |
| Made efforts to make your home more energy efficient | 16% | N=205 | 84% | N=1070 | 100% | N=1275 |
| Observed a code violation or other hazard in Tracy (weeds, abandoned buildings, etc.) | 36% | N=461 | 64% | N=811 | 100% | N=1272 |
| Household member was a victim of a crime in Tracy | 81% | N=1042 | 19% | N=237 | 100% | N=1280 |
| Reported a crime to the police in Tracy | 65% | N=838 | 35% | N=442 | 100% | N=1280 |

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|---|---|---|---|---|---|---|
| Stocked supplies in preparation for an emergency | 63% | N=806 | 37% | N=473 | 100% | N=1280 |
| Campaigned or advocated for an issue, cause or candidate | 74% | N=950 | 26% | N=330 | 100% | N=1280 |
| Contacted the City of Tracy (in-person, phone, email or web) for help or information | 49% | N=631 | 51% | N=648 | 100% | N=1279 |
| Contacted Tracy elected officials (in-person, phone, email or web) to express your opinion | 82% | N=1053 | 18% | N=225 | 100% | N=1278 |

## Table 8: Question 8

| In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Tracy? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Used Tracy recreation centers or their services | 8% | N=103 | 9% | N=118 | 26% | N=327 | 56% | N=704 | 100% | N=1253 |
| Visited a neighborhood park or City park | 21% | N=263 | 27% | N=341 | 39% | N=489 | 13% | N=164 | 100% | N=1257 |
| Used Tracy public libraries or their services | 5% | N=69 | 14% | N=176 | 34% | N=427 | 46% | N=578 | 100% | N=1250 |
| Attended a City-sponsored event | 2% | N=30 | 9% | N=109 | 50% | N=624 | 39% | N=490 | 100% | N=1253 |
| Used bus, rail, subway or other public transportation instead of driving | 5% | N=68 | 1% | N=19 | 8% | N=106 | 85% | N=1060 | 100% | N=1253 |
| Carpooled with other adults or children instead of driving alone | 20% | N=250 | 12% | N=149 | 16% | N=203 | 52% | N=652 | 100% | N=1253 |
| Walked or biked instead of driving | 10% | N=126 | 16% | N=203 | 27% | N=337 | 47% | N=592 | 100% | N=1258 |
| Volunteered your time to some group/activity in Tracy | 10% | N=127 | 11% | N=134 | 20% | N=251 | 59% | N=749 | 100% | N=1261 |
| Participated in a club | 8% | N=95 | 8% | N=105 | 13% | N=169 | 71% | N=894 | 100% | N=1262 |
| Talked to or visited with your immediate neighbors | 36% | N=452 | 31% | N=387 | 24% | N=302 | 9% | N=118 | 100% | N=1259 |
| Done a favor for a neighbor | 19% | N=245 | 24% | N=307 | 38% | N=474 | 18% | N=233 | 100% | N=1258 |

## Table 9: Question 9

| Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Attended a local public meeting | 0% | N=4 | 3% | N=41 | 20% | N=240 | 76% | N=928 | 100% | N=1213 |
| Watched (online or on television) a local public meeting | 1% | N=14 | 5% | N=58 | 20% | N=246 | 74% | N=930 | 100% | N=1248 |

## Table 10: Question 10

| Please rate the quality of each of the following services in Tracy: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Police/Sheriff services | 28% | N=302 | 47% | N=496 | 19% | N=203 | 6% | N=61 | 100% | N=1061 |
| Fire services | 40% | N=379 | 52% | N=495 | 8% | N=77 | 1% | N=7 | 100% | N=958 |
| Ambulance or emergency medical services | 33% | N=277 | 49% | N=412 | 14% | N=121 | 4% | N=33 | 100% | N=842 |
| Crime prevention | 14% | N=136 | 46% | N=437 | 29% | N=279 | 10% | N=96 | 100% | N=949 |
| Fire prevention and education | 20% | N=157 | 52% | N=406 | 23% | N=178 | 5% | N=38 | 100% | N=778 |
| Traffic enforcement | 12% | N=122 | 44% | N=443 | 27% | N=273 | 17% | N=166 | 100% | N=1004 |
| Street repair | 5% | N=58 | 29% | N=322 | 37% | N=411 | 30% | N=333 | 100% | N=1125 |
| Street cleaning | 18% | N=212 | 44% | N=519 | 28% | N=334 | 10% | N=116 | 100% | N=1181 |
| Street lighting | 14% | N=170 | 45% | N=543 | 28% | N=337 | 12% | N=145 | 100% | N=1195 |
| Sidewalk maintenance | 10% | N=113 | 40% | N=456 | 31% | N=360 | 19% | N=223 | 100% | N=1151 |
| Traffic signal timing | 10% | N=116 | 45% | N=525 | 29% | N=340 | 17% | N=196 | 100% | N=1177 |
| Bus or transit services | 11% | N=63 | 35% | N=191 | 31% | N=169 | 23% | N=130 | 100% | N=551 |
| Garbage collection | 34% | N=407 | 51% | N=617 | 14% | N=165 | 1% | N=13 | 100% | N=1202 |

| Please rate the quality of each of the following services in Tracy: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Recycling | 30% | N=353 | 50% | N=589 | 16% | N=187 | 4% | N=53 | 100% | N=1181 |
| Yard waste pick-up | 31% | N=351 | 50% | N=568 | 16% | N=181 | 3% | N=32 | 100% | N=1132 |
| Storm drainage | 16% | N=174 | 55% | N=601 | 21% | N=233 | 7% | N=82 | 100% | N=1089 |
| Drinking water | 9% | N=101 | 37% | N=418 | 30% | N=331 | 24% | N=266 | 100% | N=1117 |
| Sewer services | 17% | N=184 | 57% | N=601 | 23% | N=240 | 4% | N=37 | 100% | N=1062 |
| Power (electric and/or gas) utility | 19% | N=224 | 54% | N=623 | 24% | N=275 | 4% | N=42 | 100% | N=1163 |
| Utility billing | 15% | N=179 | 48% | N=561 | 30% | N=346 | 6% | N=74 | 100% | N=1160 |
| City parks | 15% | N=172 | 46% | N=532 | 29% | N=338 | 10% | N=113 | 100% | N=1155 |
| Recreation programs or classes | 12% | N=99 | 44% | N=350 | 29% | N=231 | 14% | N=113 | 100% | N=792 |
| Recreation centers or facilities | 10% | N=83 | 41% | N=343 | 35% | N=292 | 14% | N=118 | 100% | N=836 |
| Land use, planning and zoning | 5% | N=46 | 28% | N=245 | 40% | N=346 | 27% | N=234 | 100% | N=871 |
| Code enforcement (weeds, abandoned buildings, etc.) | 5% | N=52 | 26% | N=244 | 34% | N=329 | 35% | N=330 | 100% | N=954 |
| Animal control | 10% | N=94 | 45% | N=417 | 30% | N=284 | 15% | N=138 | 100% | N=933 |
| Economic development | 7% | N=69 | 27% | N=265 | 38% | N=372 | 28% | N=272 | 100% | N=978 |
| Public library services | 16% | N=134 | 48% | N=411 | 27% | N=226 | 9% | N=79 | 100% | N=850 |
| Public information services | 8% | N=65 | 44% | N=365 | 32% | N=269 | 16% | N=138 | 100% | N=837 |
| Cable television | 10% | N=95 | 44% | N=411 | 32% | N=298 | 14% | N=132 | 100% | N=935 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 7% | N=47 | 34% | N=219 | 32% | N=206 | 27% | N=173 | 100% | N=645 |
| Preservation of natural areas such as open space, farmlands and greenbelts | 6% | N=48 | 34% | N=292 | 37% | N=315 | 23% | N=198 | 100% | N=853 |
| Tracy open space | 6% | N=54 | 34% | N=320 | 38% | N=356 | 22% | N=206 | 100% | N=936 |
| City-sponsored special events | 12% | N=119 | 41% | N=393 | 33% | N=319 | 13% | N=123 | 100% | N=953 |
| Overall customer service by Tracy employees (police, receptionists, planners, etc.) | 19% | N=197 | 45% | N=460 | 29% | N=300 | 6% | N=63 | 100% | N=1021 |

## Table 11: Question 11

| Overall, how would you rate the quality of the services provided by each of the following? | Excellent | | Good | | Fair | | Poor | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| The City of Tracy | 13% | N=144 | 50% | N=568 | 31% | N=357 | 6% | N=67 | 100% | N=1136 |
| The Federal Government | 4% | N=40 | 29% | N=297 | 47% | N=486 | 20% | N=204 | 100% | N=1026 |

## Table 12: Question 12

| Please rate the following categories of Tracy government performance: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| The value of services for the taxes paid to Tracy | 6% | N=58 | 35% | N=351 | 41% | N=410 | 19% | N=190 | 100% | N=1008 |
| The overall direction that Tracy is taking | 8% | N=86 | 35% | N=371 | 38% | N=407 | 20% | N=210 | 100% | N=1074 |
| The job Tracy government does at welcoming citizen involvement | 7% | N=61 | 30% | N=266 | 38% | N=333 | 25% | N=224 | 100% | N=884 |
| Overall confidence in Tracy government | 6% | N=62 | 35% | N=359 | 39% | N=392 | 20% | N=205 | 100% | N=1018 |
| Generally acting in the best interest of the community | 8% | N=84 | 38% | N=380 | 37% | N=372 | 17% | N=173 | 100% | N=1010 |
| Being honest | 9% | N=79 | 39% | N=360 | 36% | N=333 | 16% | N=143 | 100% | N=915 |
| Treating all residents fairly | 10% | N=98 | 40% | N=380 | 34% | N=323 | 15% | N=145 | 100% | N=946 |

## Table 13: Question 13

| Please rate how important, if at all, you think it is for the Tracy community to focus on each of the following in the coming two years: | Essential | | Very important | | Somewhat important | | Not at all important | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Overall feeling of safety in Tracy | 65% | N=755 | 30% | N=343 | 5% | N=58 | 1% | N=6 | 100% | N=1163 |
| Overall ease of getting to the places you usually have to visit | 33% | N=380 | 50% | N=576 | 16% | N=190 | 1% | N=11 | 100% | N=1156 |
| Quality of overall natural environment in Tracy | 38% | N=438 | 44% | N=508 | 18% | N=210 | 1% | N=8 | 100% | N=1164 |
| Overall "built environment" of Tracy (including overall design, buildings, parks and transportation systems) | 36% | N=417 | 44% | N=517 | 18% | N=211 | 2% | N=19 | 100% | N=1164 |
| Health and wellness opportunities in Tracy | 38% | N=443 | 43% | N=500 | 18% | N=204 | 1% | N=11 | 100% | N=1159 |
| Overall opportunities for education and enrichment | 48% | N=558 | 38% | N=443 | 13% | N=148 | 1% | N=11 | 100% | N=1160 |
| Overall economic health of Tracy | 57% | N=668 | 38% | N=438 | 5% | N=55 | 0% | N=1 | 100% | N=1163 |
| Sense of community | 40% | N=462 | 47% | N=548 | 12% | N=138 | 1% | N=14 | 100% | N=1162 |

## Table 14: Question D1

| How often, if at all, do you do each of the following, considering all of the times you could? | Never | | Rarely | | Sometimes | | Usually | | Always | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Recycle at home | 2% | N=22 | 2% | N=22 | 3% | N=34 | 21% | N=236 | 73% | N=837 | 100% | N=1151 |
| Purchase goods or services from a business located in Tracy | 0% | N=4 | 1% | N=12 | 13% | N=143 | 51% | N=578 | 36% | N=407 | 100% | N=1144 |
| Eat at least 5 portions of fruits and vegetables a day | 2% | N=19 | 9% | N=104 | 36% | N=408 | 34% | N=395 | 19% | N=221 | 100% | N=1147 |
| Participate in moderate or vigorous physical activity | 2% | N=22 | 13% | N=145 | 35% | N=397 | 30% | N=339 | 21% | N=237 | 100% | N=1139 |
| Read or watch local news (via television, paper, computer, etc.) | 2% | N=21 | 9% | N=105 | 19% | N=216 | 32% | N=371 | 38% | N=433 | 100% | N=1146 |
| Vote in local elections | 8% | N=87 | 5% | N=61 | 5% | N=52 | 18% | N=201 | 65% | N=744 | 100% | N=1145 |

## Table 15: Question D2

| Would you say that in general your health is: | Percent | Number |
|---|---|---|
| Excellent | 21% | N=237 |
| Very good | 45% | N=516 |
| Good | 28% | N=327 |
| Fair | 6% | N=66 |
| Poor | 1% | N=9 |
| Total | 100% | N=1153 |

## Table 16: Question D3

| What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be | Percent | Number |
|---|---|---|
| Very positive | 13% | N=149 |
| Somewhat positive | 28% | N=318 |
| Neutral | 45% | N=519 |
| Somewhat negative | 12% | N=136 |
| Very negative | 2% | N=27 |
| Total | 100% | N=1150 |

## Table 17: Question D4

| What is your employment status? | Percent | Number |
|---|---|---|
| Working full time for pay | 71% | N=815 |
| Working part time for pay | 10% | N=120 |
| Unemployed, looking for paid work | 3% | N=38 |
| Unemployed, not looking for paid work | 5% | N=59 |
| Fully retired | 10% | N=117 |
| Total | 100% | N=1148 |

## Table 18: Question D5

| Do you work inside the boundaries of Tracy? | Percent | Number |
|---|---|---|
| Yes, outside the home | 30% | N=341 |
| Yes, from home | 10% | N=109 |
| No | 60% | N=689 |
| Total | 100% | N=1139 |

## Table 19: Question D6

| How many years have you lived in Tracy? | Percent | Number |
|---|---|---|
| Less than 2 years | 8% | N=89 |
| 2 to 5 years | 14% | N=167 |
| 6 to 10 years | 17% | N=197 |
| 11 to 20 years | 33% | N=383 |
| More than 20 years | 28% | N=318 |
| Total | 100% | N=1153 |

## Table 20: Question D7

| Which best describes the building you live in? | Percent | Number |
|---|---|---|
| One family house detached from any other houses | 87% | N=1008 |
| Building with two or more homes (duplex, townhome, apartment or condominium) | 11% | N=131 |
| Mobile home | 0% | N=6 |
| Other | 1% | N=8 |
| Total | 100% | N=1152 |

## Table 21: Question D8

| Is this house, apartment or mobile home? | Percent | Number |
|---|---|---|
| Rented | 28% | N=319 |
| Owned | 72% | N=827 |
| Total | 100% | N=1147 |

## Table 22: Question D9

| 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)? | Percent | Number |
|---|---|---|
| Less than $300 per month | 2% | N=25 |
| $300 to $599 per month | 3% | N=32 |
| $600 to $999 per month | 6% | N=70 |
| $1,000 to $1,499 per month | 16% | N=176 |
| $1,500 to $2,499 per month | 53% | N=603 |
| $2,500 or more per month | 20% | N=227 |
| Total | 100% | N=1133 |

## Table 23: Question D10

| Do any children 17 or under live in your household? | Percent | Number |
|---|---|---|
| No | 45% | N=512 |
| Yes | 55% | N=626 |
| Total | 100% | N=1139 |

## Table 24: Question D11

| Are you or any other members of your household aged 65 or older? | Percent | Number |
|---|---|---|
| No | 80% | N=919 |
| Yes | 20% | N=223 |
| Total | 100% | N=1142 |

## Table 25: Question D12

| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent | Number |
|---|---|---|
| Less than $25,000 | 4% | N=49 |
| $25,000 to $49,999 | 12% | N=138 |
| $50,000 to $99,999 | 31% | N=347 |
| $100,000 to $149,999 | 28% | N=306 |
| $150,000 or more | 24% | N=269 |
| Total | 100% | N=1109 |

## Table 26: Question D13

| Are you Spanish, Hispanic or Latino? | Percent | Number |
|---|---|---|
| No, not Spanish, Hispanic or Latino | 69% | N=774 |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 31% | N=353 |
| Total | 100% | N=1127 |

### Table 27: Question D14

| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent | Number |
|---|---|---|
| American Indian or Alaskan Native | 4% | N=49 |
| Asian, Asian Indian or Pacific Islander | 14% | N=157 |
| Black or African American | 5% | N=58 |
| White | 62% | N=701 |
| Other | 22% | N=248 |

Total may exceed 100% as respondents could select more than one option.

### Table 28: Question D15

| In which category is your age? | Percent | Number |
|---|---|---|
| 18 to 24 years | 2% | N=27 |
| 25 to 34 years | 25% | N=282 |
| 35 to 44 years | 23% | N=256 |
| 45 to 54 years | 26% | N=290 |
| 55 to 64 years | 16% | N=184 |
| 65 to 74 years | 7% | N=75 |
| 75 years or older | 1% | N=15 |
| Total | 100% | N=1131 |

### Table 29: Question D16

| What is your sex? | Percent | Number |
|---|---|---|
| Female | 53% | N=594 |
| Male | 47% | N=531 |
| Total | 100% | N=1124 |

### Table 30: Question D17

| Do you consider a cell phone or landline your primary telephone number? | Percent | Number |
|---|---|---|
| Cell | 72% | N=819 |
| Land line | 7% | N=83 |
| Both | 21% | N=236 |
| Total | 100% | N=1138 |

## Responses including "don't know"

The following pages contain a complete set of responses to each question on the survey, including the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

### Table 31: Question 1

| Please rate each of the following aspects of quality of life in Tracy: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Tracy as a place to live | 21% | N=295 | 57% | N=801 | 21% | N=294 | 2% | N=26 | 0% | N=1 | 100% | N=1417 |
| Your neighborhood as a place to live | 27% | N=385 | 52% | N=738 | 18% | N=262 | 3% | N=39 | 0% | N=0 | 100% | N=1425 |
| Tracy as a place to raise children | 25% | N=360 | 48% | N=687 | 18% | N=254 | 4% | N=56 | 5% | N=67 | 100% | N=1425 |
| Tracy as a place to work | 7% | N=100 | 18% | N=251 | 25% | N=349 | 36% | N=508 | 15% | N=211 | 100% | N=1419 |
| Tracy as a place to visit | 4% | N=61 | 17% | N=246 | 36% | N=515 | 40% | N=571 | 2% | N=22 | 100% | N=1415 |
| Tracy as a place to retire | 10% | N=147 | 32% | N=459 | 26% | N=363 | 23% | N=331 | 8% | N=116 | 100% | N=1416 |
| The overall quality of life in Tracy | 10% | N=149 | 52% | N=746 | 33% | N=463 | 4% | N=63 | 0% | N=0 | 100% | N=1421 |

### Table 32: Question 2

| Please rate each of the following characteristics as they relate to Tracy as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Overall feeling of safety in Tracy | 13% | N=181 | 59% | N=804 | 24% | N=322 | 4% | N=60 | 0% | N=0 | 100% | N=1368 |
| Overall ease of getting to the places you usually have to visit | 18% | N=244 | 49% | N=679 | 24% | N=326 | 9% | N=125 | 0% | N=0 | 100% | N=1375 |
| Quality of overall natural environment in Tracy | 10% | N=140 | 41% | N=568 | 35% | N=478 | 13% | N=181 | 1% | N=7 | 100% | N=1375 |
| Overall ""built environment"" of Tracy (including overall design, buildings, parks and transportation systems) | 7% | N=95 | 35% | N=488 | 37% | N=516 | 20% | N=272 | 1% | N=8 | 100% | N=1379 |
| Health and wellness opportunities in Tracy | 7% | N=98 | 35% | N=477 | 39% | N=541 | 14% | N=198 | 4% | N=57 | 100% | N=1372 |
| Overall opportunities for education and enrichment | 7% | N=96 | 30% | N=411 | 37% | N=507 | 21% | N=284 | 6% | N=80 | 100% | N=1378 |
| Overall economic health of Tracy | 5% | N=72 | 36% | N=489 | 41% | N=562 | 13% | N=184 | 5% | N=70 | 100% | N=1377 |
| Sense of community | 12% | N=170 | 40% | N=550 | 33% | N=454 | 13% | N=178 | 2% | N=23 | 100% | N=1375 |
| Overall image or reputation of Tracy | 8% | N=117 | 41% | N=564 | 35% | N=480 | 15% | N=206 | 1% | N=13 | 100% | N=1380 |

### Table 33: Question 3

| Please indicate how likely or unlikely you are to do each of the following: | Very likely | | Somewhat likely | | Somewhat unlikely | | Very unlikely | | Don't know | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Recommend living in Tracy to someone who asks | 30% | N=405 | 46% | N=629 | 15% | N=201 | 9% | N=118 | 1% | N=9 | 100% | N=1363 |
| Remain in Tracy for the next five years | 48% | N=655 | 28% | N=375 | 11% | N=154 | 11% | N=154 | 2% | N=26 | 100% | N=1364 |

### Table 34: Question 4

| Please rate how safe or unsafe you feel: | Very safe | | Somewhat safe | | Neither safe nor unsafe | | Somewhat unsafe | | Very unsafe | | Don't know | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| In your neighborhood during the day | 56% | N=758 | 34% | N=460 | 7% | N=89 | 3% | N=38 | 1% | N=13 | 0% | N=2 | 100% | N=1361 |
| In Tracy's downtown/commercial area during the day | 39% | N=538 | 42% | N=566 | 9% | N=128 | 5% | N=73 | 1% | N=19 | 3% | N=40 | 100% | N=1363 |

### Table 35: Question 5

| Please rate each of the following characteristics as they relate to Tracy as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Traffic flow on major streets | 7% | N=91 | 44% | N=579 | 34% | N=451 | 15% | N=204 | 0% | N=1 | 100% | N=1327 |
| Ease of travel by car in Tracy | 14% | N=192 | 49% | N=656 | 28% | N=366 | 8% | N=113 | 0% | N=0 | 100% | N=1327 |

| Please rate each of the following characteristics as they relate to Tracy as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Ease of travel by public transportation in Tracy | 3% | N=46 | 11% | N=144 | 13% | N=174 | 19% | N=247 | 54% | N=719 | 100% | N=1329 |
| Ease of travel by bicycle in Tracy | 6% | N=83 | 21% | N=276 | 23% | N=302 | 17% | N=220 | 34% | N=447 | 100% | N=1327 |
| Ease of walking in Tracy | 14% | N=180 | 41% | N=543 | 29% | N=381 | 10% | N=130 | 7% | N=98 | 100% | N=1332 |
| Availability of paths and walking trails | 10% | N=127 | 27% | N=359 | 26% | N=342 | 27% | N=361 | 11% | N=144 | 100% | N=1334 |
| Air quality | 7% | N=100 | 42% | N=562 | 36% | N=477 | 13% | N=172 | 2% | N=26 | 100% | N=1337 |
| Cleanliness of Tracy | 9% | N=116 | 48% | N=641 | 34% | N=450 | 9% | N=125 | 0% | N=0 | 100% | N=1333 |
| Overall appearance of Tracy | 7% | N=93 | 47% | N=615 | 36% | N=471 | 11% | N=140 | 0% | N=2 | 100% | N=1321 |
| Public places where people want to spend time | 5% | N=65 | 29% | N=382 | 39% | N=524 | 25% | N=338 | 2% | N=26 | 100% | N=1336 |
| Variety of housing options | 8% | N=104 | 32% | N=421 | 37% | N=488 | 17% | N=225 | 7% | N=96 | 100% | N=1334 |
| Availability of affordable quality housing | 7% | N=95 | 22% | N=301 | 33% | N=441 | 25% | N=338 | 12% | N=162 | 100% | N=1337 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 9% | N=124 | 33% | N=438 | 33% | N=435 | 19% | N=256 | 6% | N=85 | 100% | N=1338 |
| Recreational opportunities | 7% | N=89 | 24% | N=322 | 33% | N=440 | 30% | N=401 | 6% | N=81 | 100% | N=1333 |
| Availability of affordable quality food | 11% | N=145 | 42% | N=555 | 33% | N=445 | 13% | N=179 | 1% | N=7 | 100% | N=1330 |
| Availability of affordable quality health care | 10% | N=128 | 37% | N=496 | 33% | N=435 | 11% | N=150 | 10% | N=129 | 100% | N=1336 |
| Availability of preventive health services | 9% | N=121 | 36% | N=477 | 32% | N=433 | 11% | N=141 | 12% | N=164 | 100% | N=1336 |

## Table 36: Question 6

| Please rate each of the following characteristics as they relate to Tracy as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Adult educational opportunities | 3% | N=40 | 24% | N=304 | 26% | N=336 | 20% | N=259 | 26% | N=335 | 100% | N=1274 |
| Opportunities to attend cultural/arts/music activities | 7% | N=94 | 28% | N=369 | 36% | N=463 | 20% | N=261 | 8% | N=106 | 100% | N=1294 |
| Employment opportunities | 2% | N=30 | 11% | N=144 | 32% | N=415 | 41% | N=528 | 13% | N=172 | 100% | N=1289 |
| Shopping opportunities | 5% | N=67 | 24% | N=310 | 39% | N=508 | 31% | N=407 | 0% | N=1 | 100% | N=1293 |
| Cost of living in Tracy | 6% | N=78 | 33% | N=431 | 46% | N=595 | 14% | N=184 | 0% | N=6 | 100% | N=1293 |
| Overall quality of business and service establishments in Tracy | 5% | N=64 | 37% | N=481 | 43% | N=557 | 13% | N=172 | 1% | N=19 | 100% | N=1293 |
| Vibrant downtown/commercial area | 4% | N=48 | 22% | N=279 | 35% | N=450 | 38% | N=485 | 2% | N=27 | 100% | N=1289 |
| Overall quality of new development in Tracy | 7% | N=91 | 32% | N=407 | 37% | N=481 | 17% | N=222 | 7% | N=89 | 100% | N=1291 |
| Opportunities to participate in social events and activities | 7% | N=88 | 29% | N=382 | 37% | N=481 | 18% | N=236 | 8% | N=108 | 100% | N=1294 |
| Opportunities to volunteer | 11% | N=142 | 28% | N=360 | 25% | N=328 | 11% | N=145 | 25% | N=317 | 100% | N=1291 |
| Opportunities to participate in community matters | 9% | N=117 | 28% | N=358 | 32% | N=411 | 12% | N=156 | 19% | N=247 | 100% | N=1289 |
| Openness and acceptance of the community toward people of diverse backgrounds | 16% | N=201 | 42% | N=542 | 25% | N=318 | 8% | N=101 | 10% | N=127 | 100% | N=1288 |
| Neighborliness of residents in Tracy | 12% | N=152 | 39% | N=501 | 37% | N=472 | 10% | N=130 | 3% | N=35 | 100% | N=1290 |

## Table 37: Question 7

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|---|---|---|---|---|---|---|
| Made efforts to conserve water | 2% | N=21 | 98% | N=1250 | 100% | N=1271 |
| Made efforts to make your home more energy efficient | 16% | N=205 | 84% | N=1070 | 100% | N=1275 |
| Observed a code violation or other hazard in Tracy (weeds, abandoned buildings, etc.) | 36% | N=461 | 64% | N=811 | 100% | N=1272 |
| Household member was a victim of a crime in Tracy | 81% | N=1042 | 19% | N=237 | 100% | N=1280 |
| Reported a crime to the police in Tracy | 65% | N=838 | 35% | N=442 | 100% | N=1280 |
| Stocked supplies in preparation for an emergency | 63% | N=806 | 37% | N=473 | 100% | N=1280 |

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|---|---|---|---|---|---|---|
| Campaigned or advocated for an issue, cause or candidate | 74% | N=950 | 26% | N=330 | 100% | N=1280 |
| Contacted the City of Tracy (in-person, phone, email or web) for help or information | 49% | N=631 | 51% | N=648 | 100% | N=1279 |
| Contacted Tracy elected officials (in-person, phone, email or web) to express your opinion | 82% | N=1053 | 18% | N=225 | 100% | N=1278 |

## Table 38: Question 8

| In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Tracy? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Used Tracy recreation centers or their services | 8% | N=103 | 9% | N=118 | 26% | N=327 | 56% | N=704 | 100% | N=1253 |
| Visited a neighborhood park or City park | 21% | N=263 | 27% | N=341 | 39% | N=489 | 13% | N=164 | 100% | N=1257 |
| Used Tracy public libraries or their services | 5% | N=69 | 14% | N=176 | 34% | N=427 | 46% | N=578 | 100% | N=1250 |
| Attended a City-sponsored event | 2% | N=30 | 9% | N=109 | 50% | N=624 | 39% | N=490 | 100% | N=1253 |
| Used bus, rail, subway or other public transportation instead of driving | 5% | N=68 | 1% | N=19 | 8% | N=106 | 85% | N=1060 | 100% | N=1253 |
| Carpooled with other adults or children instead of driving alone | 20% | N=250 | 12% | N=149 | 16% | N=203 | 52% | N=652 | 100% | N=1253 |
| Walked or biked instead of driving | 10% | N=126 | 16% | N=203 | 27% | N=337 | 47% | N=592 | 100% | N=1258 |
| Volunteered your time to some group/activity in Tracy | 10% | N=127 | 11% | N=134 | 20% | N=251 | 59% | N=749 | 100% | N=1261 |
| Participated in a club | 8% | N=95 | 8% | N=105 | 13% | N=169 | 71% | N=894 | 100% | N=1262 |
| Talked to or visited with your immediate neighbors | 36% | N=452 | 31% | N=387 | 24% | N=302 | 9% | N=118 | 100% | N=1259 |
| Done a favor for a neighbor | 19% | N=245 | 24% | N=307 | 38% | N=474 | 18% | N=233 | 100% | N=1258 |

## Table 39: Question 9

| Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting? | 2 times a week or more | | 2-4 times a month | | Once a month or less | | Not at all | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Attended a local public meeting | 0% | N=4 | 3% | N=41 | 20% | N=240 | 76% | N=928 | 100% | N=1213 |
| Watched (online or on television) a local public meeting | 1% | N=14 | 5% | N=58 | 20% | N=246 | 74% | N=930 | 100% | N=1248 |

## Table 40: Question 10

| Please rate the quality of each of the following services in Tracy: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Police/Sheriff services | 25% | N=302 | 41% | N=496 | 17% | N=203 | 5% | N=61 | 12% | N=144 | 100% | N=1205 |
| Fire services | 31% | N=379 | 41% | N=495 | 6% | N=77 | 1% | N=7 | 21% | N=250 | 100% | N=1208 |
| Ambulance or emergency medical services | 23% | N=277 | 34% | N=412 | 10% | N=121 | 3% | N=33 | 30% | N=361 | 100% | N=1203 |
| Crime prevention | 11% | N=136 | 36% | N=437 | 23% | N=279 | 8% | N=96 | 21% | N=251 | 100% | N=1201 |
| Fire prevention and education | 13% | N=157 | 34% | N=406 | 15% | N=178 | 3% | N=38 | 35% | N=421 | 100% | N=1199 |
| Traffic enforcement | 10% | N=122 | 37% | N=443 | 23% | N=273 | 14% | N=166 | 17% | N=201 | 100% | N=1205 |
| Street repair | 5% | N=58 | 27% | N=322 | 34% | N=411 | 28% | N=333 | 7% | N=83 | 100% | N=1208 |
| Street cleaning | 18% | N=212 | 43% | N=519 | 28% | N=334 | 10% | N=116 | 2% | N=29 | 100% | N=1209 |
| Street lighting | 14% | N=170 | 45% | N=543 | 28% | N=337 | 12% | N=145 | 1% | N=16 | 100% | N=1210 |
| Sidewalk maintenance | 9% | N=113 | 38% | N=456 | 30% | N=360 | 18% | N=223 | 5% | N=58 | 100% | N=1210 |
| Traffic signal timing | 10% | N=116 | 44% | N=525 | 28% | N=340 | 16% | N=196 | 2% | N=28 | 100% | N=1205 |
| Bus or transit services | 5% | N=63 | 16% | N=191 | 14% | N=169 | 11% | N=130 | 54% | N=655 | 100% | N=1206 |
| Garbage collection | 34% | N=407 | 51% | N=617 | 14% | N=165 | 1% | N=13 | 1% | N=6 | 100% | N=1209 |
| Recycling | 29% | N=353 | 49% | N=589 | 15% | N=187 | 4% | N=53 | 2% | N=27 | 100% | N=1208 |

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| Please rate the quality of each of the following services in Tracy: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Yard waste pick-up | 29% | N=351 | 47% | N=568 | 15% | N=181 | 3% | N=32 | 6% | N=77 | 100% | N=1209 |
| Storm drainage | 14% | N=174 | 50% | N=601 | 19% | N=233 | 7% | N=82 | 10% | N=121 | 100% | N=1210 |
| Drinking water | 8% | N=101 | 35% | N=418 | 27% | N=331 | 22% | N=266 | 8% | N=94 | 100% | N=1211 |
| Sewer services | 15% | N=184 | 50% | N=601 | 20% | N=240 | 3% | N=37 | 12% | N=143 | 100% | N=1206 |
| Power (electric and/or gas) utility | 19% | N=224 | 52% | N=623 | 23% | N=275 | 3% | N=42 | 4% | N=44 | 100% | N=1207 |
| Utility billing | 15% | N=179 | 47% | N=561 | 29% | N=346 | 6% | N=74 | 4% | N=47 | 100% | N=1207 |
| City parks | 14% | N=172 | 44% | N=532 | 28% | N=338 | 9% | N=113 | 4% | N=50 | 100% | N=1205 |
| Recreation programs or classes | 8% | N=99 | 29% | N=350 | 19% | N=231 | 9% | N=113 | 34% | N=416 | 100% | N=1208 |
| Recreation centers or facilities | 7% | N=83 | 29% | N=343 | 24% | N=292 | 10% | N=118 | 30% | N=365 | 100% | N=1202 |
| Land use, planning and zoning | 4% | N=46 | 20% | N=245 | 29% | N=346 | 19% | N=234 | 28% | N=331 | 100% | N=1202 |
| Code enforcement (weeds, abandoned buildings, etc.) | 4% | N=52 | 20% | N=244 | 27% | N=329 | 27% | N=330 | 21% | N=252 | 100% | N=1206 |
| Animal control | 8% | N=94 | 35% | N=417 | 24% | N=284 | 11% | N=138 | 23% | N=272 | 100% | N=1205 |
| Economic development | 6% | N=69 | 22% | N=265 | 31% | N=372 | 23% | N=272 | 18% | N=216 | 100% | N=1194 |
| Public library services | 11% | N=134 | 34% | N=411 | 19% | N=226 | 7% | N=79 | 29% | N=354 | 100% | N=1204 |
| Public information services | 6% | N=65 | 31% | N=365 | 23% | N=269 | 12% | N=138 | 30% | N=353 | 100% | N=1190 |
| Cable television | 8% | N=95 | 35% | N=411 | 25% | N=298 | 11% | N=132 | 21% | N=242 | 100% | N=1177 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 4% | N=47 | 18% | N=219 | 17% | N=206 | 14% | N=173 | 46% | N=552 | 100% | N=1197 |
| Preservation of natural areas such as open space, farmlands and greenbelts | 4% | N=48 | 24% | N=292 | 26% | N=315 | 16% | N=198 | 29% | N=349 | 100% | N=1201 |
| Tracy open space | 5% | N=54 | 27% | N=320 | 30% | N=356 | 17% | N=206 | 22% | N=264 | 100% | N=1200 |
| City-sponsored special events | 10% | N=119 | 33% | N=393 | 27% | N=319 | 10% | N=123 | 20% | N=234 | 100% | N=1187 |
| Overall customer service by Tracy employees (police, receptionists, planners, etc.) | 17% | N=197 | 39% | N=460 | 25% | N=300 | 5% | N=63 | 14% | N=170 | 100% | N=1191 |

## Table 41: Question 11

| Overall, how would you rate the quality of the services provided by each of the following? | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| The City of Tracy | 12% | N=144 | 48% | N=568 | 30% | N=357 | 6% | N=67 | 5% | N=54 | 100% | N=1190 |
| The Federal Government | 3% | N=40 | 25% | N=297 | 40% | N=486 | 17% | N=204 | 15% | N=176 | 100% | N=1202 |

## Table 42: Question 12

| Please rate the following categories of Tracy government performance: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| The value of services for the taxes paid to Tracy | 5% | N=58 | 30% | N=351 | 35% | N=410 | 16% | N=190 | 13% | N=149 | 100% | N=1156 |
| The overall direction that Tracy is taking | 7% | N=86 | 32% | N=371 | 35% | N=407 | 18% | N=210 | 7% | N=83 | 100% | N=1157 |
| The job Tracy government does at welcoming citizen involvement | 5% | N=61 | 23% | N=266 | 29% | N=333 | 20% | N=224 | 23% | N=263 | 100% | N=1147 |
| Overall confidence in Tracy government | 5% | N=62 | 31% | N=359 | 34% | N=392 | 18% | N=205 | 12% | N=141 | 100% | N=1159 |
| Generally acting in the best interest of the community | 7% | N=84 | 33% | N=380 | 32% | N=372 | 15% | N=173 | 13% | N=149 | 100% | N=1158 |
| Being honest | 7% | N=79 | 31% | N=360 | 29% | N=333 | 12% | N=143 | 20% | N=231 | 100% | N=1146 |
| Treating all residents fairly | 9% | N=98 | 33% | N=380 | 28% | N=323 | 13% | N=145 | 18% | N=203 | 100% | N=1149 |

## Table 43: Question 13

| Please rate how important, if at all, you think it is for the Tracy community to focus on each of the following in the coming two years: | Essential | | Very important | | Somewhat important | | Not at all important | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Overall feeling of safety in Tracy | 65% | N=755 | 30% | N=343 | 5% | N=58 | 1% | N=6 | 100% | N=1163 |

| Please rate how important, if at all, you think it is for the Tracy community to focus on each of the following in the coming two years: | Essential | | Very important | | Somewhat important | | Not at all important | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| Overall ease of getting to the places you usually have to visit | 33% | N=380 | 50% | N=576 | 16% | N=190 | 1% | N=11 | 100% | N=1156 |
| Quality of overall natural environment in Tracy | 38% | N=438 | 44% | N=508 | 18% | N=210 | 1% | N=8 | 100% | N=1164 |
| Overall "built environment" of Tracy (including overall design, buildings, parks and transportation systems) | 36% | N=417 | 44% | N=517 | 18% | N=211 | 2% | N=19 | 100% | N=1164 |
| Health and wellness opportunities in Tracy | 38% | N=443 | 43% | N=500 | 18% | N=204 | 1% | N=11 | 100% | N=1159 |
| Overall opportunities for education and enrichment | 48% | N=558 | 38% | N=443 | 13% | N=148 | 1% | N=11 | 100% | N=1160 |
| Overall economic health of Tracy | 57% | N=668 | 38% | N=438 | 5% | N=55 | 0% | N=1 | 100% | N=1163 |
| Sense of community | 40% | N=462 | 47% | N=548 | 12% | N=138 | 1% | N=14 | 100% | N=1162 |

## Table 44: Question D1

| How often, if at all, do you do each of the following, considering all of the times you could? | Never | | Rarely | | Sometimes | | Usually | | Always | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Recycle at home | 2% | N=22 | 2% | N=22 | 3% | N=34 | 21% | N=236 | 73% | N=837 | 100% | N=1151 |
| Purchase goods or services from a business located in Tracy | 0% | N=4 | 1% | N=12 | 13% | N=143 | 51% | N=578 | 36% | N=407 | 100% | N=1144 |
| Eat at least 5 portions of fruits and vegetables a day | 2% | N=19 | 9% | N=104 | 36% | N=408 | 34% | N=395 | 19% | N=221 | 100% | N=1147 |
| Participate in moderate or vigorous physical activity | 2% | N=22 | 13% | N=145 | 35% | N=397 | 30% | N=339 | 21% | N=237 | 100% | N=1139 |
| Read or watch local news (via television, paper, computer, etc.) | 2% | N=21 | 9% | N=105 | 19% | N=216 | 32% | N=371 | 38% | N=433 | 100% | N=1146 |
| Vote in local elections | 8% | N=87 | 5% | N=61 | 5% | N=52 | 18% | N=201 | 65% | N=744 | 100% | N=1145 |

## Table 45: Question D2

| Would you say that in general your health is: | Percent | Number |
|---|---|---|
| Excellent | 21% | N=237 |
| Very good | 45% | N=516 |
| Good | 28% | N=327 |
| Fair | 6% | N=66 |
| Poor | 1% | N=9 |
| Total | 100% | N=1153 |

## Table 46: Question D3

| What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be | Percent | Number |
|---|---|---|
| Very positive | 13% | N=149 |
| Somewhat positive | 28% | N=318 |
| Neutral | 45% | N=519 |
| Somewhat negative | 12% | N=136 |
| Very negative | 2% | N=27 |
| Total | 100% | N=1150 |

## Table 47: Question D4

| What is your employment status? | Percent | Number |
|---|---|---|
| Working full time for pay | 71% | N=815 |
| Working part time for pay | 10% | N=120 |
| Unemployed, looking for paid work | 3% | N=38 |
| Unemployed, not looking for paid work | 5% | N=59 |
| Fully retired | 10% | N=117 |
| Total | 100% | N=1148 |

## Table 48: Question D5

| Do you work inside the boundaries of Tracy? | Percent | Number |
|---|---|---|
| Yes, outside the home | 30% | N=341 |
| Yes, from home | 10% | N=109 |
| No | 60% | N=689 |
| Total | 100% | N=1139 |

## Table 49: Question D6

| How many years have you lived in Tracy? | Percent | Number |
|---|---|---|
| Less than 2 years | 8% | N=89 |
| 2 to 5 years | 14% | N=167 |
| 6 to 10 years | 17% | N=197 |
| 11 to 20 years | 33% | N=383 |
| More than 20 years | 28% | N=318 |
| Total | 100% | N=1153 |

## Table 50: Question D7

| Which best describes the building you live in? | Percent | Number |
|---|---|---|
| One family house detached from any other houses | 87% | N=1008 |
| Building with two or more homes (duplex, townhome, apartment or condominium) | 11% | N=131 |
| Mobile home | 0% | N=6 |
| Other | 1% | N=8 |
| Total | 100% | N=1152 |

## Table 51: Question D8

| Is this house, apartment or mobile home? | Percent | Number |
|---|---|---|
| Rented | 28% | N=319 |
| Owned | 72% | N=827 |
| Total | 100% | N=1147 |

## Table 52: Question D9

| 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)? | Percent | Number |
|---|---|---|
| Less than $300 per month | 2% | N=25 |
| $300 to $599 per month | 3% | N=32 |
| $600 to $999 per month | 6% | N=70 |
| $1,000 to $1,499 per month | 16% | N=176 |
| $1,500 to $2,499 per month | 53% | N=603 |
| $2,500 or more per month | 20% | N=227 |
| Total | 100% | N=1133 |

## Table 53: Question D10

| Do any children 17 or under live in your household? | Percent | Number |
|---|---|---|
| No | 45% | N=512 |
| Yes | 55% | N=626 |
| Total | 100% | N=1139 |

## Table 54: Question D11

| Are you or any other members of your household aged 65 or older? | Percent | Number |
|---|---|---|
| No | 80% | N=919 |
| Yes | 20% | N=223 |
| Total | 100% | N=1142 |

## Table 55: Question D12

| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent | Number |
|---|---|---|
| Less than $25,000 | 4% | N=49 |
| $25,000 to $49,999 | 12% | N=138 |
| $50,000 to $99,999 | 31% | N=347 |
| $100,000 to $149,999 | 28% | N=306 |
| $150,000 or more | 24% | N=269 |
| Total | 100% | N=1109 |

## Table 56: Question D13

| Are you Spanish, Hispanic or Latino? | Percent | Number |
|---|---|---|
| No, not Spanish, Hispanic or Latino | 69% | N=774 |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 31% | N=353 |
| Total | 100% | N=1127 |

## Table 57: Question D14

| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent | Number |
|---|---|---|
| American Indian or Alaskan Native | 4% | N=49 |
| Asian, Asian Indian or Pacific Islander | 14% | N=157 |
| Black or African American | 5% | N=58 |
| White | 62% | N=701 |
| Other | 22% | N=248 |

Total may exceed 100% as respondents could select more than one option.

## Table 58: Question D15

| In which category is your age? | Percent | Number |
|---|---|---|
| 18 to 24 years | 2% | N=27 |
| 25 to 34 years | 25% | N=282 |
| 35 to 44 years | 23% | N=256 |
| 45 to 54 years | 26% | N=290 |
| 55 to 64 years | 16% | N=184 |
| 65 to 74 years | 7% | N=75 |
| 75 years or older | 1% | N=15 |
| Total | 100% | N=1131 |

## Table 59: Question D16

| What is your sex? | Percent | Number |
|---|---|---|
| Female | 53% | N=594 |
| Male | 47% | N=531 |
| Total | 100% | N=1124 |

## Table 60: Question D17

| Do you consider a cell phone or landline your primary telephone number? | Percent | Number |
|---|---|---|
| Cell | 72% | N=819 |
| Land line | 7% | N=83 |
| Both | 21% | N=236 |
| Total | 100% | N=1138 |

# Appendix B: Benchmark Comparisons

## Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating 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. The City of Tracy chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database(jurisdictions from the West Coast Region).

## Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Tracy's "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. The second column is the rank assigned to Tracy's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Tracy's rating to the benchmark.

In that final column, Tracy'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 Tracy residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

| Benchmark Database Characteristics | |
|---|---|
| Region | Percent |
| New England | 3% |
| Middle Atlantic | 5% |
| East North Central | 15% |
| West North Central | 13% |
| South Atlantic | 22% |
| East South Central | 3% |
| West South Central | 7% |
| Mountain | 16% |
| Pacific | 16% |
| Population | Percent |
| Less than 10,000 | 10% |
| 10,000 to 24,999 | 22% |
| 25,000 to 49,999 | 23% |
| 50,000 to 99,999 | 22% |
| 100,000 or more | 23% |

# National Benchmark Comparisons

Table 61: Community Characteristics General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|
| The overall quality of life in Tracy | 63% | 381 | 435 | Lower |
| Overall image or reputation of Tracy | 50% | 266 | 324 | Lower |
| Tracy as a place to live | 77% | 293 | 371 | Similar |
| Your neighborhood as a place to live | 79% | 208 | 291 | Similar |
| Tracy as a place to raise children | 77% | 227 | 358 | Similar |
| Tracy as a place to retire | 47% | 303 | 332 | Lower |
| Overall appearance of Tracy | 54% | 282 | 333 | Lower |

Table 62: Community Characteristics by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|---|
| Safety | Overall feeling of safety in Tracy | 72% | 215 | 282 | Similar |
| | In your neighborhood during the day | 90% | 245 | 334 | Similar |
| | In Tracy's downtown/commercial area during the day | 83% | 211 | 286 | Similar |
| Mobility | Overall ease of getting to the places you usually have to visit | 67% | 155 | 197 | Similar |
| | Availability of paths and walking trails | 41% | 263 | 289 | Lower |
| | Ease of walking in Tracy | 59% | 173 | 270 | Similar |
| | Ease of travel by bicycle in Tracy | 41% | 198 | 275 | Similar |
| | Ease of travel by public transportation in Tracy | 31% | 121 | 167 | Similar |
| | Ease of travel by car in Tracy | 64% | 162 | 280 | Similar |
| | Traffic flow on major streets | 51% | 165 | 329 | Similar |
| Natural Environment | Quality of overall natural environment in Tracy | 52% | 238 | 255 | Lower |
| | Cleanliness of Tracy | 57% | 205 | 257 | Lower |
| | Air quality | 50% | 220 | 232 | Lower |
| Built Environment | Overall "built environment" of Tracy (including overall design, buildings, parks and transportation systems) | 43% | 164 | 187 | Lower |
| | Overall quality of new development in Tracy | 41% | 213 | 262 | Similar |
| | Availability of affordable quality housing | 34% | 203 | 283 | Similar |
| | Variety of housing options | 42% | 200 | 256 | Similar |
| | Public places where people want to spend time | 34% | 173 | 180 | Much lower |
| Economy | Overall economic health of Tracy | 43% | 150 | 192 | Lower |
| | Vibrant downtown/commercial area | 26% | 148 | 176 | Lower |
| | Overall quality of business and service establishments in Tracy | 43% | 224 | 252 | Lower |
| | Cost of living in Tracy | 40% | 111 | 189 | Similar |
| | Shopping opportunities | 29% | 238 | 272 | Lower |
| | Employment opportunities | 16% | 267 | 291 | Lower |
| | Tracy as a place to visit | 22% | 201 | 202 | Much lower |
| | Tracy as a place to work | 29% | 323 | 332 | Much lower |
| Recreation and Wellness | Health and wellness opportunities in Tracy | 44% | 177 | 189 | Lower |
| | Availability of preventive health services | 51% | 168 | 217 | Similar |
| | Availability of affordable quality health care | 52% | 170 | 240 | Similar |
| | Availability of affordable quality food | 53% | 183 | 217 | Similar |
| | Recreational opportunities | 33% | 276 | 284 | Much lower |
| | Fitness opportunities (including exercise classes and paths or trails, etc.) | 45% | 172 | 180 | Lower |
| Education and Enrichment | Overall opportunities for education and enrichment | 39% | 181 | 189 | Much lower |
| | Opportunities to attend cultural/arts/music activities | 39% | 229 | 271 | Lower |

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|
| Adult educational opportunities | 37% | 157 | 169 | Lower |
| Opportunities to participate in social events and activities | 40% | 223 | 239 | Lower |
| Neighborliness of Tracy | 52% | 137 | 183 | Similar |
| Openness and acceptance of the community toward people of diverse backgrounds | 64% | 117 | 268 | Similar |
| Opportunities to participate in community matters | 46% | 227 | 253 | Lower |
| Opportunities to volunteer | 51% | 227 | 244 | Lower |

(First column label: Community Engagement)

## Table 63: Governance General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|
| Services provided by the City of Tracy | 63% | 319 | 413 | Similar |
| Overall customer service by Tracy employees (police, receptionists, planners, etc.) | 64% | 265 | 347 | Similar |
| Value of services for the taxes paid to Tracy | 41% | 307 | 378 | Similar |
| Overall direction that Tracy is taking | 43% | 241 | 295 | Similar |
| Job Tracy government does at welcoming citizen involvement | 37% | 254 | 294 | Lower |
| Overall confidence in Tracy government | 41% | 141 | 189 | Similar |
| Generally acting in the best interest of the community | 46% | 130 | 188 | Similar |
| Being honest | 48% | 121 | 181 | Similar |
| Treating all residents fairly | 51% | 108 | 186 | Similar |
| Services provided by the Federal Government | 33% | 160 | 231 | Similar |

## Table 64: Governance by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|---|
| Safety | Police/Sheriff services | 75% | 293 | 431 | Similar |
| | Fire services | 91% | 223 | 356 | Similar |
| | Ambulance or emergency medical services | 82% | 291 | 329 | Similar |
| | Crime prevention | 60% | 242 | 332 | Similar |
| | Fire prevention and education | 72% | 206 | 264 | Similar |
| | Animal control | 55% | 253 | 320 | Similar |
| | Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 41% | 253 | 262 | Lower |
| Mobility | Traffic enforcement | 56% | 288 | 346 | Similar |
| | Street repair | 34% | 300 | 394 | Similar |
| | Street cleaning | 62% | 162 | 300 | Similar |
| | Street lighting | 60% | 165 | 297 | Similar |
| | Sidewalk maintenance | 49% | 204 | 306 | Similar |
| | Traffic signal timing | 54% | 115 | 239 | Similar |
| | Bus or transit services | 46% | 138 | 203 | Similar |
| Natural Environment | Garbage collection | 85% | 169 | 337 | Similar |
| | Recycling | 80% | 201 | 341 | Similar |
| | Yard waste pick-up | 81% | 95 | 252 | Similar |
| | Drinking water | 46% | 307 | 318 | Lower |
| | Preservation of natural areas such as open space, farmlands and greenbelts | 40% | 232 | 239 | Lower |
| | Tracy open space | 40% | 162 | 173 | Lower |
| Built Environment | Storm drainage | 71% | 145 | 337 | Similar |
| | Sewer services | 74% | 215 | 310 | Similar |
| | Power (electric and/or gas) utility | 73% | 114 | 154 | Similar |

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|---|
| | Utility billing | 64% | 116 | 169 | Similar |
| | Land use, planning and zoning | 33% | 241 | 284 | Lower |
| | Code enforcement (weeds, abandoned buildings, etc.) | 31% | 304 | 353 | Lower |
| | Cable television | 54% | 89 | 181 | Similar |
| Economy | Economic development | 34% | 222 | 266 | Lower |
| Recreation and Wellness | City parks | 61% | 287 | 314 | Lower |
| | Recreation programs or classes | 57% | 278 | 319 | Lower |
| | Recreation centers or facilities | 51% | 238 | 266 | Lower |
| Education and Enrichment | City-sponsored special events | 54% | 173 | 208 | Similar |
| | Public library services | 64% | 315 | 327 | Lower |
| Community Engagement | Public information services | 51% | 249 | 268 | Lower |

Table 65: Participation General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|
| Sense of community | 53% | 214 | 288 | Similar |
| Recommend living in Tracy to someone who asks | 76% | 212 | 262 | Similar |
| Remain in Tracy for the next five years | 77% | 210 | 255 | Similar |
| Contacted Tracy (in-person, phone, email or web) for help or information | 51% | 91 | 290 | Similar |

Table 66: Participation by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|---|
| Safety | Stocked supplies in preparation for an emergency | 37% | 76 | 165 | Similar |
| | Did NOT report a crime to the police | 65% | 163 | 185 | Lower |
| | Household member was NOT a victim of a crime | 81% | 226 | 254 | Similar |
| Mobility | Used bus, rail, subway or other public transportation instead of driving | 15% | 94 | 153 | Lower |
| | Carpooled with other adults or children instead of driving alone | 48% | 48 | 175 | Similar |
| | Walked or biked instead of driving | 53% | 105 | 181 | Similar |
| Natural Environment | Made efforts to conserve water | 98% | 2 | 171 | Higher |
| | Made efforts to make your home more energy efficient | 84% | 7 | 171 | Similar |
| | Recycle at home | 96% | 46 | 238 | Higher |
| Built Environment | Did NOT observe a code violation or other hazard in Tracy | 36% | 159 | 176 | Lower |
| | NOT experiencing housing costs stress | 60% | 201 | 234 | Similar |
| Economy | Purchase goods or services from a business located in Tracy | 99% | 26 | 178 | Similar |
| | Economy will have positive impact on income | 41% | 15 | 236 | Higher |
| | Work inside boundaries of Tracy | 40% | 84 | 178 | Similar |
| Recreation and Wellness | Used Tracy recreation centers or their services | 44% | 211 | 221 | Lower |
| | Visited a neighborhood park or City park | 87% | 91 | 252 | Similar |
| | Eat at least 5 portions of fruits and vegetables a day | 89% | 18 | 172 | Similar |
| | Participate in moderate or vigorous physical activity | 85% | 85 | 176 | Similar |
| | In very good to excellent health | 65% | 82 | 175 | Similar |

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|---|
| Education and Enrichment | Used Tracy public libraries or their services | 54% | 187 | 221 | Lower |
| | Attended City-sponsored event | 61% | 54 | 180 | Similar |
| | Campaigned or advocated for an issue, cause or candidate | 26% | 47 | 164 | Similar |
| | Contacted Tracy elected officials (in-person, phone, email or web) to express your opinion | 18% | 79 | 178 | Similar |
| | Volunteered your time to some group/activity in Tracy | 41% | 110 | 242 | Similar |
| | Participated in a club | 29% | 89 | 221 | Similar |
| | Talked to or visited with your immediate neighbors | 91% | 99 | 176 | Similar |
| | Done a favor for a neighbor | 82% | 95 | 170 | Similar |
| | Attended a local public meeting | 24% | 79 | 244 | Similar |
| | Watched (online or on television) a local public meeting | 26% | 89 | 208 | Similar |
| | Read or watch local news (via television, paper, computer, etc.) | 89% | 48 | 179 | Similar |
| Community Engagement | Vote in local elections | 87% | 46 | 236 | Similar |

## Communities included in national comparisons

The communities included in Tracy's comparisons are listed on the following pages along with their population according to the 2010 Census.

Airway Heights city, WA ... 6,114
Albany city, OR ... 50,158
Albemarle County, VA ... 98,970
Albert Lea city, MN ... 18,016
Alexandria city, VA ... 139,966
Algonquin village, IL ... 30,046
Aliso Viejo city, CA ... 47,823
Altoona city, IA ... 14,541
American Canyon city, CA ... 19,454
Ames city, IA ... 58,965
Andover CDP, MA ... 8,762
Ankeny city, IA ... 45,582
Ann Arbor city, MI ... 113,934
Annapolis city, MD ... 38,394
Apache Junction city, AZ ... 35,840
Apple Valley town, CA ... 69,135
Arapahoe County, CO ... 572,003
Arkansas City city, AR ... 366
Arlington County, VA ... 207,627
Arvada city, CO ... 106,433
Asheville city, NC ... 83,393
Ashland city, OR ... 20,078
Ashland town, MA ... 16,593
Ashland town, VA ... 7,225
Aspen city, CO ... 6,658
Athens-Clarke County, GA ... 115,452
Auburn city, AL ... 53,380
Auburn city, WA ... 70,180
Augusta CCD, GA ... 134,777
Aurora city, CO ... 325,078
Austin city, TX ... 790,390
Avon town, CO ... 6,447
Avondale city, AZ ... 76,238
Azusa city, CA ... 46,361
Bainbridge Island city, WA ... 23,025
Baltimore city, MD ... 620,961
Bartonville town, TX ... 1,469

Battle Creek city, MI ... 52,347
Bay City city, MI ... 34,932
Baytown city, TX ... 71,802
Bedford city, TX ... 46,979
Bedford town, MA ... 13,320
Bellevue city, WA ... 122,363
Bellingham city, WA ... 80,885
Beltrami County, MN ... 44,442
Benbrook city, TX ... 21,234
Bend city, OR ... 76,639
Bettendorf city, IA ... 33,217
Billings city, MT ... 104,170
Blaine city, MN ... 57,186
Bloomfield Hills city, MI ... 3,869
Bloomington city, MN ... 82,893
Blue Springs city, MO ... 52,575
Boise City city, ID ... 205,671
Boone County, KY ... 118,811
Boulder city, CO ... 97,385
Bowling Green city, KY ... 58,067
Bozeman city, MT ... 37,280
Brentwood city, MO ... 8,055
Brentwood city, TN ... 37,060
Brighton city, CO ... 33,352
Brighton city, MI ... 7,444
Bristol city, TN ... 26,702
Broken Arrow city, OK ... 98,850
Brookfield city, WI ... 37,920
Brookline CDP, MA ... 58,732
Broomfield city, CO ... 55,889
Brownsburg town, IN ... 21,285
Burien city, WA ... 33,313
Burleson city, TX ... 36,690
Cabarrus County, NC ... 178,011
Cambridge city, MA ... 105,162
Cannon Beach city, OR ... 1,690
Cañon City city, CO ... 16,400

| | |
|---|---|
| Canton city, SD .............................................. 3,057 | Denver city, CO.....................................600,158 |
| Cape Coral city, FL ......................................154,305 | Derby city, KS ..................................... 22,158 |
| Cape Girardeau city, MO............................... 37,941 | Des Moines city, IA ...............................203,433 |
| Carlisle borough, PA .................................... 18,682 | Des Peres city, MO................................. 8,373 |
| Carlsbad city, CA........................................105,328 | Destin city, FL ..................................... 12,305 |
| Carroll city, IA ............................................ 10,103 | Dothan city, AL .................................... 65,496 |
| Cartersville city, GA.................................... 19,731 | Douglas County, CO...............................285,465 |
| Cary town, NC............................................135,234 | Dover city, NH .................................... 29,987 |
| Casper city, WY ......................................... 55,316 | Dublin city, CA .................................... 46,036 |
| Castine town, ME ........................................ 1,366 | Dublin city, OH .................................... 41,751 |
| Castle Pines North city, CO ......................... 10,360 | Duluth city, MN .................................... 86,265 |
| Castle Rock town, CO.................................. 48,231 | Duncanville city, TX ............................... 38,524 |
| Cedar Hill city, TX ...................................... 45,028 | Durham city, NC....................................228,330 |
| Cedar Rapids city, IA...................................126,326 | Durham County, NC ...............................267,587 |
| Celina city, TX............................................ 6,028 | Eagan city, MN .................................... 64,206 |
| Centennial city, CO......................................100,377 | Eagle Mountain city, UT........................... 21,415 |
| Chambersburg borough, PA........................... 20,268 | Eagle town, CO .................................... 6,508 |
| Chandler city, AZ ........................................236,123 | East Baton Rouge Parish, LA.....................440,171 |
| Chandler city, TX ........................................ 2,734 | East Grand Forks city, MN......................... 8,601 |
| Chanhassen city, MN ................................... 22,952 | East Lansing city, MI .............................. 48,579 |
| Chapel Hill town, NC ................................... 57,233 | Eau Claire city, WI ................................ 65,883 |
| Charles County, MD.....................................146,551 | Eden Prairie city, MN ............................. 60,797 |
| Charlotte city, NC.......................................731,424 | Edgerton city, KS .................................. 1,671 |
| Charlotte County, FL ....................................159,978 | Edgewater city, CO ................................ 5,170 |
| Charlottesville city, VA ................................ 43,475 | Edina city, MN .................................... 47,941 |
| Chattanooga city, TN...................................167,674 | Edmond city, OK .................................. 81,405 |
| Chesterfield County, VA................................316,236 | Edmonds city, WA.................................. 39,709 |
| Chippewa Falls city, WI ............................... 13,661 | El Cerrito city, CA.................................. 23,549 |
| Citrus Heights city, CA ................................ 83,301 | El Dorado County, CA...............................181,058 |
| Clackamas County, OR .................................375,992 | El Paso city, TX....................................649,121 |
| Clarendon Hills village, IL ............................ 8,427 | Elk Grove city, CA ................................153,015 |
| Clayton city, MO ........................................ 15,939 | Elk River city, MN ................................. 22,974 |
| Clearwater city, FL ......................................107,685 | Elko New Market city, MN ......................... 4,110 |
| Cleveland Heights city, OH........................... 46,121 | Elmhurst city, IL.................................... 44,121 |
| Clinton city, SC .......................................... 8,490 | Encinitas city, CA .................................. 59,518 |
| Clive city, IA ............................................. 15,447 | Englewood city, CO ............................... 30,255 |
| Clovis city, CA........................................... 95,631 | Erie town, CO ...................................... 18,135 |
| College Park city, MD .................................. 30,413 | Escambia County, FL ..............................297,619 |
| College Station city, TX ............................... 93,857 | Estes Park town, CO............................... 5,858 |
| Colleyville city, TX ...................................... 22,807 | Fairview town, TX .................................. 7,248 |
| Collinsville city, IL ...................................... 25,579 | Farmersville city, TX .............................. 3,301 |
| Columbia city, SC .......................................129,272 | Farmington Hills city, MI........................... 79,740 |
| Columbia Falls city, MT................................ 4,688 | Fayetteville city, NC................................200,564 |
| Columbus city, WI ...................................... 4,991 | Fishers town, IN ................................... 76,794 |
| Commerce City city, CO............................... 45,913 | Flower Mound town, TX............................ 64,669 |
| Concord city, CA ........................................122,067 | Forest Grove city, OR ............................. 21,083 |
| Concord town, MA....................................... 17,668 | Fort Collins city, CO................................143,986 |
| Coon Rapids city, MN .................................. 61,476 | Fort Lauderdale city, FL ...........................165,521 |
| Copperas Cove city, TX................................ 32,032 | Fort Smith city, AR ................................ 86,209 |
| Coronado city, CA ...................................... 18,912 | Fort Worth city, TX.................................741,206 |
| Corvallis city, OR........................................ 54,462 | Fountain Hills town, AZ............................ 22,489 |
| Cottonwood Heights city, UT ........................ 33,433 | Franklin city, TN.................................... 62,487 |
| Creve Coeur city, MO .................................. 17,833 | Fredericksburg city, VA............................ 24,286 |
| Cross Roads town, TX .................................. 1,563 | Fremont city, CA ...................................214,089 |
| Dacono city, CO......................................... 4,152 | Friendswood city, TX............................... 35,805 |
| Dade City city, FL ....................................... 6,437 | Fruita city, CO...................................... 12,646 |
| Dakota County, MN .....................................398,552 | Gahanna city, OH .................................. 33,248 |
| Dallas city, OR .......................................... 14,583 | Gaithersburg city, MD.............................. 59,933 |
| Dallas city, TX........................................1,197,816 | Galveston city, TX.................................. 47,743 |
| Danville city, KY ........................................ 16,218 | Gardner city, KS ................................... 19,123 |
| Dardenne Prairie city, MO ............................ 11,494 | Geneva city, NY ................................... 13,261 |
| Davenport city, IA....................................... 99,685 | Georgetown city, TX............................... 47,400 |
| Davidson town, NC...................................... 10,944 | Germantown city, TN .............................. 38,844 |
| Dayton city, OH ........................................141,527 | Gilbert town, AZ....................................208,453 |
| Decatur city, GA......................................... 19,335 | Gillette city, WY ................................... 29,087 |
| Del Mar city, CA ........................................ 4,161 | Glendora city, CA .................................. 50,073 |
| Delaware city, OH ...................................... 34,753 | Glenview village, IL................................. 44,692 |
| Delray Beach city, FL................................... 60,522 | Globe city, AZ ...................................... 7,532 |
| Denison city, TX ........................................ 22,682 | Golden city, CO.................................... 18,867 |
| Denton city, TX.........................................113,383 | Golden Valley city, MN............................. 20,371 |

| | |
|---|---|
| Goodyear city, AZ | 65,275 |
| Grafton village, WI | 11,459 |
| Grand Blanc city, MI | 8,276 |
| Grand Island city, NE | 48,520 |
| Grants Pass city, OR | 34,533 |
| Grass Valley city, CA | 12,860 |
| Greenville city, NC | 84,554 |
| Greenwich town, CT | 61,171 |
| Greenwood Village city, CO | 13,925 |
| Greer city, SC | 25,515 |
| Guilford County, NC | 488,406 |
| Gunnison County, CO | 15,324 |
| Hailey city, ID | 7,960 |
| Haines Borough, AK | 2,508 |
| Hallandale Beach city, FL | 37,113 |
| Hamilton city, OH | 62,477 |
| Hanover County, VA | 99,863 |
| Harrisburg city, SD | 4,089 |
| Harrisonburg city, VA | 48,914 |
| Harrisonville city, MO | 10,019 |
| Hayward city, CA | 144,186 |
| Henderson city, NV | 257,729 |
| Herndon town, VA | 23,292 |
| High Point city, NC | 104,371 |
| Highland Park city, IL | 29,763 |
| Highlands Ranch CDP, CO | 96,713 |
| Holland city, MI | 33,051 |
| Honolulu County, HI | 953,207 |
| Hooksett town, NH | 13,451 |
| Hopkins city, MN | 17,591 |
| Hopkinton town, MA | 14,925 |
| Hoquiam city, WA | 8,726 |
| Horry County, SC | 269,291 |
| Howard village, WI | 17,399 |
| Hudson city, OH | 22,262 |
| Hudson town, CO | 2,356 |
| Hudsonville city, MI | 7,116 |
| Huntersville town, NC | 46,773 |
| Huntley village, IL | 24,291 |
| Hurst city, TX | 37,337 |
| Hutchinson city, MN | 14,178 |
| Hutto city, TX | 14,698 |
| Hyattsville city, MD | 17,557 |
| Independence city, MO | 116,830 |
| Indian Trail town, NC | 33,518 |
| Indianola city, IA | 14,782 |
| Iowa City city, IA | 67,862 |
| Irving city, TX | 216,290 |
| Issaquah city, WA | 30,434 |
| Jackson County, MI | 160,248 |
| James City County, VA | 67,009 |
| Jefferson County, NY | 116,229 |
| Jefferson Parish, LA | 432,552 |
| Johnson City city, TN | 63,152 |
| Johnston city, IA | 17,278 |
| Jupiter town, FL | 55,156 |
| Kansas City city, KS | 145,786 |
| Kansas City city, MO | 459,787 |
| Keizer city, OR | 36,478 |
| Kenmore city, WA | 20,460 |
| Kennedale city, TX | 6,763 |
| Kennett Square borough, PA | 6,072 |
| Kent city, WA | 92,411 |
| Kerrville city, TX | 22,347 |
| Kettering city, OH | 56,163 |
| Key West city, FL | 24,649 |
| King City city, CA | 12,874 |
| King County, WA | 1,931,249 |
| Kirkland city, WA | 48,787 |
| Kirkwood city, MO | 27,540 |
| Knoxville city, IA | 7,313 |
| La Mesa city, CA | 57,065 |
| La Plata town, MD | 8,753 |
| La Porte city, TX | 33,800 |
| La Vista city, NE | 15,758 |
| Lafayette city, CO | 24,453 |
| Laguna Beach city, CA | 22,723 |
| Laguna Hills city, CA | 30,344 |
| Laguna Niguel city, CA | 62,979 |
| Lake Forest city, IL | 19,375 |
| Lake Oswego city, OR | 36,619 |
| Lake Stevens city, WA | 28,069 |
| Lake Worth city, FL | 34,910 |
| Lake Zurich village, IL | 19,631 |
| Lakeville city, MN | 55,954 |
| Lakewood city, CO | 142,980 |
| Lakewood city, WA | 58,163 |
| Lane County, OR | 351,715 |
| Lansing city, MI | 114,297 |
| Laramie city, WY | 30,816 |
| Larimer County, CO | 299,630 |
| Las Vegas city, NV | 583,756 |
| Lawrence city, KS | 87,643 |
| Lee's Summit city, MO | 91,364 |
| Lehi city, UT | 47,407 |
| Lenexa city, KS | 48,190 |
| Lewis County, NY | 27,087 |
| Lewiston city, ID | 31,894 |
| Lewisville city, TX | 95,290 |
| Libertyville village, IL | 20,315 |
| Lincoln city, NE | 258,379 |
| Lindsborg city, KS | 3,458 |
| Little Chute village, WI | 10,449 |
| Littleton city, CO | 41,737 |
| Livermore city, CA | 80,968 |
| Lombard village, IL | 43,165 |
| Lone Tree city, CO | 10,218 |
| Long Grove village, IL | 8,043 |
| Longmont city, CO | 86,270 |
| Longview city, TX | 80,455 |
| Lonsdale city, MN | 3,674 |
| Los Alamos County, NM | 17,950 |
| Los Altos Hills town, CA | 7,922 |
| Louisville city, CO | 18,376 |
| Lower Merion township, PA | 57,825 |
| Lynchburg city, VA | 75,568 |
| Lynnwood city, WA | 35,836 |
| Macomb County, MI | 840,978 |
| Manhattan Beach city, CA | 35,135 |
| Manhattan city, KS | 52,281 |
| Mankato city, MN | 39,309 |
| Maple Grove city, MN | 61,567 |
| Maricopa County, AZ | 3,817,117 |
| Marshfield city, WI | 19,118 |
| Martinez city, CA | 35,824 |
| Marysville city, WA | 60,020 |
| Matthews town, NC | 27,198 |
| McAllen city, TX | 129,877 |
| McDonough city, GA | 22,084 |
| McKinney city, TX | 131,117 |
| McMinnville city, OR | 32,187 |
| Menlo Park city, CA | 32,026 |
| Mercer Island city, WA | 22,699 |
| Meridian charter township, MI | 39,688 |
| Meridian city, ID | 75,092 |
| Merriam city, KS | 11,003 |
| Mesa city, AZ | 439,041 |
| Mesa County, CO | 146,723 |
| Miami Beach city, FL | 87,779 |
| Miami city, FL | 399,457 |

| | |
|---|---|
| Middleton city, WI | 17,442 |
| Midland city, MI | 41,863 |
| Milford city, DE | 9,559 |
| Milton city, GA | 32,661 |
| Minneapolis city, MN | 382,578 |
| Mission Viejo city, CA | 93,305 |
| Modesto city, CA | 201,165 |
| Monterey city, CA | 27,810 |
| Montgomery County, VA | 94,392 |
| Monticello city, UT | 1,972 |
| Monument town, CO | 5,530 |
| Mooresville town, NC | 32,711 |
| Moraga town, CA | 16,016 |
| Morristown city, TN | 29,137 |
| Morrisville town, NC | 18,576 |
| Morro Bay city, CA | 10,234 |
| Mountain Village town, CO | 1,320 |
| Mountlake Terrace city, WA | 19,909 |
| Murphy city, TX | 17,708 |
| Naperville city, IL | 141,853 |
| Napoleon city, OH | 8,749 |
| Needham CDP, MA | 28,886 |
| New Braunfels city, TX | 57,740 |
| New Brighton city, MN | 21,456 |
| New Hanover County, NC | 202,667 |
| New Orleans city, LA | 343,829 |
| New Smyrna Beach city, FL | 22,464 |
| New Ulm city, MN | 13,522 |
| Newberg city, OR | 22,068 |
| Newport city, RI | 24,672 |
| Newport News city, VA | 180,719 |
| Newton city, IA | 15,254 |
| Noblesville city, IN | 51,969 |
| Nogales city, AZ | 20,837 |
| Norcross city, GA | 9,116 |
| Norfolk city, VA | 242,803 |
| North Port city, FL | 57,357 |
| North Richland Hills city, TX | 63,343 |
| Northglenn city, CO | 35,789 |
| Novato city, CA | 51,904 |
| Novi city, MI | 55,224 |
| O'Fallon city, IL | 28,281 |
| O'Fallon city, MO | 79,329 |
| Oak Park village, IL | 51,878 |
| Oakland city, CA | 390,724 |
| Oakley city, CA | 35,432 |
| Ogdensburg city, NY | 11,128 |
| Oklahoma City city, OK | 579,999 |
| Olathe city, KS | 125,872 |
| Old Town city, ME | 7,840 |
| Olmsted County, MN | 144,248 |
| Olympia city, WA | 46,478 |
| Orland Park village, IL | 56,767 |
| Oshkosh city, WI | 66,083 |
| Oshtemo charter township, MI | 21,705 |
| Otsego County, MI | 24,164 |
| Oviedo city, FL | 33,342 |
| Paducah city, KY | 25,024 |
| Palm Beach Gardens city, FL | 48,452 |
| Palm Coast city, FL | 75,180 |
| Palo Alto city, CA | 64,403 |
| Papillion city, NE | 18,894 |
| Paradise Valley town, AZ | 12,820 |
| Park City city, UT | 7,558 |
| Parker town, CO | 45,297 |
| Parkland city, FL | 23,962 |
| Pasadena city, CA | 137,122 |
| Pasco city, WA | 59,781 |
| Pasco County, FL | 464,697 |
| Payette city, ID | 7,433 |
| Pearland city, TX | 91,252 |
| Peoria city, AZ | 154,065 |
| Peoria city, IL | 115,007 |
| Peoria County, IL | 186,494 |
| Pflugerville city, TX | 46,936 |
| Phoenix city, AZ | 1,445,632 |
| Pinehurst village, NC | 13,124 |
| Piqua city, OH | 20,522 |
| Pitkin County, CO | 17,148 |
| Plano city, TX | 259,841 |
| Platte City city, MO | 4,691 |
| Plymouth city, MN | 70,576 |
| Pocatello city, ID | 54,255 |
| Polk County, IA | 430,640 |
| Pompano Beach city, FL | 99,845 |
| Port Orange city, FL | 56,048 |
| Portland city, OR | 583,776 |
| Post Falls city, ID | 27,574 |
| Powell city, OH | 11,500 |
| Prince William County, VA | 402,002 |
| Prior Lake city, MN | 22,796 |
| Pueblo city, CO | 106,595 |
| Purcellville town, VA | 7,727 |
| Queen Creek town, AZ | 26,361 |
| Radnor township, PA | 31,531 |
| Ramsey city, MN | 23,668 |
| Raymond town, ME | 4,436 |
| Raymore city, MO | 19,206 |
| Redmond city, OR | 26,215 |
| Redmond city, WA | 54,144 |
| Rehoboth Beach city, DE | 1,327 |
| Reno city, NV | 225,221 |
| Reston CDP, VA | 58,404 |
| Richmond city, CA | 103,701 |
| Richmond Heights city, MO | 8,603 |
| Rifle city, CO | 9,172 |
| Rio Rancho city, NM | 87,521 |
| River Falls city, WI | 15,000 |
| Riverside city, CA | 303,871 |
| Riverside city, MO | 2,937 |
| Roanoke County, VA | 92,376 |
| Rochester Hills city, MI | 70,995 |
| Rock Hill city, SC | 66,154 |
| Rockville city, MD | 61,209 |
| Roeland Park city, KS | 6,731 |
| Rogers city, MN | 8,597 |
| Rohnert Park city, CA | 40,971 |
| Rolla city, MO | 19,559 |
| Roselle village, IL | 22,763 |
| Rosemount city, MN | 21,874 |
| Rosenberg city, TX | 30,618 |
| Roseville city, MN | 33,660 |
| Round Rock city, TX | 99,887 |
| Royal Oak city, MI | 57,236 |
| Saco city, ME | 18,482 |
| Sahuarita town, AZ | 25,259 |
| Salida city, CO | 5,236 |
| Sammamish city, WA | 45,780 |
| San Anselmo town, CA | 12,336 |
| San Antonio city, TX | 1,327,407 |
| San Carlos city, CA | 28,406 |
| San Diego city, CA | 1,307,402 |
| San Francisco city, CA | 805,235 |
| San Jose city, CA | 945,942 |
| San Juan County, NM | 130,044 |
| San Marcos city, CA | 83,781 |
| San Marcos city, TX | 44,894 |
| San Rafael city, CA | 57,713 |
| Sanford city, FL | 53,570 |
| Sangamon County, IL | 197,465 |

Santa Clarita city, CA.............................................176,320
Santa Fe County, NM .............................................144,170
Santa Monica city, CA............................................ 89,736
Sarasota County, FL ...............................................379,448
Savage city, MN ..................................................... 26,911
Schaumburg village, IL............................................ 74,227
Scott County, MN ...................................................129,928
Scottsdale city, AZ .................................................217,385
Seaside city, CA ..................................................... 33,025
Sevierville city, TN................................................. 14,807
Shawnee city, KS ................................................... 62,209
Sheboygan city, WI ................................................ 49,288
Sherborn town, MA ................................................. 4,119
Shoreview city, MN ................................................ 25,043
Shorewood city, MN ............................................... 7,307
Shorewood village, IL ............................................. 15,615
Shorewood village, WI ............................................ 13,162
Sierra Vista city, AZ ............................................... 43,888
Sioux Center city, IA .............................................. 7,048
Sioux Falls city, SD.................................................153,888
Skokie village, IL ................................................... 64,784
Snellville city, GA .................................................. 18,242
South Lake Tahoe city, CA....................................... 21,403
Southborough town, MA........................................... 9,767
Southlake city, TX .................................................. 26,575
Spokane Valley city, WA .......................................... 89,755
Spring Hill city, KS................................................. 5,437
Springboro city, OH ............................................... 17,409
Springfield city, MO................................................159,498
Springville city, UT ................................................ 29,466
St. Augustine city, FL .............................................. 12,975
St. Charles city, IL.................................................. 32,974
St. Cloud city, FL.................................................... 35,183
St. Cloud city, MN .................................................. 65,842
St. Joseph city, MO................................................. 76,780
St. Louis County, MN...............................................200,226
St. Louis Park city, MN ........................................... 45,250
Stallings town, NC.................................................. 13,831
State College borough, PA ....................................... 42,034
Steamboat Springs city, CO ..................................... 12,088
Sterling Heights city, MI .........................................129,699
Sugar Grove village, IL............................................ 8,997
Sugar Land city, TX ................................................ 78,817
Suisun City city, CA ................................................ 28,111
Summit city, NJ...................................................... 21,457
Summit County, UT ................................................. 36,324
Summit village, IL .................................................. 11,054
Sunnyvale city, CA .................................................140,081
Surprise city, AZ.....................................................117,517
Suwanee city, GA ................................................... 15,355
Tacoma city, WA.....................................................198,397
Takoma Park city, MD ............................................. 16,715
Tamarac city, FL ..................................................... 60,427
Temecula city, CA ..................................................100,097
Tempe city, AZ .......................................................161,719
Texarkana city, TX .................................................. 36,411
The Woodlands CDP, TX........................................... 93,847
Thornton city, CO...................................................118,772

Thousand Oaks city, CA...........................................126,683
Tigard city, OR....................................................... 48,035
Tracy city, CA ........................................................ 82,922
Trinidad CCD, CO ................................................... 12,017
Tualatin city, OR .................................................... 26,054
Tulsa city, OK.........................................................391,906
Twin Falls city, ID .................................................. 44,125
Tyler city, TX ......................................................... 96,900
Umatilla city, OR .................................................... 6,906
University Park city, TX............................................ 23,068
Upper Arlington city, OH.......................................... 33,771
Urbandale city, IA ................................................... 39,463
Vail town, CO......................................................... 5,305
Vancouver city, WA.................................................161,791
Ventura CCD, CA.....................................................111,889
Vernon Hills village, IL............................................ 25,113
Vestavia Hills city, AL ............................................. 34,033
Victoria city, MN.................................................... 7,345
Vienna town, VA ..................................................... 15,687
Virginia Beach city, VA............................................437,994
Wake Forest town, NC.............................................. 30,117
Walnut Creek city, CA.............................................. 64,173
Washington County, MN ..........................................238,136
Washington town, NH .............................................. 1,123
Washougal city, WA ................................................ 14,095
Watauga city, TX .................................................... 23,497
Wauwatosa city, WI ................................................ 46,396
Waverly city, IA ..................................................... 9,874
Weddington town, NC.............................................. 9,459
Wentzville city, MO................................................. 29,070
West Carrollton city, OH.......................................... 13,143
West Chester borough, PA........................................ 18,461
West Des Moines city, IA.......................................... 56,609
Western Springs village, IL ...................................... 12,975
Westerville city, OH................................................ 36,120
Westlake town, TX .................................................. 992
Westminster city, CO...............................................106,114
Weston town, MA.................................................... 11,261
White House city, TN............................................... 10,255
Wichita city, KS......................................................382,368
Williamsburg city, VA.............................................. 14,068
Willowbrook village, IL ........................................... 8,540
Wilmington city, NC................................................106,476
Wilsonville city, OR................................................. 19,509
Winchester city, VA................................................. 26,203
Windsor town, CO................................................... 18,644
Windsor town, CT ................................................... 29,044
Winnetka village, IL ............................................... 12,187
Winston-Salem city, NC ...........................................229,617
Winter Garden city, FL............................................. 34,568
Woodbury city, MN................................................. 61,961
Woodland city, CA.................................................. 55,468
Wrentham town, MA ............................................... 10,955
Wyandotte County, KS ............................................157,505
Yakima city, WA...................................................... 91,067
York County, VA...................................................... 65,464
Yorktown town, IN................................................... 9,405
Yountville city, CA .................................................. 2,933

# West Coast Benchmark Comparisons

Table 67: Community Characteristics General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|
| The overall quality of life in Tracy | 63% | 60 | 71 | Lower |
| Overall image or reputation of Tracy | 50% | 29 | 44 | Similar |
| Tracy as a place to live | 77% | 44 | 61 | Similar |
| Your neighborhood as a place to live | 79% | 32 | 48 | Similar |
| Tracy as a place to raise children | 77% | 27 | 48 | Similar |
| Tracy as a place to retire | 47% | 41 | 45 | Lower |
| Overall appearance of Tracy | 54% | 31 | 46 | Lower |

Table 68: Community Characteristics by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|---|
| Safety | Overall feeling of safety in Tracy | 72% | 25 | 40 | Similar |
| | In your neighborhood during the day | 90% | 38 | 54 | Similar |
| | In Tracy's downtown/commercial area during the day | 83% | 36 | 48 | Similar |
| Mobility | Overall ease of getting to the places you usually have to visit | 67% | 25 | 32 | Similar |
| | Availability of paths and walking trails | 41% | 41 | 43 | Much lower |
| | Ease of walking in Tracy | 59% | 31 | 43 | Similar |
| | Ease of travel by bicycle in Tracy | 41% | 36 | 44 | Lower |
| | Ease of travel by public transportation in Tracy | 31% | 31 | 34 | Lower |
| | Ease of travel by car in Tracy | 64% | 22 | 44 | Similar |
| | Traffic flow on major streets | 51% | 24 | 52 | Similar |
| Natural Environment | Quality of overall natural environment in Tracy | 52% | 35 | 41 | Lower |
| | Cleanliness of Tracy | 57% | 29 | 41 | Lower |
| | Air quality | 50% | 33 | 37 | Lower |
| Built Environment | Overall "built environment" of Tracy (including overall design, buildings, parks and transportation systems) | 43% | 26 | 32 | Lower |
| | Overall quality of new development in Tracy | 41% | 28 | 42 | Similar |
| | Availability of affordable quality housing | 34% | 19 | 46 | Similar |
| | Variety of housing options | 42% | 22 | 40 | Similar |
| | Public places where people want to spend time | 34% | 30 | 32 | Much lower |
| Economy | Overall economic health of Tracy | 43% | 23 | 32 | Similar |
| | Vibrant downtown/commercial area | 26% | 26 | 33 | Lower |
| | Overall quality of business and service establishments in Tracy | 43% | 34 | 41 | Similar |
| | Cost of living in Tracy | 40% | 11 | 33 | Similar |
| | Shopping opportunities | 29% | 35 | 43 | Lower |
| | Employment opportunities | 16% | 36 | 42 | Lower |
| | Tracy as a place to visit | 22% | 33 | 33 | Much lower |
| | Tracy as a place to work | 29% | 45 | 46 | Much lower |
| Recreation and Wellness | Health and wellness opportunities in Tracy | 44% | 27 | 32 | Lower |
| | Availability of preventive health services | 51% | 25 | 38 | Similar |
| | Availability of affordable quality health care | 52% | 21 | 39 | Similar |
| | Availability of affordable quality food | 53% | 29 | 38 | Similar |
| | Recreational opportunities | 33% | 40 | 44 | Much lower |
| | Fitness opportunities (including exercise classes and paths or trails, etc.) | 45% | 30 | 32 | Lower |
| Education and Enrichment | Overall opportunities for education and enrichment | 39% | 28 | 32 | Lower |
| | Opportunities to attend cultural/arts/music activities | 39% | 33 | 45 | Lower |

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|
| Adult educational opportunities | 37% | 28 | 31 | Lower |
| Opportunities to participate in social events and activities | 40% | 33 | 40 | Lower |
| Neighborliness of Tracy | 52% | 23 | 32 | Similar |
| Openness and acceptance of the community toward people of diverse backgrounds | 64% | 19 | 42 | Similar |
| Opportunities to participate in community matters | 46% | 35 | 41 | Similar |
| Community Engagement — Opportunities to volunteer | 51% | 35 | 41 | Lower |

## Table 69: Governance General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|
| Services provided by the City of Tracy | 63% | 47 | 75 | Similar |
| Overall customer service by Tracy employees (police, receptionists, planners, etc.) | 64% | 34 | 45 | Similar |
| Value of services for the taxes paid to Tracy | 41% | 38 | 50 | Similar |
| Overall direction that Tracy is taking | 43% | 34 | 47 | Similar |
| Job Tracy government does at welcoming citizen involvement | 37% | 38 | 44 | Similar |
| Overall confidence in Tracy government | 41% | 21 | 32 | Similar |
| Generally acting in the best interest of the community | 46% | 20 | 32 | Similar |
| Being honest | 48% | 21 | 32 | Similar |
| Treating all residents fairly | 51% | 17 | 32 | Similar |
| Services provided by the Federal Government | 33% | 26 | 41 | Similar |

## Table 70: Governance by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|---|
| | Police/Sheriff services | 75% | 41 | 64 | Similar |
| | Fire services | 91% | 29 | 45 | Similar |
| | Ambulance or emergency medical services | 82% | 43 | 49 | Similar |
| | Crime prevention | 60% | 34 | 50 | Similar |
| | Fire prevention and education | 72% | 29 | 40 | Similar |
| | Animal control | 55% | 40 | 52 | Similar |
| Safety | Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 41% | 47 | 51 | Lower |
| | Traffic enforcement | 56% | 36 | 48 | Similar |
| | Street repair | 34% | 49 | 65 | Lower |
| | Street cleaning | 62% | 32 | 51 | Similar |
| | Street lighting | 60% | 26 | 48 | Similar |
| | Sidewalk maintenance | 49% | 31 | 48 | Similar |
| | Traffic signal timing | 54% | 18 | 40 | Similar |
| Mobility | Bus or transit services | 46% | 38 | 43 | Similar |
| | Garbage collection | 85% | 22 | 46 | Similar |
| | Recycling | 80% | 30 | 44 | Similar |
| | Yard waste pick-up | 81% | 21 | 38 | Similar |
| | Drinking water | 46% | 46 | 49 | Much lower |
| Natural Environment | Preservation of natural areas such as open space, farmlands and greenbelts | 40% | 43 | 44 | Lower |
| | Tracy open space | 40% | 31 | 32 | Lower |
| | Storm drainage | 71% | 22 | 49 | Similar |
| Built Environment | Sewer services | 74% | 37 | 47 | Similar |
| | Power (electric and/or gas) utility | 73% | 22 | 28 | Similar |

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|---|
| | Utility billing | 64% | 22 | 31 | Similar |
| | Land use, planning and zoning | 33% | 37 | 48 | Similar |
| | Code enforcement (weeds, abandoned buildings, etc.) | 31% | 41 | 52 | Lower |
| | Cable television | 54% | 14 | 32 | Similar |
| Economy | Economic development | 34% | 33 | 43 | Similar |
| Recreation and Wellness | City parks | 61% | 42 | 47 | Lower |
| | Recreation programs or classes | 57% | 41 | 49 | Similar |
| | Recreation centers or facilities | 51% | 35 | 40 | Lower |
| Education and Enrichment | City-sponsored special events | 54% | 26 | 33 | Similar |
| | Public library services | 64% | 54 | 55 | Lower |
| Community Engagement | Public information services | 51% | 36 | 40 | Similar |

## Table 71: Participation General

| | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|
| Sense of community | 53% | 28 | 45 | Similar |
| Recommend living in Tracy to someone who asks | 76% | 32 | 43 | Similar |
| Remain in Tracy for the next five years | 77% | 33 | 43 | Similar |
| Contacted Tracy (in-person, phone, email or web) for help or information | 51% | 9 | 44 | Similar |

## Table 72: Participation by Facet

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|---|
| Safety | Stocked supplies in preparation for an emergency | 37% | 25 | 31 | Similar |
| | Did NOT report a crime to the police | 65% | 26 | 32 | Similar |
| | Household member was NOT a victim of a crime | 81% | 30 | 42 | Similar |
| Mobility | Used bus, rail, subway or other public transportation instead of driving | 15% | 28 | 31 | Much lower |
| | Carpooled with other adults or children instead of driving alone | 48% | 21 | 32 | Similar |
| | Walked or biked instead of driving | 53% | 26 | 32 | Lower |
| Natural Environment | Made efforts to conserve water | 98% | 2 | 31 | Similar |
| | Made efforts to make your home more energy efficient | 84% | 1 | 31 | Similar |
| | Recycle at home | 96% | 25 | 41 | Similar |
| Built Environment | Did NOT observe a code violation or other hazard in Tracy | 36% | 29 | 32 | Lower |
| | NOT experiencing housing costs stress | 60% | 25 | 41 | Similar |
| Economy | Purchase goods or services from a business located in Tracy | 99% | 8 | 32 | Similar |
| | Economy will have positive impact on income | 41% | 5 | 41 | Higher |
| | Work inside boundaries of Tracy | 40% | 12 | 32 | Similar |
| Recreation and Wellness | Used Tracy recreation centers or their services | 44% | 33 | 37 | Lower |
| | Visited a neighborhood park or City park | 87% | 23 | 41 | Similar |
| | Eat at least 5 portions of fruits and vegetables a day | 89% | 9 | 32 | Similar |
| | Participate in moderate or vigorous physical activity | 85% | 20 | 32 | Similar |
| | In very good to excellent health | 65% | 17 | 32 | Similar |

| | | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|---|---|---|---|---|
| Education and Enrichment | Used Tracy public libraries or their services | 54% | 35 | 40 | Lower |
| | Attended City-sponsored event | 61% | 10 | 32 | Similar |
| Community Engagement | Campaigned or advocated for an issue, cause or candidate | 26% | 11 | 31 | Similar |
| | Contacted Tracy elected officials (in-person, phone, email or web) to express your opinion | 18% | 13 | 32 | Similar |
| | Volunteered your time to some group/activity in Tracy | 41% | 17 | 41 | Similar |
| | Participated in a club | 29% | 15 | 41 | Similar |
| | Talked to or visited with your immediate neighbors | 91% | 20 | 32 | Similar |
| | Done a favor for a neighbor | 82% | 16 | 32 | Similar |
| | Attended a local public meeting | 24% | 16 | 41 | Similar |
| | Watched (online or on television) a local public meeting | 26% | 15 | 39 | Similar |
| | Read or watch local news (via television, paper, computer, etc.) | 89% | 8 | 32 | Similar |
| | Vote in local elections | 87% | 15 | 41 | Similar |

## Communities included in West Coast comparisons

The communities included in Tracy's West Coast comparisons are listed on the following pages along with their population according to the 2010 Census.

Airway Heights city, WA ............................................. 6,114
Albany city, OR ...................................................... 50,158
Aliso Viejo city, CA ................................................ 47,823
American Canyon city, CA........................................... 19,454
Apple Valley town, CA .............................................. 69,135
Ashland city, OR ................................................... 20,078
Auburn city, WA..................................................... 70,180
Azusa city, CA...................................................... 46,361
Bainbridge Island city, WA......................................... 23,025
Bellevue city, WA ..................................................122,363
Bellingham city, WA ................................................ 80,885
Bend city, OR....................................................... 76,639
Burien city, WA .................................................... 33,313
Cannon Beach city, OR .............................................. 1,690
Carlsbad city, CA...................................................105,328
Citrus Heights city, CA............................................. 83,301
Clackamas County, OR ..............................................375,992
Clovis city, CA..................................................... 95,631
Concord city, CA ...................................................122,067
Coronado city, CA .................................................. 18,912
Corvallis city, OR.................................................. 54,462
Dallas city, OR .................................................... 14,583
Del Mar city, CA ................................................... 4,161
Dublin city, CA .................................................... 46,036
Edmonds city, WA.................................................... 39,709
El Cerrito city, CA................................................. 23,549
El Dorado County, CA................................................181,058
Elk Grove city, CA..................................................153,015
Encinitas city, CA ................................................. 59,518
Forest Grove city, OR .............................................. 21,083
Fremont city, CA....................................................214,089
Glendora city, CA .................................................. 50,073
Grants Pass city, OR ............................................... 34,533
Grass Valley city, CA............................................... 12,860
Hayward city, CA ...................................................144,186
Hoquiam city, WA ................................................... 8,726

Issaquah city, WA .................................................. 30,434
Keizer city, OR .................................................... 36,478
Kenmore city, WA ................................................... 20,460
Kent city, WA....................................................... 92,411
King City city, CA ................................................. 12,874
King County, WA.....................................................1,931,249
Kirkland city, WA .................................................. 48,787
La Mesa city, CA ................................................... 57,065
Laguna Beach city, CA............................................... 22,723
Laguna Hills city, CA............................................... 30,344
Laguna Niguel city, CA ............................................. 62,979
Lake Oswego city, OR ............................................... 36,619
Lake Stevens city, WA .............................................. 28,069
Lakewood city, WA................................................... 58,163
Lane County, OR.....................................................351,715
Livermore city, CA ................................................. 80,968
Los Altos Hills town, CA............................................ 7,922
Lynnwood city, WA .................................................. 35,836
Manhattan Beach city, CA ........................................... 35,135
Martinez city, CA................................................... 35,824
Marysville city, WA................................................. 60,020
McMinnville city, OR ............................................... 32,187
Menlo Park city, CA ................................................ 32,026
Mercer Island city, WA ............................................. 22,699
Mission Viejo city, CA ............................................. 93,305
Modesto city, CA....................................................201,165
Monterey city, CA .................................................. 27,810
Moraga town, CA .................................................... 16,016
Morro Bay city, CA ................................................. 10,234
Mountlake Terrace city, WA ......................................... 19,909
Newberg city, OR ................................................... 22,068
Novato city, CA..................................................... 51,904
Oakland city, CA ...................................................390,724
Oakley city, CA .................................................... 35,432
Olympia city, WA ................................................... 46,478
Palo Alto city, CA ................................................. 64,403

Pasadena city, CA ................................................137,122
Pasco city, WA ..................................................... 59,781
Portland city, OR................................................583,776
Redmond city, OR............................................... 26,215
Redmond city, WA .............................................. 54,144
Richmond city, CA ..............................................103,701
Riverside city, CA ...............................................303,871
Rohnert Park city, CA .......................................... 40,971
Sammamish city, WA........................................... 45,780
San Anselmo town, CA ........................................ 12,336
San Carlos city, CA.............................................. 28,406
San Diego city, CA ...........................................1,307,402
San Francisco city, CA .........................................805,235
San Jose city, CA ................................................945,942
San Marcos city, CA............................................ 83,781
San Rafael city, CA.............................................. 57,713
Santa Clarita city, CA...........................................176,320
Santa Monica city, CA.......................................... 89,736
Seaside city, CA .................................................. 33,025

South Lake Tahoe city, CA...................................... 21,403
Spokane Valley city, WA ........................................ 89,755
Suisun City city, CA .............................................. 28,111
Sunnyvale city, CA ..............................................140,081
Tacoma city, WA..................................................198,397
Temecula city, CA ...............................................100,097
Thousand Oaks city, CA........................................126,683
Tigard city, OR..................................................... 48,035
Tracy city, CA ...................................................... 82,922
Tualatin city, OR .................................................. 26,054
Umatilla city, OR ................................................... 6,906
Vancouver city, WA..............................................161,791
Ventura CCD, CA..................................................111,889
Walnut Creek city, CA........................................... 64,173
Washougal city, WA ............................................. 14,095
Wilsonville city, OR............................................... 19,509
Woodland city, CA................................................ 55,468
Yakima city, WA................................................... 91,067
Yountville city, CA ................................................. 2,933

# Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Tracy funded this research. Please contact Laura Smith of the City of Tracy at Laura.Smith@ci.tracy.ca.us if you have any questions about the survey.

## Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

## Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Tracy were eligible to participate in the survey. A list of all households within the zip codes serving Tracy was purchased based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Tracy 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 (updated on a quarterly basis) and addresses located outside of the City of Tracy boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the four quadrants.

To choose the 1,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

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 cover letter accompanying the questionnaire.

In addition to the scientific, random sample, a link to an online "opt-in" survey was publicized and posted to the City of Tracy website. This opt-in survey was identical to the scientific survey and open to all City residents.

Figure 1: Location of Survey Recipients
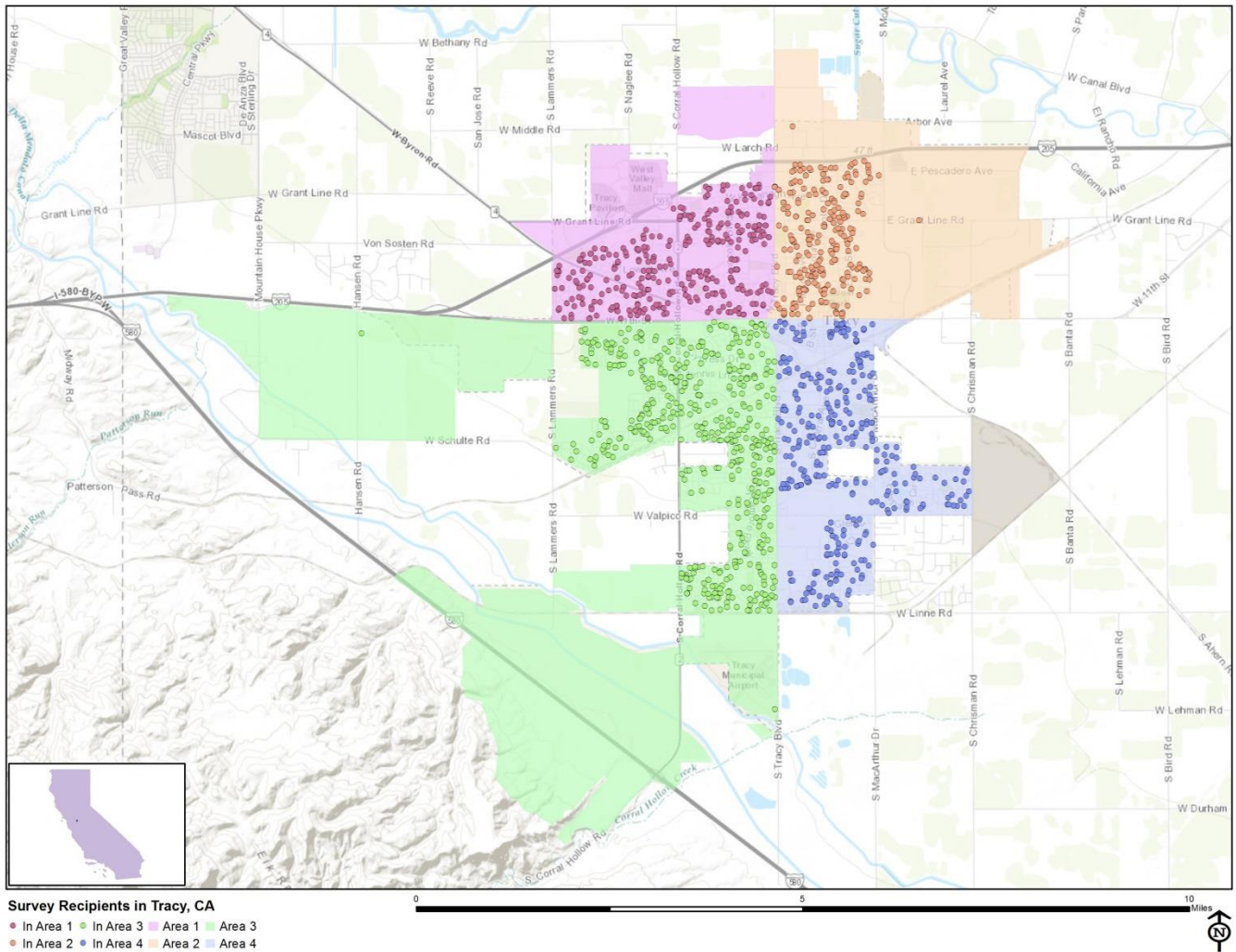


## Survey Administration and Response

Selected households received three mailings, one week apart, beginning on November 4, 2016. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Manager inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Both cover letters contained paragraphs in Spanish instructing participants to take the survey online in their language of preference. Completed surveys were collected over the following seven weeks. The online "opt-in" survey became available to all residents on December 9, 2016 and remained open for two weeks.

About 1% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,481 households that received the survey, 245 completed the survey, providing an overall response rate of 17%. Of the 245 completed surveys, 1 survey was completed in Spanish and 17 were completed online. Responses were also tracked by quadrant; response rates by geographic area ranged from 13% to 21%. Additionally, 1,188 residents completed the online "opt-in" survey (5 completed in Spanish), providing a grand total of 1,433 completed surveys.

Table 73: Survey Response Rates by Geographic Area

|  | Number mailed | Undeliverable | Eligible | Returned | Response rate |
|---|---|---|---|---|---|
| Quadrant 1 | 354 | 5 | 349 | 44 | 13% |
| Quadrant 2 | 296 | 8 | 288 | 39 | 14% |
| Quadrant 3 | 483 | 1 | 482 | 103 | 21% |
| Quadrant 4 | 367 | 5 | 362 | 59 | 16% |
| Overall | 1,500 | 19 | 1,481 | 245 | 17% |

## Confidence Intervals

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.[1]

The margin of error for the City of Tracy survey is no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,433 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically "skipped" to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

## Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online "opt-in" (non-probability) samples, data were compared in order to determine whether it was appropriate to combine, or blend, both samples together.

In the case of Tracy, the non-probability sample's characteristics were similar to the probability sample, in both respondent trait and opinion, indicating that the samples could be blended. This decision reflects a growing trend in survey research toward integration of traditional scientific probability samples and non-probability samples (opt-in).

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[1] A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The demographic characteristics of the survey samples were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Tracy. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. Both samples were weighted independently and then combined into one final dataset. The characteristics used for weighting were housing tenure (rent or own), housing type (attached or detached), race, ethnicity, sex and age.

In addition to the demographic variables, the nonscientific open participation data were weighted using a calibration technique that takes into consideration the behavioral characteristics of the sample. This calibration technique reduces the differences between the scientific and nonscientific samples by using the scientific data to inform the weighting scheme of the nonscientific sample. An index score was calculated based on respondents' levels of engagement in the community (e.g., contact with City employees, recreation center use, frequency of volunteering, recycling habits, voting behavior and more). The index scores were categorized ("binned") into four equal groups. The "norms" for the categorized index scores were derived from the scientific sample and then included in the weighting scheme of the nonscientific data.

The results of the weighting scheme are presented in the following table.

Table 74: Tracy, CA 2016 Weighting Table

| Characteristic | Population Norm | Unweighted Data | Weighted Data |
|---|---|---|---|
| **Housing** | | | |
| Rent home | 34% | 14% | 28% |
| Own home | 66% | 86% | 72% |
| Detached unit | 84% | 96% | 88% |
| Attached unit | 16% | 4% | 12% |
| **Race and Ethnicity** | | | |
| White | 55% | 69% | 56% |
| Not white | 45% | 31% | 44% |
| Not Hispanic | 67% | 83% | 69% |
| Hispanic | 33% | 17% | 31% |
| **Sex and Age** | | | |
| Female | 51% | 60% | 53% |
| Male | 49% | 40% | 47% |
| 18-34 years of age | 32% | 61% | 27% |
| 35-54 years of age | 46% | 39% | 48% |
| 55+ years of age | 22% | 11% | 24% |
| Females 18-34 | 16% | 51% | 15% |
| Females 35-54 | 23% | 39% | 24% |
| Females 55+ | 12% | 8% | 13% |
| Males 18-34 | 16% | 32% | 13% |
| Males 35-54 | 23% | 22% | 24% |
| Males 55+ | 10% | 3% | 11% |
| **Quadrants** | | | |
| Quadrant 1 | 24% | 18% | 24% |
| Quadrant 2 | 19% | 16% | 18% |
| Quadrant 3 | 33% | 42% | 36% |
| Quadrant 4 | 23% | 24% | 22% |

## Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). 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 Appendix A. 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.

# Appendix D: Survey Materials

Dear Tracy Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,

Troy Brown

City Manager/Adminstrador de la Ciudad
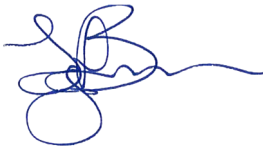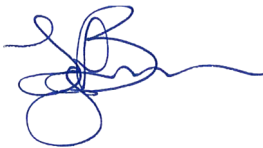
Estimado Residente de Tracy,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una ciudad mejor!

Atentamente,

Troy Brown

City Manager/Adminstrador de la Ciudad

**City of Tracy**
333 Civic Center Plaza
Tracy, CA 95376

CITY MANAGER'S OFFICE

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

**City of Tracy**
333 Civic Center Plaza
Tracy, CA 95376

CITY MANAGER'S OFFICE

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

**City of Tracy**
333 Civic Center Plaza
Tracy, CA 95376

CITY MANAGER'S OFFICE

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First Class Mail
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CITY MANAGER'S OFFICE

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

**City of Tracy**
333 Civic Center Plaza
Tracy, CA 95376

**CITY MANAGER'S OFFICE**

MAIN   209.831.6000
FAX    209.831.6120
www.ci.tracy.ca.us

November 2016

Dear City of Tracy Resident:

Please help us shape the future of Tracy! You have been selected at random to participate in the 2016 Tracy Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Tracy make decisions that affect our city.

**A few things to remember:**
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  **www.n-r-c.com/survey/tracy.htm**

If you have any questions about the survey please call 209-831-6102.

Thank you for your time and participation!

Sincerely,

Estimado Residente de la Ciudad de Tracy:

¡Por favor ayúdenos a moldear el futuro de Tracy! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de Tracy del 2016.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Tracy tomar decisiones que afectarán a nuestra ciudad.

**Algunas cosas para recordar:**
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

  **www.n-r-c.com/survey/tracy.htm**

  Para la versión en español haga clic en "Español" en la esquina superior a mano derecha.

Si tiene alguna pregunta sobre la encuesta por favor llame al 209-831-6102.

¡Gracias por su tiempo y participación!

Atentamente,

Troy Brown
City Manager/Adminstrador de la Ciudad

Think Inside the Triangle™

November 2016

Dear City of Tracy Resident:

Here's a second chance if you haven't already responded to the 2016 Tracy Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Tracy! You have been selected at random to participate in the 2016 Tracy Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Tracy make decisions that affect our city.

**A few things to remember:**
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  **www.n-r-c.com/survey/tracy.htm**

If you have any questions about the survey please call 209-831-6102.

Thank you for your time and participation!

Sincerely,

Estimado Residente de la Ciudad de Tracy:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de Ciudadanos de Tracy del 2016! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de Tracy! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de Tracy del 2016.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Tracy tomar decisiones que afectarán a nuestra ciudad.

**Algunas cosas para recordar:**
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

  **www.n-r-c.com/survey/tracy.htm**

  Para la versión en español haga clic en "Español" en la esquina superior a mano derecha.

Si tiene alguna pregunta sobre la encuesta por favor llame al 209-831-6102.

¡Gracias por su tiempo y participación!

Atentamente,

Troy Brown
City Manager/Adminstrador de la Ciudad

Inside the Triangle™

# The City of Tracy 2016 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. 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 Tracy:**

|  | Excellent | Good | Fair | Poor | Don't know |
|---|---|---|---|---|---|
| Tracy as a place to live | 1 | 2 | 3 | 4 | 5 |
| Your neighborhood as a place to live | 1 | 2 | 3 | 4 | 5 |
| Tracy as a place to raise children | 1 | 2 | 3 | 4 | 5 |
| Tracy as a place to work | 1 | 2 | 3 | 4 | 5 |
| Tracy as a place to visit | 1 | 2 | 3 | 4 | 5 |
| Tracy as a place to retire | 1 | 2 | 3 | 4 | 5 |
| The overall quality of life in Tracy | 1 | 2 | 3 | 4 | 5 |

**2. Please rate each of the following characteristics as they relate to Tracy as a whole:**

|  | Excellent | Good | Fair | Poor | Don't know |
|---|---|---|---|---|---|
| Overall feeling of safety in Tracy | 1 | 2 | 3 | 4 | 5 |
| Overall ease of getting to the places you usually have to visit | 1 | 2 | 3 | 4 | 5 |
| Quality of overall natural environment in Tracy | 1 | 2 | 3 | 4 | 5 |
| Overall "built environment" of Tracy (including overall design, buildings, parks and transportation systems) | 1 | 2 | 3 | 4 | 5 |
| Health and wellness opportunities in Tracy | 1 | 2 | 3 | 4 | 5 |
| Overall opportunities for education and enrichment | 1 | 2 | 3 | 4 | 5 |
| Overall economic health of Tracy | 1 | 2 | 3 | 4 | 5 |
| Sense of community | 1 | 2 | 3 | 4 | 5 |
| Overall image or reputation of Tracy | 1 | 2 | 3 | 4 | 5 |

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

|  | Very likely | Somewhat likely | Somewhat unlikely | Very unlikely | Don't know |
|---|---|---|---|---|---|
| Recommend living in Tracy to someone who asks | 1 | 2 | 3 | 4 | 5 |
| Remain in Tracy for the next five years | 1 | 2 | 3 | 4 | 5 |

**4. Please rate how safe or unsafe you feel:**

|  | Very safe | Somewhat safe | Neither safe nor unsafe | Somewhat unsafe | Very unsafe | Don't know |
|---|---|---|---|---|---|---|
| In your neighborhood during the day | 1 | 2 | 3 | 4 | 5 | 6 |
| In Tracy's downtown/commercial area during the day | 1 | 2 | 3 | 4 | 5 | 6 |

**5. Please rate each of the following characteristics as they relate to Tracy as a whole:**

|  | Excellent | Good | Fair | Poor | Don't know |
|---|---|---|---|---|---|
| Traffic flow on major streets | 1 | 2 | 3 | 4 | 5 |
| Ease of travel by car in Tracy | 1 | 2 | 3 | 4 | 5 |
| Ease of travel by public transportation in Tracy | 1 | 2 | 3 | 4 | 5 |
| Ease of travel by bicycle in Tracy | 1 | 2 | 3 | 4 | 5 |
| Ease of walking in Tracy | 1 | 2 | 3 | 4 | 5 |
| Availability of paths and walking trails | 1 | 2 | 3 | 4 | 5 |
| Air quality | 1 | 2 | 3 | 4 | 5 |
| Cleanliness of Tracy | 1 | 2 | 3 | 4 | 5 |
| Overall appearance of Tracy | 1 | 2 | 3 | 4 | 5 |
| Public places where people want to spend time | 1 | 2 | 3 | 4 | 5 |
| Variety of housing options | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality housing | 1 | 2 | 3 | 4 | 5 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 1 | 2 | 3 | 4 | 5 |
| Recreational opportunities | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality food | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality health care | 1 | 2 | 3 | 4 | 5 |
| Availability of preventive health services | 1 | 2 | 3 | 4 | 5 |

**6. Please rate each of the following characteristics as they relate to Tracy as a whole:**

| | Excellent | Good | Fair | Poor | Don't know |
|---|---|---|---|---|---|
| Adult educational opportunities | 1 | 2 | 3 | 4 | 5 |
| Opportunities to attend cultural/arts/music activities | 1 | 2 | 3 | 4 | 5 |
| Employment opportunities | 1 | 2 | 3 | 4 | 5 |
| Shopping opportunities | 1 | 2 | 3 | 4 | 5 |
| Cost of living in Tracy | 1 | 2 | 3 | 4 | 5 |
| Overall quality of business and service establishments in Tracy | 1 | 2 | 3 | 4 | 5 |
| Vibrant downtown/commercial area | 1 | 2 | 3 | 4 | 5 |
| Overall quality of new development in Tracy | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in social events and activities | 1 | 2 | 3 | 4 | 5 |
| Opportunities to volunteer | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in community matters | 1 | 2 | 3 | 4 | 5 |
| Openness and acceptance of the community toward people of diverse backgrounds | 1 | 2 | 3 | 4 | 5 |
| Neighborliness of residents in Tracy | 1 | 2 | 3 | 4 | 5 |

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

| | No | Yes |
|---|---|---|
| Made efforts to conserve water | 1 | 2 |
| Made efforts to make your home more energy efficient | 1 | 2 |
| Observed a code violation or other hazard in Tracy (weeds, abandoned buildings, etc.) | 1 | 2 |
| Household member was a victim of a crime in Tracy | 1 | 2 |
| Reported a crime to the police in Tracy | 1 | 2 |
| Stocked supplies in preparation for an emergency | 1 | 2 |
| Campaigned or advocated for an issue, cause or candidate | 1 | 2 |
| Contacted the City of Tracy (in-person, phone, email or web) for help or information | 1 | 2 |
| Contacted Tracy elected officials (in-person, phone, email or web) to express your opinion | 1 | 2 |

**8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Tracy?**

| | 2 times a week or more | 2-4 times a month | Once a month or less | Not at all |
|---|---|---|---|---|
| Used Tracy recreation centers or their services | 1 | 2 | 3 | 4 |
| Visited a neighborhood park or City park | 1 | 2 | 3 | 4 |
| Used Tracy public libraries or their services | 1 | 2 | 3 | 4 |
| Attended a City-sponsored event | 1 | 2 | 3 | 4 |
| Used bus, rail, subway or other public transportation instead of driving | 1 | 2 | 3 | 4 |
| Carpooled with other adults or children instead of driving alone | 1 | 2 | 3 | 4 |
| Walked or biked instead of driving | 1 | 2 | 3 | 4 |
| Volunteered your time to some group/activity in Tracy | 1 | 2 | 3 | 4 |
| Participated in a club | 1 | 2 | 3 | 4 |
| Talked to or visited with your immediate neighbors | 1 | 2 | 3 | 4 |
| Done a favor for a neighbor | 1 | 2 | 3 | 4 |

**9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?**

| | 2 times a week or more | 2-4 times a month | Once a month or less | Not at all |
|---|---|---|---|---|
| <u>Attended</u> a local public meeting | 1 | 2 | 3 | 4 |
| <u>Watched</u> (online or on television) a local public meeting | 1 | 2 | 3 | 4 |

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# The City of Tracy 2016 Citizen Survey

**10. Please rate the quality of each of the following services in Tracy:**

| | Excellent | Good | Fair | Poor | Don't know |
|---|---|---|---|---|---|
| Police/Sheriff services | 1 | 2 | 3 | 4 | 5 |
| Fire services | 1 | 2 | 3 | 4 | 5 |
| Ambulance or emergency medical services | 1 | 2 | 3 | 4 | 5 |
| Crime prevention | 1 | 2 | 3 | 4 | 5 |
| Fire prevention and education | 1 | 2 | 3 | 4 | 5 |
| Traffic enforcement | 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 |
| Sidewalk maintenance | 1 | 2 | 3 | 4 | 5 |
| Traffic signal timing | 1 | 2 | 3 | 4 | 5 |
| Bus or transit services | 1 | 2 | 3 | 4 | 5 |
| Garbage collection | 1 | 2 | 3 | 4 | 5 |
| Recycling | 1 | 2 | 3 | 4 | 5 |
| Yard waste pick-up | 1 | 2 | 3 | 4 | 5 |
| Storm drainage | 1 | 2 | 3 | 4 | 5 |
| Drinking water | 1 | 2 | 3 | 4 | 5 |
| Sewer services | 1 | 2 | 3 | 4 | 5 |
| Power (electric and/or gas) utility | 1 | 2 | 3 | 4 | 5 |
| Utility billing | 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 |
| Land use, planning and zoning | 1 | 2 | 3 | 4 | 5 |
| Code enforcement (weeds, abandoned buildings, etc.) | 1 | 2 | 3 | 4 | 5 |
| Animal control | 1 | 2 | 3 | 4 | 5 |
| Economic development | 1 | 2 | 3 | 4 | 5 |
| Public library services | 1 | 2 | 3 | 4 | 5 |
| Public information services | 1 | 2 | 3 | 4 | 5 |
| Cable television | 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 such as open space, farmlands and greenbelts | 1 | 2 | 3 | 4 | 5 |
| Tracy open space | 1 | 2 | 3 | 4 | 5 |
| City-sponsored special events | 1 | 2 | 3 | 4 | 5 |
| Overall customer service by Tracy employees (police, receptionists, planners, etc.) | 1 | 2 | 3 | 4 | 5 |

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

| | Excellent | Good | Fair | Poor | Don't know |
|---|---|---|---|---|---|
| The City of Tracy | 1 | 2 | 3 | 4 | 5 |
| The Federal Government | 1 | 2 | 3 | 4 | 5 |

**12. Please rate the following categories of Tracy government performance:**

| | Excellent | Good | Fair | Poor | Don't know |
|---|---|---|---|---|---|
| The value of services for the taxes paid to Tracy | 1 | 2 | 3 | 4 | 5 |
| The overall direction that Tracy is taking | 1 | 2 | 3 | 4 | 5 |
| The job Tracy government does at welcoming citizen involvement | 1 | 2 | 3 | 4 | 5 |
| Overall confidence in Tracy government | 1 | 2 | 3 | 4 | 5 |
| Generally acting in the best interest of the community | 1 | 2 | 3 | 4 | 5 |
| Being honest | 1 | 2 | 3 | 4 | 5 |
| Treating all residents fairly | 1 | 2 | 3 | 4 | 5 |

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

|  | Essential | Very important | Somewhat important | Not at all important |
|---|---|---|---|---|
| Overall feeling of safety in Tracy | 1 | 2 | 3 | 4 |
| Overall ease of getting to the places you usually have to visit | 1 | 2 | 3 | 4 |
| Quality of overall natural environment in Tracy | 1 | 2 | 3 | 4 |
| Overall "built environment" of Tracy (including overall design, buildings, parks and transportation systems) | 1 | 2 | 3 | 4 |
| Health and wellness opportunities in Tracy | 1 | 2 | 3 | 4 |
| Overall opportunities for education and enrichment | 1 | 2 | 3 | 4 |
| Overall economic health of Tracy | 1 | 2 | 3 | 4 |
| Sense of community | 1 | 2 | 3 | 4 |

**14.** **The City of Tracy has several facilities available to rent for special events such as meetings, parties and weddings. City rental facilities include parks and picnic areas, sports fields, the Civic Center, Community Center, Transit Station and the Grand Theatre. Please rate the availability of these City facilities for your rental needs:**
- ❍ Always available
- ❍ Sometimes available
- ❍ Almost never available
- ❍ Not applicable/I have never rented City facilities
- ❍ Don't know/didn't know City facilities were available to rent

**15.** **Please indicate how important, if at all, each of the following projects will be for the City to fund:**

|  | Essential | Very important | Somewhat important | Not at all important | Don't know |
|---|---|---|---|---|---|
| Construct a field sports complex (baseball, softball, football, soccer, etc.) | 1 | 2 | 3 | 4 | 5 |
| Build a competition swimming pool | 1 | 2 | 3 | 4 | 5 |
| Build a family aquatics center | 1 | 2 | 3 | 4 | 5 |
| Renovate the senior center | 1 | 2 | 3 | 4 | 5 |
| Renovate the community center | 1 | 2 | 3 | 4 | 5 |

**16.** **How much of a priority, if any, should each of the following be for the City to address in the next two to three years?**

|  | High priority | Medium priority | Not a priority | Don't know |
|---|---|---|---|---|
| Encourage job growth | 1 | 2 | 3 | 4 |
| Redevelop downtown | 1 | 2 | 3 | 4 |
| Maintain and improve streets and roads | 1 | 2 | 3 | 4 |
| Maintain a safe community | 1 | 2 | 3 | 4 |
| Provide recreational and cultural opportunities | 1 | 2 | 3 | 4 |
| Create regional education opportunities | 1 | 2 | 3 | 4 |

# The City of Tracy 2016 Citizen 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. How often, if at all, do you do each of the following, considering all of the times you could?**

|  | Never | Rarely | Sometimes | Usually | Always |
|---|---|---|---|---|---|
| Recycle at home | 1 | 2 | 3 | 4 | 5 |
| Purchase goods or services from a business located in Tracy | 1 | 2 | 3 | 4 | 5 |
| Eat at least 5 portions of fruits and vegetables a day | 1 | 2 | 3 | 4 | 5 |
| Participate in moderate or vigorous physical activity | 1 | 2 | 3 | 4 | 5 |
| Read or watch local news (via television, paper, computer, etc.) | 1 | 2 | 3 | 4 | 5 |
| Vote in local elections | 1 | 2 | 3 | 4 | 5 |

**D2. Would you say that in general your health is:**
- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**
- ○ Very positive
- ○ Somewhat positive
- ○ Neutral
- ○ Somewhat negative
- ○ Very negative

**D4. What is your employment status?**
- ○ Working full time for pay
- ○ Working part time for pay
- ○ Unemployed, looking for paid work
- ○ Unemployed, not looking for paid work
- ○ Fully retired

**D5. Do you work inside the boundaries of Tracy?**
- ○ Yes, outside the home
- ○ Yes, from home
- ○ No

**D6. How many years have you lived in Tracy?**
- ○ Less than 2 years
- ○ 2-5 years
- ○ 6-10 years
- ○ 11-20 years
- ○ More than 20 years

**D7. 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

**D8. Is this house, apartment or mobile home?**
- ○ Rented
- ○ Owned

**D9. 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 $300 per month
- ○ $300 to $599 per month
- ○ $600 to $999 per month
- ○ $1,000 to $1,499 per month
- ○ $1,500 to $2,499 per month
- ○ $2,500 or more per month

**D10. Do any children 17 or under live in your household?**
- ○ No
- ○ Yes

**D11. Are you or any other members of your household aged 65 or older?**
- ○ No
- ○ Yes

**D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**
- ○ Less than $25,000
- ○ $25,000 to $49,999
- ○ $50,000 to $99,999
- ○ $100,000 to $149,999
- ○ $150,000 or more

**Please respond to both questions D13 and D14:**

**D13. Are you Spanish, Hispanic or Latino?**
- ○ No, not Spanish, Hispanic or Latino
- ○ Yes, I consider myself to be Spanish, Hispanic or Latino

**D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**
- ○ American Indian or Alaskan Native
- ○ Asian, Asian Indian or Pacific Islander
- ○ Black or African American
- ○ White
- ○ Other

**D15. In which category is your age?**
- ○ 18-24 years
- ○ 25-34 years
- ○ 35-44 years
- ○ 45-54 years
- ○ 55-64 years
- ○ 65-74 years
- ○ 75 years or older

**D16. What is your sex?**
- ○ Female
- ○ Male

**D17. Do you consider a cell phone or land line your primary telephone number?**
- ○ Cell
- ○ Land line
- ○ Both

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

**City of Tracy**
333 Civic Center Plaza
Tracy, CA 95376

CITY MANAGER'S OFFICE