



City of San Jacinto

2009 Public Opinion Survey

April 16, 2009

Research Objectives



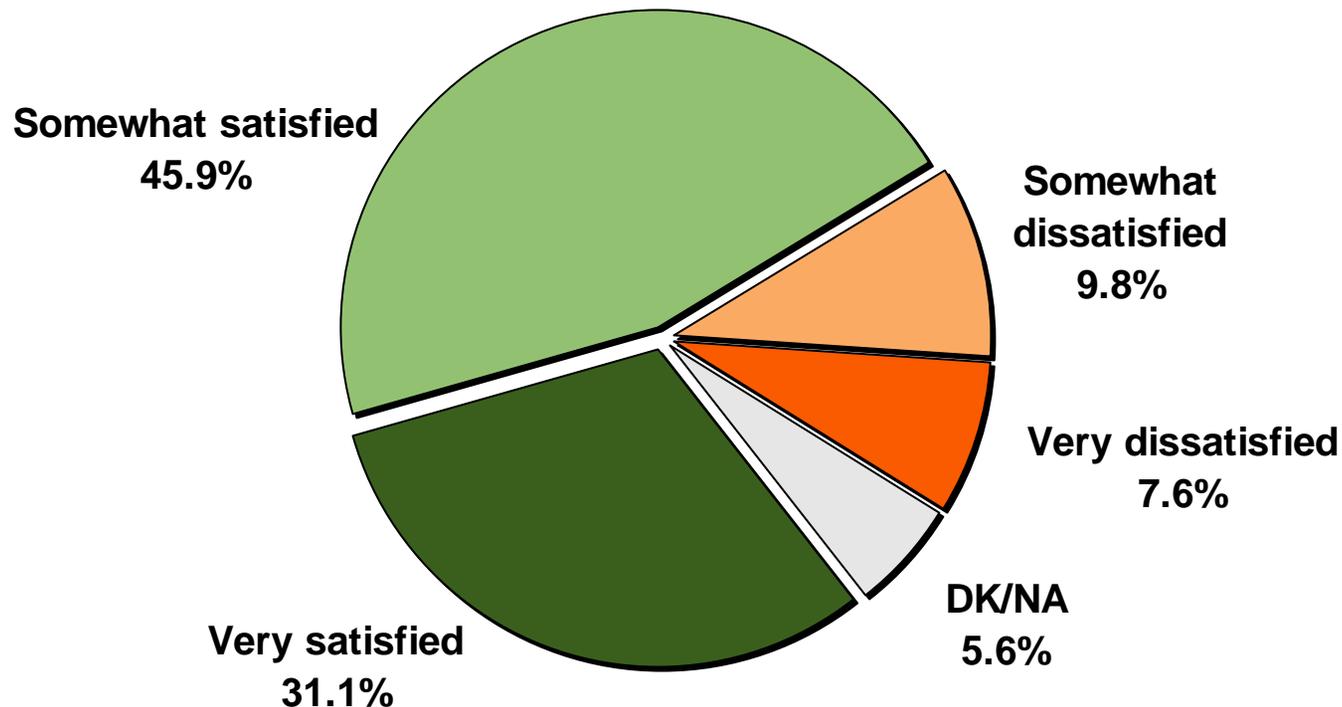
- Assess residents' perceptions regarding satisfaction with city services, quality of life, sense of community, safety, and city-resident communication;
- Evaluate the importance of, and residents' satisfaction with, a number of specific city services; and
- Identify how often residents interacted with city staff as well as their perceptions regarding staff's customer service.

- Telephone Survey of 402 Residents
 - Fielded: February 2 – 8, 2009
 - Average length: 15 minutes
 - Offered in English and Spanish
 - Statistically representative sample by age, gender, and ethnicity based on the Census American Community Survey estimates for San Jacinto
 - Margin of error +/- 4.85% (95% confidence level)

Satisfaction with City Services



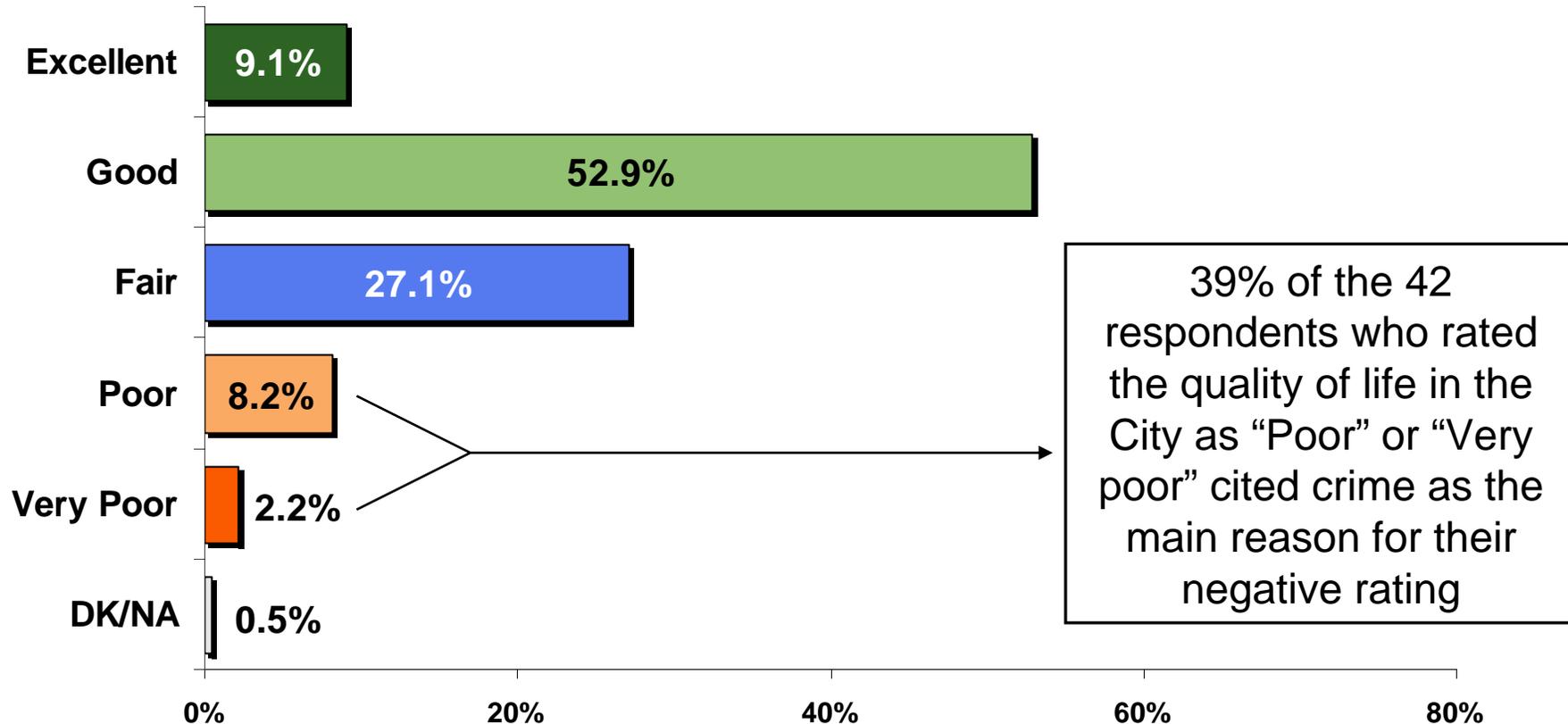
77% of residents are either Very (31%) or Somewhat Satisfied (46%) with the job the City is doing to provide services



Quality of Life Ratings



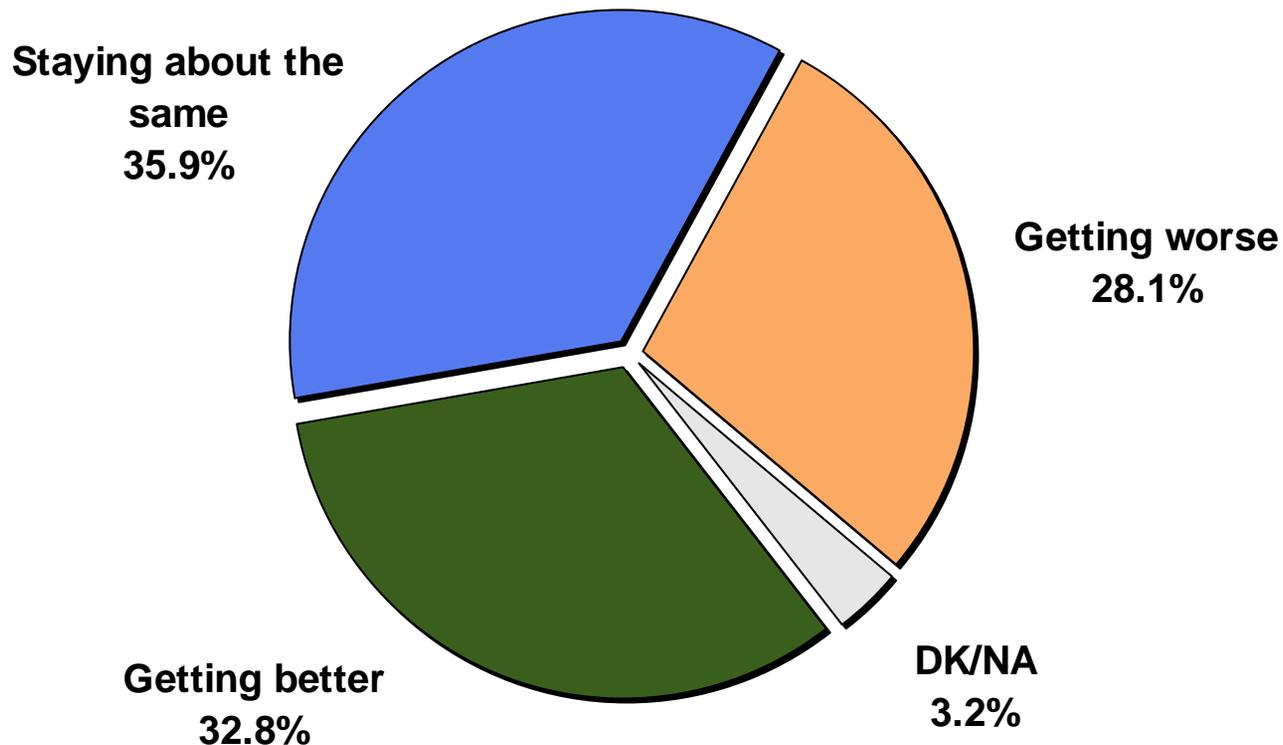
62% of residents rate the quality of life in San Jacinto favorably



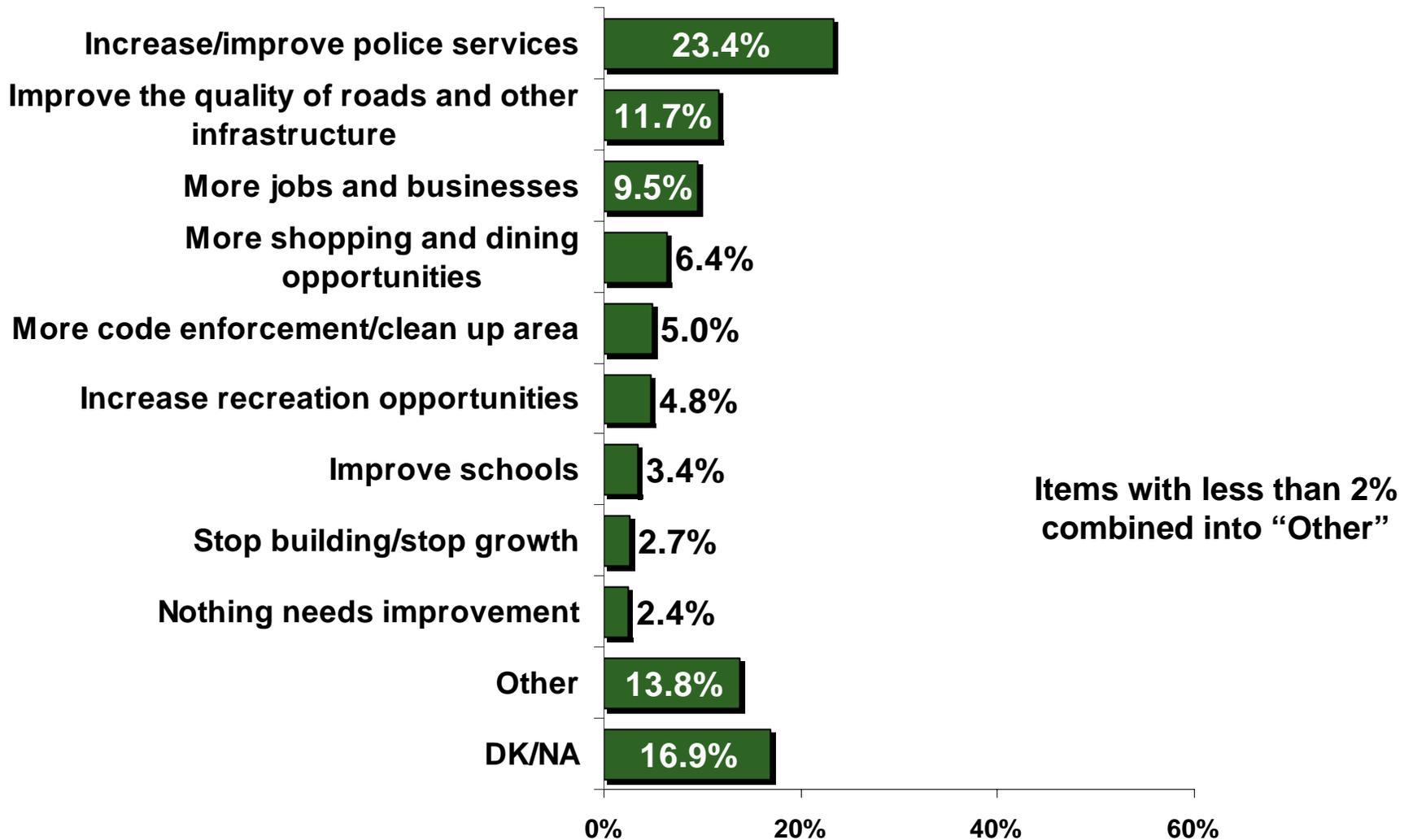
Quality of Life Perceptions



Nearly two and a half times as many residents feel the quality of life in San Jacinto is Getting Better or Staying the Same (69%) as compared to Getting Worse (28%)



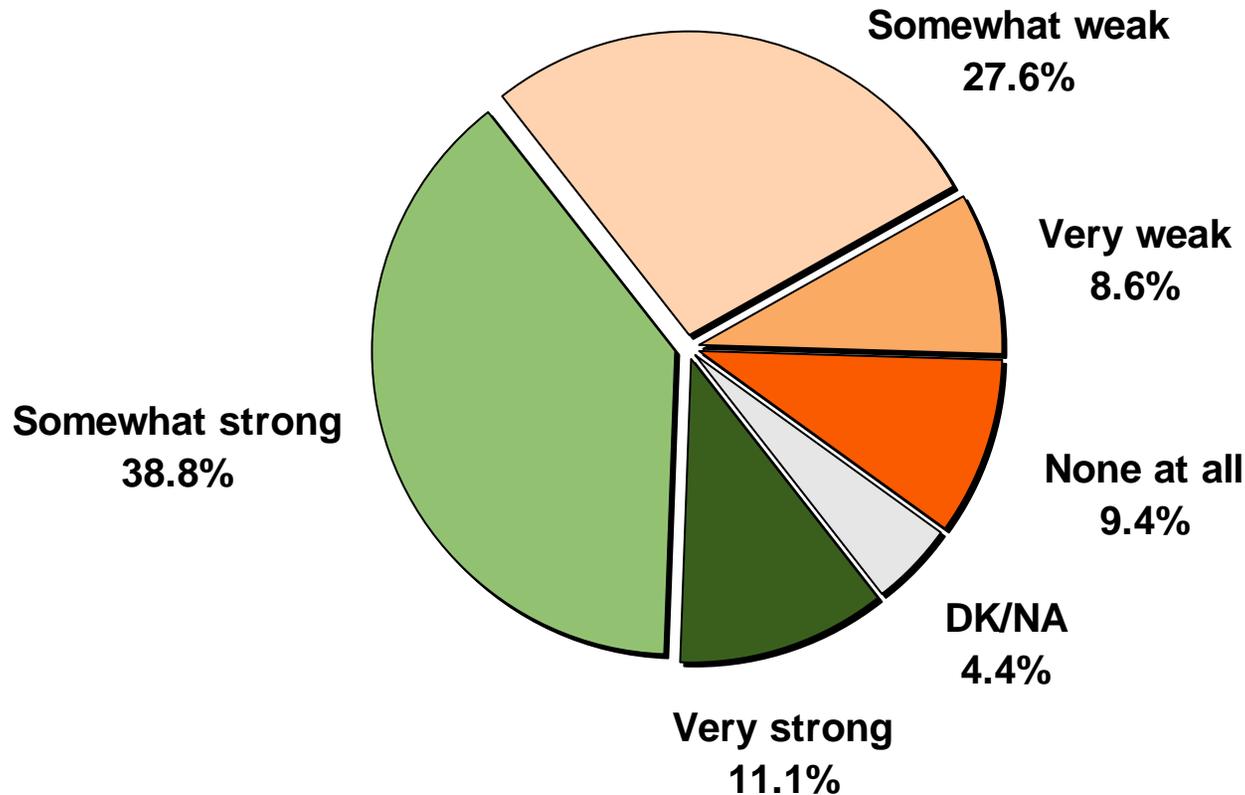
Number One Way to Increase the Quality of Life in San Jacinto



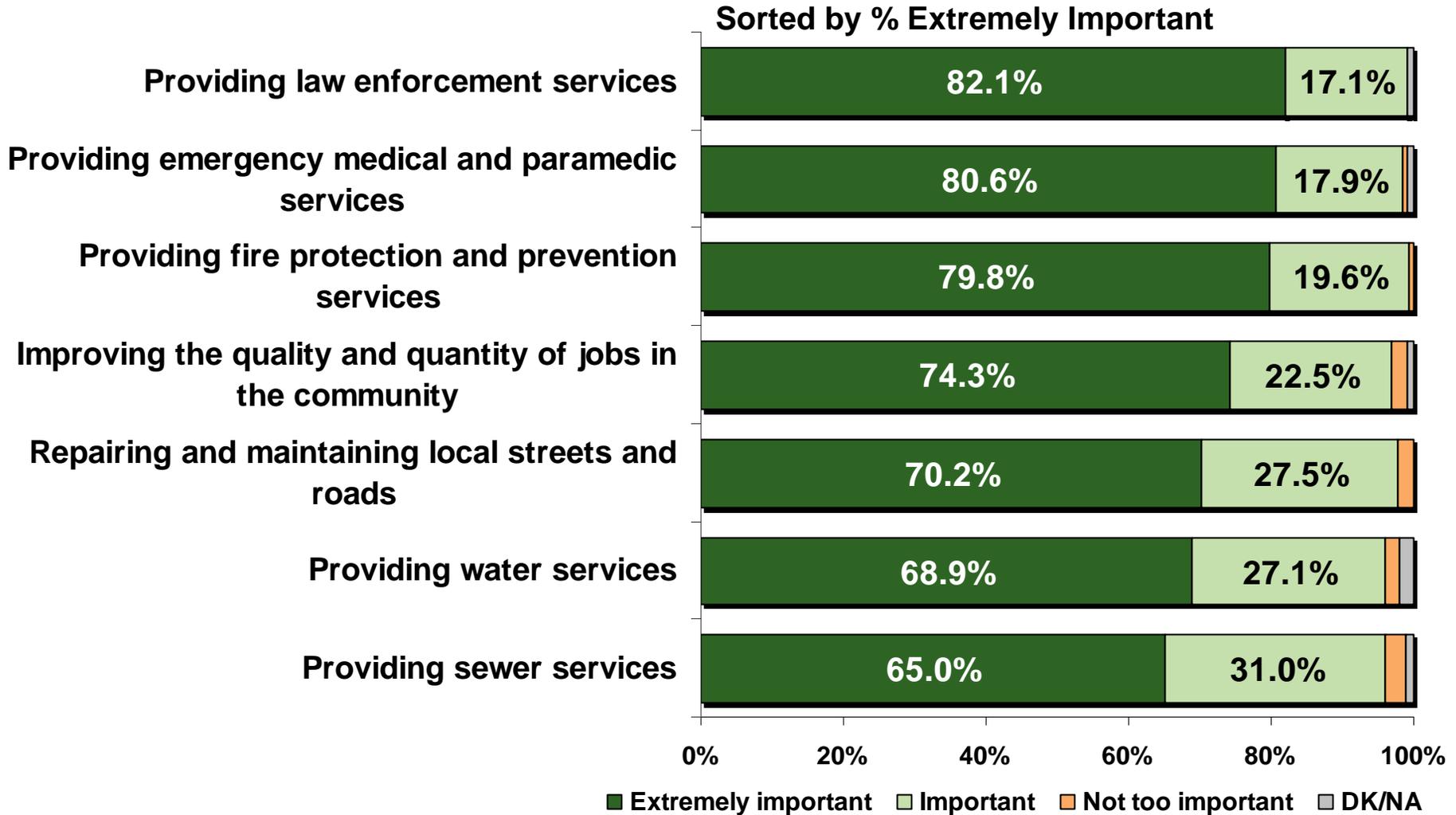
Sense of Community



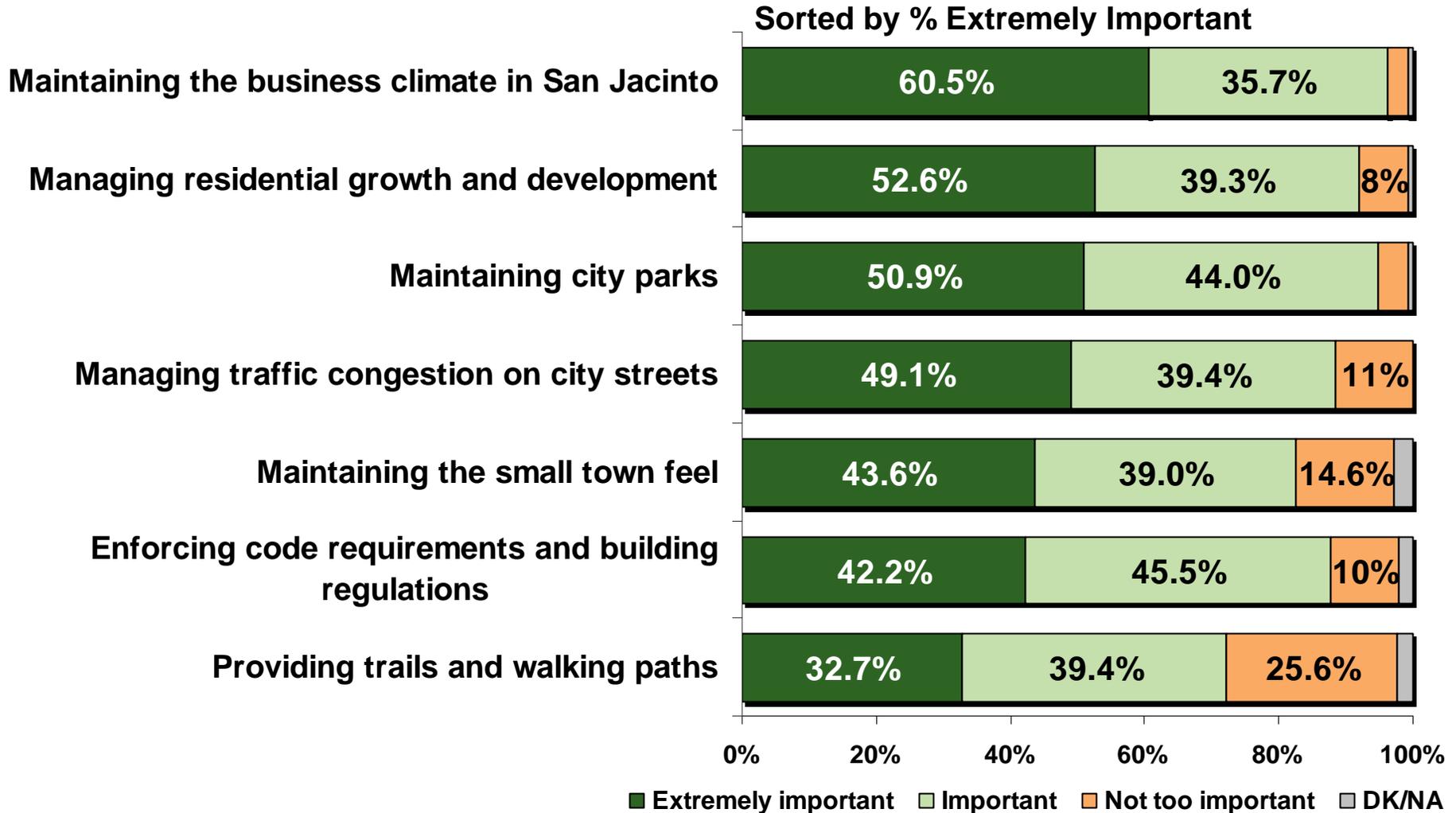
The majority of residents (50%) report feeling a Very (11%) or Somewhat Strong (39%) sense of community



Importance of City Services (Top 7)



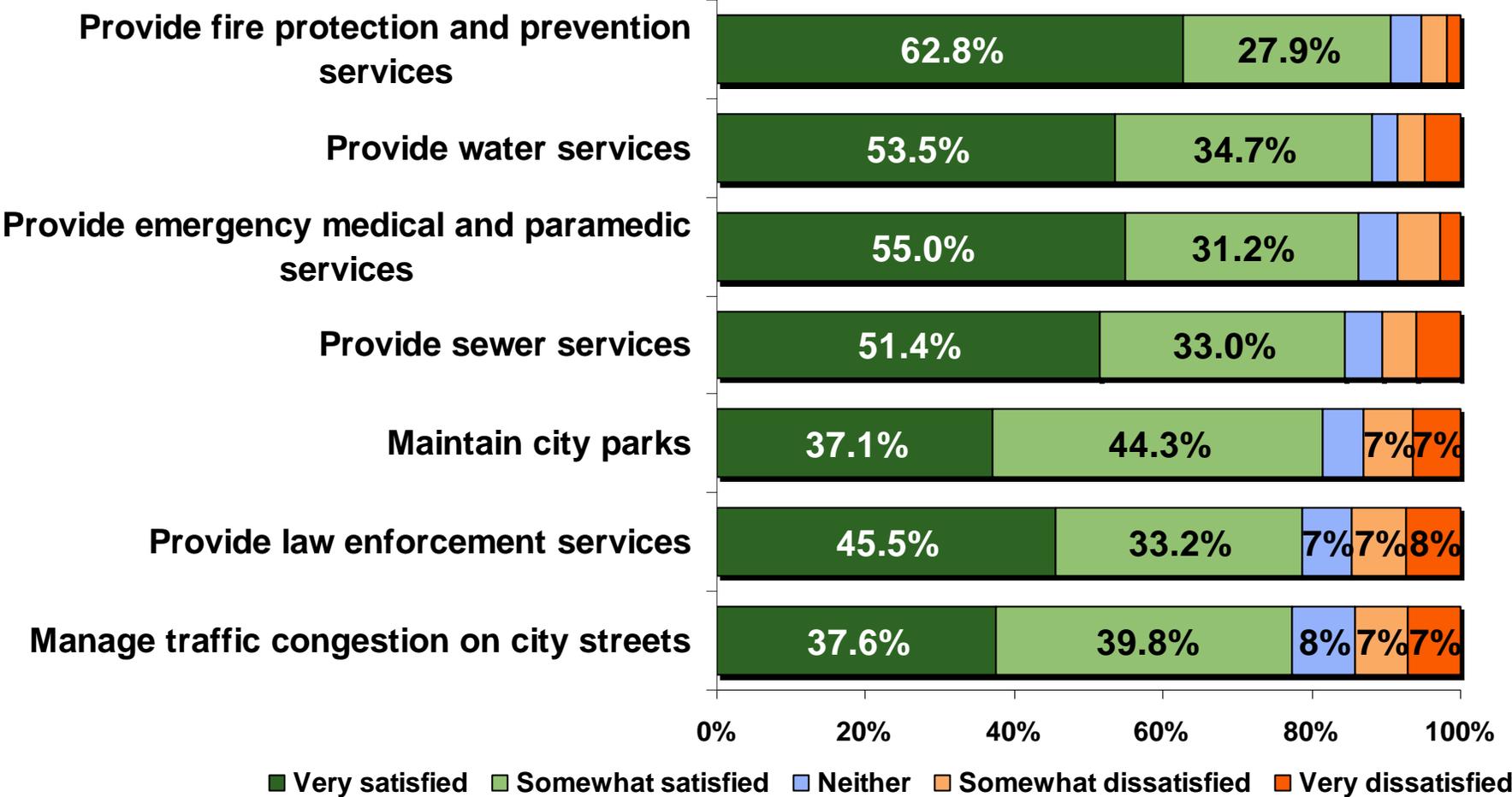
Importance of City Services (Tier II)



Satisfaction with City's Efforts to (Top 7)



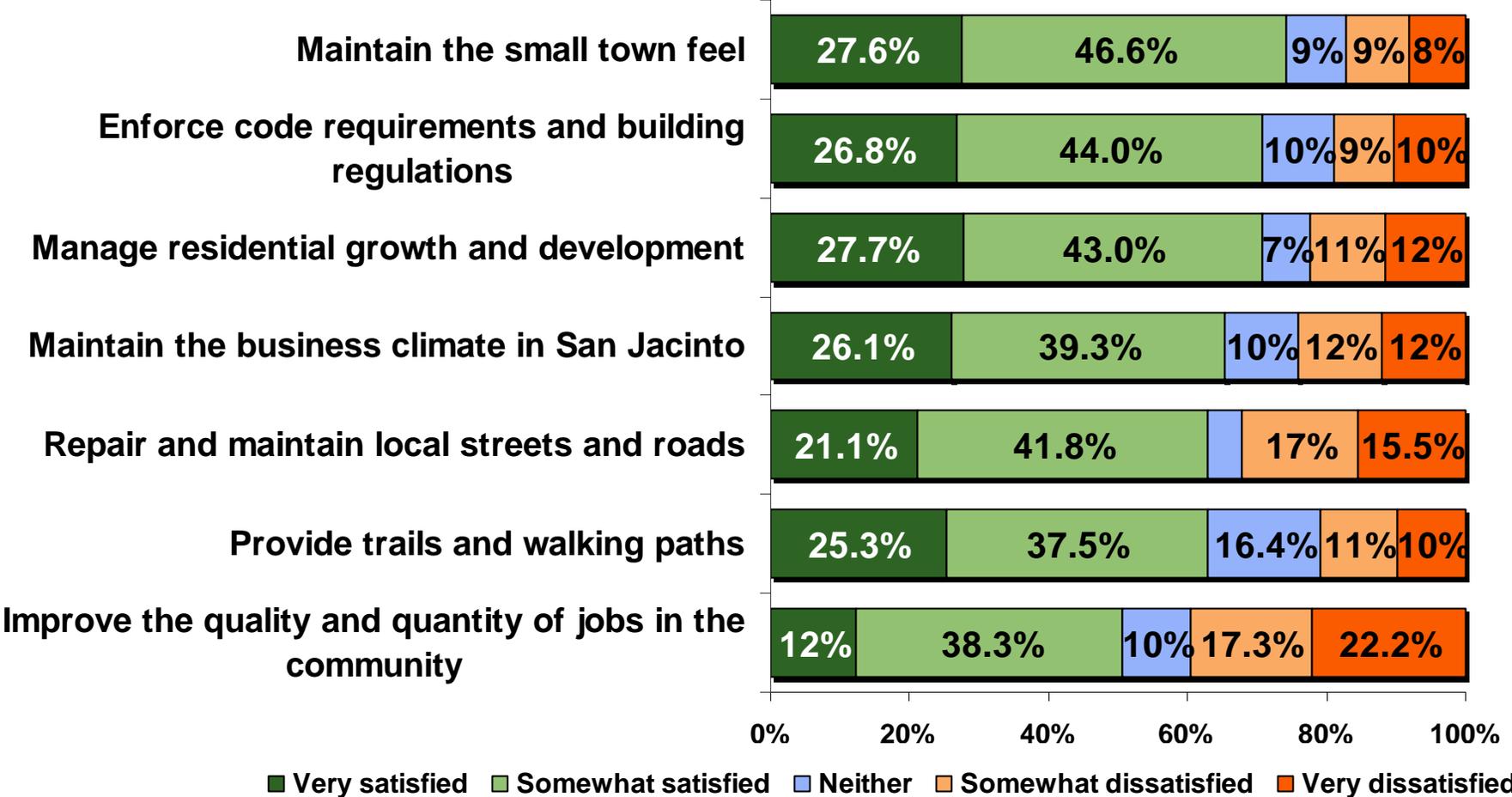
Analysis Excludes Responses of Don't Know/ No Answer



Satisfaction with City's Efforts to (Tier II)



Analysis Excludes Responses of Don't Know/ No Answer



Continued Emphasis (High Importance-High Satisfaction)

- Providing law enforcement services;
- Providing emergency medical and paramedic services;
- Providing fire protection and prevention services;
- Providing water services; and
- Providing sewer services.

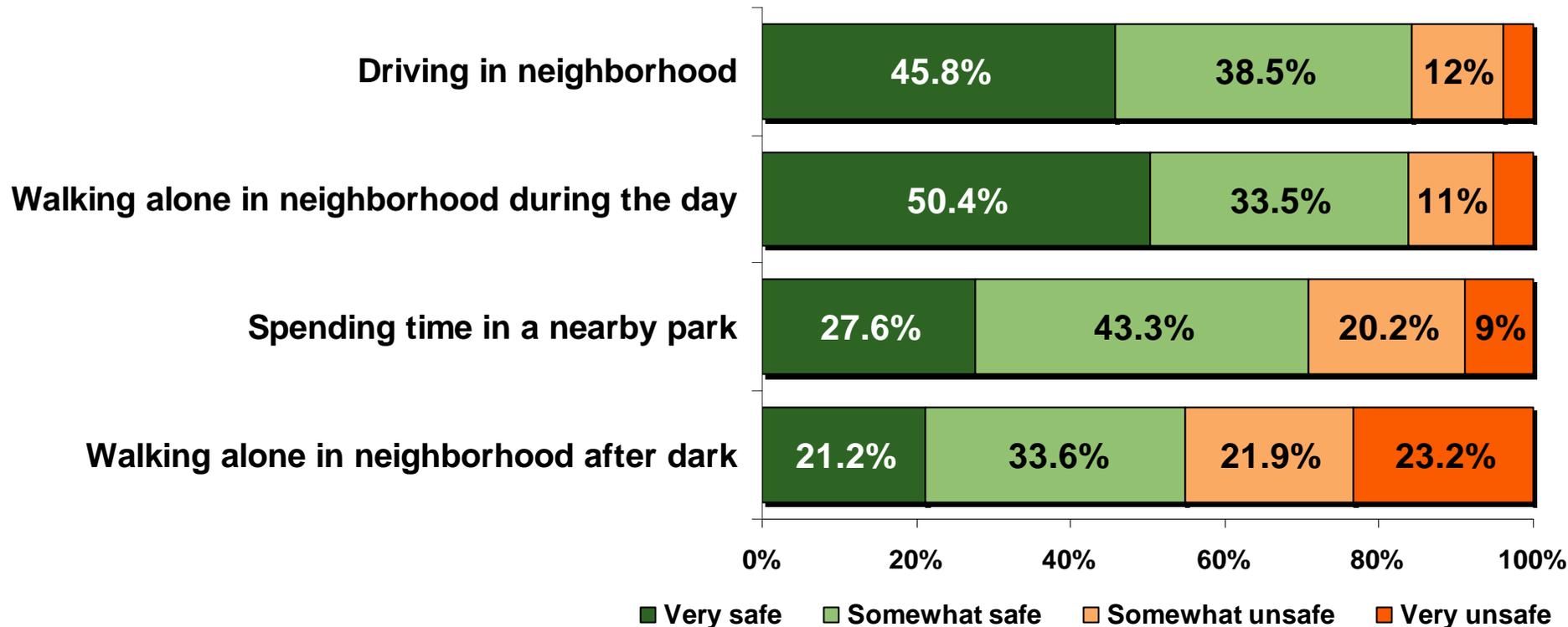
Opportunities for Improvement **(High Importance-Low Satisfaction)**

- Improving the quality and quantity of jobs in the community; and
- Repairing and maintaining local streets and roads.

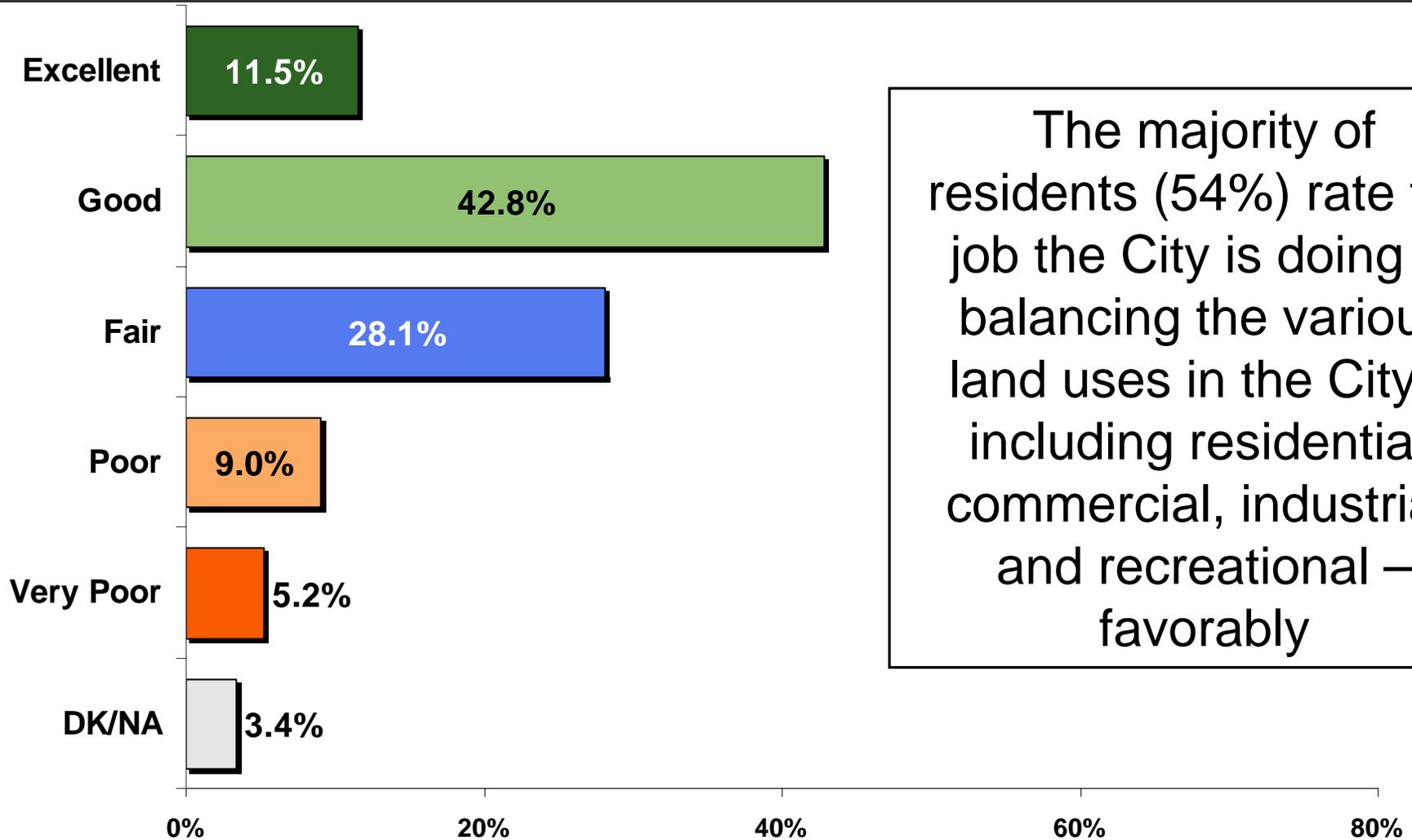
Safety in San Jacinto



84% of residents who provided an opinion feel safe driving in their neighborhood & walking alone in their neighborhood during the day



Land Use in San Jacinto

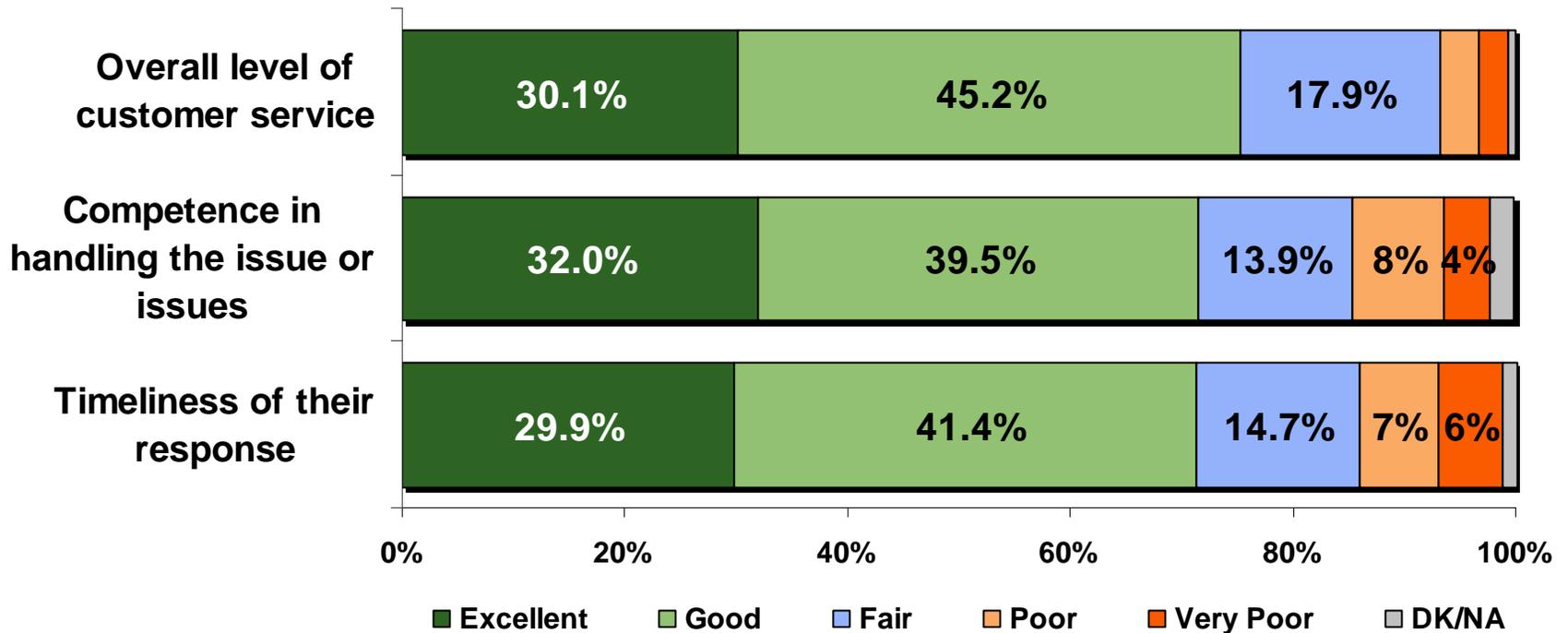


The majority of residents (54%) rate the job the City is doing in balancing the various land uses in the City – including residential, commercial, industrial, and recreational – favorably

Interactions with City Staff



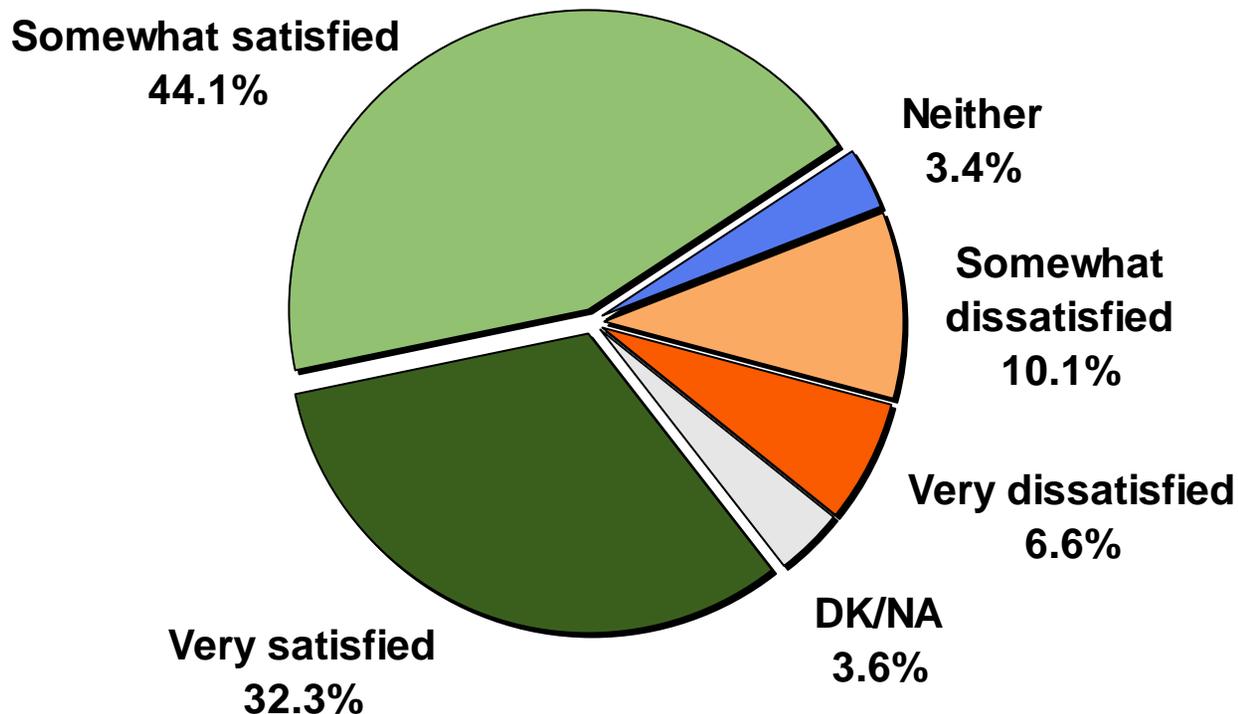
Within the past year, 52% of residents interacted with City of San Jacinto staff. Seven out of 10 provided favorable ratings for the level of customer service they received.



Satisfaction: City-Resident Communication



76% of residents are either Very (32%) or Somewhat Satisfied (44%) with the City's efforts to communicate with residents



Conclusions I



- The two broadest measures of resident satisfaction were:
 - 77% - satisfied with the overall job the City is doing
 - 62% - excellent or good rating for quality of life in San Jacinto
- Satisfaction with the job the City is doing was correlated with the City's communication efforts, maintaining & repairing streets and roads, and City's customer service.
- Quality of life in San Jacinto was correlated with satisfaction with the City's land-use planning, perceived safety & level of law enforcement, and the sense of community.

Conclusions II



- Four Issues that were consistently important to residents included;
 - Public safety
 - Repairing & maintaining local streets & roads
 - Land-use planning
 - Improving the quality & quantity of jobs in the community
- These four issues along with education and recreation were identified in San Jacinto's vision statement for the future in the City's updated General Plan.



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