

COMMUNITY SATISFACTION STUDY

CONDUCTED FOR THE
CITY OF EASTVALE

PRESENTED BY
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2/28/2019



PURPOSE OF STUDY

- Identify key issues of importance & factors that affect quality of life
- Measure City's performance in meeting residents' needs
- Gather opinions on topics such as public safety, economic development, housing, homelessness, transportation and traffic mobility, and funding priorities
- Explore City-resident communication and community engagement

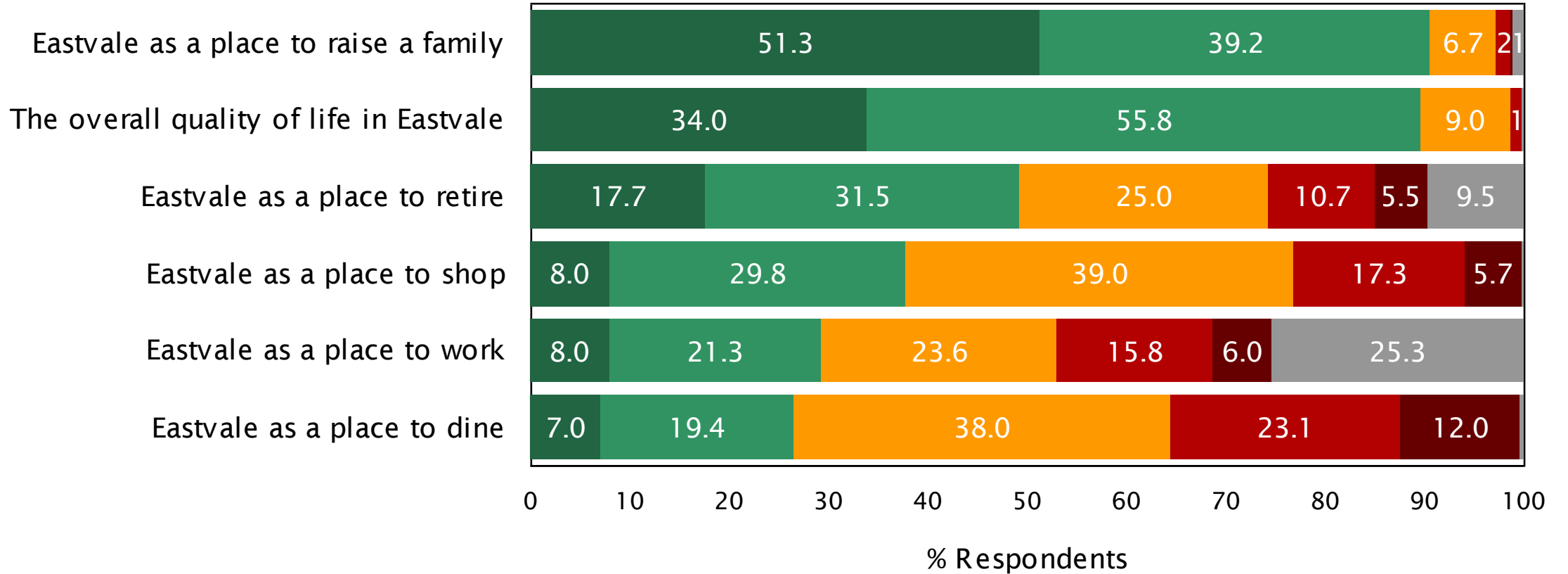


METHODOLOGY OF STUDY

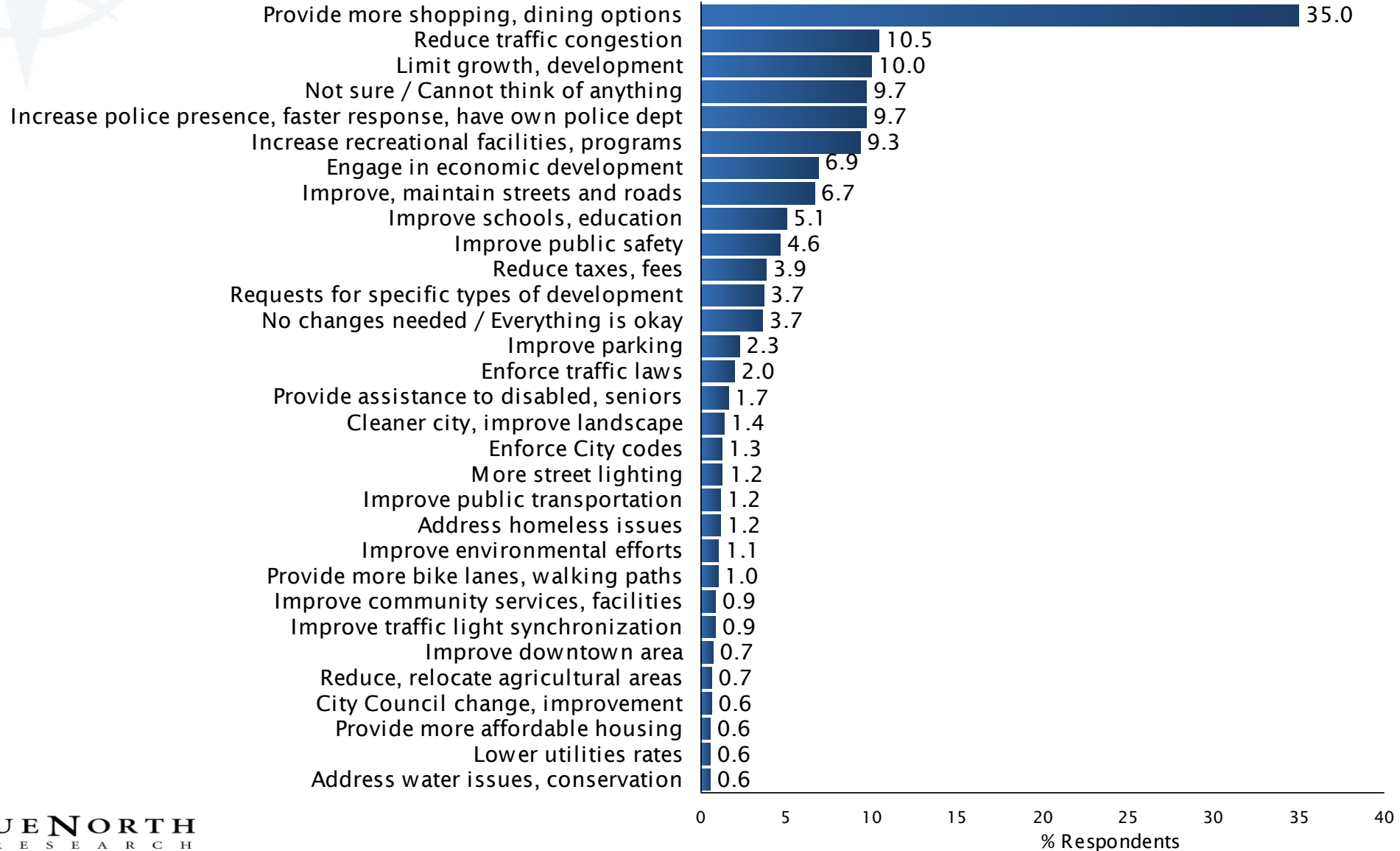
- **Conducted January 19th to February 4th, 2019**
- **Mixed Methodology**
 - Recruited via mail, email, and phone
 - Online and telephone data collection
 - English, Spanish & Mandarin Chinese
- **Random sample of 1,178 residents**
 - Overall margin of error: $\pm 2.81\%$
- **Average interview length: 18 minutes**

RATING EASTVALE

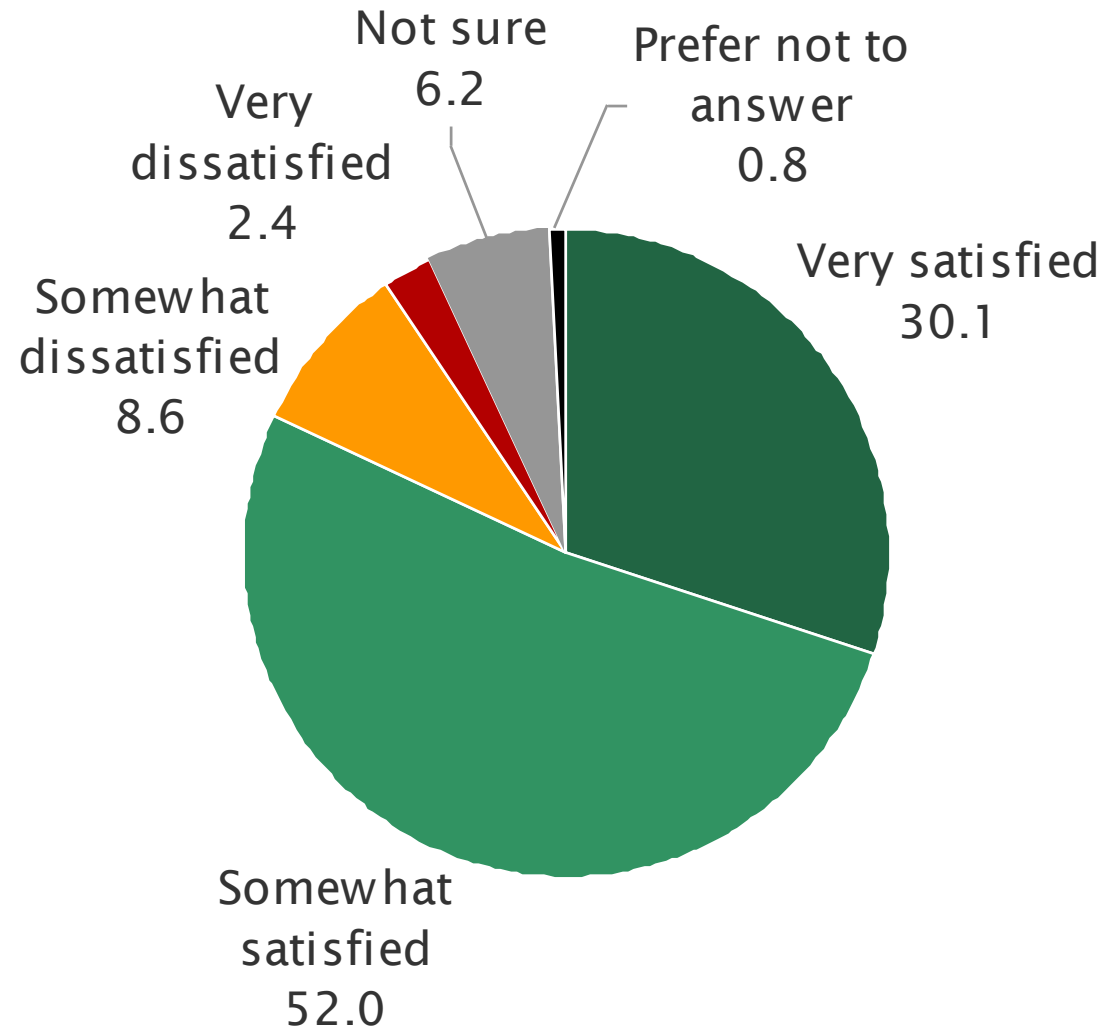
■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Very poor
 ■ Not sure



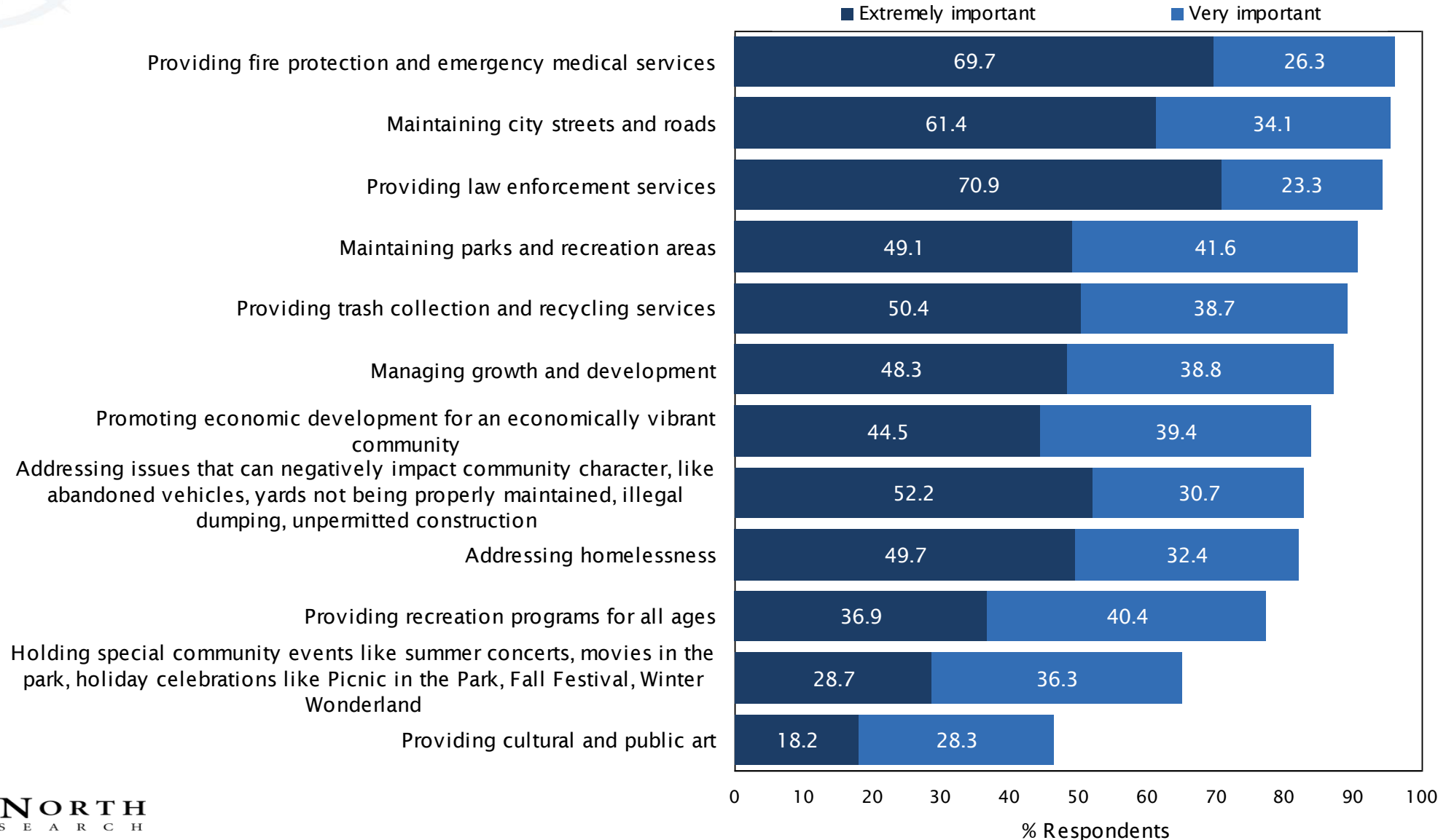
CHANGES TO IMPROVE EASTVALE



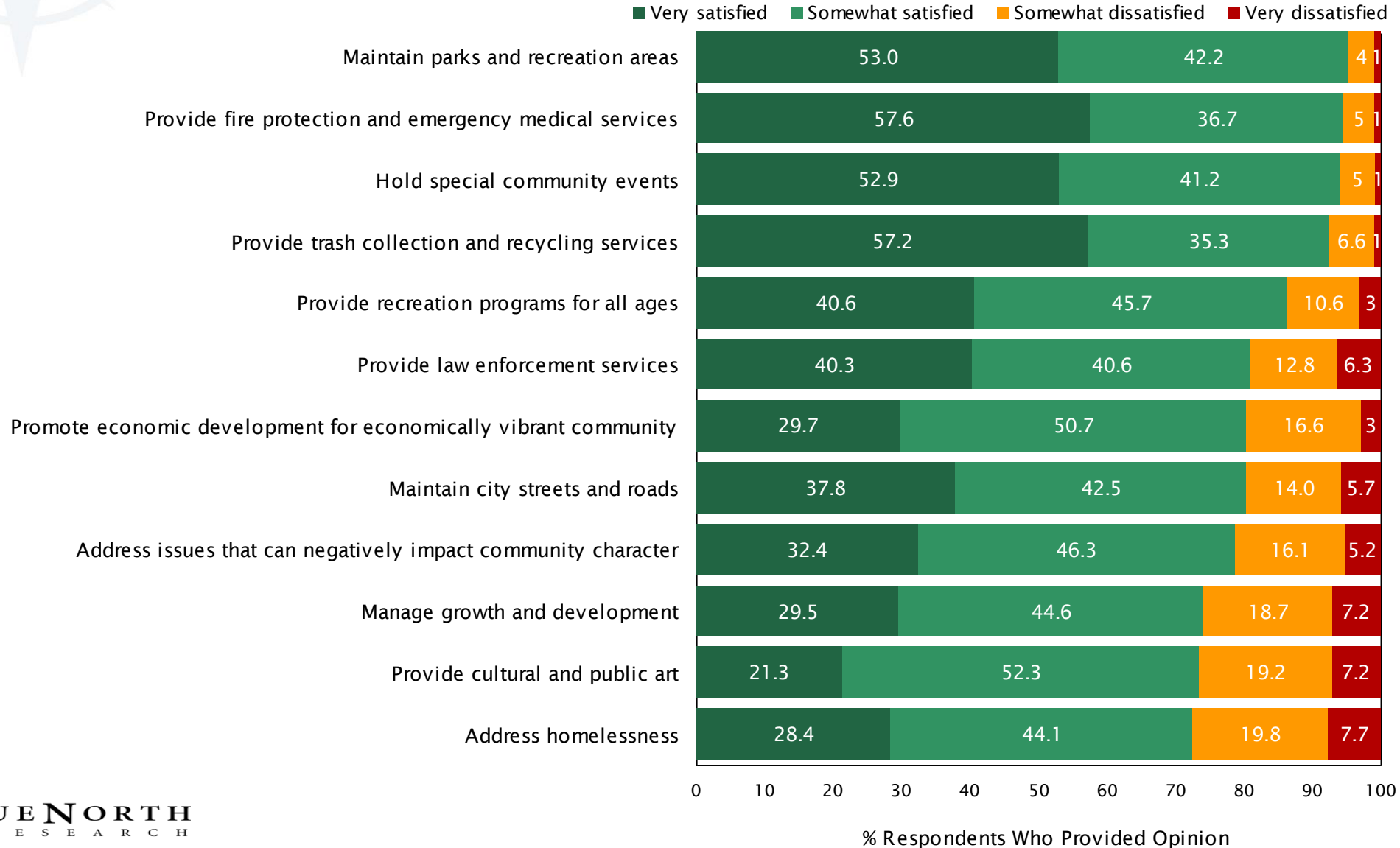
OVERALL SATISFACTION WITH CITY SERVICES



IMPORTANCE OF SERVICES

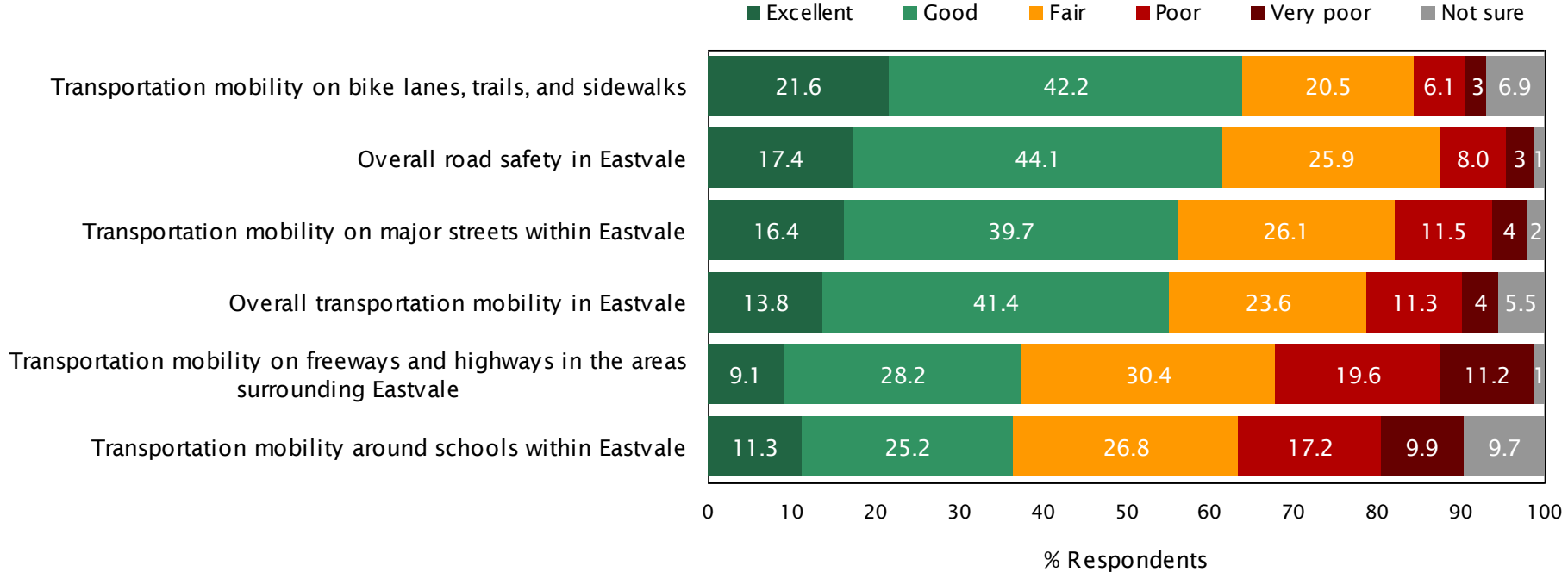


SATISFACTION WITH CITY SERVICES

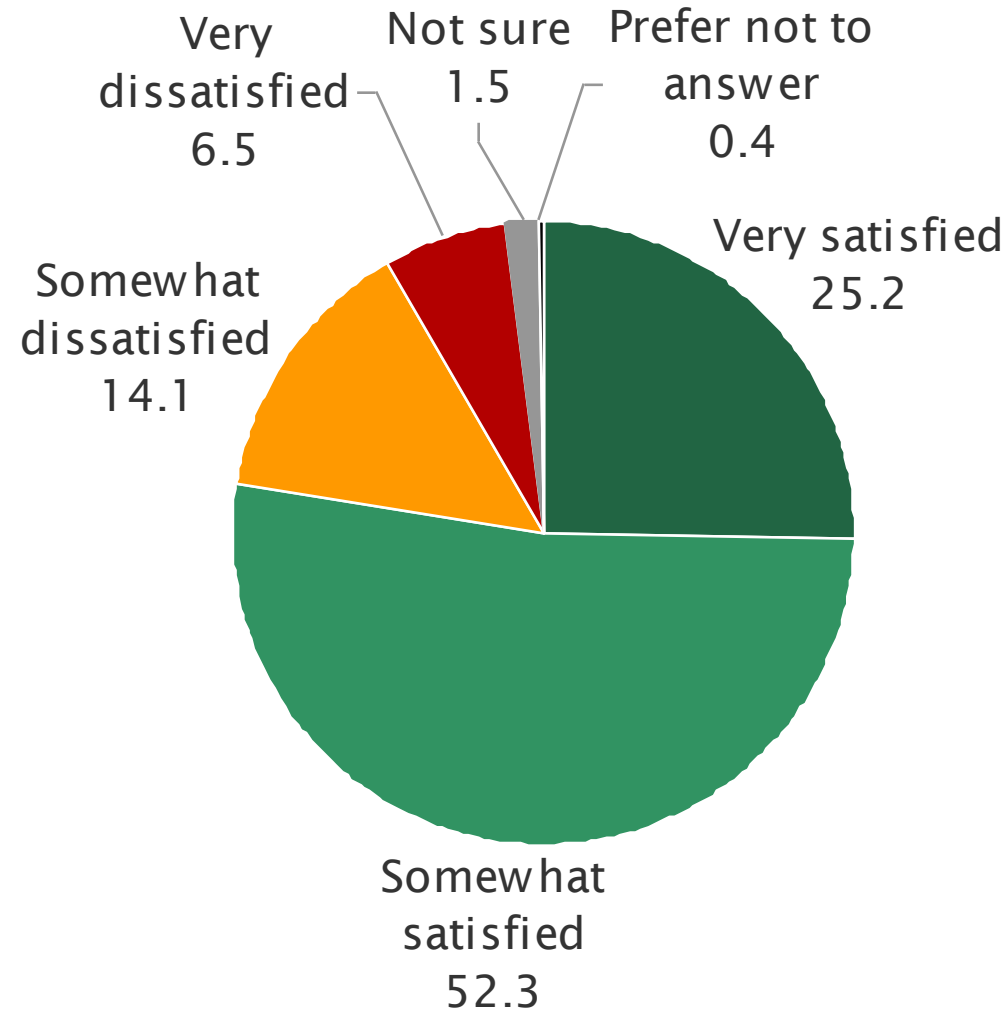




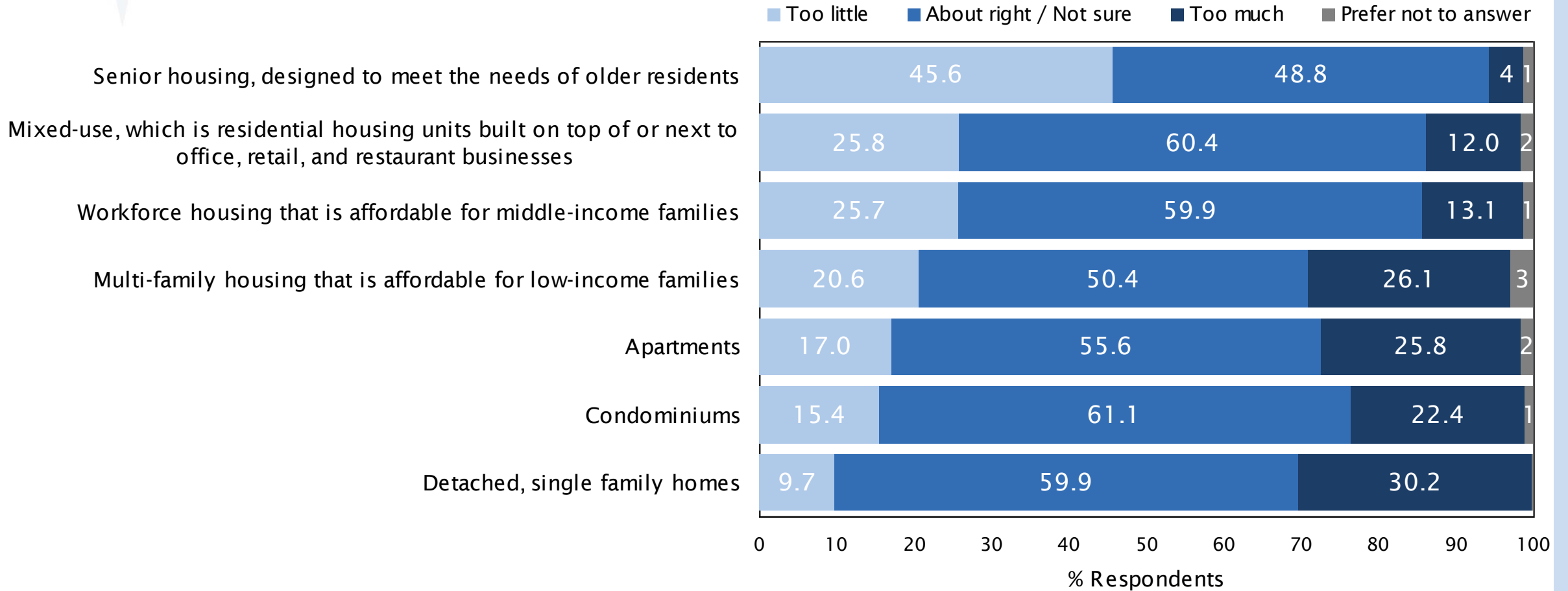
PERCEPTION OF TRANSPORTATION MOBILITY



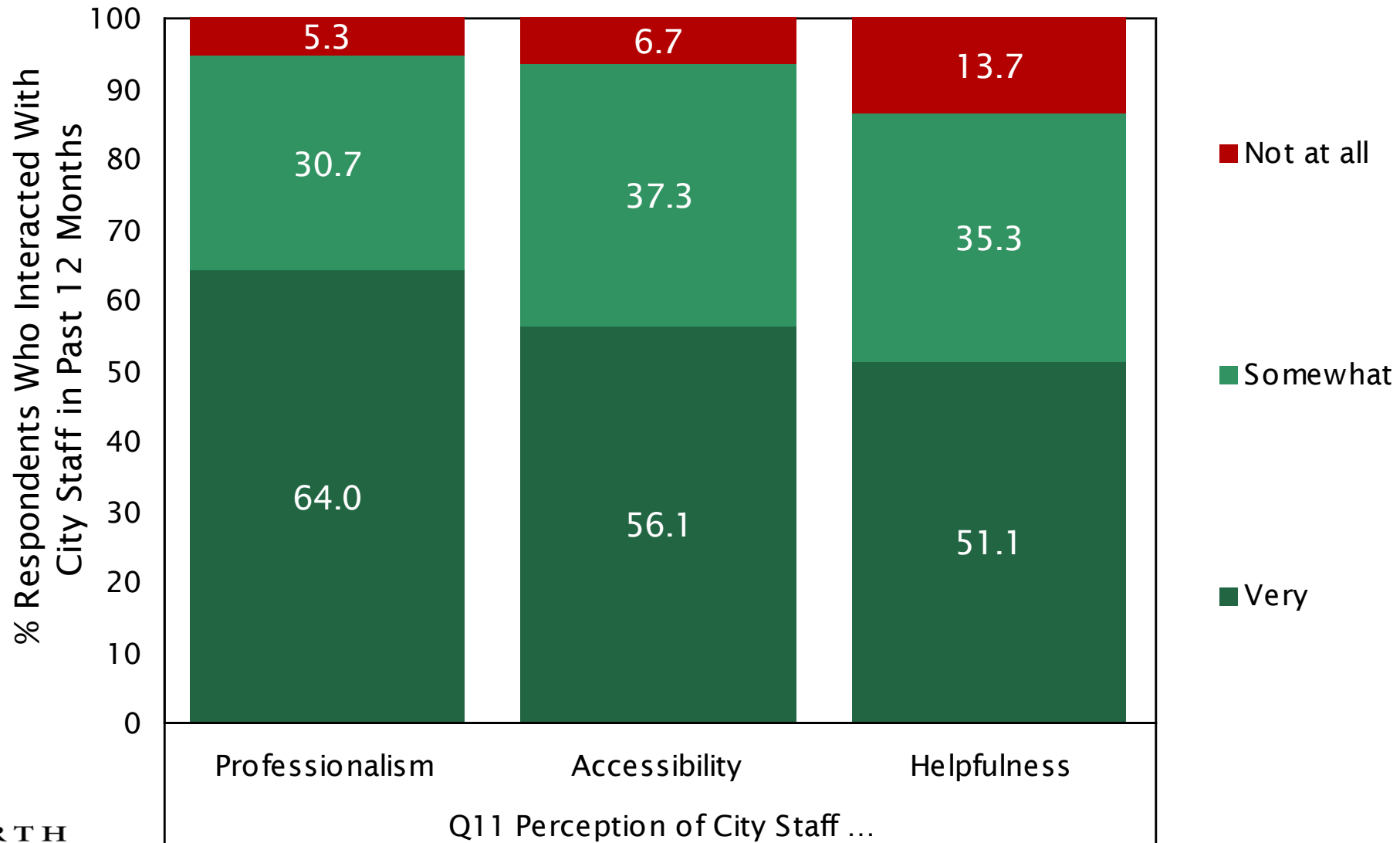
SATISFACTION WITH CITY EFFORTS TO ADDRESS ROADWAY SAFETY



CURRENT AMOUNT OF HOUSING

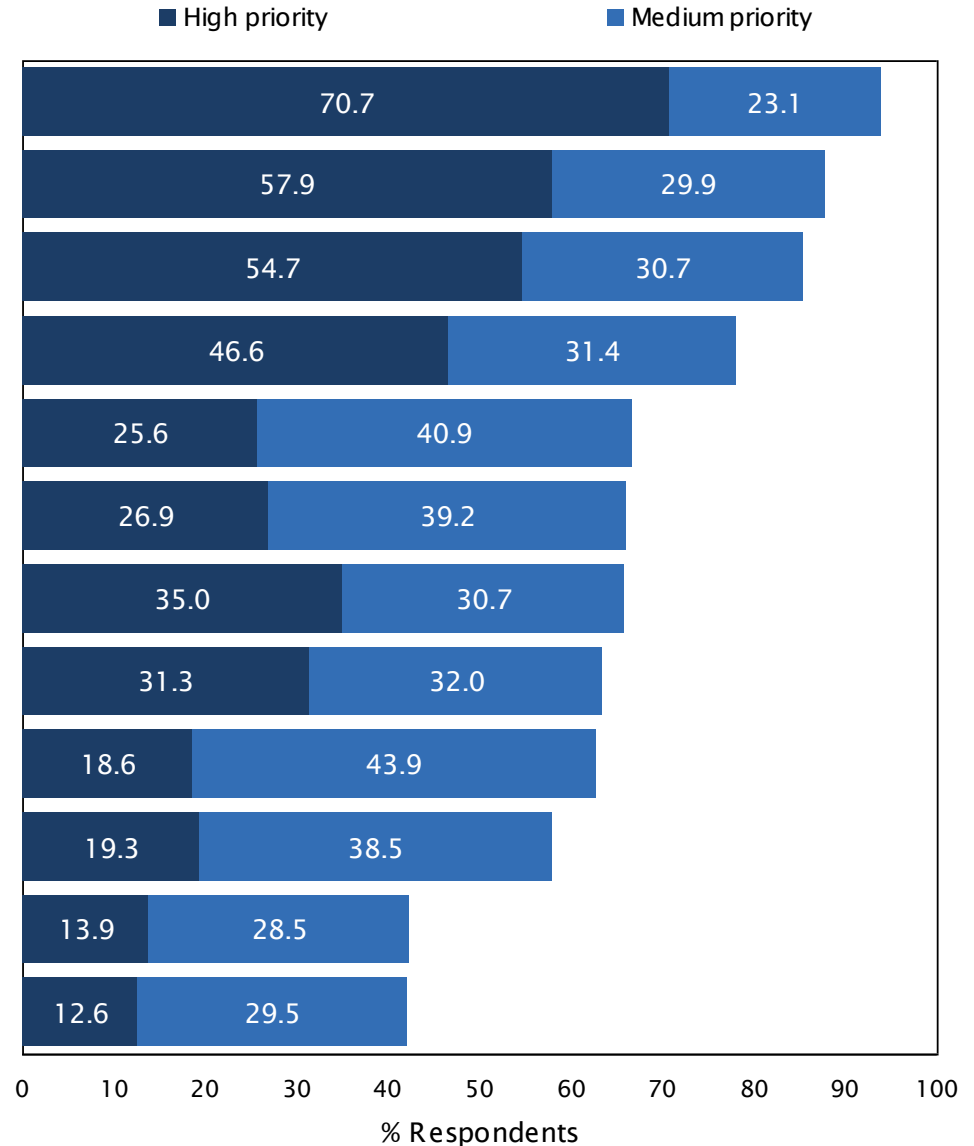


PERCEPTION OF CITY STAFF

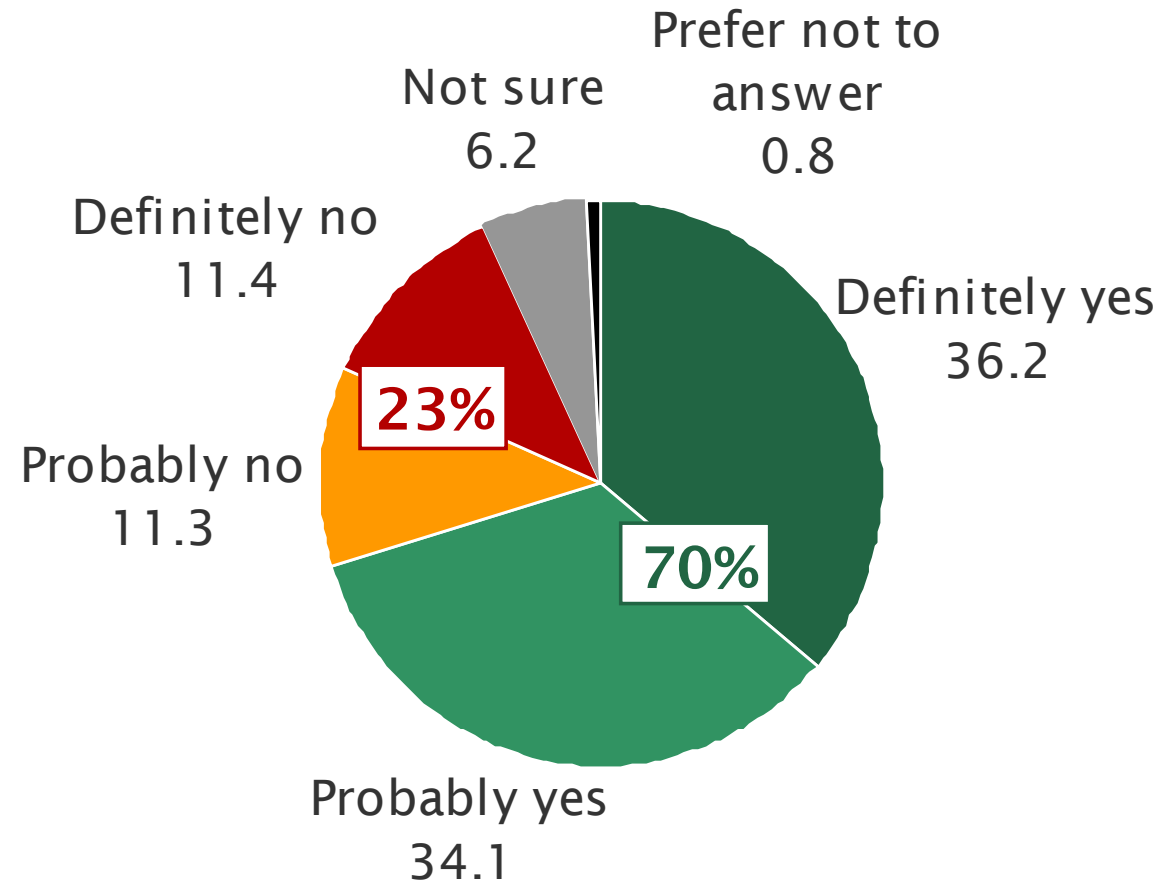


FUNDING PRIORITIES

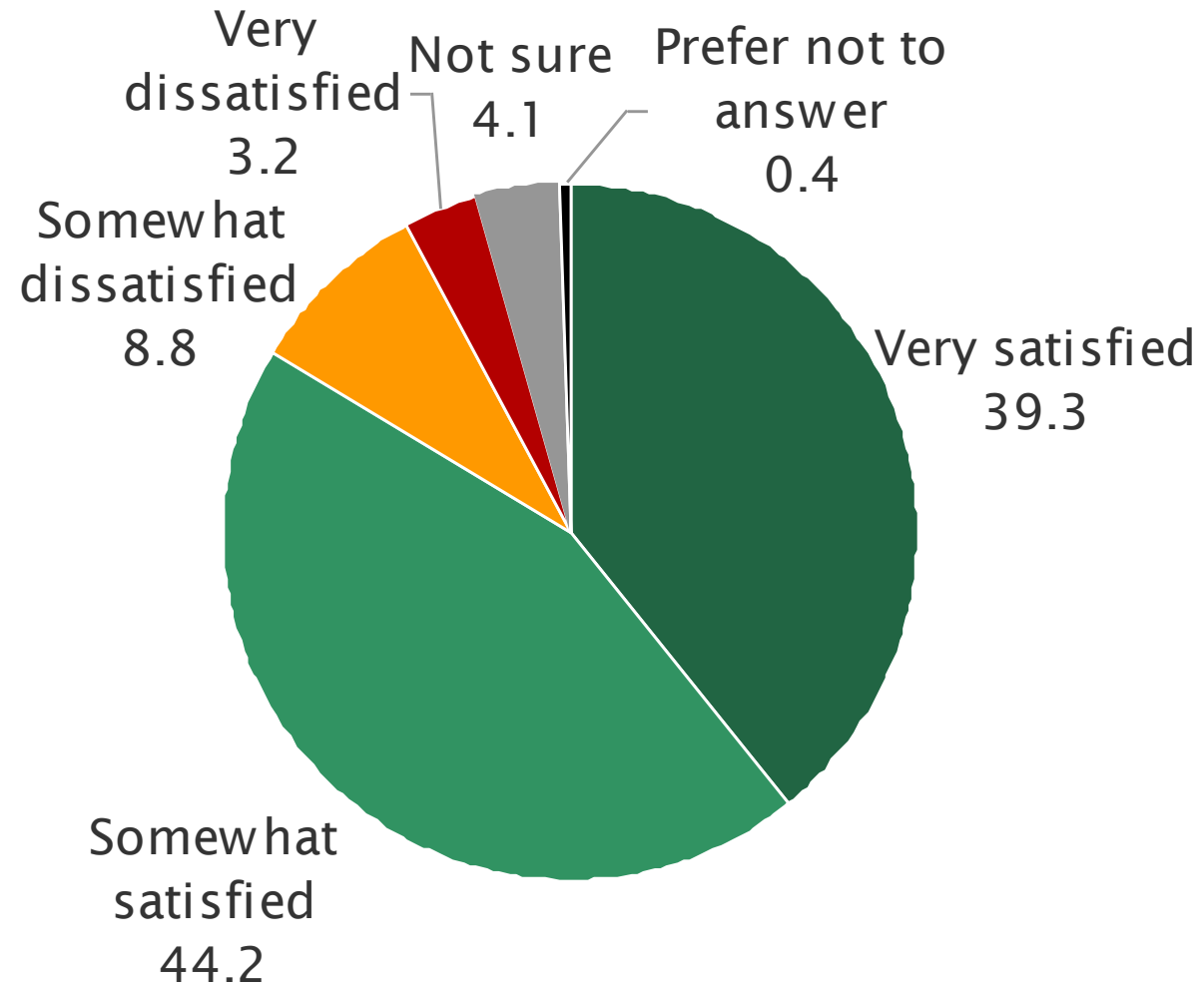
- Maintain local streets, improve intersections, synchronize traffic lights to improve transportation mobility
- Enhance local dining and entertainment options
- Attract new employers and jobs to Eastvale
- Develop downtown area to be a focal point of the community, a place for residents to meet, connect
- Improve, expand the network of walking paths, hiking trails to connect neighborhoods, schools, parks
- Improve landscaping in public areas, along major streets in the City, including the installation of street trees
- Build a new library
- Build a permanent City Hall and Civic Center
- Offer more and expanded recreation programs including youth, adult sports leagues
- Offer more community programs, events, festivals like movies, concerts in the park, Picnic in the Park, Fall Festival, Winter Wonderland
- Promote cultural and public art in the City
- Offer affordable community center meeting rooms and facilities



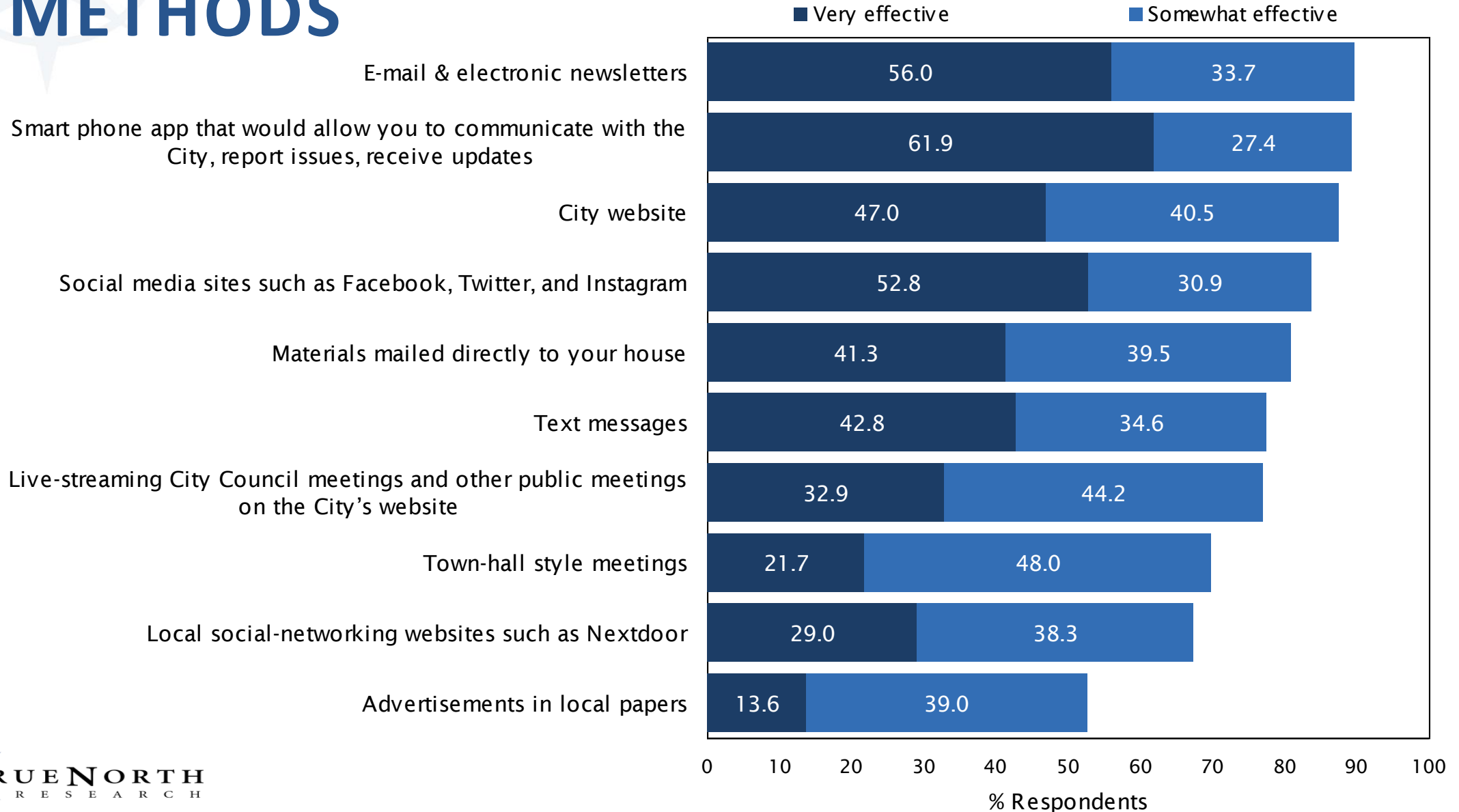
SUPPORT FOR REVENUE ENHANCEMENT



SATISFACTION WITH COMMUNICATION



EFFECTIVENESS OF COMMUNICATION METHODS





KEY CONCLUSIONS

- **Resident satisfaction with Eastvale is high**
 - Quality of Life
 - City's Overall Performance
 - Specific Services
- **Staff received high marks for customer service**
- **City-Resident communication is strong despite challenges**
- **Opportunity Areas**
 - Economic development/shopping, dining & entertainment opportunities
 - Managing growth & providing quality development
 - Community enhancement and safety (code enforcement/neighborhood watch program)
 - Mobility/traffic management
 - Addressing homelessness