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# San Luis Obispo County, California

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## Report of Results

2007



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National Research Center, Inc.

3005 30<sup>th</sup> St. • Boulder, CO 80301 • T: (303) 444-7863 • F: (303) 444-1145 • [www.n-r-c.com](http://www.n-r-c.com)

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# SURVEY BACKGROUND

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## About The National Citizen Survey™

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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 survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. San Luis Obispo County staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. San Luis Obispo County staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

# UNDERSTANDING THE RESULTS

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## Survey Administration

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Following the mailing of a pre-survey notification postcard to a random sample of 3,000 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 173 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 996 residents, for a response rate of 35%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 996 residents is generally no greater than plus or minus 3 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in San Luis Obispo County. (For more information on the survey methodology, see Appendix B. A copy of the survey materials can be found in Appendix C.)

## Survey Validity

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The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey 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, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

1. Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
2. Selecting households at random within the jurisdiction.
3. Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
4. Selecting the respondent within the household using an unbiased sampling procedure<sup>1</sup>.

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<sup>1</sup> The birthday method requests 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.

5. 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.
6. Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
7. Providing a self-addressed, postage-paid return envelope.
8. Offering the survey in Spanish when appropriate and requested by County officials.
9. Using the most recent available information about the characteristics of jurisdiction residents to weight the data 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 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 a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that 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 tend to be ambiguous, 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 fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen “objectively” in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

## Use of the “Excellent, Good, Fair, Poor” Response Scale

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The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

## “Don’t Know” Responses

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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 body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

## Putting Evaluations Onto a 100-Point Scale

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Although responses to many of the evaluative questions were made on a 4 point scale with 1 representing the best rating and 4 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 2 points based on all respondents.

## Interpreting Comparisons to Previous Years

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This report contains comparisons with prior years’ results. In this report, we are comparing 2007 data with 2003 data in the graphs. In the graphs, there are two separate representations labeled by year. The table following a graph contains 2007 data only, and is labeled accordingly. Differences between years can be considered “statistically significant” if they are greater than 3 percentage points or 2 points on a 100 point scale.

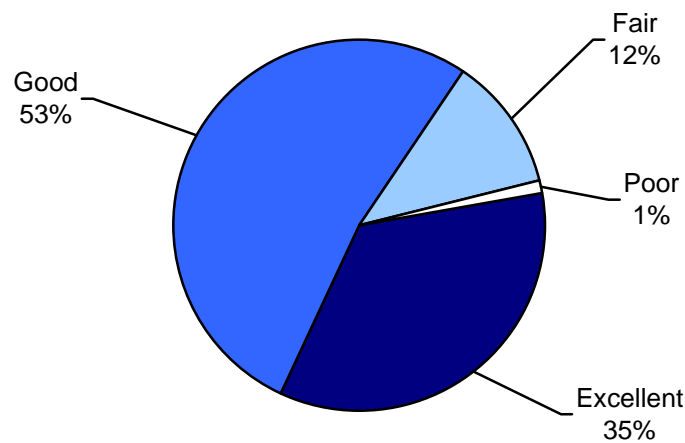
## COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in San Luis Obispo County. They also evaluated characteristics of the community, and gave their perceptions of safety in San Luis Obispo County. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of San Luis Obispo County.

### Quality of Life

When asked to rate the overall quality of life in San Luis Obispo County, 35% of respondents thought it was “excellent.” Only 1% rated overall quality of life as “poor.”

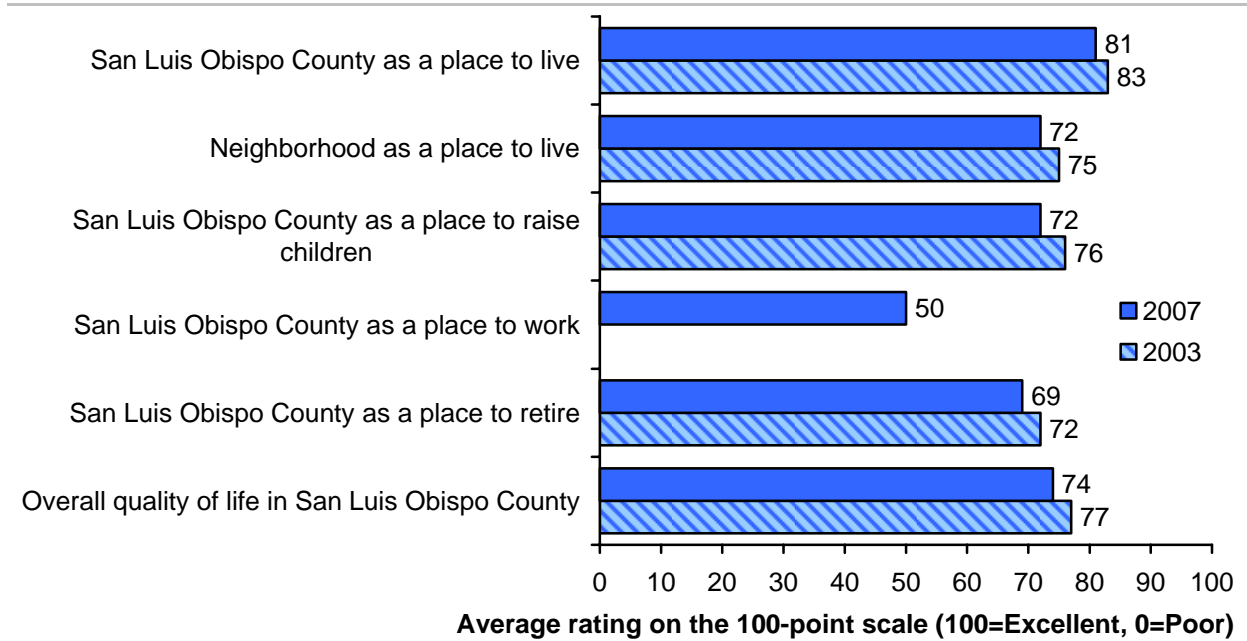
**Figure 1: Overall Quality of Life in San Luis Obispo County**





The average rating of overall quality of life on a 100-point scale was 77 in 2003. In 2007, the rating was 74. San Luis Obispo County as a place to raise children received an average rating of 76 on a 100-point scale in 2003, compared to 72 in 2007. Other ratings can be seen in the charts below.

**Figure 2: Quality of Life Ratings**



**2007 Quality of Life Ratings**

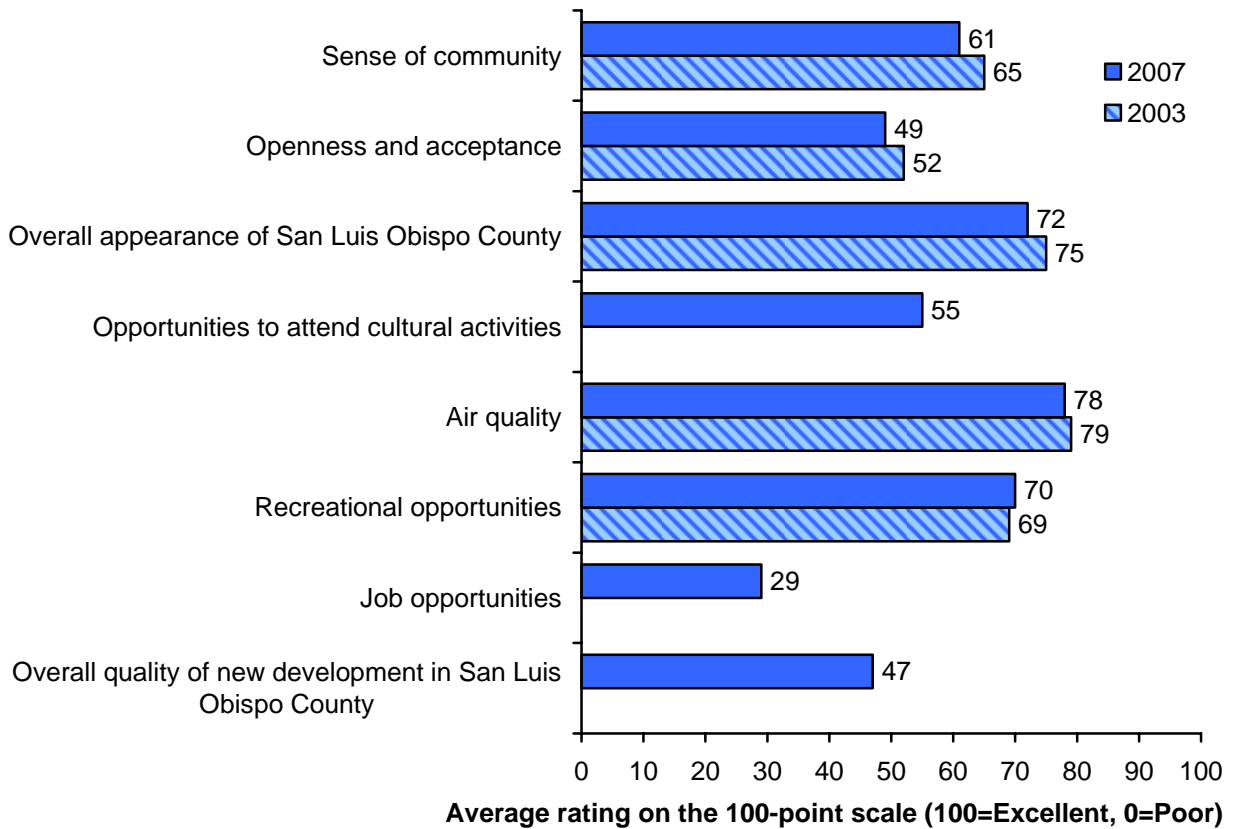
	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate San Luis Obispo County as a place to live?	53%	38%	9%	1%	100%	81
How do you rate your neighborhood as a place to live?	38%	44%	16%	2%	100%	72
How do you rate San Luis Obispo County as a place to raise children?	35%	49%	13%	3%	100%	72
How do you rate San Luis Obispo County as a place to work?	14%	34%	38%	14%	100%	50
How do you rate San Luis Obispo County as a place to retire?	38%	39%	15%	8%	100%	69
How do you rate the overall quality of life in San Luis Obispo County?	35%	53%	12%	1%	100%	74

Note: "don't know" responses have been removed.

## Ratings of Community Characteristics in San Luis Obispo County

In 2007, the highest rated characteristics of San Luis Obispo County were air quality, overall appearance, and recreational opportunities. The average rating on a 100-point scale given to air quality in 2007 was 78 compared to 79 in 2003. Average ratings given to all the characteristics are shown in Figures 3, 4 and 5.

**Figure 3: Characteristics of the Community: General and Opportunities**

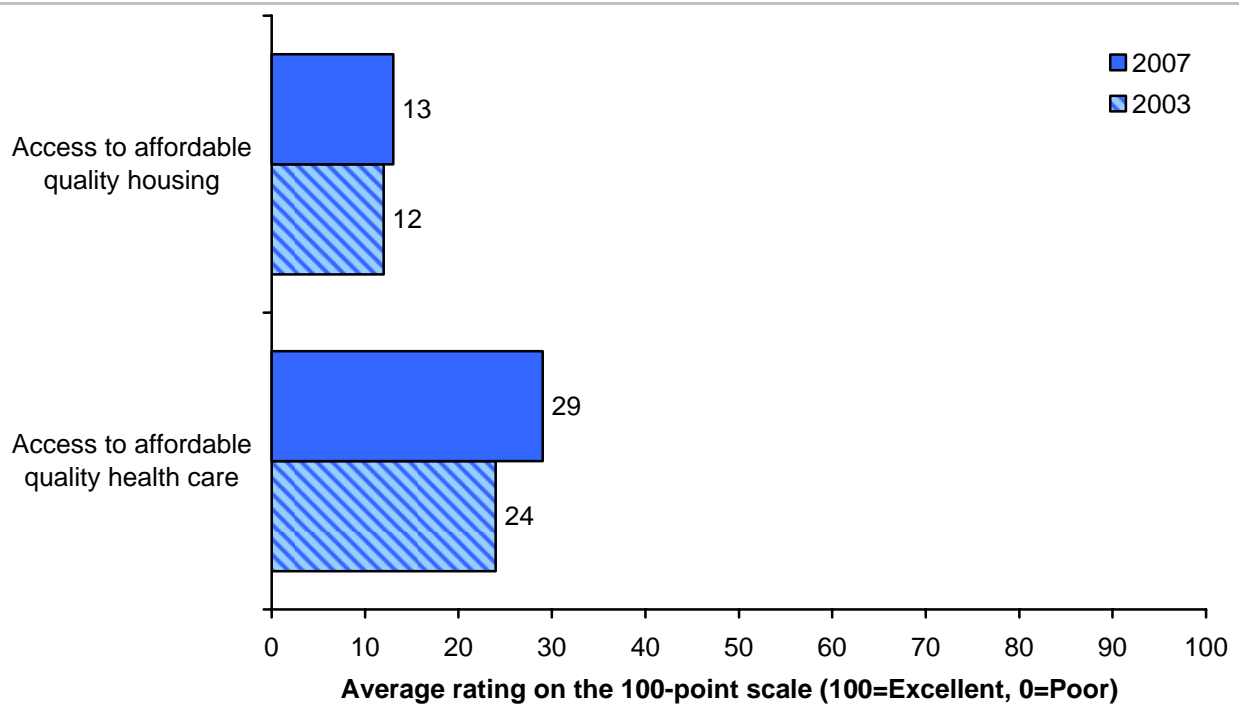


**2007 Characteristics of the Community: General and Opportunities**

<b>Please rate each of the following characteristics as they relate to San Luis Obispo County as a whole:</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>	<b>Average rating on a 100-point scale (100=Excellent, 0=Poor)</b>
Sense of community	17%	52%	27%	4%	100%	61
Openness and acceptance of the community towards people of diverse backgrounds	10%	41%	35%	14%	100%	49
Overall appearance of San Luis Obispo County	30%	56%	12%	1%	100%	72
Opportunities to attend cultural activities	16%	45%	28%	11%	100%	55
Air quality	44%	48%	8%	0%	100%	78
Recreational opportunities	36%	43%	16%	5%	100%	70
Job opportunities	2%	17%	47%	34%	100%	29
Overall quality of new development in San Luis Obispo County	7%	40%	40%	13%	100%	47

Note: "don't know" responses have been removed.

**Figure 4: Characteristics of the Community: Access**

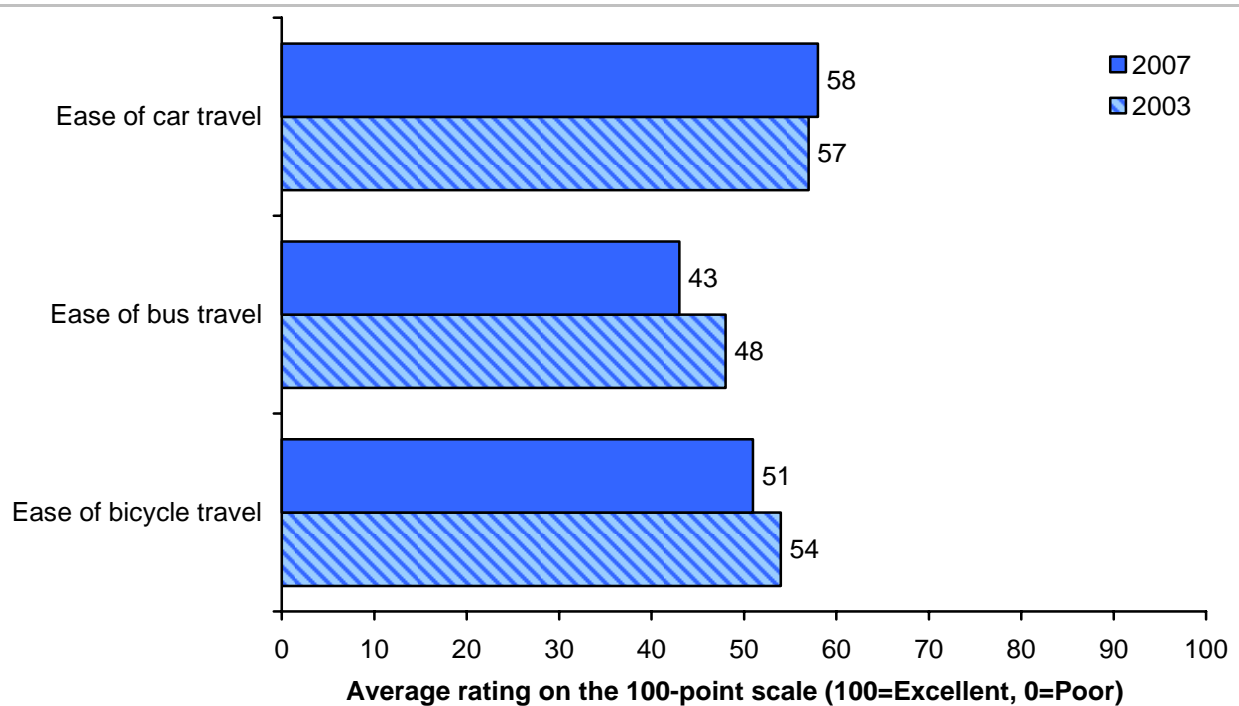


**2007 Characteristics of the Community: Access**

Please rate each of the following characteristics as they relate to San Luis Obispo County as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Access to affordable quality housing	1%	7%	22%	70%	100%	13
Access to affordable quality health care	4%	17%	43%	36%	100%	29

Note: "don't know" responses have been removed.

**Figure 5: Characteristics of the Community: Mobility**



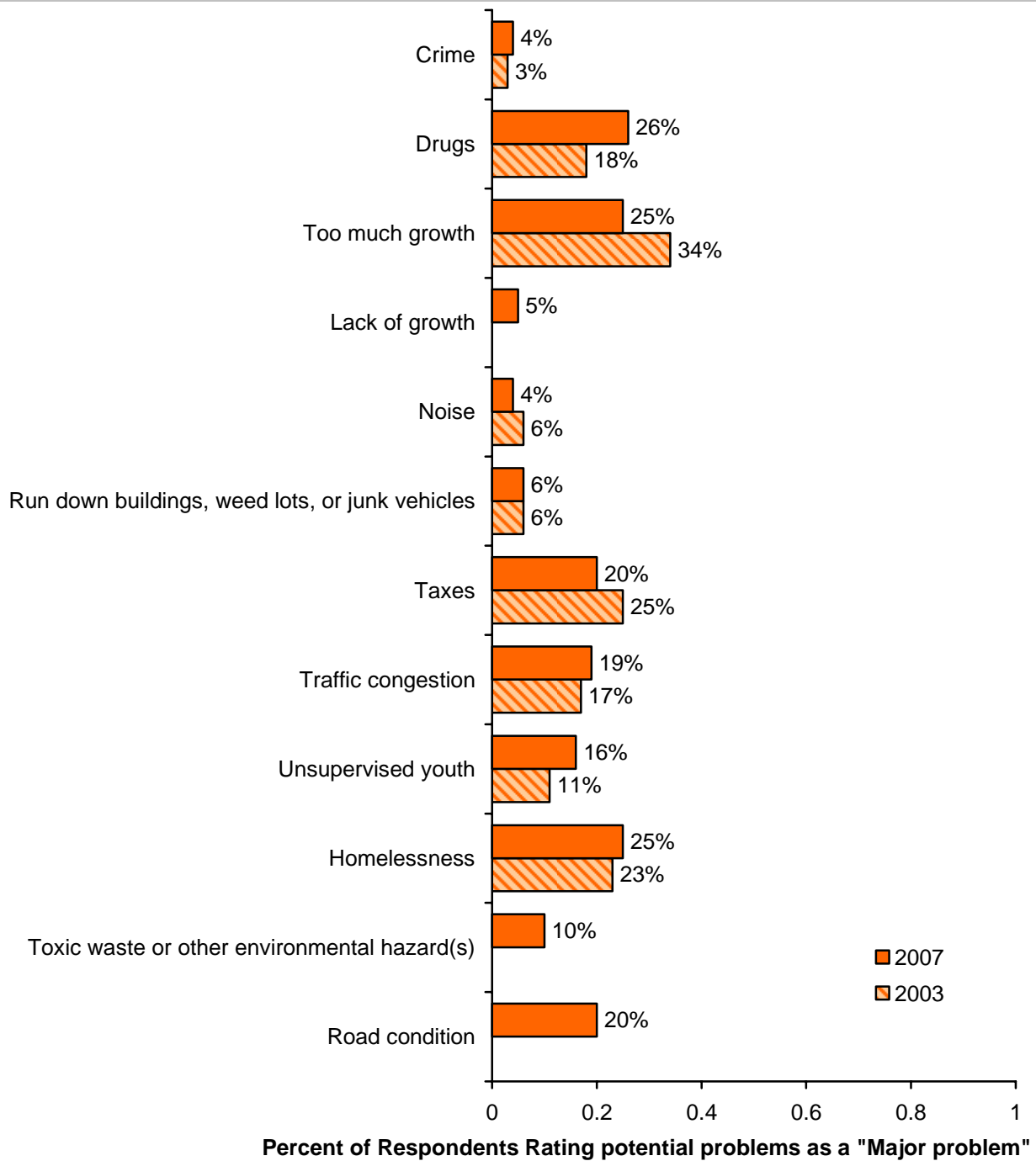
**2007 Characteristics of the Community: Mobility**

Please rate each of the following characteristics as they relate to San Luis Obispo County as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Ease of car travel in San Luis Obispo County	15%	51%	28%	7%	100%	58
Ease of bus travel in San Luis Obispo County	9%	34%	35%	23%	100%	43
Ease of bicycle travel in San Luis Obispo County	13%	40%	34%	13%	100%	51

Note: "don't know" responses have been removed.

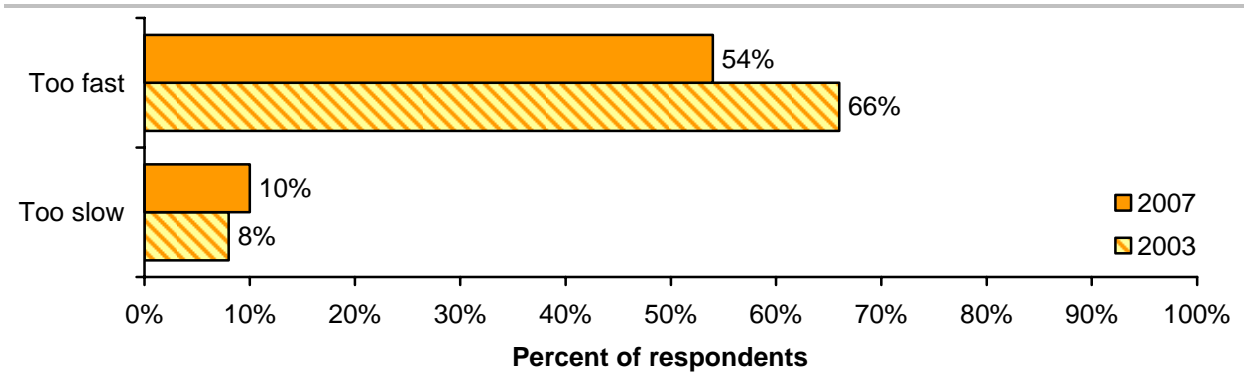
When asked about potential problems in San Luis Obispo County, the three concerns rated by the highest proportion of respondents as a “major problem” in 2007 were drugs, too much growth, and homelessness. In 2007 26% rated drugs as a “major problem” compared to 18% in 2003.

**Figure 6: Ratings of Potential Problems in San Luis Obispo County**



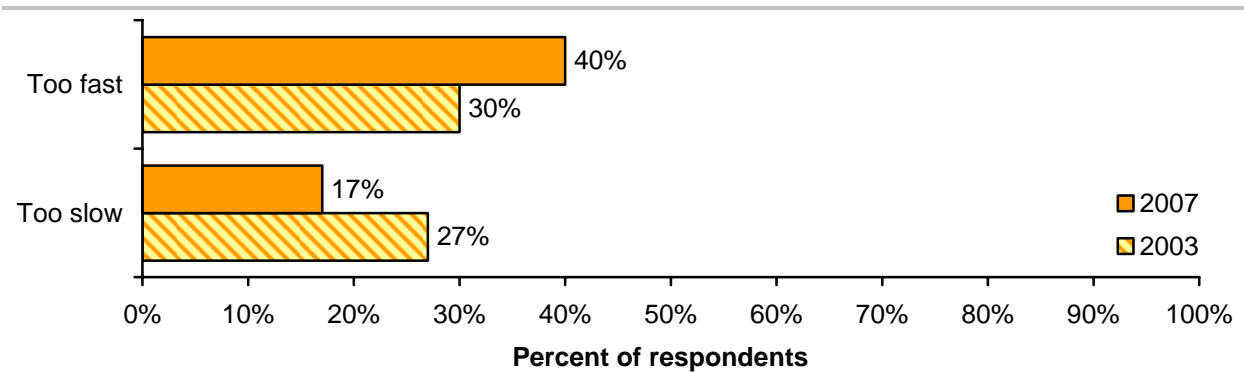
In 2007, the rate of population growth in San Luis Obispo County was viewed as “much too fast and somewhat too fast” by 54% of respondents, while 10% thought it was “much too slow or somewhat too slow.”

**Figure 7a: Ratings of Population Growth by Year in San Luis Obispo County**



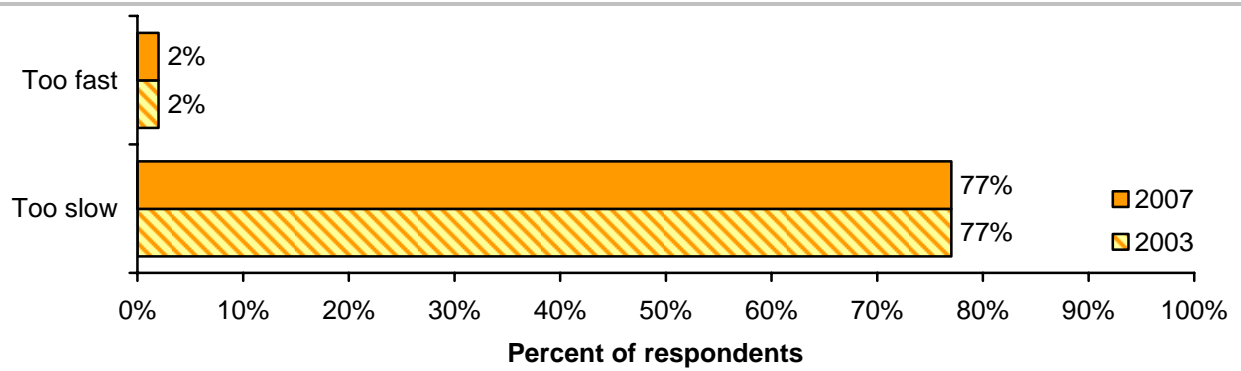
*Note: Responses of “about right” were omitted. Responses of “much too fast” and “somewhat too fast” were combined in graph. Responses of “much too slow” and “somewhat too slow” were combined in the graph.*

**Figure 7b: Ratings of Retail Growth by Year in San Luis Obispo County**



*Note: Responses of “about right” were omitted. Responses of “much too fast” and “somewhat too fast” were combined in graph. Responses of “much too slow” and “somewhat too slow” were combined in the graph.*

Figure 7c: Ratings of Jobs Growth by Year in San Luis Obispo County

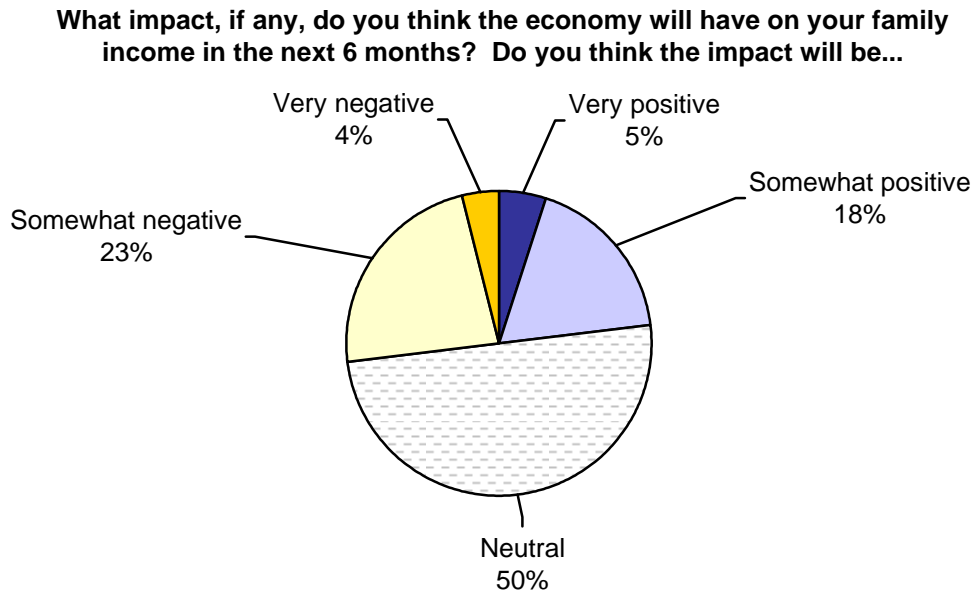


*Note: Responses of “about right” were omitted. Responses of “much too fast” and “somewhat too fast” were combined in graph. Responses of “much too slow” and “somewhat too slow” were combined in the graph.*

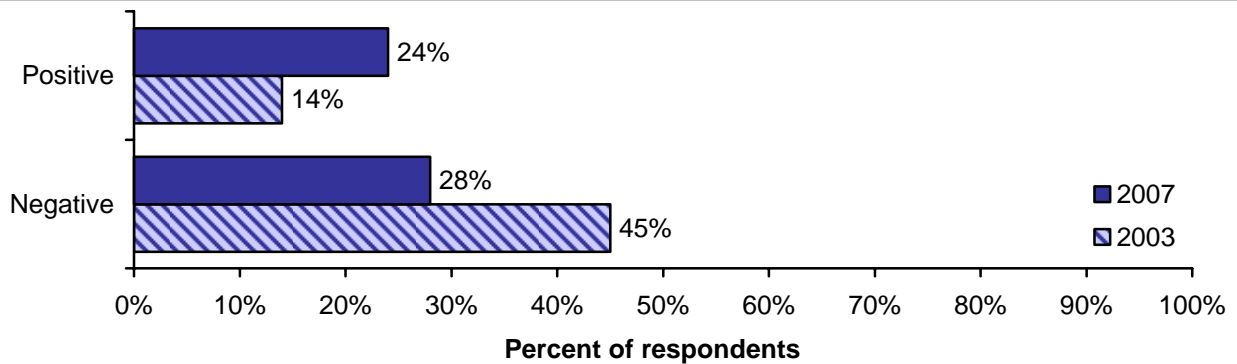


In 2007, 24% of respondents felt the impact of the economy would be positive on their family income in the next 12 months, while 28% felt it would be negative. In 2003, 14% of respondents felt the impact of the economy would be positive.

**Figure 8a: 2007 Perceptions of Economy**



**Figure 8b: Comparisons of Perceptions of Economy by Year**



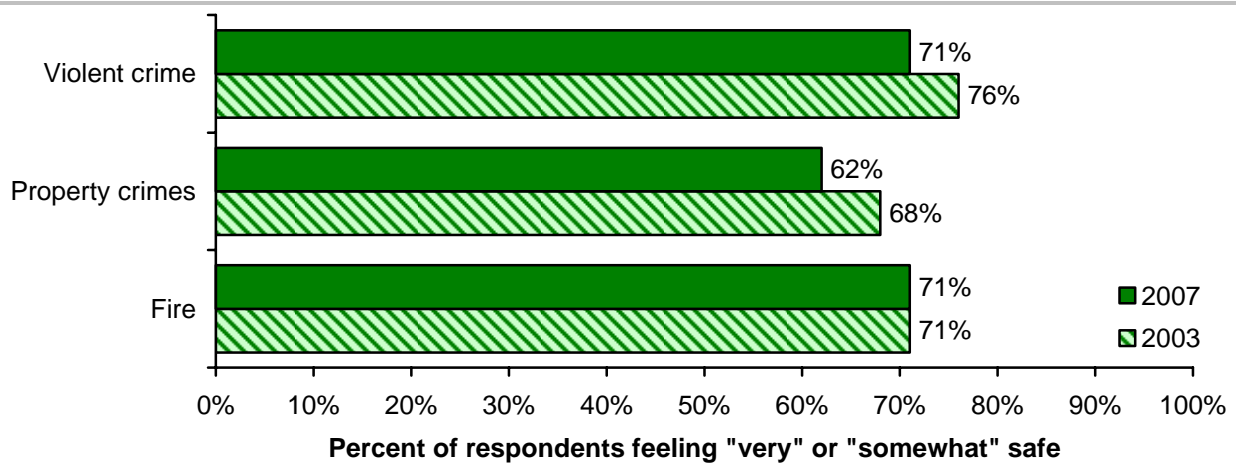
*Note: Responses of "neutral" were omitted.*

## Perceptions of Safety

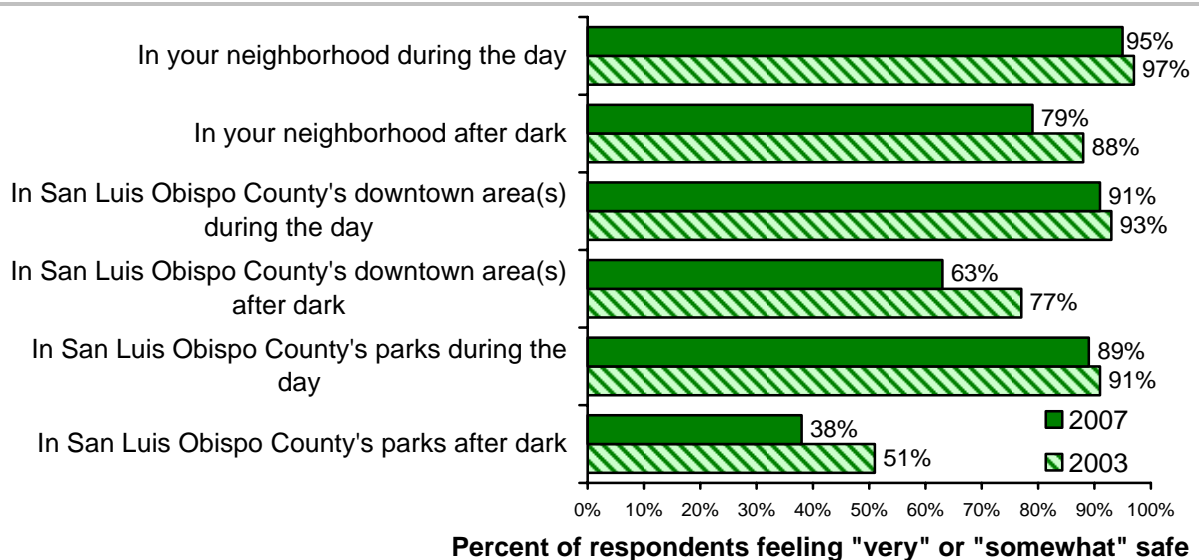
When evaluating safety in the community, 71% of respondents felt “somewhat” or “very safe” from violent crimes in San Luis Obispo County in 2007, compared to 76% in 2003. In their neighborhood after dark, 79% of survey participants felt “somewhat” or “very safe” in 2007, compared to 88% in 2003.

In 2007, as assessed by the survey, 16% of households reported that at least one member had been the victim of one or more crimes in the past year. In 2003, 13% of households had reported that at least one member had been a crime victim. Of those who had been the victim of a crime in 2007, 68% had reported it to police.

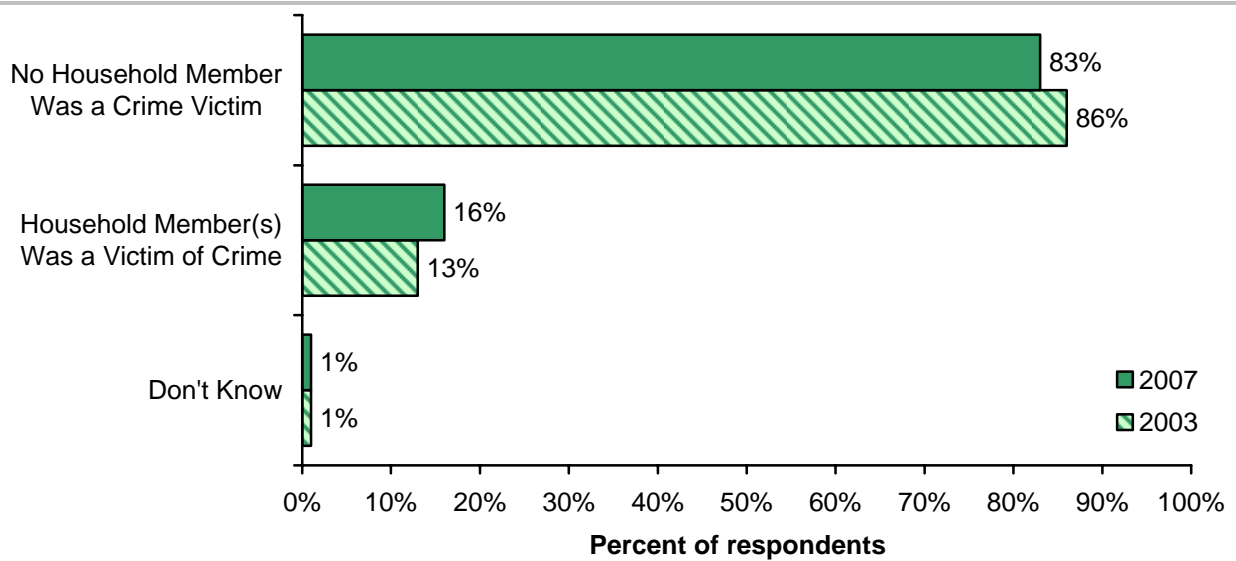
**Figure 9: Ratings of Safety from Various Problems in San Luis Obispo County by Year**



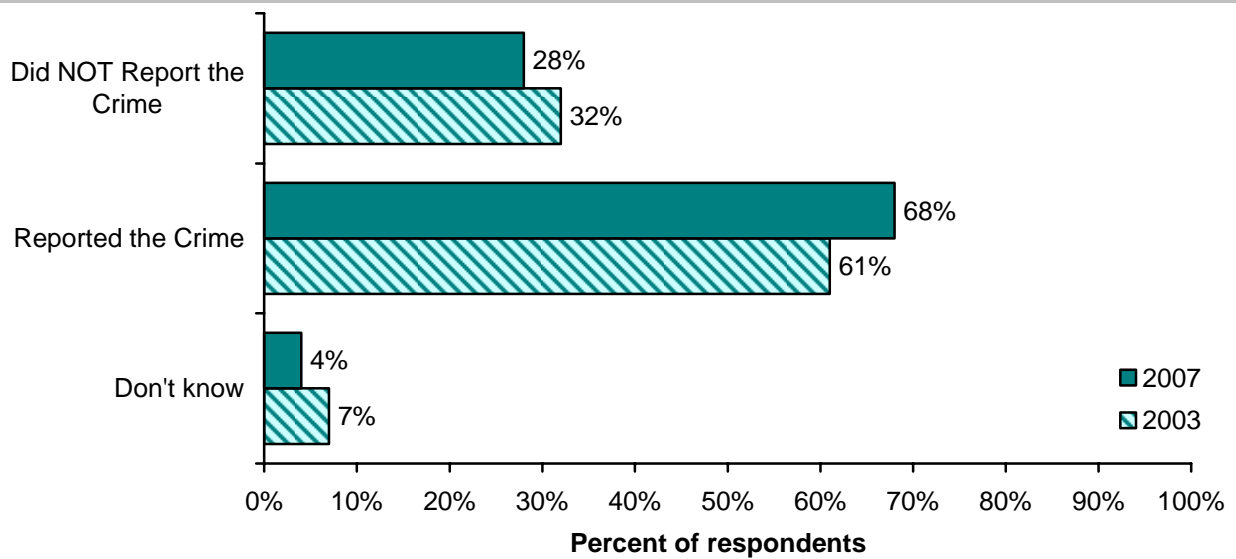
**Figure 10: Ratings of Safety in Various Areas in San Luis Obispo County by Year**



**Figure 11: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months by Year**



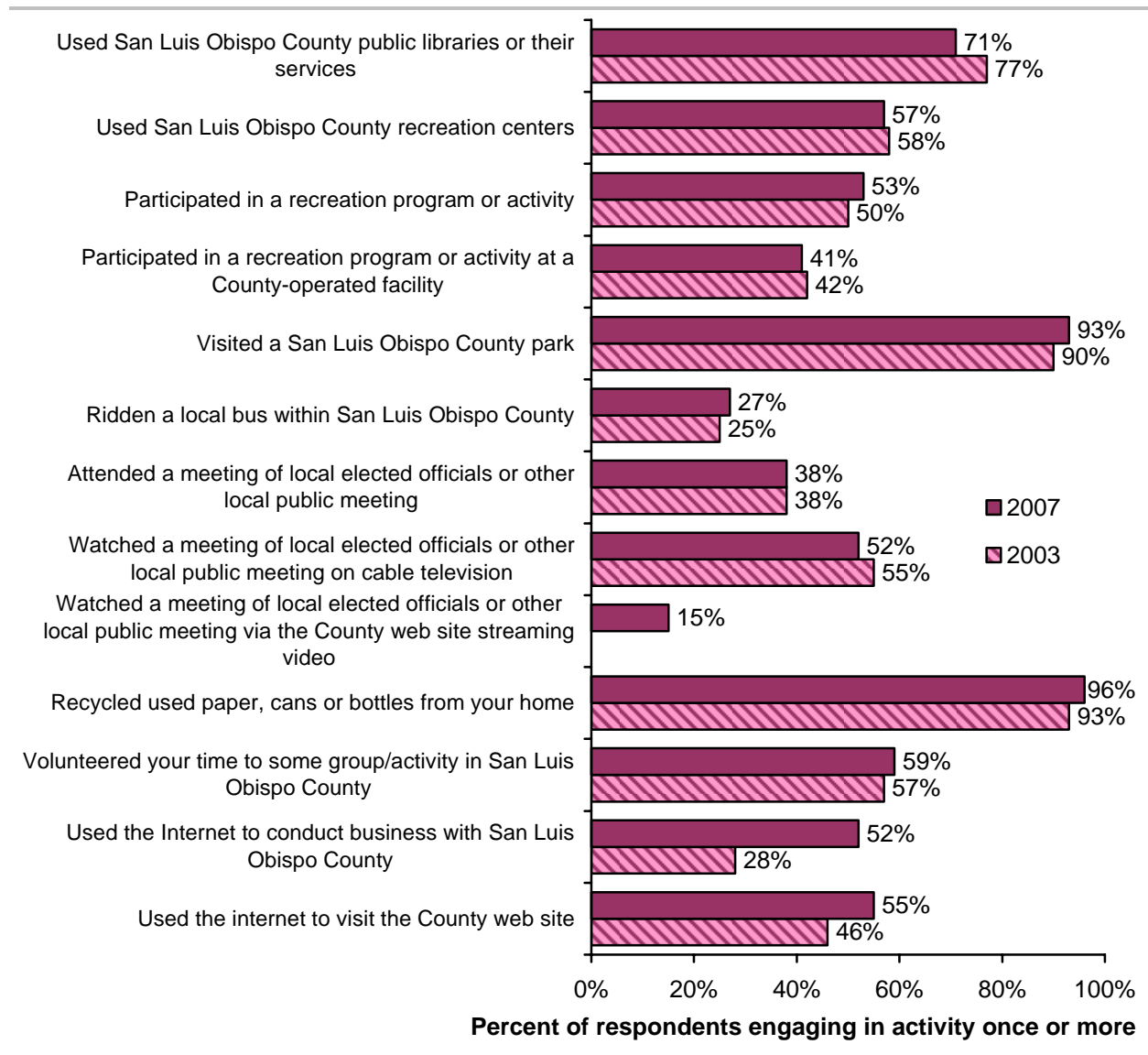
**Figure 12: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime by Year**



## Community Participation

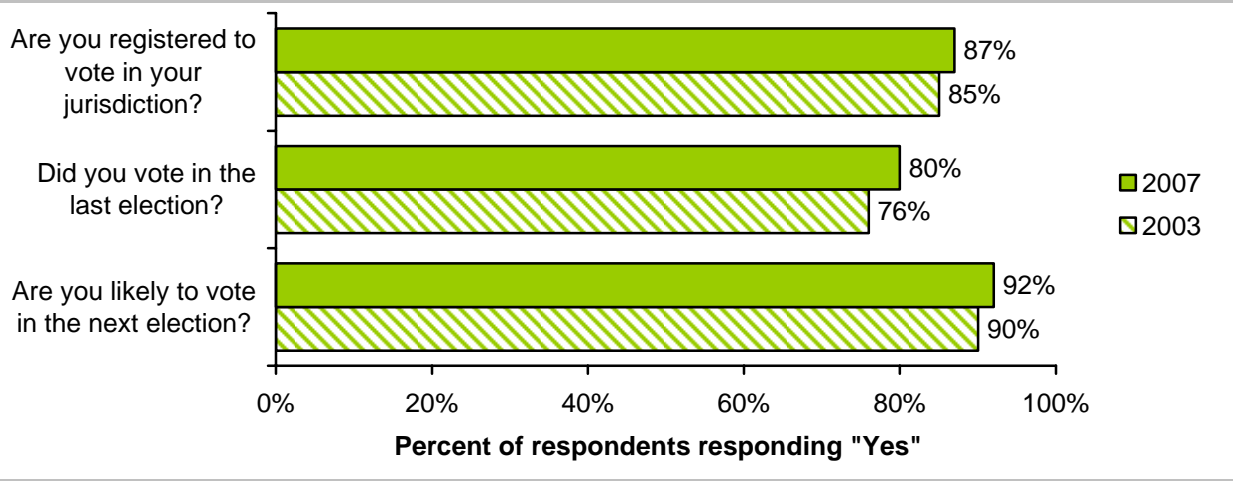
Participation in the civic, social and economic life of San Luis Obispo County during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below, with comparisons made between 2007 and 2003. Among those completing the questionnaire in 2007, 59% reported volunteering in the past year compared to 57% in 2003. Voter status was also estimated, and is shown on page 19.<sup>2</sup>

**Figure 13: Percent of Respondents Engaging in Various Activities in San Luis Obispo County in the Last 12 Months by Year**



<sup>2</sup> In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

Figure 14: Voter Status and Activity by Year



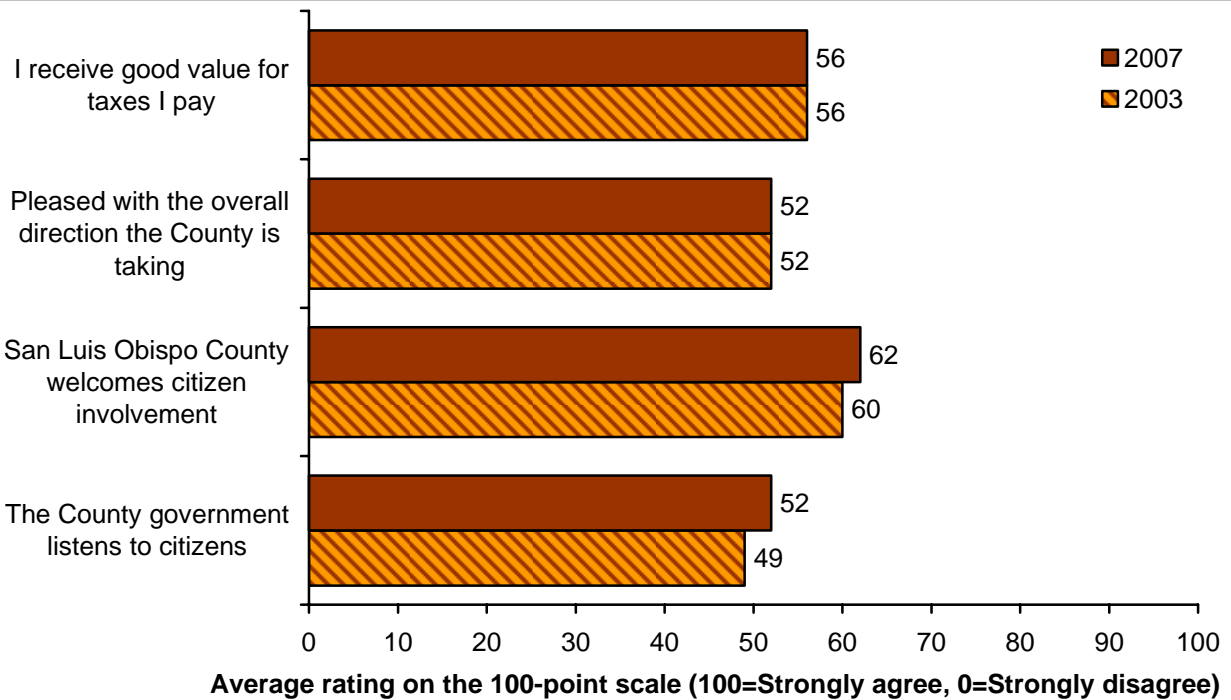
# LOCAL GOVERNMENT

Several aspects of the government of San Luis Obispo County were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from San Luis Obispo County. Those who had any contact with a San Luis Obispo County employee in the past year gave their impressions of the most recent encounter.

## Public Trust

When asked to evaluate whether they were pleased with the overall direction taken by San Luis Obispo County, residents gave an average rating of 52 on a 100-point scale in 2007, in 2003 the average rating was also 52.

**Figure 15: Ratings of Public Trust by Year**



**2007 Public Trust Ratings**

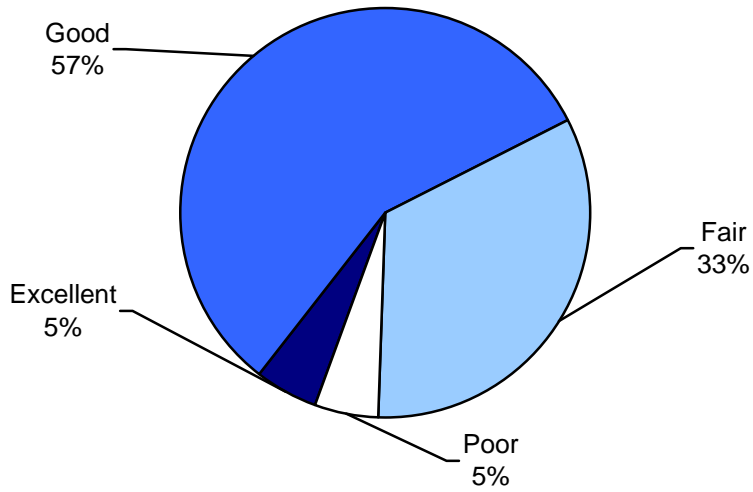
<b>Please rate the following statements:</b>	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Neither agree nor disagree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>Total</b>	<b>Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)</b>
I receive good value for San Luis Obispo County taxes I pay	9%	39%	26%	18%	7%	100%	56
I am pleased with the overall direction that San Luis Obispo County is taking	7%	34%	24%	26%	8%	100%	52
San Luis Obispo County government welcomes citizen involvement	14%	40%	30%	11%	5%	100%	62
San Luis Obispo County government listens to citizens	7%	32%	32%	18%	10%	100%	52

Note: "don't know" responses have been removed.

## Service Provided by San Luis Obispo County

The overall quality of services provided by San Luis Obispo County was rated as 54 on a 100-point scale in 2007, compared to 56 in 2003. Ratings given to specific services are shown on the following pages.

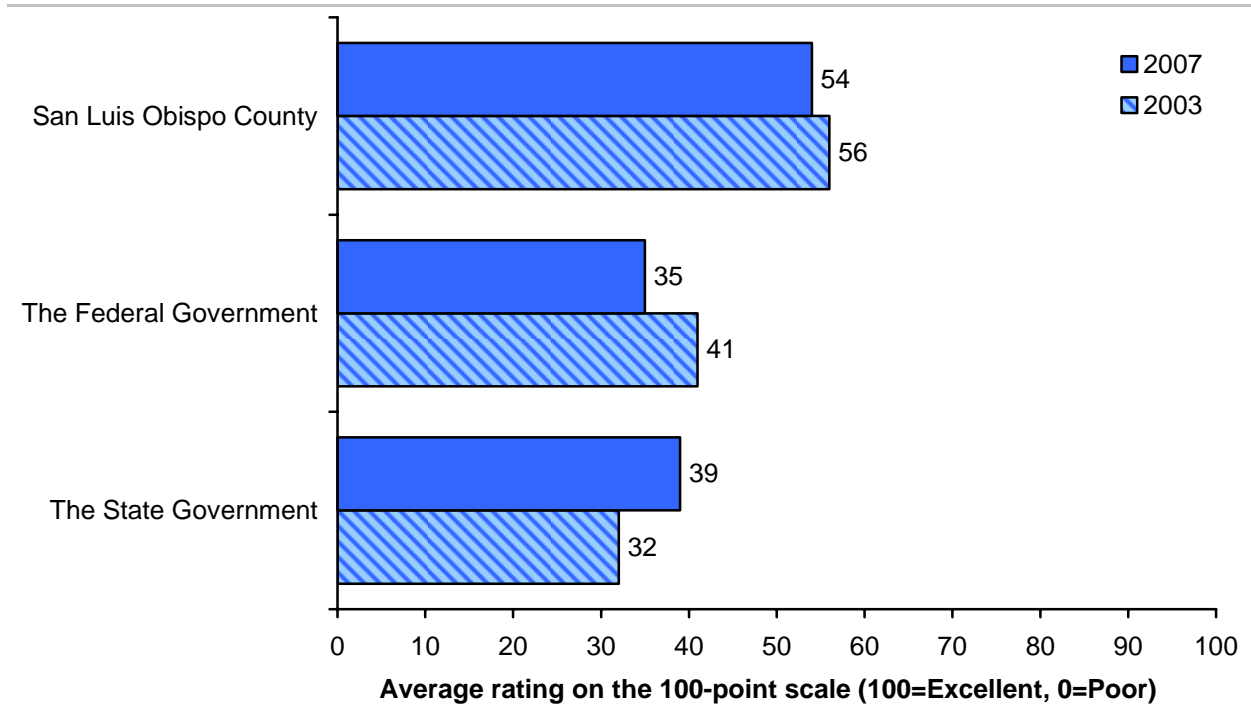
**Figure 16: Overall Quality of Services Provided by San Luis Obispo County**





On average, residents of San Luis Obispo County gave the highest evaluations to their own local government and the lowest average rating to the federal government.

**Figure 17: Rating of Overall Quality of Services Provided by Various Levels of Government by Year**

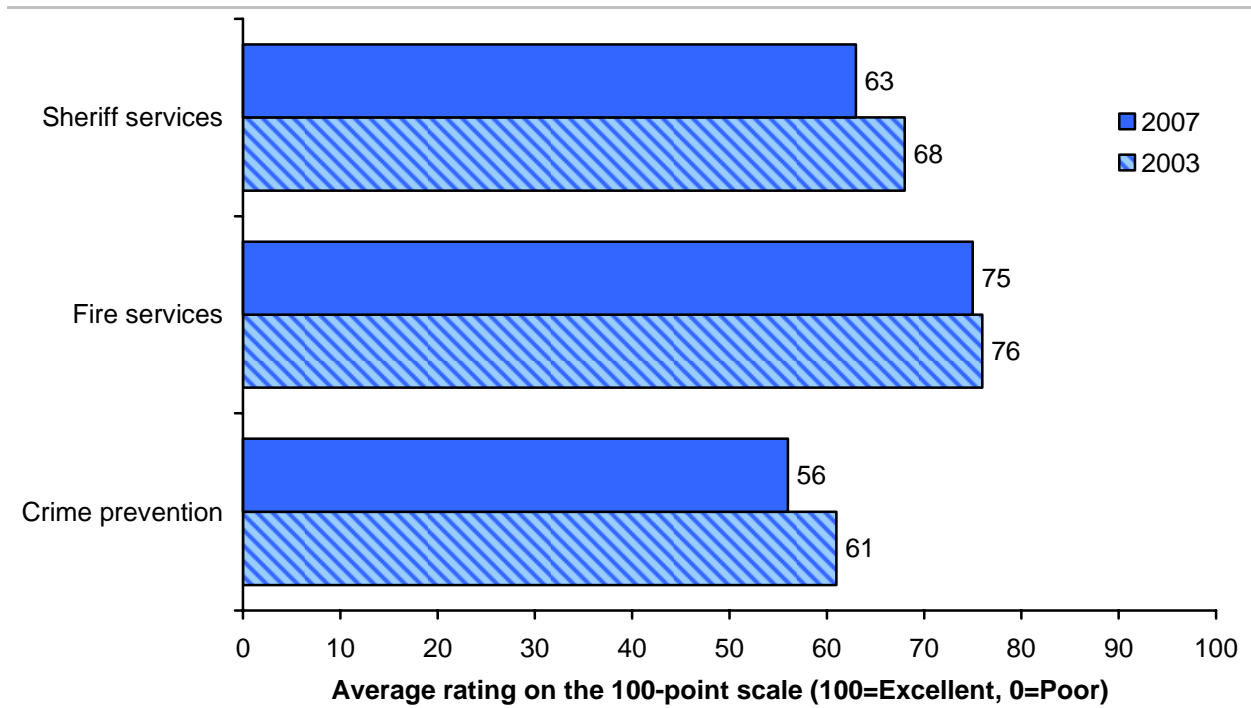


**2007 Overall Quality of Services: San Luis Obispo County, Federal Government and State Government**

Overall, how would you rate the quality of services provided by...	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
San Luis Obispo County	5%	57%	33%	5%	100%	54
The Federal Government	1%	28%	46%	25%	100%	35
The State Government	2%	30%	51%	17%	100%	39

Note: "don't know" responses have been removed.

**Figure 18: Quality of Public Safety Services by Year**

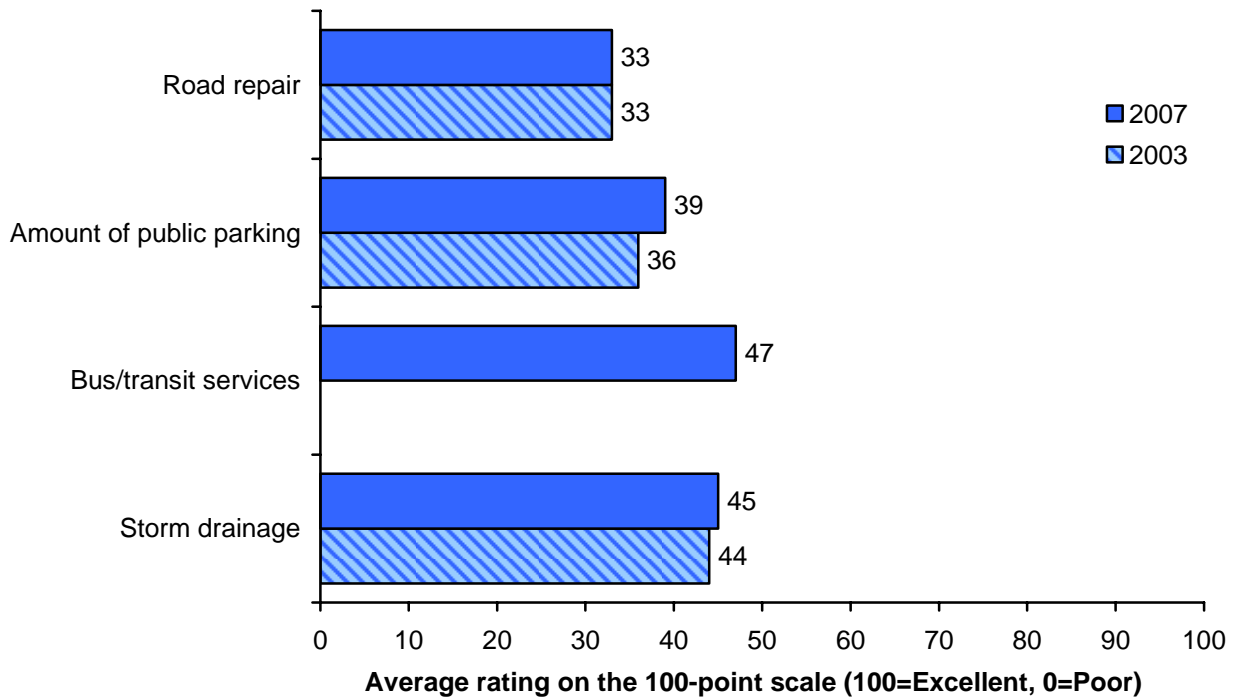


**2007 Quality of Public Safety Services**

How do you rate the quality of each of the following services?	2007 Quality of Public Safety Services				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Sheriff services	22%	51%	20%	7%	100%	63
Fire services	35%	55%	9%	1%	100%	75
Crime prevention	14%	50%	27%	9%	100%	56

Note: "don't know" responses have been removed.

**Figure 19: Quality of Transportation Services by Year**

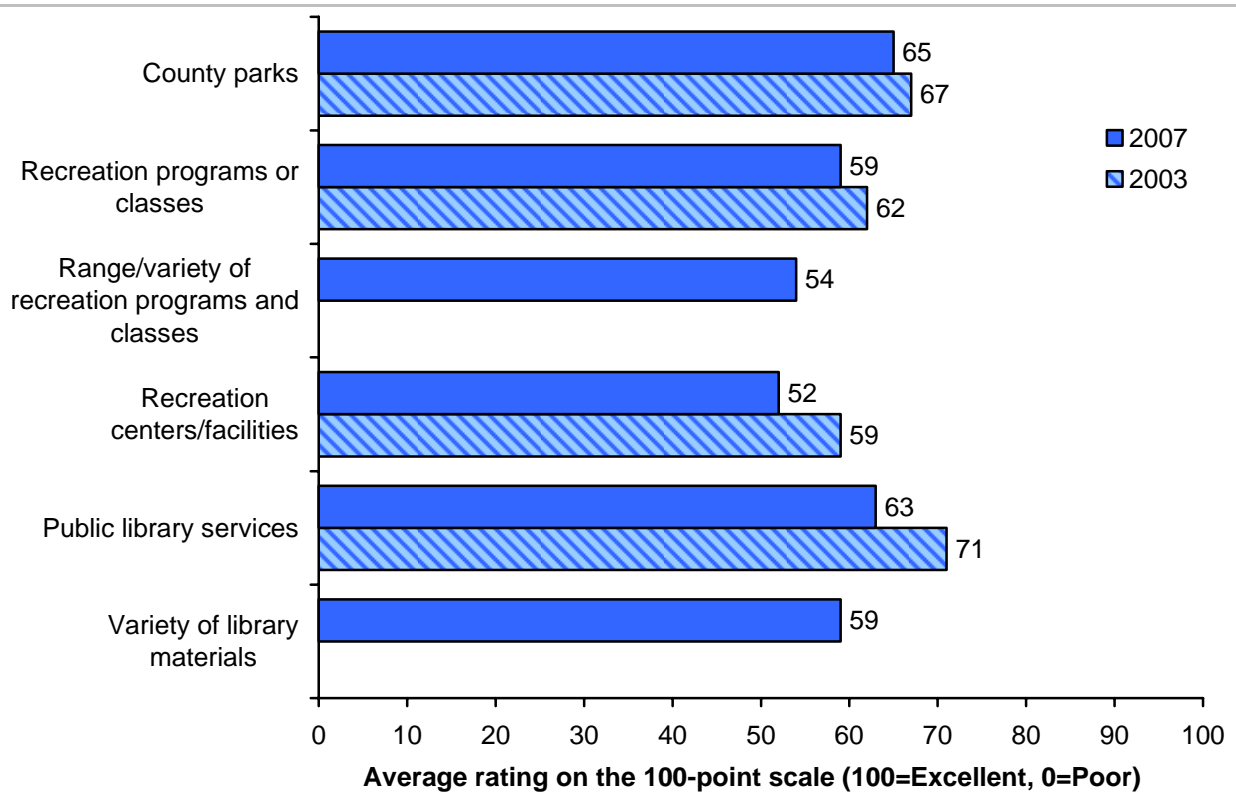


**2007 Quality of Transportation Services**

How do you rate the quality of each of the following services?					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Road repair	3%	25%	38%	33%	100%	33
Amount of public parking	6%	27%	45%	22%	100%	39
Bus/transit services	9%	40%	34%	17%	100%	47
Storm drainage	6%	39%	38%	17%	100%	45

Note: "don't know" responses have been removed.

**Figure 20: Quality of Leisure Services by Year**

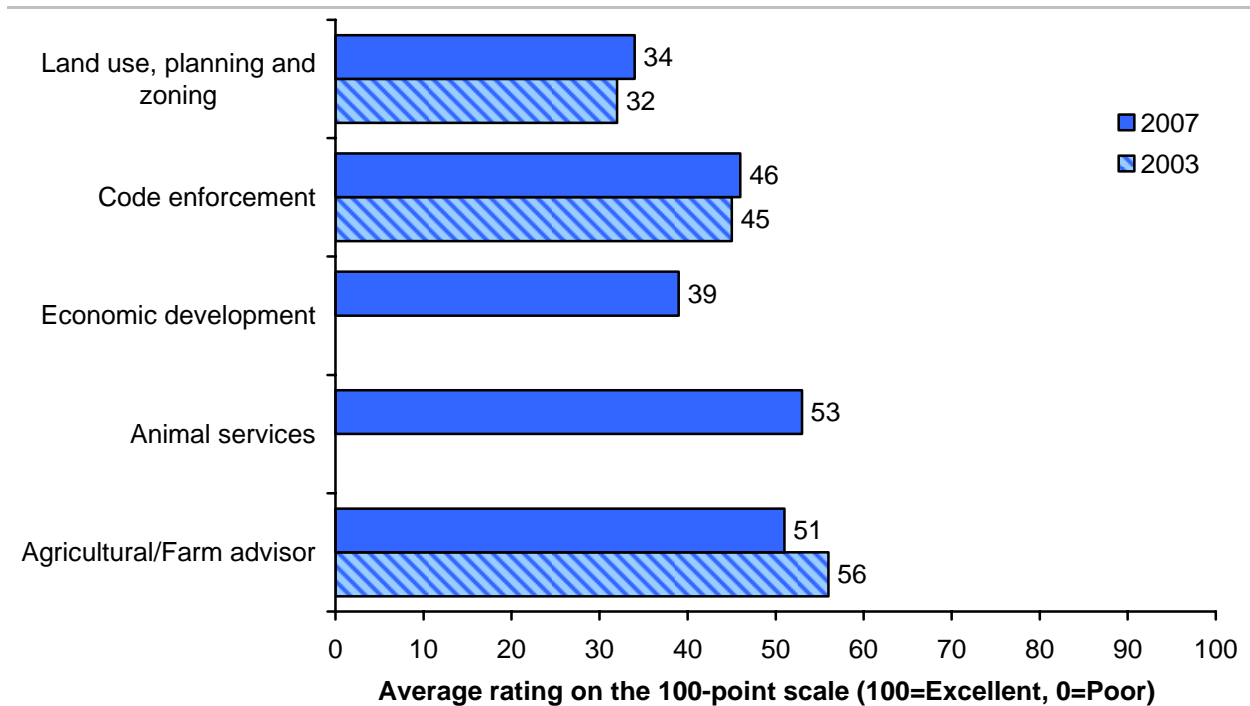


**2007 Quality of Leisure Services**

How do you rate the quality of each of the following services?						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
County parks	17%	62%	19%	1%	100%	65
Recreation programs or classes	13%	55%	27%	5%	100%	59
Range/variety of recreation programs and classes	10%	52%	28%	10%	100%	54
Recreation centers/facilities	8%	50%	32%	10%	100%	52
Public library services	18%	57%	19%	5%	100%	63
Variety of library materials	14%	54%	27%	5%	100%	59

Note: "don't know" responses have been removed.

**Figure 21: Quality of Planning and Code Enforcement Services by Year**

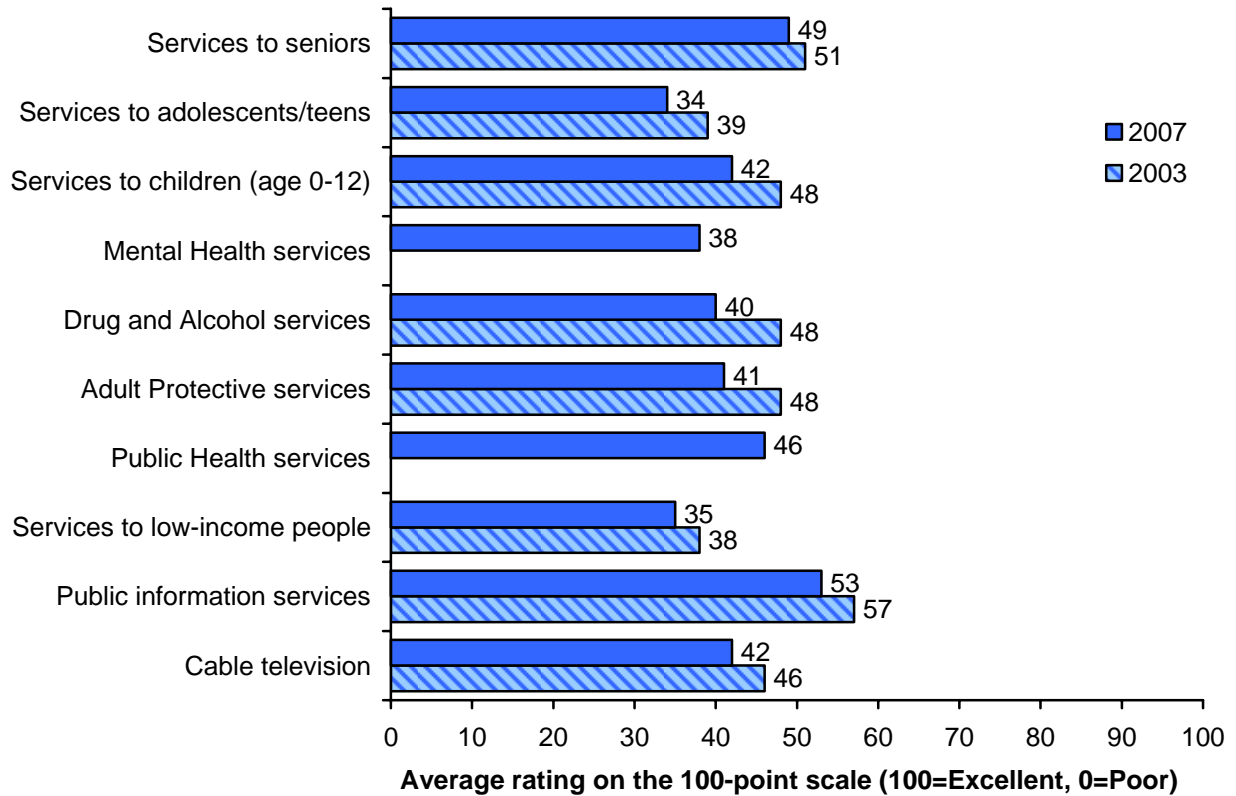


**2007 Quality of Planning and Code Enforcement Services**

How do you rate the quality of each of the following services?						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Land use, planning and zoning	5%	23%	41%	31%	100%	34
Code enforcement (weeds, abandoned buildings, etc)	7%	36%	41%	15%	100%	46
Economic development	4%	29%	46%	21%	100%	39
Animal services	12%	47%	31%	10%	100%	53
Agricultural/Farm advisor	12%	42%	33%	13%	100%	51

Note: "don't know" responses have been removed.

**Figure 22: Quality of Services to Special Populations and Other Services by Year**



**2007 Quality of Services to Special Populations and Other Services**

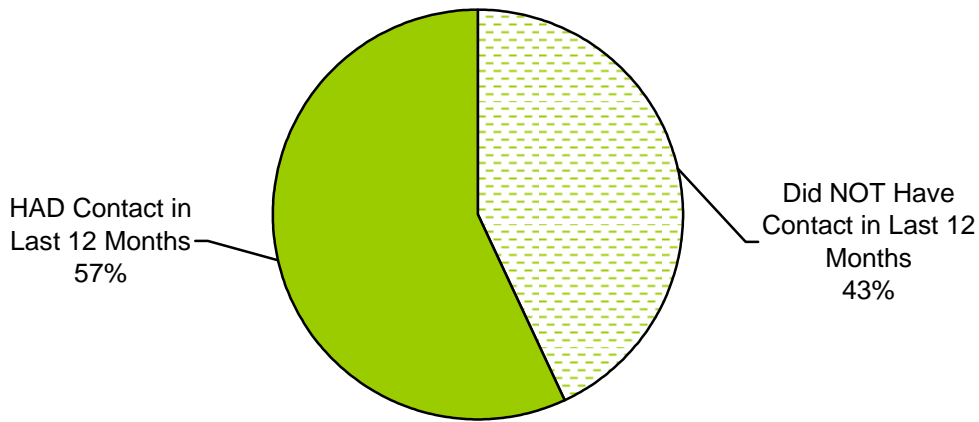
How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Services to seniors	11%	38%	39%	12%	100%	49
Services to adolescents/teens	4%	25%	39%	32%	100%	34
Services to children (age 0-12)	8%	33%	36%	23%	100%	42
Mental Health services	7%	31%	31%	31%	100%	38
Drug and Alcohol services	7%	31%	37%	25%	100%	40
Adult Protective services	5%	37%	35%	24%	100%	41
Public Health services	6%	43%	33%	18%	100%	46
Services to low-income people	6%	26%	35%	33%	100%	35
Public information services	10%	49%	33%	8%	100%	53
Cable television	9%	33%	33%	25%	100%	42

Note: "don't know" responses have been removed.

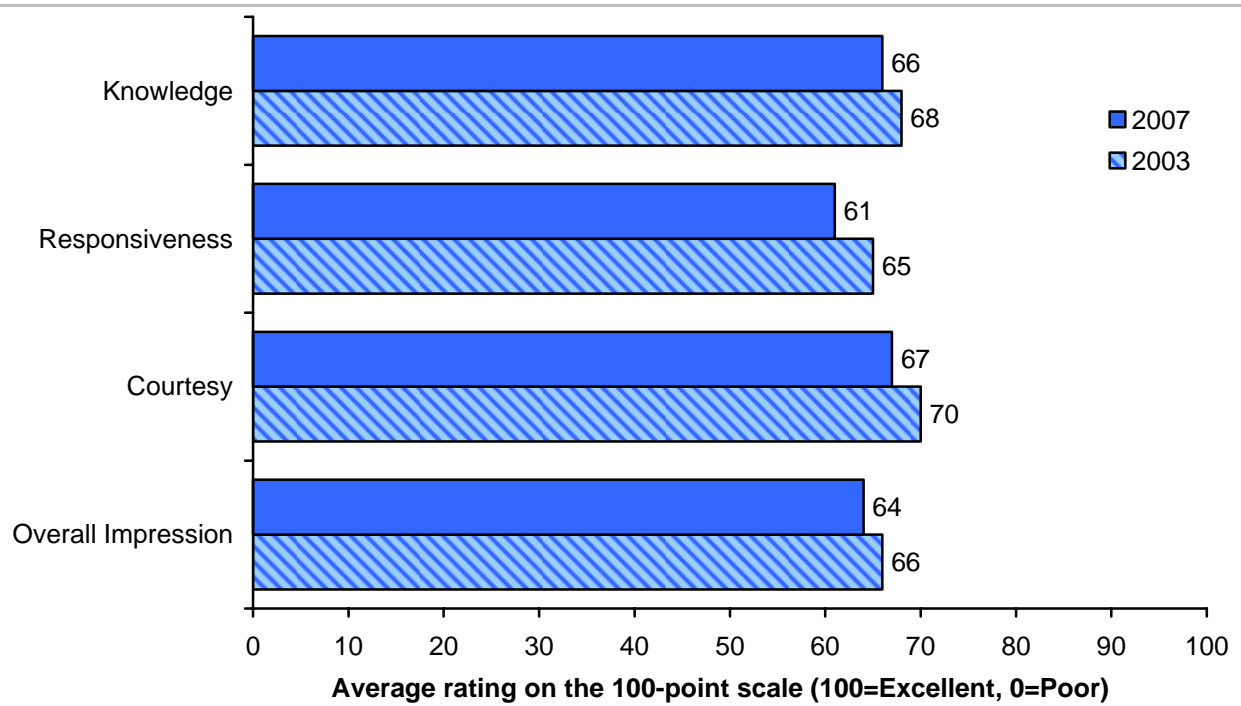
## San Luis Obispo County Employees

Impressions of San Luis Obispo County employees were assessed on the questionnaire. In 2007, those who had been in contact with a San Luis Obispo County employee in the past year (57%) rated their overall impression as 64 on a 100-point scale, compared to an average rating of 66 received in 2003.

**Figure 23: Percent of Respondents Who Had Contact with a San Luis Obispo County Employee in 2007**



**Figure 24: Ratings of Contact with San Luis Obispo County Employees by Year**



**2007 Ratings of Contact with San Luis Obispo County Employees**

What was your impression of employees of San Luis Obispo County in your most recent contact?						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Knowledge	27%	49%	20%	5%	100%	66
Responsiveness	26%	42%	22%	10%	100%	61
Courtesy	35%	39%	20%	7%	100%	67
Overall Impression	25%	50%	17%	8%	100%	64

Note: "don't know" responses have been removed.



## ADDITIONAL QUESTIONS

Six additional questions were asked by San Luis Obispo County. The results for these questions are displayed below. Open-ended results can be found under separate cover.

### Policy Question #1

**How satisfied or unsatisfied are you with the job the County is doing to keep people informed about County programs and services?**

Very satisfied	10%
Somewhat satisfied	37%
Neither satisfied nor unsatisfied	32%
Somewhat unsatisfied	15%
Very unsatisfied	6%
Total	100%

Note: "don't know" responses have been removed.

### Policy Question #2

**How much of the time do you think you can trust the County government to do the right thing?**

Just about always	4%
Most of the time	38%
Some of the time	50%
Almost never	8%
Total	100%

Note: "don't know" responses have been removed.

**Question 16c: Policy Question 3**

	<b>Incorporated city limits</b>	<b>Unincorporated area of the county</b>	<b>Total</b>
Do you live within:	65%	35%	100%

**Question 16d: Policy Question 4**

<b>Check which of these cities you live in:</b>	<b>Check which of these cities you live in:</b>
Paso Robles	16%
Atascadero	15%
Morro Bay	6%
San Luis Obispo	38%
Pismo Beach	6%
Arroyo Grande	12%
Grover Beach	7%
<b>Total</b>	<b>100%</b>

**Question 16e: Policy Question 5**

<b>Which Supervisorial district do you live in?</b>	
District 1	20%
District 2	23%
District 3	27%
District 4	20%
District 5	11%
<b>Total</b>	<b>100%</b>

# APPENDIX A: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

This appendix displays the complete distribution of responses to questions in 2007. The don't know responses are shown, where applicable.

Question 1: Quality of Life Ratings						
	Excellent	Good	Fair	Poor	Don't know	Total
How do you rate San Luis Obispo County as a place to live?	53%	38%	9%	1%	0%	100%
How do you rate your neighborhood as a place to live?	38%	44%	16%	2%	0%	100%
How do you rate San Luis Obispo County as a place to raise children?	31%	44%	12%	2%	11%	100%
How do you rate San Luis Obispo County as a place to work?	13%	32%	35%	13%	6%	100%
How do you rate San Luis Obispo County as a place to retire?	35%	36%	14%	8%	7%	100%
How do you rate the overall quality of life in San Luis Obispo County?	35%	52%	12%	1%	0%	100%

**Question 2: Please rate each of the following characteristics as they relate to San Luis Obispo County as a whole**

	Excellent	Good	Fair	Poor	Don't know	Total
Sense of community	16%	51%	26%	4%	3%	100%
Openness and acceptance of the community towards people of diverse backgrounds	10%	39%	33%	14%	5%	100%
Overall appearance of San Luis Obispo County	30%	56%	12%	1%	0%	100%
Opportunities to attend cultural activities	15%	42%	27%	11%	5%	100%
Air quality	44%	47%	8%	0%	1%	100%
Recreational opportunities	35%	42%	16%	5%	2%	100%
Job opportunities	2%	15%	44%	32%	7%	100%
Access to affordable quality housing	1%	6%	21%	67%	4%	100%
Access to affordable quality health care	3%	16%	40%	34%	8%	100%
Ease of car travel in San Luis Obispo County	15%	49%	27%	6%	3%	100%
Ease of bus travel in San Luis Obispo County	5%	21%	22%	14%	37%	100%
Ease of bicycle travel in San Luis Obispo County	9%	30%	25%	10%	26%	100%
Overall quality of new development in San Luis Obispo County	6%	36%	35%	12%	10%	100%

**Question 3: Please rate the speed of growth in the following categories in San Luis Obispo County over the past two years**

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know	Total
Population growth	2%	7%	32%	31%	18%	10%	100%
Retail growth (stores, restaurants etc.)	5%	12%	41%	21%	17%	5%	100%
Jobs growth	23%	39%	17%	1%	1%	19%	100%

<b>Question 4: To what degree are the following problems in San Luis Obispo County</b>						
	<b>Not a problem</b>	<b>Minor problem</b>	<b>Moderate problem</b>	<b>Major problem</b>	<b>Don't know</b>	<b>Total</b>
Crime	10%	40%	41%	4%	5%	100%
Drugs	6%	21%	40%	24%	9%	100%
Too much growth	20%	21%	30%	24%	5%	100%
Lack of growth	51%	21%	17%	5%	7%	100%
Noise	41%	37%	15%	4%	2%	100%
Run down buildings, weed lots, or junk vehicles	26%	45%	21%	6%	2%	100%
Taxes	16%	28%	30%	18%	8%	100%
Traffic congestion	14%	31%	35%	19%	1%	100%
Unsupervised youth	15%	31%	27%	14%	13%	100%
Homelessness	4%	24%	42%	23%	7%	100%
Toxic waste or other environmental hazard(s)	20%	32%	17%	7%	23%	100%
Road condition	11%	31%	37%	20%	1%	100%

<b>Question 5: Please rate how safe you feel from the following occurring to you in San Luis Obispo County</b>							
	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Neither safe nor unsafe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>Don't know</b>	<b>Total</b>
Violent crime (e.g., rape, assault, robbery)	31%	39%	17%	10%	2%	1%	100%
Property crimes (e.g., burglary, theft)	16%	44%	21%	14%	3%	2%	100%
Fire	30%	40%	20%	7%	1%	2%	100%

<b>Question 6: Please rate how safe you feel:</b>							
	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Neither safe nor unsafe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>Don't know</b>	<b>Total</b>
In your neighborhood during the day	70%	24%	4%	1%	0%	1%	100%
In your neighborhood after dark	39%	39%	10%	10%	1%	0%	100%
In San Luis Obispo County's downtown area(s) during the day	59%	30%	7%	2%	0%	3%	100%
In San Luis Obispo County's downtown area(s) after dark	17%	43%	17%	15%	3%	6%	100%
In San Luis Obispo County's parks during the day	47%	36%	8%	2%	0%	7%	100%
In San Luis Obispo County's parks after dark	8%	24%	19%	25%	8%	16%	100%

**Question 7: During the past twelve months, were you or anyone in your household the victim of any crime?**

	<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
During the past twelve months, were you or anyone in your household the victim of any crime?	83%	16%	1%	100%

**Question 8: If yes, was this crime (these crimes) reported to the police?**

	<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
If yes, was this crime (these crimes) reported to the police?	28%	68%	4%	100%

**Question 9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in San Luis Obispo County?**

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used San Luis Obispo County public libraries or their services	29%	26%	28%	9%	7%	100%
Used San Luis Obispo County recreation centers	43%	26%	21%	6%	4%	100%
Participated in a recreation program or activity	47%	26%	17%	5%	5%	100%
Participated in a recreation program or activity at a County-operated facility	59%	24%	12%	3%	2%	100%
Visited a San Luis Obispo County park	7%	21%	41%	15%	17%	100%
Ridden a local bus within San Luis Obispo County	73%	11%	6%	3%	6%	100%
Attended a meeting of local elected officials or other local public meeting	62%	22%	12%	2%	1%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	48%	29%	17%	4%	2%	100%
Watched a meeting of local elected officials or other local public meeting via the County web site streaming video	85%	9%	4%	1%	1%	100%
Recycled used paper, cans or bottles from your home	4%	4%	12%	10%	70%	100%
Volunteered your time to some group/activity in San Luis Obispo County	41%	22%	17%	5%	14%	100%
Used the Internet to conduct business with San Luis Obispo County	48%	22%	15%	5%	10%	100%
Used the internet to visit the County web site	45%	25%	22%	4%	5%	100%

**Question 10: How do you rate the quality of each of the following services in San Luis Obispo County?**

	Excellent	Good	Fair	Poor	Don't know	Total
Sheriff services	17%	38%	15%	5%	25%	100%
Fire services	26%	41%	7%	1%	26%	100%
Crime prevention	9%	34%	18%	6%	32%	100%
Road repair	3%	22%	34%	30%	11%	100%
Amount of public parking	6%	25%	41%	20%	8%	100%
Bus/transit services	6%	25%	21%	10%	38%	100%
Storm drainage	5%	31%	30%	14%	20%	100%
County parks	15%	56%	17%	1%	10%	100%
Recreation programs or classes	8%	34%	17%	3%	39%	100%
Range/variety of recreation programs and classes	6%	32%	17%	6%	39%	100%
Recreation centers/facilities	5%	33%	21%	7%	34%	100%
Land use, planning and zoning	4%	17%	30%	23%	27%	100%
Code enforcement (weeds, abandoned buildings, etc)	6%	28%	32%	11%	24%	100%
Economic development	3%	21%	34%	16%	25%	100%
Services to seniors	6%	22%	22%	7%	43%	100%
Services to adolescents/teens	2%	14%	22%	18%	44%	100%
Services to children (age 0-12)	4%	18%	20%	12%	45%	100%
Services to low-income people	4%	15%	19%	18%	44%	100%
Public library services	15%	47%	16%	5%	17%	100%
Variety of library materials	11%	42%	21%	4%	21%	100%
Public information services	7%	35%	24%	6%	28%	100%
Cable television	7%	26%	26%	20%	22%	100%
Mental Health services	3%	13%	13%	13%	58%	100%
Drug and Alcohol services	3%	12%	15%	10%	60%	100%
Adult Protective services	2%	12%	12%	8%	67%	100%
Agricultural/Farm advisor	4%	13%	10%	4%	68%	100%
Animal services	7%	27%	18%	6%	43%	100%
Public Health services	3%	23%	18%	10%	45%	100%



<b>Question 10 Part 2: Percent of respondents using services</b>	
<b>If you had direct interaction with the listed service or department in the last 12 months, please check the box marked "user."</b>	<b>Percent users</b>
Sheriff services	15%
Fire services	7%
Crime prevention	5%
Road repair	13%
Amount of public parking	21%
Bus/transit services	9%
Storm drainage	9%
County parks	25%
Recreation programs or classes	11%
Range/variety of recreation programs and classes	8%
Recreation centers/facilities	9%
Land use, planning and zoning	9%
Code enforcement (weeds, abandoned buildings, etc)	6%
Economic development	3%
Services to seniors	6%
Services to adolescents/teens	4%
Services to children (age 0-12)	5%
Services to low-income people	6%
Public library services	25%
Variety of library materials	21%
Public information services	9%
Cable television	21%
Mental Health services	5%
Drug and Alcohol services	3%
Adult Protective services	2%
Agricultural/Farm advisor	3%
Animal services	11%
Public Health services	8%

**Question 11: Overall, how would you rate the quality of the services provided by...**

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Don't know</b>	<b>Total</b>
San Luis Obispo County	5%	52%	30%	5%	9%	100%
The Federal Government	1%	23%	38%	20%	18%	100%
The State Government	2%	26%	43%	15%	14%	100%

**Question 12: Have you had any in-person or phone contact with an employee of San Luis Obispo County within the last 12 months?**

	<b>No</b>	<b>Yes</b>	<b>Total</b>
Have you had any in-person or phone contact with an employee of San Luis Obispo County within the last 12 months?	43%	57%	100%

**Question 13: What was your impression of the employees of San Luis Obispo County in your most recent contact?**

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Don't know</b>	<b>Total</b>
Knowledge	26%	47%	19%	5%	4%	100%
Responsiveness	25%	41%	22%	9%	3%	100%
Courtesy	34%	38%	19%	7%	3%	100%
Overall Impression	24%	48%	17%	8%	3%	100%

**Question 14: Please rate your agreement or disagreement with the following statements.**

	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Neither agree nor disagree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>	<b>Total</b>
I receive good value for San Luis Obispo County taxes I pay	9%	35%	24%	16%	6%	10%	100%
I am pleased with the overall direction that San Luis Obispo County is taking	7%	33%	23%	25%	8%	5%	100%
San Luis Obispo County government welcomes citizen involvement	11%	32%	24%	9%	4%	19%	100%
San Luis Obispo County government listens to citizens	6%	26%	26%	15%	8%	20%	100%

**Question 15: What impact, if any, do you think the economy will have on your family income in the next 6 months?**

	<b>Very positive</b>	<b>Somewhat positive</b>	<b>Neutral</b>	<b>Somewhat negative</b>	<b>Very negative</b>	<b>Total</b>
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:	5%	18%	49%	23%	4%	100%

**Question 16a: Policy Question 1**

	<b>Very satisfied</b>	<b>Somewhat satisfied</b>	<b>Neither satisfied nor unsatisfied</b>	<b>Somewhat unsatisfied</b>	<b>Very unsatisfied</b>	<b>Don't know</b>	<b>Total</b>
How satisfied or unsatisfied are you with the job the County is doing to keep people informed about County programs and services?	9%	34%	29%	14%	6%	7%	100%

**Question 16b: Policy Question 2**

	<b>Just about always</b>	<b>Most of the time</b>	<b>Some of the time</b>	<b>Almost never</b>	<b>Don't know</b>	<b>Total</b>
How much of the time do you think you can trust the County government to do the right thing?	3%	36%	47%	7%	6%	100%

**Question 16c: Policy Question 3**

	<b>Incorporated city limits</b>	<b>Unincorporated area of the county</b>	<b>Total</b>
Do you live within:	65%	35%	100%

**Question 16d: Policy Question 4**

<b>Check which of these cities you live in:</b>	<b>Check which of these cities you live in:</b>
Paso Robles	16%
Atascadero	15%
Morro Bay	6%
San Luis Obispo	38%
Pismo Beach	6%
Arroyo Grande	12%
Grover Beach	7%
<b>Total</b>	<b>100%</b>

**Question 16: Policy Question 5**

**Which Supervisorial district do you live in?**

District 1	20%
District 2	23%
District 3	27%
District 4	20%
District 5	11%
Total	100%

**Question 17: Do you live within the County limits of San Luis Obispo County?**

	No	Yes	Total
Do you live within the limits of San Luis Obispo County?	3%	97%	100%

**Question 18: Employment Status**

	No	Yes	Total
Are you currently employed?	30%	70%	100%

**Question 18a: Usual Mode of Transportation to Work**

**What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?**

Motorized vehicle	87%
Bus, Rail, Subway, or other public transportation	1%
Walk	4%
Work at home	5%
Other	3%
Total	100%

**Question 18b: Drive Alone or Carpool**

	No	Yes	Total
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	79%	21%	100%

**Usual Mode of Transportation to Work, Including Carpooling**

Usual mode of transportation to work	
Motorized vehicle, no others (SOV)	70%
Motorized vehicle, with others (MOV)	17%
Bus, rail, subway, or other public transportation	1%
Walk	4%
Work at home	5%
Other	3%
Total	100%

**Question 19: Length of Residency**

**How many years have you lived in San Luis Obispo County?**

Less than 2 years	11%
2 to 5 years	15%
6 to 10 years	14%
11 to 20 years	21%
More than 20 years	38%
Total	100%

**Question 20: Type of Housing Unit**

**Which best describes the building you live in?**

One family house detached from any other houses	59%
One family house attached to one or more houses	9%
Building with two or more apartments or condominiums	23%
Mobile home	6%
Other	3%
Total	100%

**Question 21: Tenure Status**

	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	Total
Is this house, apartment, or mobile home...	41%	59%	100%

**Questions 22 to 25: Household Characteristics**

	No	Yes	Total
Do any children age 12 or under live in your household?	79%	21%	100%
Do any teenagers ages 13 through 17 live in your household?	86%	14%	100%
Are you or any other members of your household aged 65 or older?	79%	21%	100%
Does any member of your household have a physical handicap or is anyone disabled?	81%	19%	100%

**Question 26: Education**

**What is the highest degree or level of school you have completed?**

12th Grade or less, no diploma	4%
High school diploma	9%
Some college, no degree	31%
Associate's degree (e.g. AA, AS)	13%
Bachelor's degree (e.g. BA, AB, BS)	26%
Graduate degree or professional degree	18%
Total	100%

**Question 27: Annual Household Income**

**How much do you anticipate your household's total income before taxes will be for the current year?**

Less than \$24,999	22%
\$25,000 to \$49,999	25%
\$50,000 to \$99,999	30%
\$100,000 or more	22%
Total	100%

**Question 28: Ethnicity**

	No	Yes	Total
Are you Spanish/Hispanic/Latino?	84%	16%	100%

**Question 29: Race**

<b>What is your race?</b>	<b>Percent of Respondents</b>
American Indian or Alaskan native	3%
Asian or Pacific Islander	4%
Black, African American	1%
White/Caucasian	88%
Other	10%

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

**Question 30: Age**

<b>In which category is your age?</b>	
18 to 24 years	12%
25 to 34 years	20%
35 to 44 years	12%
45 to 54 years	28%
55 to 64 years	12%
65 to 74 years	8%
75 years or older	8%
Total	100%

**Question 31: Gender**

	<b>Female</b>	<b>Male</b>	<b>Total</b>
What is your gender?	51%	49%	100%

**Questions 32 to 34: Voter Status and Activity**

	<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
Are you registered to vote in your jurisdiction?	12%	84%	3%	100%
Did you vote in the last election?	20%	79%	1%	100%
Are you likely to vote in the next election?	7%	87%	5%	100%



## APPENDIX B: SURVEY METHODOLOGY

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The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

### Sampling

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Approximately 3,000 households were selected to participate in the survey using a stratified systematic sampling method.<sup>3</sup> An individual within each household was selected using the birthday method.<sup>4</sup>

### Survey Administration

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Selected households received three mailings, one week apart, beginning February 6, 2007. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Chairperson for the Board of Supervisors inviting the household to participate, a questionnaire and postage-paid return envelope. The final mailing contained a reminder letter and another survey and postage-paid return envelope. Completed surveys were collected over the following 5 weeks.

### Response Rate and Confidence Intervals

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Of the 2,827 eligible households, 996 completed the survey providing a response rate of 35%. Approximately 173 addresses sampled were "vacant" or "not found."<sup>5</sup> In general, the response rates obtained on citizen surveys range from 25% to 40%. The sample of households was selected systematically and impartially from a list of residences in the United States maintained by the U.S. postal service and sold to NRC through an independent vendor. For each household, one adult, selected in an unbiased fashion, was asked to complete the survey. The sample drawn for

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<sup>3</sup> Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households is chosen.

<sup>4</sup> The birthday method is a process to remove bias in the selection of 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 but leaving selection of respondent to household members will lead to bias.

<sup>5</sup> "Eligible" households refer to addresses that belong to residences that are not vacant within San Luis Obispo County.

San Luis Obispo County used USPS data to approximate the geographic boundaries of the jurisdiction, though some households just outside the county limits may have received surveys. The survey completers who technically do not reside in the jurisdiction may choose to respond to the survey because they feel an affiliation with the jurisdiction and its services. Local governments often have a sphere of influence – providing in-jurisdiction services that perimeter-residents use or even providing services outside the jurisdiction boundaries.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than 3 percentage points in either direction from what would have been obtained had responses been collected from all San Luis Obispo County adults. This difference is also called a “margin of error.”<sup>6</sup> This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

## Weighting and Analyzing the Data

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of San Luis Obispo County as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Characteristics chosen as weighting variables are generally selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. The socioeconomic characteristics that were used to weight the survey results were gender/age, ethnicity and type of housing unit. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the following page.

<sup>6</sup> The margin of error was calculated using the following formula:  $1.96 * \text{square root } (0.25/400)$ . This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

Weighting Scheme for San Luis Obispo County Citizen Survey			
Respondent Characteristics	Population Norm <sup>7</sup>	Unweighted Survey Data	Weighted Survey Data
<b>Tenure</b>			
Rent Home	38%	25%	41%
Own Home	62%	75%	59%
<b>Type of Housing Unit</b>			
Single-Family Detached	65%	81%	65%
Attached	35%	19%	35%
<b>Ethnicity</b>			
Non-Hispanic	84%	94%	84%
Hispanic	16%	6%	16%
<b>Race</b>			
White/Caucasian	85%	89%	82%
Non-White	15%	11%	18%
<b>Gender</b>			
Female	49%	55%	51%
Male	51%	45%	49%
<b>Age</b>			
18-34	32%	13%	32%
35-54	39%	32%	40%
55+	29%	55%	28%
<b>Gender and Age</b>			
Females 18-34	14%	8%	15%
Females 35-54	19%	17%	20%
Females 55+	16%	29%	15%
Males 18-34	18%	5%	17%
Males 35-54	20%	14%	19%
Males 55+	13%	26%	13%

<sup>7</sup> Source: 2000 Census

## APPENDIX C: SURVEY MATERIALS

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The following pages contain copies of the survey materials sent to randomly selected households within San Luis Obispo County. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.

Dear San Luis Obispo County Resident,

Your household has been randomly selected to participate in a citizen survey about the County of San Luis Obispo. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

Sincerely,



Jerry Lenthall  
Chairperson for the Board of Supervisors/  
Presidente para la Junta de Supervisores

Estimado residente del condado de San Luis Obispo,

Su hogar ha sido seleccionado para participar en una encuesta anónima acerca del condado de San Luis Obispo. La próxima semana usted recibirá por correo una copia de la encuesta con instrucciones de como completarla y retornarla. Gracias de antemano por su ayuda con este importante proyecto!

Atentamente,

Dear San Luis Obispo County Resident,

Your household has been randomly selected to participate in a citizen survey about the County of San Luis Obispo. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

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Jerry Lenthall  
Chairperson for the Board of Supervisors/  
Presidente para la Junta de Supervisores

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Atentamente,

**County Administrative Office  
1055 Monterey Street, Room D430  
San Luis Obispo, California 93408**

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

**County Administrative Office  
1055 Monterey Street, Room D430  
San Luis Obispo, California 93408**

Presorted  
First Class Mail  
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# BOARD OF SUPERVISORS

1055 MONTEREY STREET, ROOM D430 • SAN LUIS OBISPO, CALIFORNIA 93408 • (805) 781-5450



HARRY L. OVITT, *Supervisor District One*  
BRUCE GIBSON, *Supervisor District Two*  
JERRY LENTHALL, *Supervisor District Three*  
KATCHIK H. "KATCHO" ACHADJIAN, *Supervisor District Four*  
JAMES R. PATTERSON, *Supervisor District Five*

February 2007

Dear San Luis Obispo County Resident:

The County of San Luis Obispo wants to know what you think about our community and County government. You have been randomly selected to participate in the County's 2007 Citizen Survey.

Con este documento les estamos dando la oportunidad de decirnos lo que piensa de los servicios que proveemos y su opinión acerca de la calidad de vida aquí en el condado. Su hogar ha sido escogido para participar en este cuestionario. Si no la puede contestar en inglés, por favor llámenos al número (805) 781-5011 para mandarle una copia en español. Todas las respuestas que de serán completamente anónimas. ¡Deseamos sus opiniones! Favor de regresar el cuestionario en el sobre adjunto, el cuál ya tiene la estampilla puesta. Muchas gracias por su tiempo la atención prestada a este cuestionario.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the San Luis Obispo County Board of Supervisors make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**To get a representative sample of San Luis Obispo County residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

Please have the appropriate member of the household spend the few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey, please call Leslie Brown at (805) 781-5011.

Please help us shape the future of San Luis Obispo County. Thank you for your time and participation.

Sincerely,

Jerry Lenthall  
Chairperson for the Board of Supervisors

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JAMES R. PATTERSON, *Supervisor District Five*

February 2007

Dear San Luis Obispo County Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The County of San Luis Obispo wants to know what you think about our community and County government. You have been randomly selected to participate in the County's 2007 Citizen Survey.

Con este documento les estamos dando la oportunidad de decirnos lo que piensa de los servicios que proveemos y su opinión acerca de la calidad de vida aquí en el condado. Su hogar ha sido escogido para participar en este cuestionario. Si no la puede contestar en inglés, por favor llámenos al número (805) 781-5011 para mandarle una copia en español. Todas las respuestas que de serán completamente anónimas. ¡Deseamos sus opiniones! Favor de regresar el cuestionario en el sobre adjunto, el cuál ya tiene la estampilla puesta. Muchas gracias por su tiempo la atención prestada a este cuestionario.

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Please help us shape the future of San Luis Obispo. Thank you for your time and participation.

Sincerely,

Jerry Lenthall  
Chairperson for the Board of Supervisors



# SAN LUIS OBISPO COUNTY 2007 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 circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

**1. Please circle the number that comes closest to your opinion for each of the following questions:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
How do you rate San Luis Obispo County as a place to live? .....	1	2	3	4	5
How do you rate your neighborhood as a place to live? .....	1	2	3	4	5
How do you rate San Luis Obispo County as a place to raise children? .....	1	2	3	4	5
How do you rate San Luis Obispo County as a place to work? .....	1	2	3	4	5
How do you rate San Luis Obispo County as a place to retire? .....	1	2	3	4	5
How do you rate the overall quality of life in San Luis Obispo County? .....	1	2	3	4	5

**2. Please rate each of the following characteristics as they relate to San Luis Obispo County as a whole:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Sense of community .....	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds .....	1	2	3	4	5
Overall appearance of San Luis Obispo County .....	1	2	3	4	5
Opportunities to attend cultural activities .....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Recreational opportunities .....	1	2	3	4	5
Job opportunities .....	1	2	3	4	5
Access to affordable quality housing .....	1	2	3	4	5
Access to affordable quality health care .....	1	2	3	4	5
Ease of car travel in San Luis Obispo County .....	1	2	3	4	5
Ease of bus travel in San Luis Obispo County .....	1	2	3	4	5
Ease of bicycle travel in San Luis Obispo County .....	1	2	3	4	5
Overall quality of new development in San Luis Obispo County .....	1	2	3	4	5

**3. Please rate the speed of growth in the following categories in San Luis Obispo County over the past 2 years:**

	<u>Much too slow</u>	<u>Somewhat too slow</u>	<u>Right amount</u>	<u>Somewhat too fast</u>	<u>Much too fast</u>	<u>Don't know</u>
Population growth .....	1	2	3	4	5	6
Retail growth (stores, restaurants etc.) .....	1	2	3	4	5	6
Jobs growth .....	1	2	3	4	5	6

**4. To what degree, if at all, are the following problems in San Luis Obispo County:**

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Crime .....	1	2	3	4	5
Drugs .....	1	2	3	4	5
Too much growth .....	1	2	3	4	5
Lack of growth .....	1	2	3	4	5
Noise .....	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles .....	1	2	3	4	5
Taxes .....	1	2	3	4	5
Traffic congestion .....	1	2	3	4	5
Unsupervised youth .....	1	2	3	4	5
Homelessness .....	1	2	3	4	5
Toxic waste or other environmental hazard(s) .....	1	2	3	4	5
Road condition .....	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in San Luis Obispo County:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery) .....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft) .....	1	2	3	4	5	6
Fire .....	1	2	3	4	5	6

6. Please rate how safe 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 your neighborhood after dark .....	1	2	3	4	5	6
In San Luis Obispo County's downtown area(s) during the day .....	1	2	3	4	5	6
In San Luis Obispo County's downtown area(s) after dark .....	1	2	3	4	5	6
In San Luis Obispo County's parks during the day .....	1	2	3	4	5	6
In San Luis Obispo County's parks after dark .....	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to question #9       Yes → Go to question #8       Don't know

8. If yes, was this crime (these crimes) reported to the police?

- No       Yes       Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in San Luis Obispo County?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used San Luis Obispo County public libraries or their services.....	1	2	3	4	5
Used San Luis Obispo County recreation centers .....	1	2	3	4	5
Participated in a recreation program or activity .....	1	2	3	4	5
Participated in a recreation program or activity at a County-operated facility .....	1	2	3	4	5
Visited a neighborhood or County park .....	1	2	3	4	5
Ridden a local bus within San Luis Obispo County .....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting.....	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television.....	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting via the County web site streaming video .....	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group/activity in San Luis Obispo County .....	1	2	3	4	5
Used the Internet to conduct business with San Luis Obispo County...	1	2	3	4	5
Used the Internet to visit the County web site .....	1	2	3	4	5

**10. How do you rate the quality of each of the following services in San Luis Obispo County?**

If you have had direct interaction with the listed service or department in the past 12 months, please check the box marked "user."

	Excellent	Good	Fair	Poor	Don't know	User
Sheriff services	1	2	3	4	5	<input type="radio"/>
Fire services	1	2	3	4	5	<input type="radio"/>
Crime prevention	1	2	3	4	5	<input type="radio"/>
Road repair	1	2	3	4	5	<input type="radio"/>
Amount of public parking County-wide	1	2	3	4	5	<input type="radio"/>
Bus/transit services	1	2	3	4	5	<input type="radio"/>
Storm drainage	1	2	3	4	5	<input type="radio"/>
County parks	1	2	3	4	5	<input type="radio"/>
Recreation programs or classes	1	2	3	4	5	<input type="radio"/>
Range/variety of recreation programs and classes	1	2	3	4	5	<input type="radio"/>
Recreation centers/facilities	1	2	3	4	5	<input type="radio"/>
Land use, planning and zoning	1	2	3	4	5	<input type="radio"/>
Code enforcement (weeds, abandoned buildings, etc)	1	2	3	4	5	<input type="radio"/>
Economic development	1	2	3	4	5	<input type="radio"/>
Services to seniors	1	2	3	4	5	<input type="radio"/>
Services to adolescents/teens	1	2	3	4	5	<input type="radio"/>
Services to children (age 0-12)	1	2	3	4	5	<input type="radio"/>
Services to low-income people	1	2	3	4	5	<input type="radio"/>
Public library services	1	2	3	4	5	<input type="radio"/>
Variety of library materials	1	2	3	4	5	<input type="radio"/>
Public information services	1	2	3	4	5	<input type="radio"/>
Cable television	1	2	3	4	5	<input type="radio"/>
Mental Health Services	1	2	3	4	5	<input type="radio"/>
Drug and Alcohol services	1	2	3	4	5	<input type="radio"/>
Adult Protective services	1	2	3	4	5	<input type="radio"/>
Agricultural/Farm advisor	1	2	3	4	5	<input type="radio"/>
Animal services	1	2	3	4	5	<input type="radio"/>
Public Health services	1	2	3	4	5	<input type="radio"/>

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

	Excellent	Good	Fair	Poor	Don't know
San Luis Obispo County	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5

**12. Have you had any in-person or phone contact with an employee of San Luis Obispo County within the last 12 months (including sheriff, receptionists, planners, road crew or any others)?**

- No → Go to question #14       Yes → Go to question #13

**13. What was your impression of employees of San Luis Obispo County in your most recent contact? (Rate each characteristic below.)**

	Excellent	Good	Fair	Poor	Don't know
Knowledge	1	2	3	4	5
Responsiveness	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

**14. Please rate the following statements by circling the number that most clearly represents your opinion:**

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
I receive good value for the San Luis Obispo County taxes I pay	1	2	3	4	5	6
I am pleased with the overall direction that San Luis Obispo County is taking	1	2	3	4	5	6
San Luis Obispo County government welcomes citizen involvement	1	2	3	4	5	6
San Luis Obispo County government listens to citizens	1	2	3	4	5	6

**15. 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

**16. Please check the response that comes closest to your opinion for each of the following questions:**

**a. How satisfied or unsatisfied are you with the job the County is doing to keep people informed about County programs and services?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor unsatisfied
- Somewhat unsatisfied
- Very unsatisfied
- Don't know

**b. How much of the time do you think you can trust the County government to do the right thing?**

- Just about always
- Most of the time
- Some of the time
- Almost never
- Don't know

**c. Do you live within:**

- Incorporated city limits → Go to question #16d
- Unincorporated area of the County → Go to question #16e

**d. Check which of these cities you live in:**

- Paso Robles
- Atascadero
- Morro Bay
- San Luis Obispo
- Pismo Beach
- Arroyo Grande
- Grover Beach

**e. Which Supervisorial district do you live in? Please check the box that indicates your current zip code:**

- District 1 (Represented by Harry Ovitt)                      93431, 93446, 93447, 93465, 93426, 93451, 93461
- District 2 (Represented by Bruce Gibson)                      93412, 93452, 93453, 93428, 93435, 93430, 93442, 93443, 93402, 93403, 93405 (north portion)
- District 3 (Represented by Jerry Lenthall)                      93424, 93449, 93433 (north portion), 93401 (west portion), 93405 (south portion)
- District 4 (Represented by Katcho Achadjian)                      93420, 93433 (south portion), 93445, 93444, 93407, 93453
- District 5 (Represented by Jim Patterson)                      93442, 93432, 93407, 93453, 93423, 93422, 93408, 93465 (south portion), 93461 (south portion)

**f. In your opinion, what is the most important issue facing the County in the next few years?**

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**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.**

**17. Do you live within the County limits of San Luis Obispo County?**

- No  Yes

**18. Are you currently employed?**

- No → Go to question #19  
 Yes → Go to question #18a

**18a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?**

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)  
 Bus, Rail, Subway, or other public transportation  
 Walk  
 Work at home  
 Other

**18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) usually ride with you to or from work?**

- No  Yes

**19. How many years have you lived in San Luis Obispo County?**

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

**20. Which best describes the building you live in?**

- One family house detached from any other houses  
 House attached to one or more houses (e.g., a duplex or townhome)  
 Building with two or more apartments or condominiums  
 Mobile home  
 Other

**21. Is this house, apartment, or mobile home...**

- Rented for cash or occupied without cash payment?  
 Owned by you or someone in this house with a mortgage or free and clear?

**22. Do any children 12 or under live in your household?**

- No  Yes

**23. Do any teenagers aged between 13 and 17 live in your household?**

- No  Yes

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

- No  Yes

**25. Does any member of your household have a physical handicap or is anyone disabled?**

- No  Yes

**26. What is the highest degree or level of school you have completed? (mark one box)**

- 12th Grade or less, no diploma  
 High school diploma  
 Some college, no degree  
 Associate's degree (e.g. AA, AS)  
 Bachelor's degree (e.g. BA, AB, BS)  
 Graduate degree or professional degree

**27. 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 \$24,999  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 or more

**28. Are you Spanish/Hispanic/Latino?**

- No  Yes

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

- American Indian or Alaskan native  
 Asian or Pacific Islander  
 Black, African American  
 White/Caucasian  
 Other

**30. In which category is your age?**

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

**31. What is your sex?**

- Female  Male

**32. Are you registered to vote in your jurisdiction?**

- No  Yes  Don't know

**33. Did you vote in the last election?**

- No  Yes  Don't know

**34. Are you likely to vote in the next election?**

- No  Yes  Don't know

**Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:  
National Research Center, Inc., 3005 30th St., Boulder, CO 80301**

# CONDADO DE SAN LUIS OBISPO 2007 ENCUESTA DE LOS CIUDADANOS

**Por favor complete este cuestionario si usted es el adulto (18 años o más) de su casa que más recientemente haya celebrado su cumpleaños. El año de nacimiento del adulto no importa. Por favor encierre en un círculo la respuesta que mejor represente su opinión en cada pregunta. Sus respuestas son anónimas y solo serán reportadas en forma general.**

**1. Por favor haga un círculo en el número que mejor represente su opinión para cada una de las siguientes preguntas:**

	<u>Excelente</u>	<u>Bueno</u>	<u>Pasable</u>	<u>Bajo</u>	<u>No sé</u>
¿Cómo evalúa a San Luis Obispo como lugar de residencia? .....	1	2	3	4	5
¿Cómo evalúa su vecindario como lugar de residencia?.....	1	2	3	4	5
¿Cómo evalúa el Condado de San Luis Obispo como lugar para criar a sus hijos? .....	1	2	3	4	5
¿De qué manera clasifica San Luis Obispo como lugar de trabajo? ....	1	2	3	4	5
¿Cómo evalúa el Condado de San Luis Obispo como lugar para retirarse? .....	1	2	3	4	5
¿Cómo evalúa el Condado de vida en general en el Condado de San Luis Obispo? .....	1	2	3	4	5

**2. Por favor evalúe la forma en que cada una de las siguientes características se relaciona en general con el Condado de San Luis Obispo:**

	<u>Excelente</u>	<u>Bueno</u>	<u>Pasable</u>	<u>Bajo</u>	<u>No sé</u>
Sentido de cooperación comunitaria .....	1	2	3	4	5
Aceptación de la comunidad a gente de diferentes antecedentes.....	1	2	3	4	5
Aspecto general del Condado de San Luis Obispo.....	1	2	3	4	5
Oportunidades para asistir a actividades culturales.....	1	2	3	4	5
Calidad del medio ambiente (aire).....	1	2	3	4	5
Oportunidades de recreación .....	1	2	3	4	5
Oportunidades de empleo .....	1	2	3	4	5
Disponibilidad de viviendas a precios accesibles.....	1	2	3	4	5
Asistencia médica a precios accesibles .....	1	2	3	4	5
Facilidad para andar en automóbile .....	1	2	3	4	5
Facilidad para andar en autobus .....	1	2	3	4	5
Facilidad para andar en bicicleta.....	1	2	3	4	5
Calidad general de desarrollo nuevo en San Luis Obispo .....	1	2	3	4	5

**3. Por favor evalúe la rapidez de crecimiento durante los últimos 2 años en las siguientes categorías:**

	<u>demasiado lento</u>	<u>un poco lento</u>	<u>cantidad apropiada</u>	<u>un poco rápido</u>	<u>muy rápido</u>	<u>no sé</u>
Crecimiento de la población .....	1	2	3	4	5	6
Crecimiento del comercio (tiendas, restaurantes, etc.)...	1	2	3	4	5	6
Aumento de oportunidad de empleo .....	1	2	3	4	5	6

**4. ¿A que nivel, si es que existe alguno, se encuentran los siguientes problemas en el Condado de San Luis Obispo?:**

	<u>no hay problema</u>	<u>problema menor</u>	<u>problema moderado</u>	<u>gran problema</u>	<u>no sé</u>
Crímen .....	1	2	3	4	5
Drogas .....	1	2	3	4	5
Demasiado crecimiento .....	1	2	3	4	5
Falta de crecimiento .....	1	2	3	4	5
Ruido .....	1	2	3	4	5
Edificios sin mantenimiento, terrenos con mala hierba, vehículos abandonados .....	1	2	3	4	5
Impuestos .....	1	2	3	4	5
Congestión de tránsito.....	1	2	3	4	5
Juventud sin supervisión .....	1	2	3	4	5
Indigencia .....	1	2	3	4	5
Desecho tóxico u otro(s) peligro(s) ambiental(es).....	1	2	3	4	5
Condición de carreteras .....	1	2	3	4	5

**5. Por favor indique que tan seguro se siente contra las cosas que podrían ocurrirle a usted en San Luis Obispo:**

	muy seguro	más o menos seguro	ni seguro ni inseguro	más o menos inseguro	muy inseguro	no sé
Crímenes violentos (Ej. violación, asalto, robo) .....	1	2	3	4	5	6
Delitos contra su propiedad (Ej. asalto, robo) .....	1	2	3	4	5	6
Incendios .....	1	2	3	4	5	6

**6. Por favor indique que tan seguro se siente:**

	muy seguro	más o menos seguro	ni seguro ni inseguro	más o menos inseguro	muy inseguro	no sé
En su vecindario durante el día .....	1	2	3	4	5	6
En su vecindario durante la noche .....	1	2	3	4	5	6
En los ciudades del Condado de San Luis Obispo durante el día .....	1	2	3	4	5	6
En los ciudades del Condado de San Luis Obispo durante la noche .....	1	2	3	4	5	6
En los parques durante el día.....	1	2	3	4	5	6
En los parques durante la noche.....	1	2	3	4	5	6

**7. Durante los últimos 12 meses, ¿usted o alguno de los miembros de su familia fue víctima de algún crimen**

- No → Vaya a la pregunta #9       Sí → Vaya a la pregunta #8       No sé

**8. ¿Si usted marcó sí, denunció esos crímenes a la policía?**

- No       Sí       No sé

**9. Durante los últimos 12 meses, ¿cuántas veces (usted o algún miembro de su familia) participó en las siguientes actividades en el Condado de San Luis Obispo?**

	Nunca	1 ó 2 veces	3 a 12 veces	13 a 26 veces	más de 26 veces
Utilizó las bibliotecas públicas de San Luis Obispo y sus servicios.....	1	2	3	4	5
Utilizó los centros de recreación de San Luis Obispo .....	1	2	3	4	5
Participó en programas o actividades recreativas.....	1	2	3	4	5
Participado en un programa o actividad de recreación en una Localidad operada por el Condado.....	1	2	3	4	5
Visitó un parque del vecindario o de la ciudad.....	1	2	3	4	5
Utilizó un autobús local dentro de la ciudad.....	1	2	3	4	5
Asistió a una reunión de autoridades locales u otra reunión pública ...	1	2	3	4	5
Vio por cable (TV) una reunión de autoridades locales u otra reunión pública.....	1	2	3	4	5
Observó una reunión de oficiales locales elegidos o la otra reunión local pública por medio del video de clasificación en el sitio del Web del Condado.....	1	2	3	4	5
Recicló papel, latas o botellas en su casa .....	1	2	3	4	5
Trabajó de voluntario en algún grupo o actividad .....	1	2	3	4	5
Utilizó la Internet para hacer negocios con la ciudad de San Luis Obispo .....	1	2	3	4	5
Usó el Internet para visitar el sitio del Web del Condado.....	1	2	3	4	5

**10. ¿Cómo evalúa la calidad de cada uno de los siguientes servicios en el Condado de San Luis Obispo? Si usted ha tenido una interacción directa con los servicios o departamentos listados, por favor marque la casilla "usuario."**

	<u>Excelente</u>	<u>Bueno</u>	<u>Pasable</u>	<u>Bajo</u>	<u>No sé</u>	<u>Usuario</u>
Servicios del Alguacil de Policía .....	1	2	3	4	5	<input type="radio"/>
Servicios de Bomberos .....	1	2	3	4	5	<input type="radio"/>
Prevención de Crímenes.....	1	2	3	4	5	<input type="radio"/>
Reparación de Camino .....	1	2	3	4	5	<input type="radio"/>
Disponibilidad de Estacionamiento Público .....	1	2	3	4	5	<input type="radio"/>
Servicios de Autobús / Transporte .....	1	2	3	4	5	<input type="radio"/>
Drenajes .....	1	2	3	4	5	<input type="radio"/>
Parques .....	1	2	3	4	5	<input type="radio"/>
Clases o Programas Recreativos.....	1	2	3	4	5	<input type="radio"/>
Cantidad / Variedad de Clases o Programas Recreativos .....	1	2	3	4	5	<input type="radio"/>
Centros de Recreación .....	1	2	3	4	5	<input type="radio"/>
Uso, Planificación y Zonificación de Terreno .....	1	2	3	4	5	<input type="radio"/>
Imposición de las Ordenanzas (mala hierba, maleza, edificios abandonados, etc.) .....	1	2	3	4	5	<input type="radio"/>
Desarrollo Económico .....	1	2	3	4	5	<input type="radio"/>
Servicios para Personas Mayores (de la tercera edad, ciudadanos de oro, "seniors") .....	1	2	3	4	5	<input type="radio"/>
Servicios para Adolescentes.....	1	2	3	4	5	<input type="radio"/>
Servicios para Niños (0-12 años).....	1	2	3	4	5	<input type="radio"/>
Servicios para Personas de Bajos Recursos.....	1	2	3	4	5	<input type="radio"/>
Servicios de Bibliotecas Públicas.....	1	2	3	4	5	<input type="radio"/>
Variedad de Materiales en la Biblioteca.....	1	2	3	4	5	<input type="radio"/>
Servicios de Información Pública.....	1	2	3	4	5	<input type="radio"/>
Televisión por Cable .....	1	2	3	4	5	<input type="radio"/>
Servicios para la Salud Mental.....	1	2	3	4	5	<input type="radio"/>
Servicios contra las Drogas y el Alcohol.....	1	2	3	4	5	<input type="radio"/>
Servicios de Protección de Adultos .....	1	2	3	4	5	<input type="radio"/>
Asistencia de Agricultura y Granja.....	1	2	3	4	5	<input type="radio"/>
Servicios de animales .....	1	2	3	4	5	<input type="radio"/>
Servicios de salud pública.....	1	2	3	4	5	<input type="radio"/>

**11. En general, ¿cómo evalúa usted los servicios suministrados por...**

	<u>Excelente</u>	<u>Bueno</u>	<u>Pasable</u>	<u>Bajo</u>	<u>No sé</u>
el Condado de San Luis Obispo.....	1	2	3	4	5
el Gobierno Federal.....	1	2	3	4	5
el Gobierno Estatal .....	1	2	3	4	5

**12. ¿Ha tenido contacto personal o por teléfono con algún empleado del condado de San Luis Obispo durante los últimos 12 meses (incluyendo policías, recepcionistas, planificadores u otros)?**

- No → Vaya a la pregunta #14       Sí → Vaya a la pregunta #13

**13. ¿Cuál fue su impresión de los empleados del condado de San Luis Obispo en su más reciente contacto? (Evalúe cada característica abajo.)**

	<u>Excelente</u>	<u>Bueno</u>	<u>Pasable</u>	<u>Bajo</u>	<u>No sé</u>
Conocimiento .....	1	2	3	4	5
Simpatía .....	1	2	3	4	5
Cortesía.....	1	2	3	4	5
Impresión General.....	1	2	3	4	5

**14. Por favor evalúe las siguientes declaraciones haciendo un círculo en el número que represente mejor su opinión:**

	<u>Completamente de acuerdo</u>	<u>Más o menos de acuerdo</u>	<u>Ni de acuerdo ni en desacuerdo</u>	<u>Más o menos en desacuerdo</u>	<u>Completamente en desacuerdo</u>	<u>No sé</u>
Recibo buen valor por los impuestos pagados .....	1	2	3	4	5	6
Estoy complacido con la dirección que está tomando el Condado de San Luis Obispo en general .....	1	2	3	4	5	6
El gobierno del Condado de San Luis Obispo agradece la participación de los ciudadanos.....	1	2	3	4	5	6
El gobierno del Condado de San Luis Obispo escucha a los ciudadanos .....	1	2	3	4	5	6



15. ¿Qué impacto, si existe, piensa usted que la economía tendrá en los ingresos de su familia en los próximos 6 meses? Usted piensa que el impacto será:

- Muy positivo
- Más o menos positivo
- Neutral
- Más o menos negativo
- Muy negativo

16. Por favor marque la respuesta que represente mejor su opinión en cada una de las siguientes preguntas:

a. ¿Qué tan satisfecho está usted con el trabajo que el Condado está haciendo para mantener informada a la gente acerca de los programas y servicios que ofrece?

- Muy satisfecho
- Medio satisfecho
- Ni satisfecho ni no satisfecho
- Medio insatisfecho
- Muy insatisfecho
- No sé

b. ¿Qué tan frecuentemente piensa que puede confiar en que el gobierno del Condado esté haciendo lo correcto?

- Casi siempre
- La mayor parte del tiempo
- Parte del tiempo
- Casi nunca
- No sé

c. ¿Vive usted dentro de:

- Los límites incorporados de la ciudad? → è vaya a la pregunta #16d
- Una área no incorporada del Condado? → è vaya a la pregunta #16e

d. Marque en cuál de estas ciudades vive usted:

- Paso Robles
- Atascadero
- Morro Bay
- San Luis Obispo
- Pismo Beach
- Arroyo Grande
- Grover Beach

e. ¿En que distrito reside? Por favor marque la casilla que indica su código postal:

- Distrito 1 (Representado por Harry Ovitt) 93431, 93446, 93447, 93465, 93426, 93451, 93461
- Distrito 2 (Representado por Bruce Gibson) 93412, 93452, 93453, 93428, 93435, 93430, 93442, 93443, 93402, 93403, 93405 (región norte)
- Distrito 3 (Representado por Jerry Lenthall) 93424, 93449, 93433 (región norte), 93401 (región oeste), 93405 (región sur)
- Distrito 4 (Representado por Katcho Achadjian) 93420, 93433 (región sur), 93445, 93444, 93407, 93453
- Distrito 5 (Representado por Jim Patterson) 93442, 93432, 93407, 93453, 93423, 93422, 93408, 93465 (región sur), 93461 (región sur)

f. En su opinión, ¿cuál es el problema más importante que el condado y enfrentará en los próximos años?

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**Nuestras últimas preguntas son acerca de usted y su hogar. De nuevo, todas las respuestas son anónimas y serán reportadas en forma general.**

**17. ¿Vive dentro de los límites del Condado de San Luis Obispo?**

- No  Sí

**18. ¿Está actualmente empleado?**

- No → Vaya a la pregunta #19  
 Sí → Vaya a la pregunta #18a

**18a. ¿Qué tipo de transporte utiliza usualmente (para la parte más larga de su viaje) para ir al trabajo?**

- Vehículo motorizado (Ej. carro, camioneta, van, motocicleta, etc...)  
 Autobús, tren, metro, u otro servicio público de transporte  
 Camina  
 Trabaja en la casa  
 Otro

**18b. Si marcó la pregunta 18a de vehículo motorizado (Ej. carro, camioneta, van, motocicleta), ¿hay otro familiar (adultos o niños) que usualmente viaja con usted a o del trabajo?**

- No  Sí

**19. ¿Cuántos años tiene usted viviendo en San Luis Obispo?**

- Menos de 2 años  11-20 años  
 2-5 años  Más de 20 años  
 6-10 años

**20. ¿Cuál de las siguientes opciones describe mejor la vivienda (edificio) en la que reside?**

- Casa familiar separada de cualquier otra casa  
 Casa unida a una o más casas (Ej. duplex, townhome)  
 Edificio con 2 o más apartamentos o condominios  
 Casa rodante / trailer  
 Otro

**21. ¿Es esta casa, apartamento o casa rodante / trailer es...**

- Alquilada o la ocupa sin pago?  
 Propia, o alguno de su familia la paga con hipoteca o ya está paga?

**22. ¿Hay niños de 12 años o menores que viven en su casa?**

- No  Sí

**23. ¿Hay adolescentes de edades entre 13-17 que viven en su casa?**

- No  Sí

**24. ¿Tiene usted o cualquiera de los miembros de su familia 65 años o más?**

- No  Sí

**25. ¿Hay algún miembro de su familia que tenga incapacidad física o que esté inhabilitado?**

- No  Sí

**26. ¿Cuál es el nivel de estudio más alto que usted alcanzó? (marque solo uno)**

- Grado 12 ó menos, sin diploma  
 Diploma de preparatoria / secundaria  
 Algo de universidad, sin título  
 Grado asociado (Ej. técnico en artes o ciencias)  
 Licenciatura (Ej. ciencias y artes)  
 Grado profesional (master, doctorado)

**27. ¿Cuánto cree usted que será el ingreso de su familia antes de impuestos para el año actual? (Por favor incluya en su ingreso total todo ingreso de todas las personas de su casa.)**

- Menos de \$24,999  
 \$25,000 a \$49,999  
 \$50,000 a \$99,999  
 \$100,000 o más

**28. ¿Es usted Hispano / Latino?**

- No  Sí

**29. ¿Cuál es su raza? (Marque uno o más grupos que indiquen lo que usted se considera.)**

- Indio Americano o nativo de Alaska  
 Asiático o de las Islas del Pacífico  
 Negro, Afro-americano  
 Blanco / Caucásico  
 Otro

**30. ¿En que categoría está su edad?**

- 18-24 años  55-64 años  
 25-34 años  65-74 años  
 35-44 años  75 años o más  
 45-54 años

**31. ¿Cuál es su sexo?**

- Femenino  Masculino

**32. ¿Está registrado para votar en su jurisdicción?**

- No  Sí  No sé

**33. ¿Votó en las últimas elecciones?**

- No  Sí  No sé

**34. ¿Cree que votará en las próximas elecciones?**

- No  Sí  No sé

**Gracias por completar esta encuesta. Por favor regrese la encuesta en el sobre prepagado a: National Research Center, Inc., 3005 30th St., Boulder, CO 80301**

**County Administrative Office  
1055 Monterey Street, Room D430  
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