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Solano County

2008 Resident Survey

April 2008

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Overview and Research Objectives

- Assess residents' perceptions of living in Solano County, including what they like most and what they consider the most important issue facing the county
- Gauge residents' satisfaction with their quality of life and with various County services and programs, and derive potential priorities for improvement
- Gather resident feedback on customer service
- Assess importance of various strategic priorities and the County's efforts in addressing these issues
- Identify differences in resident opinions due to demographic and behavioral characteristics

Methodology Overview

- Data Collection Telephone Interviewing
- Universe 303,553 Adult residents in Solano County
- Fielding Dates February 8 to 17, 2008
- Interview Length 15 minutes
- Sample Size 1000 (200 per Supervisorial District)
- Margin of Error $\pm 3.1\%$



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Executive Summary

Executive Summary: Living in Solano County

- 80 percent reported being satisfied with the quality of life in Solano County (44% very and 36% somewhat satisfied)
 - Higher satisfaction was found among Hispanic residents, and among Benicia and Vacaville residents
 - Higher dissatisfaction was found among African Americans, among county residents for 10 to 25 years, and among Fairfield and Vallejo residents
- Most-liked features of living in Solano County were:
 - Location (25%)
 - central location (15%), access to major cities (5%), and proximity to work or family (5%)
 - Weather (14%)
 - A small-town atmosphere and less population or congestion (13%)
- Top Issues facing Solano County were:
 - Crime (18%)
 - Transportation (17%)
 - Condition of roads and freeways (7%), traffic congestion (7%), and lack of public transportation (3%)
 - Local economy (16%)
 - economy (4%), housing or foreclosures (4%), unemployment (4%), inadequate businesses (2%), and cost of living (2%)
 - School system and public education (10%)

Executive Summary: County Performance

- 78 percent reported being satisfied with County services and programs (34% very and 44% somewhat satisfied)
 - Higher satisfaction was found among the 18- to 29-year-olds, among Hispanic and Asian residents, among those with annual household income of less than \$30,000, and among Suisun and Vacaville residents
 - Lower satisfaction was found among African-Americans, and among Vallejo residents

- Top-rated County services and programs in terms of resident satisfaction were:
 - Library services (84%)
 - Conducting elections (78%)
 - Controlling pests (74%)
 - Services via County website (55%)

Executive Summary: Priorities for Improvement •

- Programs or services to improve (relatively high derived importance and low resident satisfaction) were:
 - Availability of local jobs
 - Youth services
 - Mental health services
 - Programs to keep at-risk residents out of jail
 - Assistance to people coming out of jail

- Programs or services to maintain (relatively high derived importance and high resident satisfaction) were:
 - Senior services
 - Law enforcement services
 - Maintenance of County park facilities
 - Conducting elections
 - Child support services
 - Health inspections at restaurants and public places

Executive Summary: Customer Service

- Two-thirds reported having used at least one County service or program in the past year
- Most used resident services in the past year were:
 - County Library (35%)
 - County parks and open spaces (17%)
 - County streets and roads (15%)
 - Elections or polling services (10%)
 - Health services (10%)
- 70 percent rated customer service as “Excellent” (24%) or “Good” (46%)
 - Fair (21%)
 - Poor or Very Poor (6%)
 - More positive feedback was given by the 18- to 29-year-olds, by Caucasian and Hispanic residents, and by Fairfield, Vallejo and Vacaville residents

Executive Summary: Strategic Priorities I

- County is focusing on the right strategic priorities
 - 8 out of 11 priority issues were important to 90 to 97 percent
 - The remaining 3 issues were important to 81 to 87 percent
 - Opinions vary on whether County government is doing enough

- Residents thought the County is not doing enough in these areas:
 - Reducing crimes committed by youth ages 18 to 25
 - 97% important; 56% too little effort
 - Attracting businesses and promoting job opportunities
 - 95% important; 48% too little effort
 - Reducing the number of repeat drug offenders
 - 93% important; 44% too little effort
 - Reducing obesity
 - 82% important; 41% too little effort

- Residents thought the County is doing just enough in these areas:
 - Having a well-organized County government
 - 95% Important; 53% just enough effort
 - Crime prevention, intervention and rehabilitation
 - 94% important; 50% just enough effort
 - Reducing chronic diseases
 - 93% Important; 52% just enough effort
 - Having customer-focused County government
 - 92% important; 62% just enough effort
 - Having sustainable land use practices
 - 90% important; 49% just enough effort
 - Having land set aside for agriculture
 - 87% important; 51% just enough effort
 - Using green business practices
 - 81% important; 44% just enough effort

Executive Summary: Top Information Sources

- Newspapers (45%)
 - Mainly for residents older than 50 years
- Television (20%)
 - Especially women, residents 65 or older, non-Asian residents, county residents for more than 25 years, and Vallejo residents
- Internet (15%)
 - Especially women, residents between 30 and 49 years of age, and those with annual household income of \$50,000 to \$74,999
- Word of mouth (14%)
- County Website (11%)
 - Especially residents between 18 to 39 years of age, county residents for 10 to 25 years, and those with annual household income of \$100,000 or higher



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City Profile Summaries



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Benicia

Benicia: Living in Solano County

- 99 percent of Benicia residents were “Very” (74%) or “Somewhat Satisfied” (24%) with the quality of life in Solano County
- Most liked feature of Solano County by Benicia residents:
 - Location (30%)
 - Small-town atmosphere (23%)
 - Weather (16%)
- Most important county issues to Benicia residents:
 - Excessive growth or development (16%)
 - Economic or budgetary problems (14%)
 - School and public education (14%)

Benicia: County Services and Programs

- 78 percent of Benicia residents reported being satisfied with County services and programs (40% “Very Satisfied” and 38% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - Library services (1.7)
 - Controlling pests (1.5)
 - Conducting elections (1.4)
 - Senior services (1.3)
 - County park facilities (1.3)
- Most used resident services in the past year were:
 - Library (45%)
 - Parks and open space (24%)
 - Streets and roads (23%)
- 70 percent rated customer service as “Excellent” (24%) or “Good” (46%)
 - Fair (19%)
 - Poor or Very Poor (7%)

Benicia: Strategic Priorities & Info. Sources

- Most important issues to Benicia residents:
 - Reducing crimes committed by youth (1.8)
 - Having a well organized County government (1.7)
 - Having environment-friendly land use practices (1.7)
- The County efforts in addressing these issues were perceived to be little short of “Just enough”:
 - Reducing crimes committed by youth (0.5)
 - Having a well organized County government (0.7)
 - Having environment-friendly land use practices (0.7)
- Top sources used by Benicia residents to obtain information on Solano County government are:
 - Newspapers - Other (41%)
 - Contra Costa Times (21%)
 - Television (20%)



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Dixon

Dixon: Living in Solano County

- 85 percent of Dixon residents were “Very” (50%) or “Somewhat Satisfied” (35%) with the quality of life in Solano County
- Most liked feature of Solano County by Dixon residents:
 - Small-town atmosphere (27%)
 - Location (19%)
- Most important county issues to Dixon residents:
 - Schools and public education (18%)
 - Economic and budgetary problems (13%)
 - Crime (12%)

Dixon: County Services and Programs

- 82 percent of Dixon residents reported being satisfied with County services and programs (37% “Very Satisfied” and 44% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - Conducting elections (1.4)
 - Law enforcement (1.3)
 - Library services (1.3)
- Most used resident services in the past year were:
 - Library (34%)
 - Streets and roads (18%)
 - Parks and open space (17%)
- 77 percent rated customer service as “Excellent” (33%) or “Good” (44%)
 - Fair (14%)
 - Poor or Very Poor (7%)

Due to rounding, the percentages of “Very” and “Somewhat Satisfied” residents add up to 82 instead of 81 percent.

Note: The responses for satisfaction with County services and programs were recoded to calculate mean scores: “Very Satisfied” = +2, “Somewhat Satisfied” = +1, “Somewhat Dissatisfied” = -1, and “Very Dissatisfied” = -2.

Dixon: Strategic Priorities & Info. Sources

- Most important issues to Dixon residents:
 - Reducing crime committed by youth (1.9)
 - Having a well organized County government (1.8)
- The County efforts in addressing these issues were perceived to be short of “Just enough”:
 - Reducing crime committed by youth (0.4)
 - Having a well organized County government (0.6)
- Top sources used by Dixon residents to obtain information on Solano County government are:
 - Newspapers - Other (46%)
 - Television (23%)
 - Internet (20%)
 - Reporter (19%)



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Fairfield

Fairfield: Living in Solano County

- 77 percent of Fairfield residents were “Very” (41%) or “Somewhat Satisfied” (36%) with the quality of life in Solano County
- Most liked feature of Solano County by Fairfield residents:
 - Location (30%)
 - Weather (12%)
- Most important county issues to Fairfield residents:
 - Crime (29%)
 - Economic or budgetary problems (14%)

Fairfield: County Services and Programs

- 77 percent of Fairfield residents reported being satisfied with County services and programs (32% “Very Satisfied” and 45% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - Library services (1.6)
 - Controlling pests (1.3)
 - Conducting elections (1.3)
- Most used resident services in the past year were:
 - Library (38%)
 - Parks and open space (14%)
 - Streets and roads (13%)
- 69 percent rated customer service as “Excellent” (19%) or “Good” (50%)
 - Fair (25%)
 - Poor or Very Poor (5%)

Fairfield: Strategic Priorities & Info. Sources

- Most important issues to Fairfield residents:
 - Reducing crime committed by youth (1.8)
 - Reducing chronic diseases (1.8)
- The County efforts in addressing these issues were perceived to be little short of “Just enough”:
 - Reducing crime committed by youth (0.5)
 - Reducing chronic diseases (0.7)
- Top sources used by Fairfield residents to obtain information on Solano County government are:
 - Newspapers - Other (46%)
 - Daily Republic (23%)
 - Television (16%)



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Rio Vista and Unincorporated Solano County

Rio Vista and Unincorporated Solano County: Living in Solano County

- 81 percent of Rio Vista and unincorporated Solano residents were “Very” (43%) or “Somewhat Satisfied” (38%) with the quality of life in Solano County
- Most liked feature of Solano County by Rio Vista and unincorporated Solano County residents:
 - Location (32%)
 - Sense of community (16%)
 - Small-town atmosphere (12%)
- Most important county issues to Rio Vista and unincorporated Solano residents:
 - Economic or budgetary problems (16%)
 - Condition of roads and freeways (14%)
 - Traffic congestion (13%)

Rio Vista and Unincorporated Solano County: County Services and Programs

- 72 percent of Rio Vista and unincorporated Solano residents reported being satisfied with County services and programs (40% “Very Satisfied” and 32% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - County park facilities (1.2)
 - Drug and alcohol abuse programs (1.2)
 - Services for Veterans (1.1)
- Most used resident services in the past year were:
 - Library (21%)
 - Streets and roads (18%)
 - Election or polling services (14%)
 - Parks and open space (13%)
- 69 percent rated customer service as “Excellent” (30%) or “Good” (39%)
 - Fair (4%)
 - Poor or Very Poor (21%)

Rio Vista and Unincorporated Solano County: Strategic Priorities & Info. Sources

- Most important issues to Rio Vista and unincorporated Solano residents:
 - Reducing chronic diseases, especially among young children (1.8)
 - Reducing crimes committed by youth (1.7)
 - Having a well organized County government (1.6)
 - Community resources and programs on crime prevention (1.6)
- The County efforts in addressing three of these four top issues were perceived to be little short of “Just enough”:
 - Reducing chronic diseases, especially among young children (1.0)
 - Reducing crimes committed by youth (0.5)
 - Having a well organized County government (0.7)
 - Community resources and programs on crime prevention (0.7)
- Top sources used by Rio Vista and unincorporated Solano residents to obtain information on Solano County government are:
 - Newspapers - Other (61%)
 - Internet (17%)
 - County website (12%)



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Suisun City

Suisun City: Living in Solano County

- 83 percent of Suisun City residents were “Very” (46%) or “Somewhat Satisfied” (36%) with the quality of life in Solano County
- Most liked feature of Solano County by Suisun City residents:
 - Sense of community or family orientation (22%)
 - Location (21%)
- Most important county issues to Suisun City residents:
 - Crime (11%)
 - Economic and budgetary problems (9%)
 - Excessive growth or development (9%)
 - Traffic congestion (8%)

Suisun City: County Services and Programs

- 76 percent of Suisun City residents reported being satisfied with County services and programs (49% “Very Satisfied” and 27% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - Library services (1.5)
 - Controlling pests (1.4)
 - Conducting elections (1.2)
- Most used resident services in the past year were:
 - Library (44%)
 - Health services (14%)
 - Parks and open space (10%)
- 43 percent rated customer service as “Excellent” (23%) or “Good” (20%)
 - Fair (41%)
 - Poor or Very Poor (16%)

Suisun City: Strategic Priorities & Info. Sources

- Most important issues to Suisun City residents:
 - Reducing crime committed by youth (2.0)
 - Having a well organized County government (1.8)
 - Attracting businesses and promoting job opportunities (1.7)
 - Reducing chronic diseases (1.7)
- The County efforts in addressing these issues were perceived to be short of “Just enough”:
 - Reducing crime committed by youth (0.5)
 - Having a well organized County government (0.8)
 - Attracting businesses and promoting job opportunities (0.6)
 - Reducing chronic diseases (0.6)
- Top sources used by Suisun City residents to obtain information on Solano County government are:
 - Newspapers - Other (37%)
 - Daily Republic (24%)



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Vacaville

Vacaville: Living in Solano County

- 93 percent of Vacaville residents were “Very” (65%) or “Somewhat Satisfied” (28%) with the quality of life in Solano County
- Most liked feature of Solano County by Vacaville residents:
 - Location (25%)
 - Small-town atmosphere (16%)
 - Weather (13%)
 - Sense of community (12%)
- Most important county issues to Vacaville residents:
 - Crime (18%)
 - Excessive growth or development (14%)
 - Economic or budgetary problems (12%)

Vacaville: County Services and Programs

- 91 percent of Vacaville residents reported being satisfied with County services and programs (48% “Very Satisfied” and 43% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - Library services (1.8)
 - Controlling pests (1.5)
 - Law enforcement services (1.4)
 - County park facilities (1.4)
- Most used resident services in the past year were:
 - Library (33%)
 - Parks and open space (21%)
 - Election or polling services (11%)
 - Streets and roads (11%)
- 84 percent rated customer service as “Excellent” (33%) or “Good” (51%)
 - Fair (12%)
 - Poor or Very Poor (1%)

Vacaville: Strategic Priorities & Info. Sources

- Most important issues to Vacaville residents:
 - Reducing crime committed by youth (1.8)
 - Having a well organized County government (1.7)
 - Reducing chronic diseases, especially among young children (1.7)
- The County efforts in addressing these issues were perceived to be little short of “Just enough”:
 - Reducing crime committed by youth (0.5)
 - Having a well organized County government (0.8)
 - Reducing chronic diseases, especially among young children (0.8)
- Top sources used by Vacaville residents to obtain information on Solano County government are:
 - Newspapers - Other (38%)
 - Internet (19%)
 - The Reporter (18%)



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Vallejo

Vallejo: Living in Solano County

- 73 percent of Vallejo residents were “Very” (30%) or “Somewhat Satisfied” (43%) with the quality of life in Solano County
- Most liked feature of Solano County by Vallejo residents:
 - Location (22%)
 - Weather (20%)
- Most important county issues to Vallejo residents:
 - Economic and budgetary problems (23%)
 - Crime (16%)
 - Schools and public education (13%)

Vallejo: County Services and Programs

- 72 percent of Vallejo residents reported being satisfied with County services and programs (23% “Very Satisfied” and 48% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - Library services (1.2)
 - Controlling pests (1.2)
 - Providing County services via the County website (1.0)
- Most used resident services in the past year were:
 - Library (33%)
 - Streets and roads (18%)
 - Parks and open space (18%)
- 65 percent rated customer service as “Excellent” (20%) or “Good” (45%)
 - Fair (23%)
 - Poor or Very Poor (7%)

Due to rounding, the percentages of “Very” and “Somewhat Satisfied” residents add up to 72 instead at 71 percent.

Note: The responses for satisfaction with County services and programs were recoded to calculate mean scores: “Very Satisfied” = +2, “Somewhat Satisfied” = +1, “Somewhat Dissatisfied” = -1, and “Very Dissatisfied” = -2.

Vallejo: Strategic Priorities & Info. Sources

- Most important issues to Vallejo residents:
 - Reducing crime committed by youth (1.8)
 - Reducing chronic diseases (1.8)
 - Attracting businesses and promoting job opportunities (1.8)
- The County efforts in addressing these issues were perceived to be short of “Just enough”:
 - Reducing crime committed by youth (0.3)
 - Reducing chronic diseases (0.6)
 - Attracting businesses and promoting job opportunities (0.4)
- Top sources used by Vallejo residents to obtain information on Solano County government are:
 - Newspapers - Other (48%)
 - Television (28%)
 - Vallejo Times Herald (19%)



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City Profile Tables

Overall Satisfaction with Quality of Life

	City of Residence						
	Benicia	Fairfield	Suisun	Vallejo	Dixon	Vacaville	Rio Vista & Unincorporated Solano
Total	56	258	60	315	123	148	40
Very Satisfied	74.4%	41.1%	46.4%	29.7%	49.8%	65.0%	43.0%
Somewhat Satisfied	24.3%	36.2%	36.2%	43.4%	35.0%	27.5%	37.8%
Somewhat Dissatisfied	1.3%	11.5%	5.5%	14.4%	4.1%	1.5%	7.4%
Very Dissatisfied	0.0%	10.3%	2.5%	9.5%	7.2%	3.9%	11.8%
DK/NA	0.0%	0.9%	9.3%	3.0%	3.8%	2.1%	0.0%

Most Liked Feature of Solano County

	City of Residence						
	Benicia	Fairfield	Suisun	Vallejo	Dixon	Vacaville	Rio Vista & Unincorporated Solano
Total	56	258	60	315	123	148	40
Location	28.9%	30.4%	20.5%	22.0%	19.4%	24.5%	32.1%
Weather	16.2%	11.8%	13.6%	20.4%	8.4%	13.4%	3.6%
Peace and Calmness	5.2%	7.9%	15.0%	11.1%	9.2%	7.2%	4.1%
Small-town atmosphere	23.0%	8.6%	10.5%	6.0%	26.5%	15.8%	12.1%
Sense of community/Family-orientation	9.9%	5.6%	22.3%	10.9%	6.5%	11.6%	16.0%

Most Important Issue Facing Solano County

	City of Residence						
	Benicia	Fairfield	Suisun	Vallejo	Dixon	Vacaville	Rio Vista & Unincorporated Solano
Total	56	258	60	315	123	148	40
Crime	7.8%	29.3%	10.5%	16.2%	12.1%	17.6%	8.6%
Economic and budgetary problems	13.9%	14.2%	8.7%	23.2%	13.2%	11.5%	16.4%
Schools and public education	13.7%	3.2%	4.7%	13.0%	17.7%	9.0%	2.4%
Excessive growth or development	15.8%	8.2%	8.6%	2.6%	9.9%	13.5%	6.3%
Condition of roads and freeways	2.5%	4.4%	1.8%	7.8%	10.7%	7.6%	14.3%
Traffic congestion	7.2%	9.7%	8.4%	3.3%	7.1%	5.7%	13.1%

Overall Satisfaction with County Services

	City of Residence						
	Benicia	Fairfield	Suisun	Vallejo	Dixon	Vacaville	Rio Vista & Unincorporated Solano
Total	56	258	60	315	123	148	40
Very Satisfied	40.0%	32.1%	49.3%	23.4%	37.3%	48.2%	40.2%
Somewhat Satisfied	38.2%	45.1%	26.6%	48.2%	44.3%	42.8%	31.9%
Somewhat Dissatisfied	11.9%	8.3%	12.4%	14.7%	10.4%	2.8%	3.9%
Very Dissatisfied	3.4%	7.4%	3.9%	9.1%	3.3%	3.3%	11.4%
DK/NA	6.5%	7.0%	7.8%	4.7%	4.6%	2.9%	12.5%

Satisfaction with Specific Services

	City of Residence						
	Benicia	Fairfield	Suisun	Vallejo	Dixon	Vacaville	Rio Vista & Unincorporated Solano
5I. Library services	1.7	1.6	1.5	1.2	1.3	1.8	0.9
5W. Controlling pests	1.5	1.3	1.4	1.2	1.2	1.5	0.8
5L. Conducting elections	1.4	1.3	1.2	0.6	1.4	1.2	1.1
5X. County services via website	1.2	1.0	1.0	1.0	1.1	1.3	1.1
5J. County parks facilities	1.3	1.1	0.9	0.7	1.0	1.4	1.2
5H. Law enforcement	1.2	0.8	1.0	0.7	1.3	1.4	1.1
5N. Animal care and control services	1.2	1.1	0.8	0.8	0.9	1.1	1.0

Use of County Services

	City of Residence						
	Benicia	Fairfield	Suisun	Vallejo	Dixon	Vacaville	Rio Vista & Unincorporated Solano
Total	56	258	60	315	123	148	40
County Library	45.1%	38.3%	43.9%	32.6%	34.2%	32.8%	20.6%
County parks and open space	23.6%	14.2%	9.7%	17.6%	17.4%	21.0%	12.8%
County streets and roads	23.0%	13.4%	6.2%	18.0%	17.5%	10.6%	17.8%
Elections/polling services	18.6%	7.1%	6.7%	10.9%	9.2%	11.0%	14.3%
Health services	10.9%	9.7%	14.2%	10.5%	11.9%	6.1%	6.7%

Customer Service

	City of Residence						
	Benicia	Fairfield	Suisun	Vallejo	Dixon	Vacaville	Rio Vista & Unincorporated Solano
Total	43	194	45	191	84	105	22
Excellent	23.5%	19.1%	23.1%	20.0%	32.7%	32.9%	29.8%
Good	46.4%	50.0%	20.2%	45.3%	44.1%	50.6%	39.4%
Fair	19.1%	24.5%	40.6%	23.3%	14.3%	12.0%	4.4%
Poor	4.0%	2.4%	9.4%	3.0%	5.3%	0.6%	5.3%
Very Poor	3.0%	2.4%	6.7%	4.2%	1.6%	0.7%	15.8%
DK/NA	4.0%	1.6%	0.0%	4.1%	2.0%	3.2%	5.3%

Importance of County Issues

	City of Residence						
	Benicia	Fairfield	Suisun	Vallejo	Dixon	Vacaville	Rio Vista & Unincorporated Solano
8G. Reducing crimes committed by youth ages 18 to 25	1.8	1.8	2.0	1.8	1.8	1.8	1.7
8B. Reducing chronic diseases, especially among young children	1.5	1.8	1.7	1.8	1.7	1.7	1.8
8J. Having a County government that is well organized, fiscally responsible, and focused on the future	1.7	1.7	1.8	1.7	1.8	1.7	1.6
8K. Attracting businesses and promoting job opportunities	1.5	1.7	1.7	1.8	1.6	1.6	1.3
8H. Reducing the number of repeat drug offenders	1.6	1.7	1.6	1.7	1.7	1.6	1.5

County Efforts in Addressing Issues

	City of Residence						
	Benicia	Fairfield	Suisun	Vallejo	Dixon	Vacaville	Rio Vista & Unincorporated Solano
9G. Reducing crimes committed by youth ages 18 to 25	0.5	0.5	0.5	0.3	0.4	0.5	0.5
9B. Reducing chronic diseases, especially among young children	0.7	0.7	0.6	0.6	0.7	0.8	1.0
9J. Having a County government that is well organized, fiscally responsible, and focused on the future	0.7	0.7	0.7	0.5	0.6	0.8	0.7
9K. Attracting businesses and promoting job opportunities	0.6	0.5	0.6	0.4	0.6	0.7	0.8
9H. Reducing the number of repeat drug offenders	0.4	0.6	0.8	0.5	0.5	0.6	0.5

Top Information Sources

	City of Residence						
	Benicia	Fairfield	Suisun	Vallejo	Dixon	Vacaville	Rio Vista & Unincorporated Solano
Total	56	258	60	315	123	148	40
Newspaper – Other	40.5%	45.5%	37.4%	47.9%	46.2%	38.2%	61.2%
TV station	19.8%	16.2%	13.5%	27.6%	22.6%	14.2%	6.2%
Internet	10.3%	13.1%	16.5%	12.4%	20.3%	19.2%	16.9%
Word of mouth	15.0%	14.4%	14.6%	14.3%	18.4%	8.8%	9.1%
County website	9.2%	11.5%	12.9%	10.1%	11.0%	8.1%	12.2%
Daily Republic	0.0%	23.0%	24.1%	2.1%	5.0%	7.3%	1.6%



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Supervisory District Profile Summaries



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Supervisory District 1

District 1: Living in Solano County

- 73 percent of District 1 residents were “Very” (28%) or “Somewhat Satisfied” (45%) with the quality of life in Solano county
- Most liked feature of Solano county by District 1 residents:
 - Location (23%)
 - Weather (19%)
 - Peace and calmness (12%)
 - Sense of community / Family orientation (11%)
- Most important county issues to District 1 residents:
 - Economic or budgetary problems (21%)
 - Crime (15%)
 - School and public education (15%)

District 1: County Services and Programs

- 73 percent of District 1 residents reported being satisfied with County services and programs (22% “Very Satisfied” and 52% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - Controlling pests (1.2)
 - Library services (1.1)
 - County services via County website (1.0)
- Most used resident services in the past year were:
 - Library (35%)
 - Streets and roads (19%)
 - Parks and open space (18%)
 - Health services (12%)
- 71 percent rated customer service as “Excellent” (17%) or “Good” (54%)
 - Fair (20%)
 - Poor or Very Poor (6%)

District 1: Strategic Priorities & Info. Sources

- Most important issues to District 1 residents:
 - Reducing crimes committed by youth (1.8)
 - Reducing chronic diseases, especially among young children (1.8)
 - Attracting businesses and promoting job opportunities (1.8)
- County efforts in addressing these top issues were perceived to be not enough:
 - Reducing crimes committed by youth (0.3)
 - Reducing chronic diseases, especially among young children (0.6)
 - Attracting businesses and promoting job opportunities (0.3)
- Top sources used by District 1 residents to obtain information on Solano County government are:
 - Newspapers - Other (51%)
 - Television (25%)
 - Word of mouth (16%)
 - Internet (12%)



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Supervisory District 2

District 2: Living in Solano County

- 83 percent of District 2 residents were “Very” (50%) or “Somewhat Satisfied” (33%) with the quality of life in Solano county
- Most liked feature of Solano county by District 2 residents:
 - Location (27%)
 - Weather (19%)
 - Small-town atmosphere (12%)
 - Sense of community / Family orientation (11%)
- Most important county issues to District 2 residents:
 - Economic or budgetary problems (21%)
 - Crime (13%)

District 2: County Services and Programs

- 75 percent of District 2 residents reported being satisfied with County services and programs (33% “Very Satisfied” and 41% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - Library services (1.5)
 - Controlling pests (1.3)
 - Animal care and control services (1.1)
- Most used resident services in the past year were:
 - Library (33%)
 - Streets and roads (18%)
 - Parks and open space (18%)
 - Elections or polling services (17%)
- 65 percent rated customer service as “Excellent” (24%) or “Good” (41%)
 - Fair (24%)
 - Poor or Very Poor (7%)

Due to rounding, the percentages of “Very” and “Somewhat Satisfied” residents sum up to 75 instead of 74 percent.

Note: The responses for satisfaction with County services and programs were recoded to calculate mean scores: “Very Satisfied” = +2, “Somewhat Satisfied” = +1, “Somewhat Dissatisfied” = -1, and “Very Dissatisfied” = -2.

District 2: Strategic Priorities & Info. Sources

- Most important issues to District 2 residents:
 - Reducing crimes committed by youth (1.8)
 - Having a well organized County government (1.8)
 - Reducing chronic diseases, especially among young children (1.7)
 - Attracting businesses and promoting job opportunities (1.7)
- County efforts in addressing these top four issues were perceived to be shy of “Just enough”:
 - Reducing crimes committed by youth (0.4)
 - Having a well organized County government (0.6)
 - Reducing chronic diseases, especially among young children (0.7)
 - Attracting businesses and promoting job opportunities (0.6)
- Top sources used by District 2 residents to obtain information on Solano County government are:
 - Newspapers - Other (45%)
 - Television (25%)



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Supervisory District 3

District 3: Living in Solano County

- 78 percent of District 3 residents were “Very” (44%) or “Somewhat Satisfied” (34%) with the quality of life in Solano county
- Most liked feature of Solano county by District 3 residents:
 - Location (27%)
 - Weather (12%)
 - Sense of community / Family orientation (10%)
- Most important county issues to District 3 residents:
 - Crime (29%)
 - Economic or budgetary problems (14%)

District 3: County Services and Programs

- 78 percent of District 3 residents reported being satisfied with County services and programs (37% “Very Satisfied” and 42% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - Library services (1.5)
 - Controlling pests (1.4)
 - Conducting elections (1.2)
- Most used resident services in the past year were:
 - Library (39%)
 - Health services (15%)
 - Parks and open space (13%)
 - Streets and roads (12%)
- 64 percent rated customer service as “Excellent” (21%) or “Good” (42%)
 - Fair (26%)
 - Poor or Very Poor (9%)

District 3: Strategic Priorities & Info. Sources

- Most important issues to District 3 residents:
 - Reducing crimes committed by youth (1.8)
 - Reducing chronic diseases, especially among young children (1.8)
 - Having a well organized County government (1.7)
 - Reducing the number of repeat drug offenders (1.7)
- County efforts in addressing three of these top four issues were perceived to be shy of “Just enough”:
 - Reducing crimes committed by youth (0.5)
 - Reducing chronic diseases, especially among young children (0.7)
 - Having a well organized County government (0.7)
 - Reducing the number of repeat drug offenders (0.7)
- Top sources used by District 3 residents to obtain information on Solano County government are:
 - Newspapers - Other (42%)
 - The Daily Republic (25%)
 - Television (20%)



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Supervisory District 4

District 4: Living in Solano County

- 85 percent of District 4 residents were “Very” (50%) or “Somewhat Satisfied” (35%) with the quality of life in Solano county
- Most liked feature of Solano county by District 4 residents:
 - Location (25%)
 - Small-town atmosphere (14%)
 - Weather (13%)
- Most important county issues to District 4 residents:
 - Crime (20%)
 - Excessive growth or development (12%)
 - Economic or budgetary problems (12%)
 - Traffic congestion (11%)

District 4: County Services and Programs

- 81 percent of District 4 residents reported being satisfied with County services and programs (40% “Very Satisfied” and 41% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - Library services (1.6)
 - Controlling pests (1.3)
 - Conducting elections (1.3)
 - County services via website (1.3)
 - Park facilities (1.3)
- Most used resident services in the past year were:
 - Library (34%)
 - Parks and open space (19%)
 - Streets and roads (13%)
 - Elections or polling services (11%)
- 72 percent rated customer service as “Excellent” (27%) or “Good” (45%)
 - Fair (20%)
 - Poor or Very Poor (7%)

District 4: Strategic Priorities & Info. Sources

- Most important issues to District 4 residents:
 - Reducing crimes committed by youth (1.8)
 - Having a well organized County government (1.8)
 - Reducing chronic diseases, especially among young children (1.7)
- County efforts in addressing these top issues were perceived to be shy of “Just enough”:
 - Reducing crimes committed by youth (0.5)
 - Having a well organized County government (0.7)
 - Reducing chronic diseases, especially among young children (0.8)
- Top sources used by District 4 residents to obtain information on Solano County government are:
 - Newspapers - Other (43%)
 - Internet (16%)
 - County website (12%)
 - The Daily Republic (11%)
 - Television (10%)



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Supervisory District 5

District 5: Living in Solano County

- 85 percent of District 5 residents were “Very” (49%) or “Somewhat Satisfied” (36%) with the quality of life in Solano county
- Most liked feature of Solano county by District 5 residents:
 - Location (23%)
 - Small-town atmosphere (22%)
 - Peace and calmness (11%)
 - Sense of community / Family orientation (10%)
- Most important county issues to District 5 residents:
 - Schools and public education (16%)
 - Economic or budgetary problems (14%)
 - Crime (13%)
 - Excessive growth or development (10%)

District 5: County Services and Programs

- 83 percent of District 5 residents reported being satisfied with County services and programs (40% “Very Satisfied” and 43% “Somewhat Satisfied”)
- Top-rated County services and programs in terms of resident satisfaction were:
 - Library services (1.4)
 - Conducting elections (1.3)
 - Law enforcement (1.3)
- Most used resident services in the past year were:
 - Library (34%)
 - Parks and open space (16%)
 - Streets and roads (14%)
 - Elections or polling services (10%)
- 77 percent rated customer service as “Excellent” (31%) or “Good” (46%)
 - Fair (15%)
 - Poor or Very Poor (4%)

District 5: Strategic Priorities & Info. Sources

- Most important issues to District 5 residents:
 - Reducing crimes committed by youth (1.8)
 - Reducing chronic diseases, especially among young children (1.7)
 - Having a well organized County government (1.7)
 - Reducing the number of repeat drug offenders (1.7)
- County efforts in addressing these top issues were perceived to be just shy of “Just enough”:
 - Reducing crimes committed by youth (0.5)
 - Reducing chronic diseases, especially among young children (0.7)
 - Having a well organized County government (0.7)
 - Reducing the number of repeat drug offenders (0.6)
- Top sources used by District 5 residents to obtain information on Solano County government are:
 - Newspapers - Other (45%)
 - Internet (23%)
 - Television (19%)
 - Word of mouth (17%)



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Supervisory District Profile Tables

Overall Satisfaction with Quality of Life

	Supervisorial Districts				
	District 1	District 2	District 3	District 4	District 5
Total	200	200	200	200	200
Very Satisfied	28.2%	50.4%	43.7%	50.0%	49.4%
Somewhat Satisfied	45.2%	32.5%	33.8%	34.9%	35.8%
Somewhat Dissatisfied	13.8%	10.2%	10.1%	6.1%	4.6%
Very Dissatisfied	9.7%	5.3%	9.4%	8.3%	6.1%
DK/NA	3.0%	1.7%	3.0%	0.7%	4.1%

Most Liked Feature of Solano County

	Supervisorial Districts				
	District 1	District 2	District 3	District 4	District 5
Total	200	200	200	200	200
Location	22.7%	27.0%	27.1%	24.6%	23.2%
Weather	19.4%	18.7%	12.0%	13.1%	8.8%
Peace and Calmness	11.8%	7.9%	7.9%	7.3%	10.5%
Small-town atmosphere	4.5%	11.7%	9.1%	13.8%	21.6%
Sense of community/ Family-orientation	10.6%	10.8%	10.3%	8.1%	9.7%

Most Important Issue Facing Solano County

	Supervisorial Districts				
	District 1	District 2	District 3	District 4	District 5
Total	200	200	200	200	200
Crime	15.2%	13.4%	28.7%	20.4%	13.1%
Economic and budgetary problems	21.1%	20.6%	13.7%	11.7%	14.1%
Schools and public education	14.7%	9.8%	4.5%	2.5%	16.4%
Excessive growth or development	3.5%	6.3%	7.0%	12.1%	10.1%
Condition of roads and freeways	7.3%	6.6%	3.3%	8.2%	8.9%
Traffic congestion	2.1%	7.1%	7.4%	11.3%	5.6%

Overall Satisfaction with County Services

	Supervisorial Districts				
	District 1	District 2	District 3	District 4	District 5
Total	200	200	200	200	200
Very Satisfied	21.5%	33.3%	36.7%	39.9%	39.5%
Somewhat Satisfied	51.5%	41.2%	41.5%	40.9%	43.0%
Somewhat Dissatisfied	13.9%	12.5%	7.8%	6.6%	9.3%
Very Dissatisfied	9.3%	6.6%	6.5%	6.4%	3.9%
DK/NA	3.8%	6.4%	7.5%	6.1%	4.3%

Satisfaction with Specific Services

	Supervisorial Districts				
	District 1	District 2	District 3	District 4	District 5
5I. Library services	1.1	1.5	1.5	1.6	1.4
5W. Controlling pests	1.2	1.3	1.4	1.3	1.2
5L. Conducting elections	0.5	1.0	1.2	1.3	1.3
5X. County services via website	1.0	1.0	0.9	1.3	1.2
5J. County parks facilities	0.8	0.8	1.0	1.3	1.1
5H. Law enforcement	0.6	1.0	0.7	1.2	1.3
5N. Animal care and control services	0.7	1.1	1.0	1.1	0.9

Note: The responses were recoded to calculate mean scores: "Very Satisfied" = +2, "Somewhat Satisfied" = +1, "Somewhat Dissatisfied" = -1 and "Very Dissatisfied" = -2.

Use of County Services

	Supervisorial Districts				
	District 1	District 2	District 3	District 4	District 5
Total	200	200	200	200	200
County Library	35.4%	33.0%	39.1%	34.3%	34.0%
County parks and open space	17.8%	17.8%	13.3%	19.2%	16.2%
County streets and roads	19.3%	18.4%	12.2%	12.6%	13.7%
Elections/polling services	6.9%	16.8%	5.3%	11.3%	10.0%
Health services	12.0%	8.2%	14.5%	5.9%	9.0%

Customer Service

	Supervisorial Districts				
	District 1	District 2	District 3	District 4	District 5
Total	126	131	151	141	135
Excellent	16.9%	24.0%	21.4%	26.7%	30.9%
Good	53.7%	40.9%	42.1%	45.4%	46.3%
Fair	20.3%	23.5%	26.0%	20.1%	14.9%
Poor	2.4%	3.4%	4.1%	3.3%	3.3%
Very Poor	3.7%	3.5%	4.4%	3.6%	1.0%
DK/NA	2.9%	4.7%	1.9%	0.9%	3.7%

Importance of County Issues

	Supervisory Districts				
	District 1	District 2	District 3	District 4	District 5
8G. Reducing crimes committed by youth ages 18 to 25	1.8	1.8	1.8	1.8	1.8
8B. Reducing chronic diseases, especially among young children	1.8	1.7	1.8	1.7	1.7
8J. Having a County government that is well organized, fiscally responsible, and focused on the future	1.7	1.8	1.7	1.8	1.7
8K. Attracting businesses and promoting job opportunities	1.8	1.7	1.6	1.6	1.6
8H. Reducing the number of repeat drug offenders	1.7	1.6	1.7	1.6	1.7

County Efforts in Addressing Issues

	Supervisorial Districts				
	District 1	District 2	District 3	District 4	District 5
9G. Reducing crimes committed by youth ages 18 to 25	0.3	0.4	0.5	0.5	0.5
9B. Reducing chronic diseases, especially among young children	0.6	0.7	0.7	0.8	0.7
9J. Having a County government that is well organized, fiscally responsible, and focused on the future	0.5	0.6	0.7	0.7	0.7
9K. Attracting businesses and promoting job opportunities	0.3	0.6	0.5	0.6	0.6
9H. Reducing the number of repeat drug offenders	0.5	0.5	0.7	0.5	0.6

Top Information Sources

	Supervisorial Districts				
	District 1	District 2	District 3	District 4	District 5
Total	200	200	200	200	200
Newspaper – Other	51.4%	44.7%	42.2%	42.7%	44.7%
TV station	24.8%	25.0%	20.2%	10.4%	19.2%
Internet	11.9%	12.1%	11.8%	15.9%	22.7%
Word of mouth	16.2%	11.5%	16.5%	7.7%	17.3%
County website	7.9%	13.0%	10.9%	11.5%	9.0%
Daily Republic	1.9%	3.9%	25.1%	11.1%	7.0%



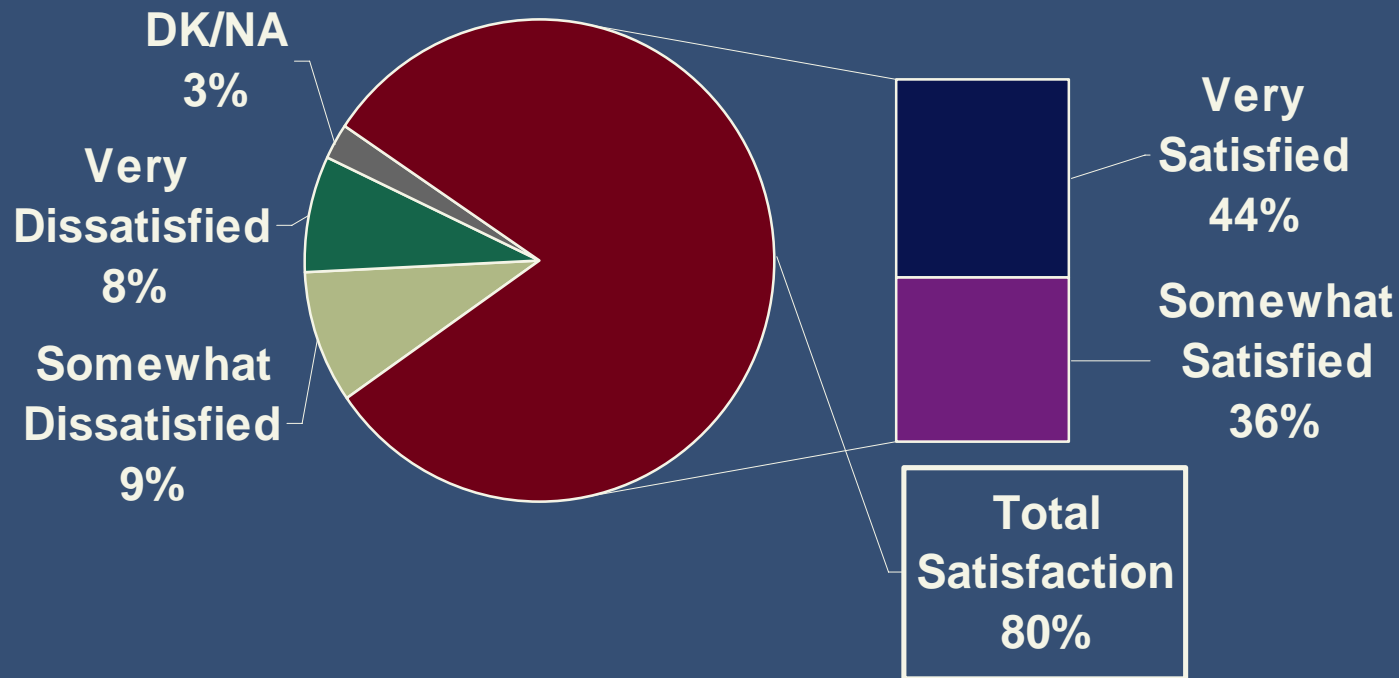
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Key Findings

Overall Satisfaction with Quality of Life

The first substantive question in the survey assessed overall resident satisfaction with the quality of life in Solano County. As shown in the following chart, eight out of every ten respondents were either very (44%) or somewhat satisfied (36%) with the quality of life in the county. On the contrary, some 17 percent of the respondents reported being dissatisfied, and another 3 percent did not render an opinion.



Overall Satisfaction with Quality of Life

Difference by Ethnicity

Overall, total satisfaction with quality of life was lowest among the African American residents (74%), while their counterparts from other ethnic backgrounds reported total satisfaction rates of 81 to 83 percent. Furthermore, a significantly higher percentage of the Hispanic than the African-American residents were very satisfied with the quality of life in Solano County. By contrast, proportionally more of the African-American residents were somewhat dissatisfied with the quality of life.

	Ethnicity				
	Caucasian	Hispanic	African-American	Asian	Other
Total	468	189	140	140	37
Very Satisfied	45.6%	51.6%	32.5%	48.0%	35.9%
Somewhat Satisfied	37.1%	30.9%	41.7%	34.0%	45.0%
Somewhat Dissatisfied	7.0%	7.8%	15.3%	7.5%	12.6%
Very Dissatisfied	7.7%	6.9%	8.8%	7.8%	6.5%
DK/NA	2.7%	2.8%	1.7%	2.7%	0.0%

Overall Satisfaction with Quality of Life

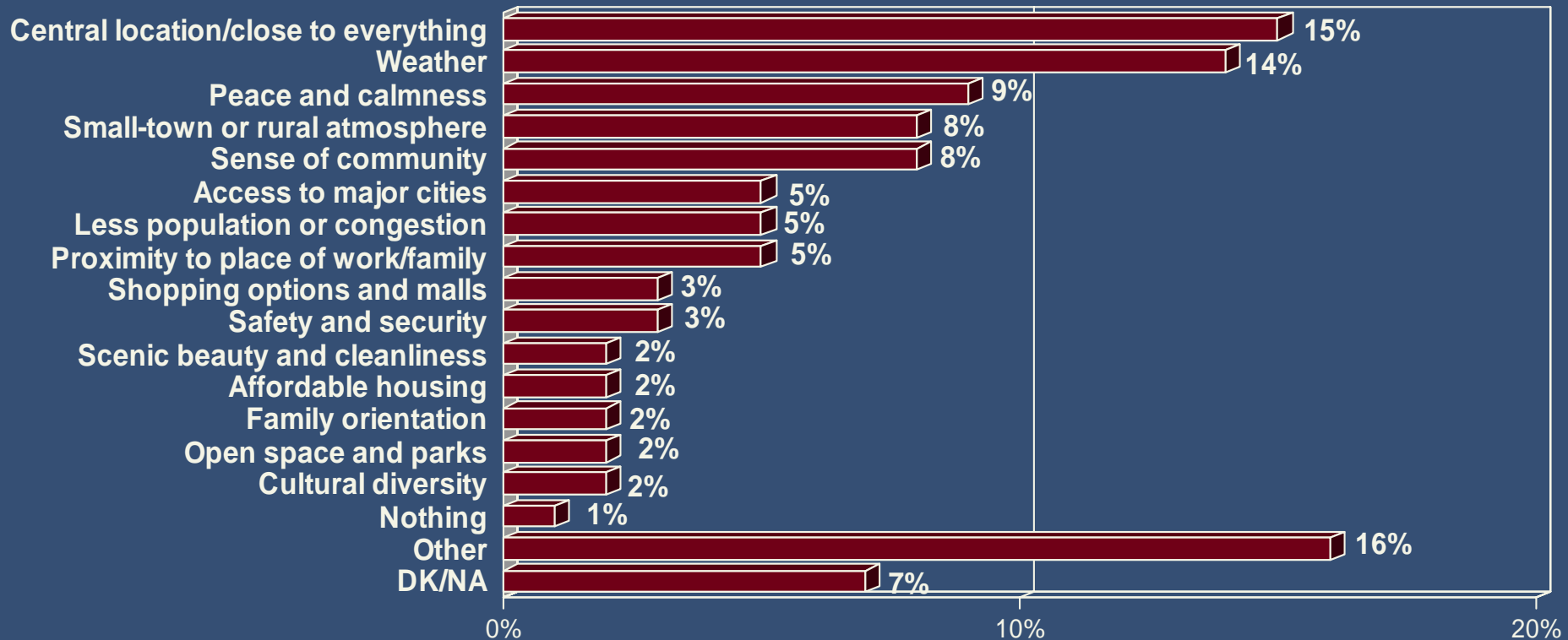
Difference by Length of Residence

Total satisfaction with the quality of life in the county ranged from 79 to 83 percent, depending on how long a resident has been living in the county. In terms of statistically significant subgroup differences, more of the residents who have lived in the county for 10 to 25 years reported being very dissatisfied with the quality of life in the county, when compared to the newer residents.

	Length of Residence		
	Less than 10 years	10 to 25 years	More than 25 years
Total	345	343	311
Very Satisfied	44.9%	40.4%	48.1%
Somewhat Satisfied	38.3%	38.4%	32.2%
Somewhat Dissatisfied	9.8%	8.4%	8.6%
Very Dissatisfied	4.8%	9.8%	8.8%
DK/NA	2.2%	3.0%	2.3%

Most Liked Feature of Solano County

In the next question, the respondents were asked to name the one feature they liked the most about living in Solano County. In their own words, about one in four respondents spoke to the county's location as the best feature of living here, including being close to everything (15%), access to major cities (5%), and proximity to place of work or family (5%). Otherwise, 14 percent liked the weather, while 13 percent expressed appreciation for the small-town atmosphere (8%) and less population/congestion (5%). Otherwise, close to one in ten respondents cited features like peace and calmness (9%), and a sense of community (8%).



Most Liked Feature of Solano County

Difference in by Age

In terms of differences in age, significantly higher percentages of the residents in the age categories of 18 to 39 and 50 to 64 liked the location of the county, when compared to their oldest counterparts. The small-town atmosphere was more appealing to the residents 30 years and older than to those in the youngest adult age group. Otherwise, substantially more of those 40 years and older mentioned the weather being what they liked most about living in Solano County.

	Age				
	18 to 29	30 to 39	40 to 49	50 to 64	65 and older
Total	214	187	211	237	142
Location	26.5%	33.5%	22.6%	25.6%	12.9%
Weather	5.0%	8.4%	17.4%	17.8%	26.4%
Peace and Calmness	10.5%	12.5%	7.4%	6.2%	9.9%
Small-town atmosphere	3.5%	12.6%	13.5%	15.3%	16.7%
Sense of community/Family-orientation	9.9%	8.4%	12.3%	8.9%	10.1%

Most Liked Feature of Solano County Difference by Ethnicity

Location was cited as the most liked feature of living in Solano County by higher percentages of the Caucasian and Asian residents than by those of Hispanic or African-American descent. Besides this, substantially more of the Caucasian residents, compared to the Hispanics and Asians, reported that they liked the weather most. Additionally, a sense of community was the most-liked feature by a higher percentage of the Asian than the Caucasian residents, while peace and calmness was cited by substantially more Hispanic, African-American, and Asian residents.

	Ethnicity				
	Caucasian	Hispanic	African-American	Asian	Other
Total	468	189	140	140	37
Location	27.4%	14.0%	15.1%	41.7%	24.7%
Weather	19.7%	9.5%	14.3%	4.5%	11.8%
Peace and Calmness	3.1%	14.5%	14.3%	16.6%	9.3%
Small-town atmosphere	16.0%	7.9%	7.7%	7.9%	11.8%
Sense of community/Family-orientation	6.8%	12.0%	11.7%	17.0%	5.8%

Most Liked Feature of Solano County

Difference by Length of Residence

More of the respondents who have lived in Solano County for less than 10 years cited peace and calmness as what they most liked about living in the county, whereas those who have lived in the county for more than 25 years were more likely to have mentioned the weather.

	Length of Residence		
	Less than 10 years	10 to 25 years	More than 25 years
Total	345	343	311
Location	23.0%	23.5%	28.6%
Weather	8.5%	14.2%	21.1%
Peace and Calmness	13.7%	8.5%	4.6%
Small-town atmosphere	11.3%	12.7%	12.5%
Sense of community/Family-orientation	10.3%	9.1%	10.1%

Most Liked Feature of Solano County

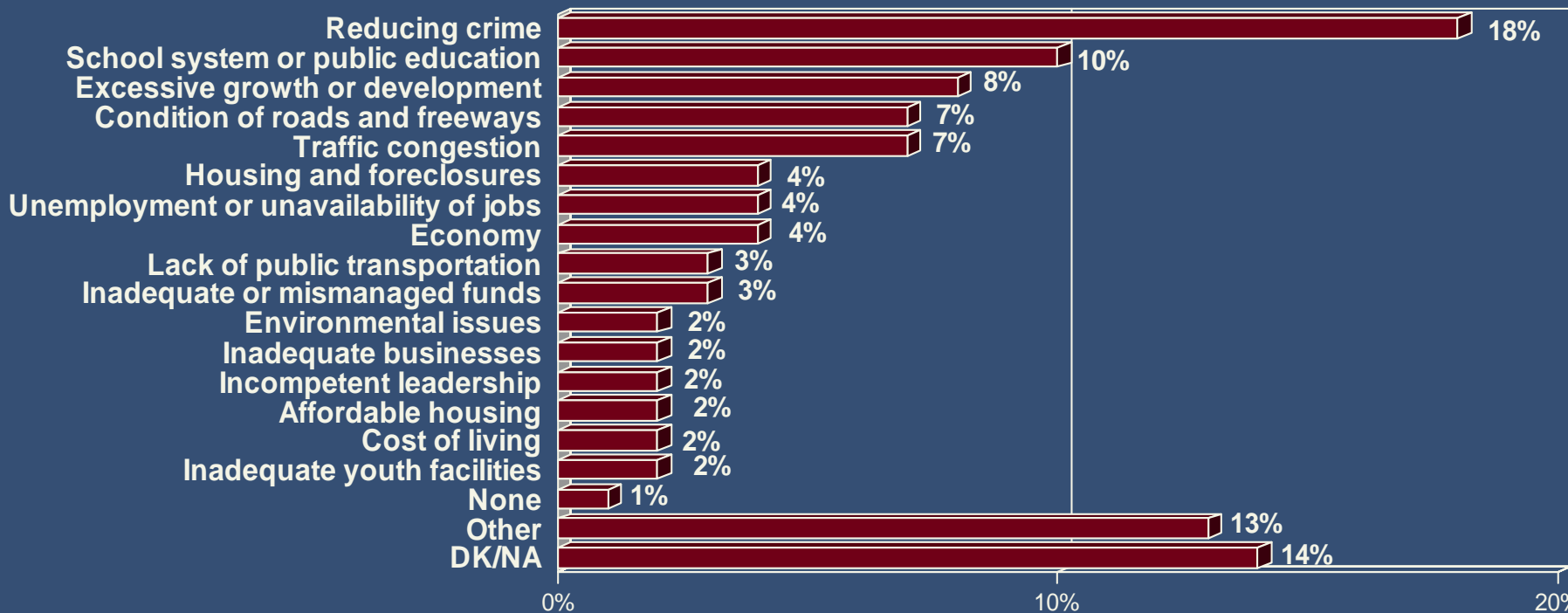
Difference by Annual Household Income

When compared to the residents with household income of less than \$30,000 a year, proportionally more of those with annual household income of \$75,000 or more cited location as the best thing about living in Solano County.

	Annual Household Income				
	Less than \$30,000	\$30,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 or more
Total	129	162	192	134	211
Location	13.6%	25.1%	23.0%	34.5%	30.9%
Weather	12.4%	15.8%	15.3%	16.5%	13.0%
Peace and Calmness	11.6%	9.4%	11.5%	4.4%	9.0%
Small-town atmosphere	7.9%	10.0%	13.1%	11.1%	15.4%
Sense of community/Family-orientation	11.0%	10.9%	9.4%	8.7%	9.5%

Most Important Issue Facing Solano County

When asked to name the single most important issue facing Solano County, again unprompted with response options, reducing crime emerged as the top response cited by about 18 percent of the respondents. This was followed by about 17 percent mentions of transportation issues (condition of roads and freeways, traffic congestion and lack of public transportation). Another 16 percent stated the local economy being the most important issue facing the county: housing foreclosures (4%), unemployment (4%), economy (4%), inadequate businesses (2%) and cost of living (2%). Otherwise, 10 percent mentioned schools and public education, while 8 percent cited excessive growth or development. Some 14 percent could not think of any major issue, or did not render an opinion.



Most Important Issue Facing Solano County Difference by Ethnicity

In terms of ethnic differences, when compared to the Asian residents, a higher percentage of the Hispanic residents cited crime as the most important issue facing Solano County, while more African-American residents mentioned schools and public education as the most important county issue.

	Ethnicity				
	Caucasian	Hispanic	African-American	Asian	Other
Total	468	189	140	140	37
Crime	18.0%	23.9%	18.7%	11.4%	18.7%
Economic and budgetary problems	17.8%	10.9%	19.4%	16.1%	14.5%
Schools and public education	9.0%	7.4%	16.8%	5.9%	15.4%
Excessive growth or development	10.4%	8.0%	3.5%	2.9%	8.1%
Condition of roads and freeways	7.8%	8.8%	4.7%	3.1%	8.0%
Traffic congestion	9.7%	4.5%	2.7%	4.5%	4.4%

Most Important Issue Facing Solano County

Difference by Gender and Length of Residence

More female residents mentioned schools and public education as the most important county issue, while more male residents were concerned about excessive growth and the condition of roads and freeways. Otherwise, compared to the newer residents, excessive growth was an important issue to substantially more of those who have lived in the county for 10 to 25 years, while economic and budgetary problems were more important to those who have lived in the county for more than 25 years.

	Gender	
	Male	Female
Total	489	511
Crime	20.2%	16.3%
Economic and budgetary problems	15.3%	17.2%
Schools and public education	5.7%	13.3%
Excessive growth or development	9.5%	6.1%
Condition of roads and freeways	8.7%	5.1%
Traffic congestion	6.8%	6.6%

	Length of Residence		
	Less than 10 years	10 to 25 years	More than 25 years
Total	345	343	311
Crime	16.3%	20.1%	18.2%
Economic and budgetary problems	12.6%	15.2%	21.5%
Schools and public education	9.2%	8.6%	11.2%
Excessive growth or development	4.8%	10.1%	8.6%
Condition of roads and freeways	5.6%	6.8%	8.3%
Traffic congestion	7.1%	6.6%	6.4%

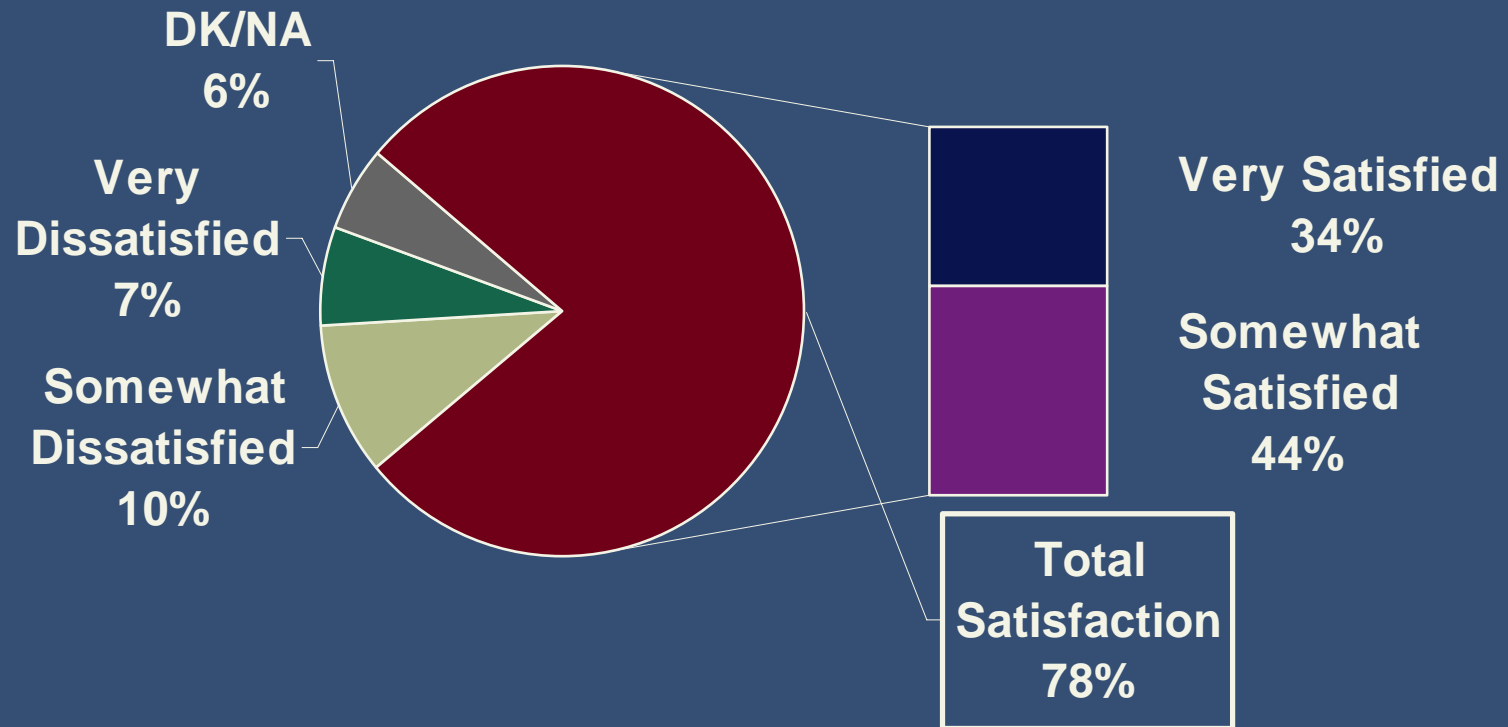
Most Important Issue Facing Solano County Difference by Annual Household Income

Excessive growth or development was more of an issue to the residents with annual household income of \$75,000 or more than to those with less than \$50,000 in annual household income. Additionally, substantially more of those in the annual household income groups of \$50,000 to \$74,999 and \$100,000 or more were concerned about economic and budgetary problems in the county, when compared the lowest household income group.

	Annual Household Income				
	Less than \$30,000	\$30,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 or more
Total	129	162	192	134	211
Crime	25.6%	23.8%	15.9%	14.8%	16.8%
Economic and budgetary problems	6.6%	13.8%	23.8%	17.0%	19.6%
Schools and public education	12.5%	12.4%	7.0%	10.3%	6.5%
Excessive growth or development	1.1%	2.6%	6.7%	13.7%	11.0%
Condition of roads and freeways	5.9%	8.9%	7.9%	4.0%	8.5%
Traffic congestion	1.7%	7.3%	6.2%	5.8%	9.9%

Overall Satisfaction with County Services

The next section in the survey focused on getting resident feedback on Solano County government. The first question in this series asked the respondents to rate their overall satisfaction with the job the County government was doing to provide services and programs to its residents. As shown in the chart below, 78 percent of the residents surveyed were satisfied with the County’s performance in this area (34% “Very Satisfied” and 44% “Somewhat Satisfied”), while 17 percent reported being somewhat or very dissatisfied. Another 6 percent did not give an answer.



Overall Satisfaction with County Services

Difference by Age

Looking at age differences, the youngest residents reported the highest total satisfaction with County services and programs (82%), while those between the ages of 30 and 39 had the lowest total satisfaction rate (74%). Total satisfaction for the other three age groups ranged from 76 to 80 percent. In terms of more detailed differences, proportionally more of the respondents between 18 and 29 were very satisfied with the resident services and programs offered by Solano County government, when compared to those between 30 and 39 years old and to the 50- to 64-year-olds.

	Age				
	18 to 29	30 to 39	40 to 49	50 to 64	65 and older
Total	214	187	211	237	142
Very Satisfied	45.3%	28.3%	33.8%	31.0%	32.8%
Somewhat Satisfied	36.5%	45.8%	44.0%	45.0%	47.3%
Somewhat Dissatisfied	10.3%	10.0%	10.5%	9.4%	8.9%
Very Dissatisfied	5.8%	7.4%	6.6%	8.5%	3.4%
DK/NA	2.1%	8.5%	5.0%	6.1%	7.7%

Overall Satisfaction with County Services

Difference by Ethnicity

In terms of ethnic differences, total satisfaction with County services was highest among the Asian residents (82%) and lowest among the African-Americans (71%). For the other ethnic groups, total satisfaction was very similar, at 78 or 79 percent. Moreover, significantly more of the Hispanic and Asian residents were very satisfied, more of the Caucasian residents were somewhat satisfied, while more of the African-American residents were somewhat dissatisfied with the job the Solano County government was doing to provide services and programs to its residents.

	Ethnicity				
	Caucasian	Hispanic	African-American	Asian	Other
Total	468	189	140	140	37
Very Satisfied	30.5%	42.3%	25.2%	48.9%	28.7%
Somewhat Satisfied	48.3%	36.7%	46.1%	32.9%	49.0%
Somewhat Dissatisfied	7.2%	12.6%	19.8%	6.3%	7.8%
Very Dissatisfied	7.8%	3.6%	7.0%	4.6%	7.7%
DK/NA	6.2%	4.8%	1.9%	7.2%	6.7%

Overall Satisfaction with County Services

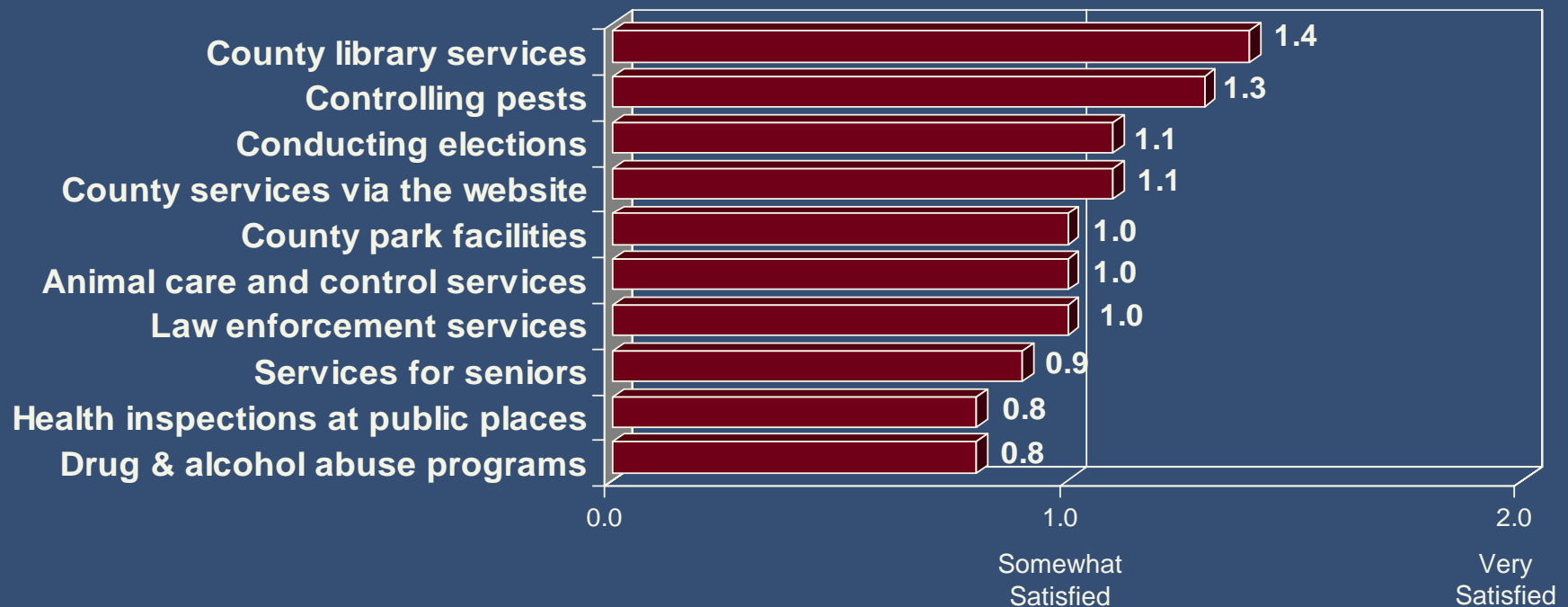
Difference by Annual Household Income

County residents with annual household income of \$100,000 or more, along with those at the \$30,000 to \$49,999 level, reported the lowest total satisfaction with County performance, at 70 and 75 percent, respectively. The highest total satisfaction was reported by those with annual household income of \$75,000 to \$99,999 (88%), while the other two income groups of less than \$30,000 and \$50,000 to \$74,999 had total satisfaction rates of 80 and 84 percent, respectively. In terms of further details, more of the residents in the household income group of less than \$30,000 a year were very satisfied with the services and programs provided by County government, when compared to those in the highest income category. By contrast, more of those with annual household income of \$50,000 to \$99,999 were somewhat satisfied with County services and programs than those from the lowest income group.

	Annual Household Income				
	Less than \$30,000	\$30,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 or more
Total	129	162	192	134	211
Very Satisfied	46.5%	32.8%	32.2%	35.5%	29.7%
Somewhat Satisfied	33.9%	41.9%	52.2%	52.4%	40.2%
Somewhat Dissatisfied	11.9%	14.1%	7.6%	4.7%	12.7%
Very Dissatisfied	6.1%	8.9%	4.3%	3.4%	8.7%
DK/NA	1.6%	2.5%	3.7%	4.0%	8.6%

Satisfaction with Specific Services I

Next, the respondents were presented with a list of 24 County programs and services, and were asked to rate their satisfaction with each one of them. Overall, Solano County residents reported their highest satisfaction with library services (1.4), followed closely by controlling pests (1.3). Conducting elections and making services available on the County website garnered second-tier satisfaction ratings (each with a mean score of 1.1), along with maintenance of County park facilities, animal care and control services, and law enforcement services (each with a mean score of 1.0).

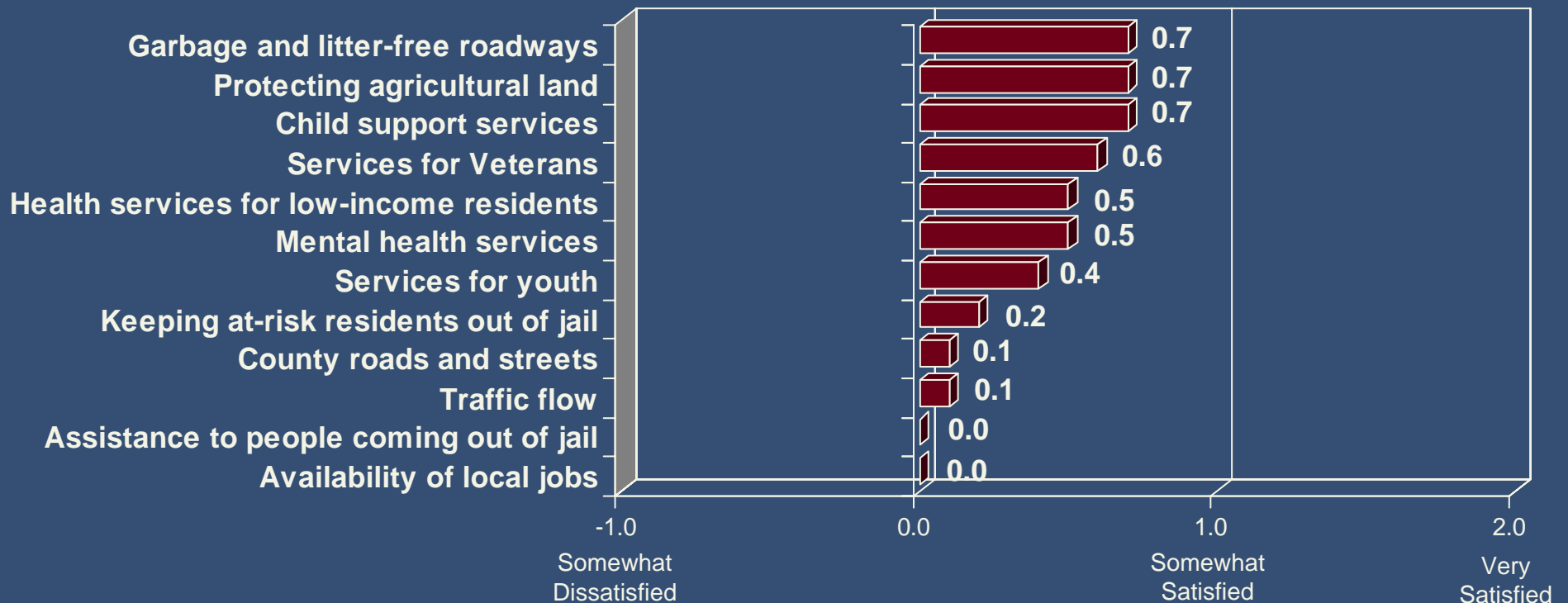


Note: "Building safety codes" garnered a mean satisfaction score of 0.9. This service was asked only of the respondents living in unincorporated Solano County, who constitute only 2% of the sample. Hence, this service was excluded from direct comparison with other services and programs with statistically valid sample sizes.

Note: The above rating questions have been abbreviated for charting purposes. For the exact wording, please see Appendix D. The responses were recoded to calculate mean scores: "Very Satisfied" = +2, "Somewhat Satisfied" = +1, "Somewhat Dissatisfied" = -1, and "Very Dissatisfied" = -2.

Satisfaction with Specific Services II

The following chart illustrates the resident services which garnered relatively lower satisfaction ratings than those presented on the previous page. In particular, Solano County residents were neutral (or almost neutral) about the County’s performance in offering programs to keep at-risk residents out of jail, maintaining roads and streets, traffic flow, assistance to people coming out of jail, and availability of local jobs (mean scores of 0 or nearing 0).



Note: "Building and planning permits" garnered a mean satisfaction score of -0.3. This service was asked only of respondents living in unincorporated Solano County, who constitute only 2% of the sample. Hence, this service was excluded from direct comparison with other services and programs with statistically valid sample sizes.

Satisfaction with Specific Services

Difference by Age

When compared to the 50- to 64-year-olds, the residents between 18 and 29 years of age were more satisfied with the County’s performance in providing library services. Similarly, these younger residents also reported higher satisfaction with the County’s performance in conducting elections than their 40- to 49-year-old counterparts.

	Age				
	18 to 29	30 to 39	40 to 49	50 to 64	65 and older
5I. Library services	1.6	1.4	1.4	1.3	1.5
5W. Controlling pests	1.4	1.1	1.3	1.2	1.4
5L. Conducting elections	1.3	0.9	0.9	1.1	1.1
5X. County services via website	1.2	0.9	1.1	0.9	1.2
5J. County parks facilities	1.0	0.9	1.0	1.0	1.0
5H. Law enforcement	0.9	1.1	0.9	0.9	1.1
5N. Animal care and control services	1.2	0.9	0.9	0.9	0.9

Satisfaction with Specific Services

Difference by Ethnicity

Asian residents were more satisfied with the County’s performance in conducting elections, when compared to their Caucasian and African-American counterparts. Moreover, the Hispanic and Asian residents were more satisfied with animal care and control services than those of African-American descent.

	Ethnicity				
	Caucasian	Hispanic	African-American	Asian	Other
5I. Library services	1.4	1.6	1.5	1.5	1.2
5W. Controlling pests	1.3	1.3	1.3	1.3	1.2
5L. Conducting elections	1.0	1.3	0.9	1.4	1.0
5X. County services via website	1.0	1.1	1.2	1.2	1.2
5J. County parks facilities	1.0	1.2	1.0	1.0	0.8
5H. Law enforcement	1.0	1.1	0.8	0.9	0.7
5N. Animal care and control services	0.9	1.2	0.7	1.2	1.0

Satisfaction with Specific Services

Difference by Length of Residence

Respondents who have lived in Solano County for less than 10 years were more satisfied with the park facilities maintained by the County, law enforcement, and animal care and control services, when compared to those who have lived in the county for longer periods of time.

	Length of Residence		
	Less than 10 years	10 to 25 years	More than 25 years
5I. Library services	1.5	1.4	1.4
5W. Controlling pests	1.4	1.2	1.3
5L. Conducting elections	1.1	1.1	1.0
5X. County services via website	1.1	1.1	1.0
5J. County parks facilities	1.2	1.0	0.9
5H. Law enforcement	1.1	0.8	0.9
5N. Animal care and control services	1.1	0.9	0.9

Satisfaction with Specific Services

Difference by Annual Household Income

Overall, the residents in the highest income group were least satisfied with three of the seven top-rated County services and programs. In particular, the respondents with annual household income of less than \$30,000 reported higher satisfaction with County library services and maintenance of park facilities. Similarly, those in the income group of \$75,000 to \$99,999 were more satisfied with law enforcement services than those in the highest income group. Furthermore, when compared to the residents with annual household income of \$50,000 to \$74,999 and of \$100,000 or more, the residents in the lowest household income category and in the \$75,000 to \$99,999 income group were more satisfied with the maintenance of park facilities.

	Annual Household Income				
	Less than \$30,000	\$30,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 or more
5I. Maintaining County library services	1.7	1.4	1.5	1.5	1.3
5W. Controlling pests	1.4	1.2	1.4	1.4	1.2
5L. Conducting elections	1.2	1.1	1.1	1.2	0.9
5X. County services via the County website	1.2	1.2	1.0	1.3	0.9
5J. Maintaining facilities at County parks	1.3	1.0	0.9	1.3	0.8
5H. Providing law enforcement services	0.9	0.9	1.1	1.3	0.8
5N. Animal care and control services	1.1	0.9	0.9	1.2	0.9

Importance - Satisfaction Matrix I

To derive the relative importance of the various County services and programs, Godbe Research correlated the satisfaction rating of each County service or program with that for quality of life in the county. In other words, we looked at how much each County service or program contributes to the residents' quality of life. As such, the higher the correlation, the more important a particular County service is to the residents.

In the figure on the next page, the derived importance for each of the 24 County programs and services tested are plotted along the vertical axis, such that the services or programs that have a relatively high relationship with respondent-rated quality of life are near the top, while the services with lower derived importance appear toward the bottom of the graph. Respondents' satisfaction ratings are plotted along the horizontal axis, ranging from "Very Dissatisfied" on the left to "Very Satisfied" on the right. By plotting importance and satisfaction scores together, County services and programs are classified into four quadrants, which are described in turn below.

Please note that the chart displays importance and satisfaction in *relative terms*. For example, an item in the low importance/low satisfaction quadrant should not be read as being unimportant or garnering no resident satisfaction in absolute terms. Instead, it has *relatively* low importance and low satisfaction *in comparison to* the other services and programs.

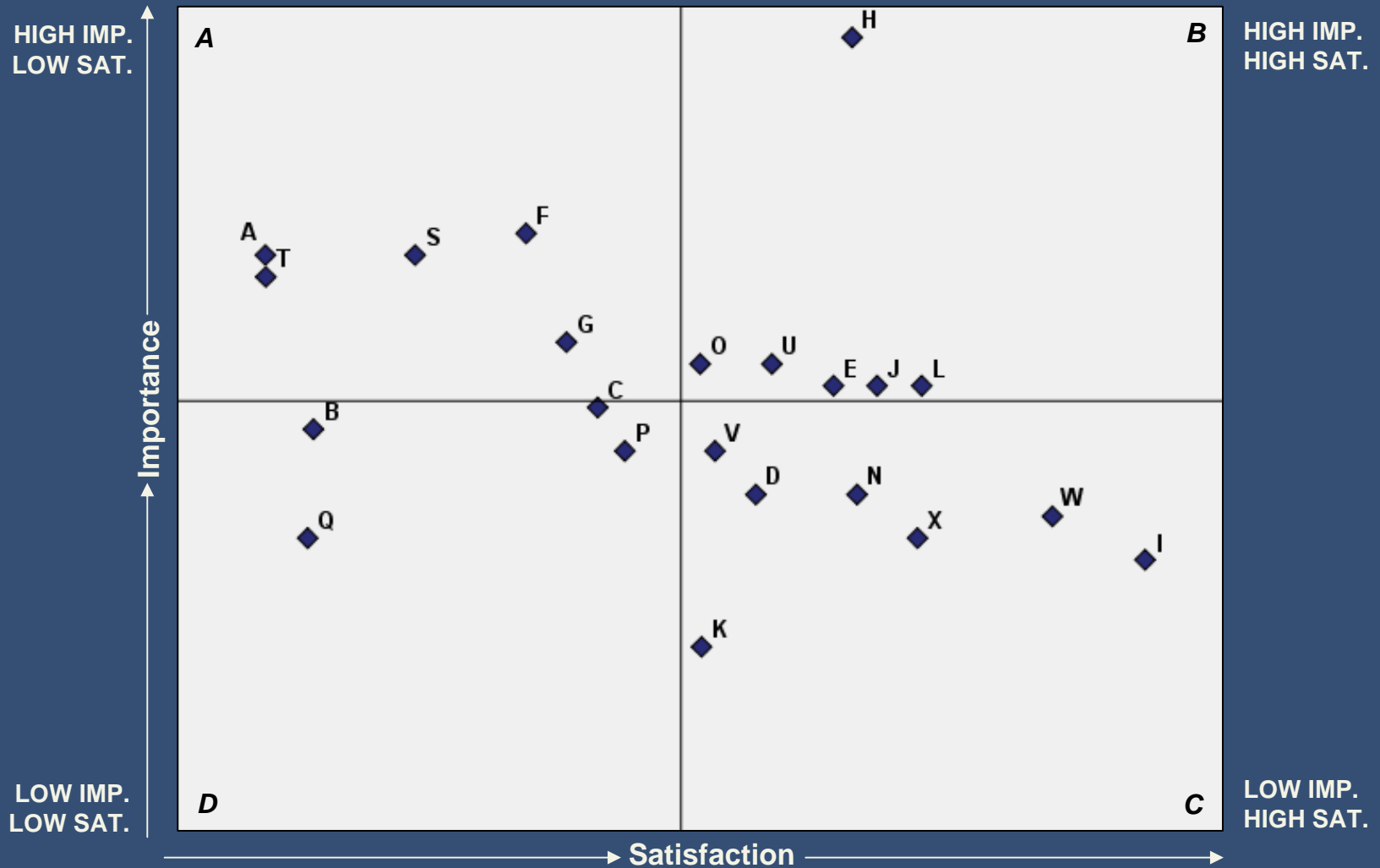
Quadrant A: County programs and services in this quadrant were rated relatively low in resident satisfaction but had a relatively high relationship with respondent-rated quality of life; they are the **highest priorities for improvement**. Classified in this quadrant are the availability of local jobs, youth services, mental health services, programs to keep at-risk residents out of jail, and assistance to people coming out of jail to enter society and the workforce.

Quadrant B: Items in this quadrant, i.e., senior services, law enforcement services, park facilities, conducting elections, child support services, and health inspections at public places, have relatively high satisfaction ratings from county residents and are relatively important to them. As such, Solano County **should maintain its good work** in these areas.

Quadrant C: Items in this quadrant have relatively low importance and high resident satisfaction, and **do not require urgent improvement**. They include drug and alcohol abuse programs, library services, protecting agricultural land, animal care and control services, keeping county roadways free of garbage and litter, controlling pests, and providing services via the County website.

Quadrant D: Maintaining county roads and streets, veteran services, improving traffic flow, and the borderline case of health services for low income residents received relatively low satisfaction ratings and also have low impact on the resident-perceived quality of life, when compared to the other County programs and services. Therefore, these would be the **lowest priorities for improvement**.

Importance - Satisfaction Matrix II



NOTE: Due to limited space, this chart illustrates only the alphabets corresponding to each County program or service rated in the survey. A detailed description of each, along with the corresponding priority for improvement or maintenance, is presented on the following page.

Importance - Satisfaction Matrix III

Service or program in **RED** are priorities for improvement.
Service or program in **BLUE** are priorities for maintenance.

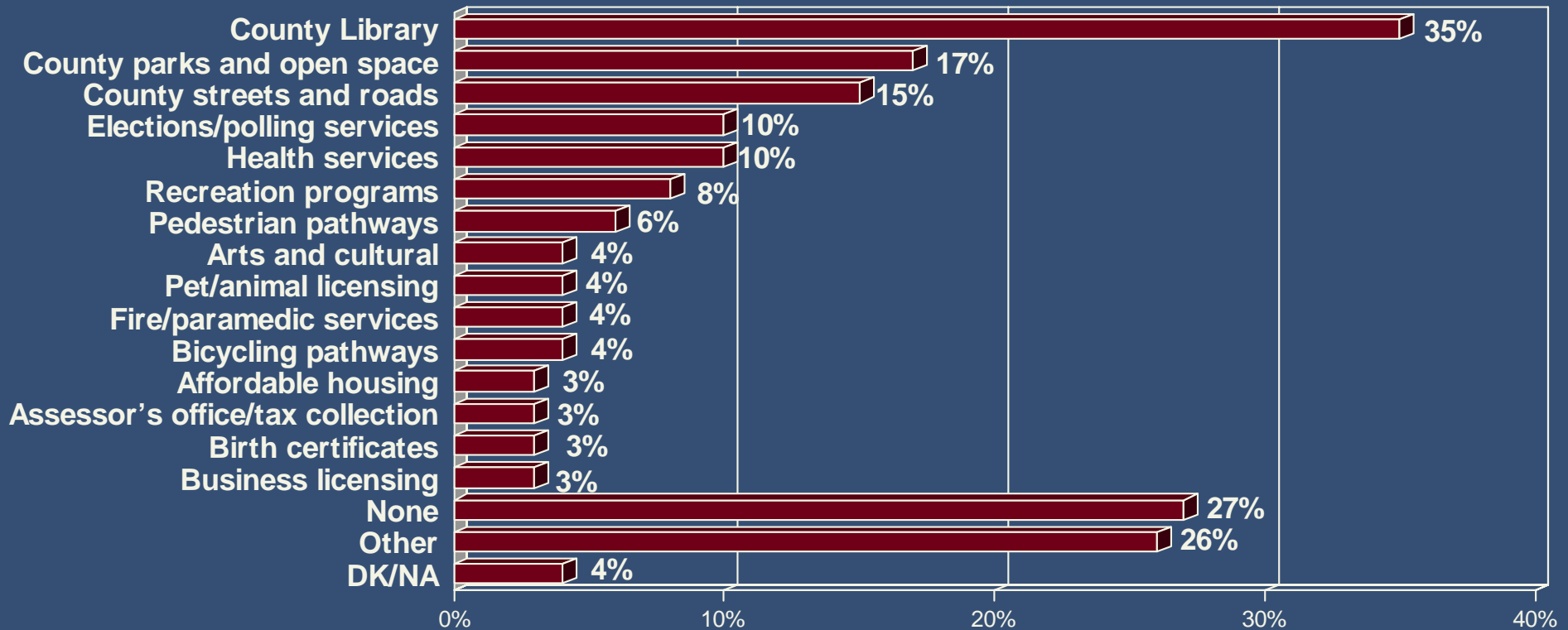
Service Item	Imp.	Sat.	Service Item	Imp.	Sat.
A. Local job availability	0.33	0.00	L. Conducting elections	0.27	1.08
B. County roads and streets	0.25	0.08	N. Animal care and control	0.22	0.97
C. Health services for low-income residents	0.26	0.55	O. Child support services	0.28	0.71
D. Drug and alcohol abuse progs.	0.22	0.81	P. Veteran services	0.24	0.59
E. Senior services	0.27	0.93	Q. Traffic flow	0.20	0.07
F. Youth services	0.34	0.43	S. Programs to keep at-risk residents out of jail	0.33	0.25
G. Mental health services	0.29	0.50	T. Assistance to people coming out of jail	0.32	0.00
H. Law enforcement services	0.43	0.96	U. Health inspections at public places	0.28	0.83
I. Library services	0.19	1.44	V. Garbage and litter free roadways	0.24	0.74
J. Park facilities	0.27	1.00	W. Controlling pests	0.21	1.29
K. Protecting agricultural land	0.15	0.72	X. Services via the County website	0.20	1.07

Derived importance scores are correlation coefficients, ranging from 0 to 1, 0 indicating no relationship between a service/program and quality of life, while 1 denotes a perfect relationship. In attitudinal research, we never see correlations of 1.

Due to small sample sizes for unincorporated Solano County, "Building and planning permits" (M) and "Enforcing building safety codes and guidelines" (R) have been excluded from this comparative analysis.

Use of County Services

In their own words without being prompted with answer choices, the respondents were asked to enumerate the County services and programs that they or someone in their household used in the past year. By a wide margin, “County library” was the top response cited by 35 percentage of the respondents. Otherwise, 10 to 17 percent of the respondents reported using County parks and open space, streets and roads, elections or polling services, and health services. About one-third of the residents surveyed reported not using any of the County services (27%), or stated that they did not know or gave no answer to the question (4%).



Use of County Services

Difference by Ethnicity

When compared to the Asian and African-American residents, a significantly higher percentage of the Caucasian respondents said they used parks and open space, streets and roads, and elections or polling services. In addition, more of the Hispanic residents reportedly used parks and open space than those of Asian or African-American descent.

	Ethnicity				
	Caucasian	Hispanic	African-American	Asian	Other
Total	468	189	140	140	37
County Library	35.5%	35.0%	29.7%	42.5%	27.8%
County parks and open space	19.8%	22.5%	8.9%	7.7%	15.2%
County streets and roads	19.7%	14.9%	6.1%	8.3%	15.8%
Elections/polling services	13.0%	7.4%	8.3%	3.6%	11.9%
Health services	8.6%	9.7%	9.2%	14.3%	15.3%

Use of County Services

Difference by Gender and Length of Residence

A significantly higher percentage of the women reported using County parks and open space, as well as elections or polling services than the men. Substantially more of the respondents who have lived in Solano County for more than 25 years reported using election or polling services and health services, when compared to the newer residents.

	Gender	
	Male	Female
Total	489	511
County Library	34.1%	36.2%
County parks and open space	13.0%	20.5%
County streets and roads	14.0%	16.4%
Elections/polling services	7.3%	12.7%
Health services	8.4%	11.4%

	Length of Residence		
	Less than 10 years	10 to 25 years	More than 25 years
Total	345	343	311
County Library	39.7%	31.9%	33.5%
County parks and open space	19.6%	14.3%	16.7%
County streets and roads	13.7%	13.4%	19.0%
Elections/polling services	6.8%	10.2%	13.2%
Health services	9.4%	7.4%	13.0%

Use of County Services

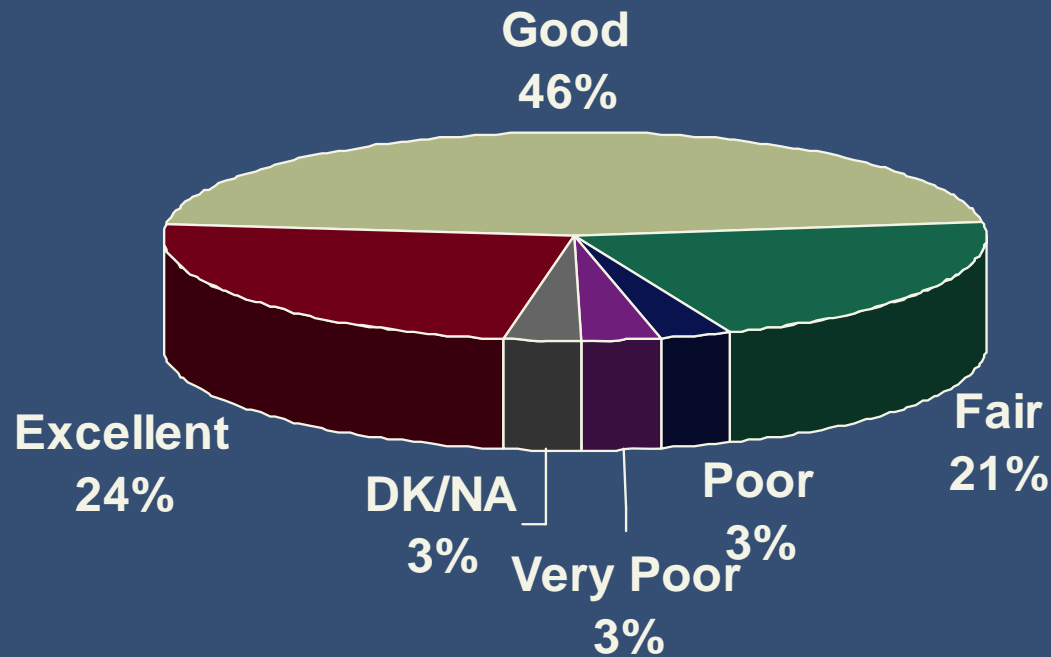
Difference by Annual Household Income

When compared to the respondents in the highest income group, proportionally more of those with annual household income of less than \$50,000 used County health services in the past year.

	Annual Household Income				
	Less than \$30,000	\$30,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 or more
Total	129	162	192	134	211
County Library	29.4%	41.3%	39.2%	35.8%	35.9%
County parks and open space	12.1%	17.7%	18.2%	20.1%	15.3%
County streets and roads	9.3%	16.2%	13.9%	20.7%	14.0%
Elections/polling services	5.5%	12.1%	10.9%	12.1%	11.2%
Health services	16.6%	18.7%	9.6%	7.4%	5.5%

Customer Service

The 684 respondents who reported using at least one of the County services and programs were asked a follow-up question to get their feedback on the customer service they received for the related services. As shown in the following chart, seven out of ten respondents gave a positive rating to customer service, with 24 percent rating it as “Excellent,” and 46 percent as “Good.” About 21 percent gave it a “Fair” rating, whereas 6 percent of the respondents thought that it was “Poor” (3%) or “Very Poor” (3%).



Customer Service Difference by Age

Looking at age differences, a higher percentage of the respondents between the ages of 18 and 29 gave a “Good” rating to the customer service they received, when compared to the 30- to 39-year-old respondents.

	Age				
	18 to 29	30 to 39	40 to 49	50 to 64	65 and older
Total	165	128	151	148	85
Excellent	16.0%	29.0%	22.9%	25.8%	30.0%
Good	54.0%	35.9%	47.1%	44.6%	41.9%
Fair	23.4%	26.3%	21.3%	18.3%	14.8%
Poor	0.6%	5.9%	3.0%	3.9%	4.5%
Very Poor	5.4%	1.6%	2.9%	3.3%	2.5%
DK/NA	0.5%	1.3%	2.7%	4.1%	6.4%

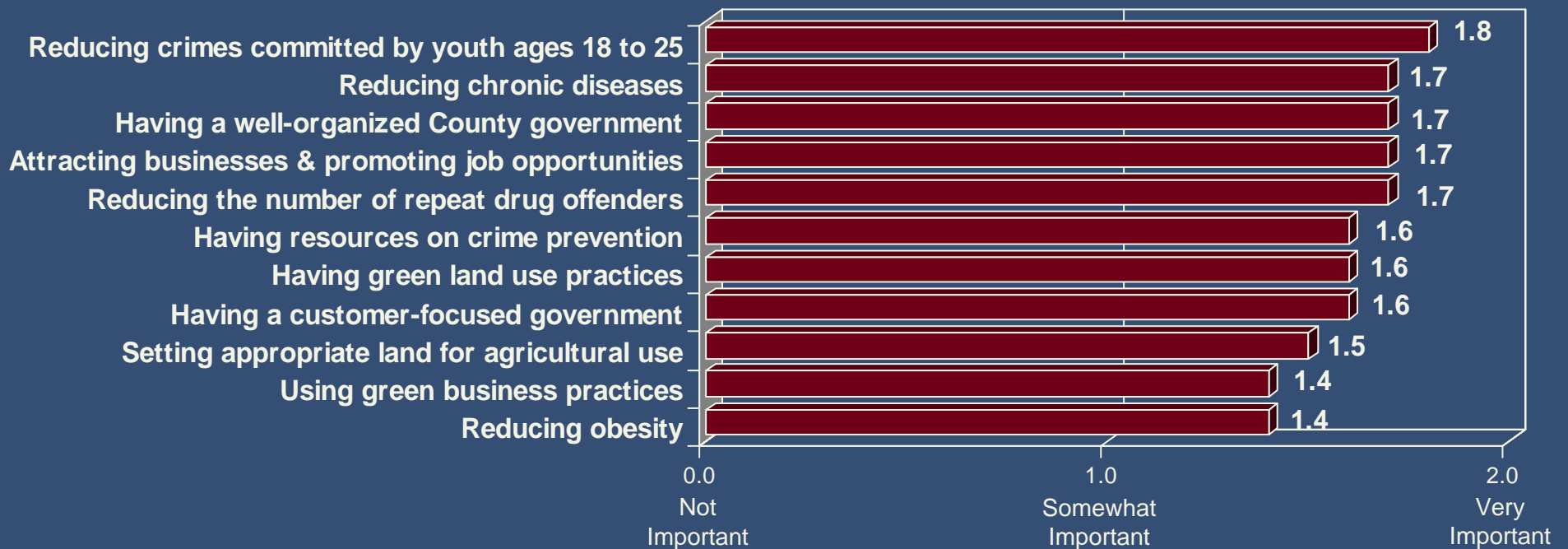
Customer Service Difference by Ethnicity

Proportionally more of the Caucasian and Hispanic residents gave customer service an “Excellent” rating, whereas substantially more of the African-American and Asian residents gave a “Fair” rating.

	Ethnicity				
	Caucasian	Hispanic	African-American	Asian	Other
Total	315	137	91	102	25
Excellent	27.3%	27.8%	24.2%	11.9%	18.7%
Good	45.2%	43.6%	41.3%	50.8%	39.4%
Fair	14.7%	21.8%	29.9%	33.6%	22.3%
Poor	3.9%	2.1%	1.3%	3.7%	8.8%
Very Poor	5.2%	3.0%	1.3%	0.0%	2.8%
DK/NA	3.8%	1.7%	2.0%	0.0%	8.0%

Importance of County Issues

The survey also set out to gather resident feedback on the County’s strategic priorities. First, in terms of perceived importance, each of the 11 priorities tested was between very and somewhat important to the average Solano County resident. In particular, reducing crime committed by youth ages 18 to 25 emerged as the most important issue, with 97 percent rating it as at least somewhat important. Otherwise, reducing chronic diseases, having a well-organized County government, attracting businesses and promoting job opportunities, and reducing the number of repeat drug offenders, rounded out the second tier, with 93 to 95 percent of the respondents rating the issues as at least somewhat important. Conversely, green business practices and reducing obesity were relatively the least important issues to the Solano County residents.



Note: The above rating questions have been abbreviated for charting purposes. For the exact wording, please see Appendix D. The responses were recoded to calculate mean scores: “Very Important” = +2, “Somewhat Important” = +1, and “Not Important” = 0.

Importance of County Issues

Difference by Age

To the older respondents (between the ages of 40 and 64), the issues – reducing crime committed by youth ages 18 to 25 and having a well-organized County government – were significantly more important, when compared to the respondents in the youngest adult age group. On the other hand, reducing chronic diseases was more important to those 18 to 29 than to the 50- to 64-year-old respondents.

	Age				
	18 to 29	30 to 39	40 to 49	50 to 64	65 and older
8G. Reducing crimes committed by youth ages 18 to 25	1.8	1.8	1.9	1.8	1.8
8B. Reducing chronic diseases, especially among young children	1.8	1.8	1.7	1.6	1.7
8J. Having a County government that is well organized, fiscally responsible, and focused on the future	1.6	1.7	1.8	1.8	1.7
8K. Attracting businesses and promoting job opportunities	1.6	1.7	1.7	1.6	1.7
8H. Reducing the number of repeat drug offenders	1.6	1.6	1.7	1.7	1.7

Importance of County Issues

Difference by Ethnicity

To the Asian and African-American residents, reducing chronic diseases was more important, whereas the Caucasian and Hispanic residents attributed higher importance to having a well-organized County government. Additionally, reducing the number of repeat drug offenders was more important to the Hispanic and African-American residents than their Caucasian counterparts.

	Ethnicity				
	Caucasian	Hispanic	African-American	Asian	Other
8G. Reducing crimes committed by youth ages 18 to 25	1.8	1.8	1.8	1.8	1.7
8B. Reducing chronic diseases, especially among young children	1.7	1.8	1.9	1.8	1.7
8J. Having a County government that is well organized, fiscally responsible, & focused on future	1.8	1.8	1.7	1.6	1.8
8K. Attracting businesses and promoting job opportunities	1.6	1.8	1.8	1.7	1.7
8H. Reducing the number of repeat drug offenders	1.6	1.7	1.7	1.7	1.6

Importance of County Issues

Difference by Gender and Length of Residence

The top three rated strategic priorities were more important to the women than the men. The respondents who have lived in Solano County for 25 years or less ascribed higher importance to reducing chronic diseases, as well as attracting businesses and promoting job opportunities, than the longest-time county residents.

	Gender	
	Male	Female
8G. Reducing crimes committed by youth ages 18 to 25	1.8	1.9
8B. Reducing chronic diseases, especially among young children	1.7	1.8
8J. Having a County government that is well organized, fiscally responsible, & focused on future	1.7	1.8
8K. Attracting businesses and promoting job opportunities	1.6	1.7
8H. Reducing the number of repeat drug offenders	1.6	1.7

	Length of Residence		
	Less than 10 years	10 to 25 years	More than 25 years
8G. Reducing crimes committed by youth ages 18 to 25	1.8	1.8	1.8
8B. Reducing chronic diseases, especially among young children	1.8	1.7	1.7
8J. Having a County government that is well organized, fiscally responsible, & focused on future	1.7	1.7	1.8
8K. Attracting businesses and promoting job opportunities	1.7	1.7	1.6
8H. Reducing the number of repeat drug offenders	1.7	1.6	1.7

Importance of County Issues

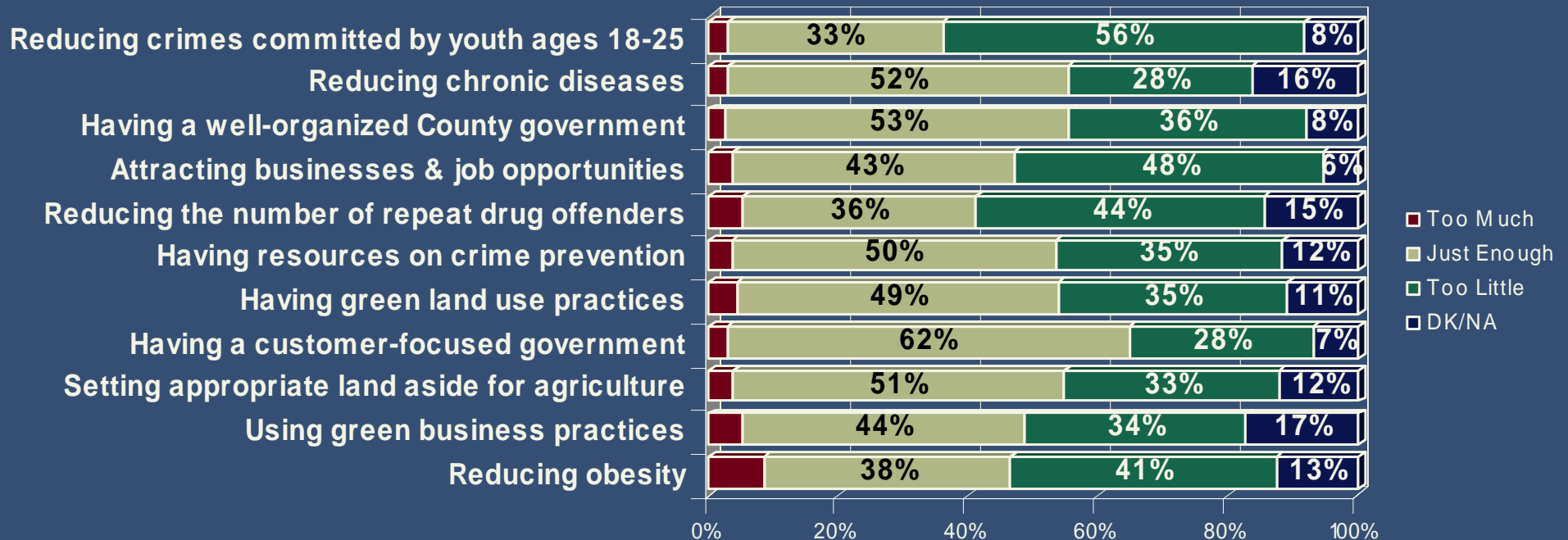
Difference by Annual Household Income

Reducing chronic diseases was significantly more important to the respondents with annual household income of \$50,000 to \$74,999, when compared to those in the highest income group. Additionally, the issue “Having a County government that is well organized, fiscally responsible, and focused on the future” was least important to the respondents with annual household income of \$30,000 to \$49,999.

	Annual Household Income				
	Less than \$30,000	\$30,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 or more
8G. Reducing crimes committed by youth ages 18 to 25	1.8	1.7	1.8	1.8	1.8
8B. Reducing chronic diseases, especially among young children	1.8	1.7	1.8	1.7	1.6
8J. Having a County government that is well organized, fiscally responsible, and focused on the future	1.8	1.5	1.7	1.8	1.8
8K. Attracting businesses and promoting job opportunities	1.6	1.6	1.7	1.6	1.7
8H. Reducing the number of repeat drug offenders	1.8	1.7	1.6	1.6	1.6

County Efforts in Addressing Issues

For each strategic priority tested, the respondents were also asked if the County was doing too much, too little or just enough to address that issue. The priorities are charted below from highest to lowest resident-rated importance. As can be seen, 56 percent of the respondents thought that County government was doing too little to reduce youth crimes, the most important strategic priority to the residents. On reducing chronic diseases and having a well-organized County government, about half of the residents thought the County was doing enough. With respect to attracting businesses and creating job opportunities, as well as reducing repeat drug offenders, 48 and 44 percent, respectively, would like to see the County do more. Otherwise, 62 percent of the surveyed residents thought the County was doing just enough to be customer-focused.



Note: The above rating questions have been abbreviated for charting purposes. For the exact wording, please see Appendix D.

County Efforts in Addressing Issues

Difference by Age

Significantly more of the youngest adult residents believed that County government was doing enough to address most of the top five issues, when compared to their older counterparts. More specifically, when compared to the 40- to 49-year-old residents, more of those between the ages of 18 to 39 thought that the County was doing enough to reduce crime committed by youth. Similarly, significantly more of the youngest adult residents (18 to 29) thought the County was doing enough to have a well-organized government, to attract local businesses and promote job opportunities, and to reduce the number of repeat drug offenders, when compared to their counterparts in some of the older age groups.

	Age				
	18 to 29	30 to 39	40 to 49	50 to 64	65 and older
9G. Reducing crimes committed by youth ages 18 to 25	0.5	0.5	0.3	0.4	0.4
9B. Reducing chronic diseases, especially among young children	0.7	0.8	0.7	0.7	0.6
9J. Having a County government that is well organized, fiscally responsible, and focused on the future	0.7	0.7	0.6	0.6	0.6
9K. Attracting businesses and promoting job opportunities	0.6	0.6	0.5	0.5	0.5
9H. Reducing the number of repeated drug offenders	0.7	0.6	0.4	0.5	0.4

County Efforts in Addressing Issues

Difference by Ethnicity

Substantially more of the Hispanic residents believed that the Solano County government was doing enough to address four of the top five strategic priorities, including reducing crimes committed by youth, reducing chronic diseases, attracting businesses and promoting job opportunities, as well as reducing the number of repeat drug offenders. Otherwise, the Asian residents believed more that the County was doing enough to reduce crimes committed by youth and the number of repeat drug offenders, while the Caucasian residents believed more that the County was doing enough to attract businesses and promote job opportunities.

	Ethnicity				
	Caucasian	Hispanic	African-American	Asian	Other
9G. Reducing crimes committed by youth ages 18 to 25	0.4	0.6	0.3	0.6	0.4
9B. Reducing chronic diseases, especially among young children	0.7	0.8	0.6	0.6	0.6
9J. Having a County government that is well organized, fiscally responsible, and focused on future	0.6	0.7	0.6	0.7	0.6
9K. Attracting businesses and promoting job opportunities	0.6	0.6	0.4	0.5	0.4
9H. Reducing the number of repeat drug offenders	0.5	0.7	0.5	0.7	0.5

County Efforts in Addressing Issues

Difference by Gender and Length of Residence

Overall, significantly more of the male respondents believed that the County was doing just enough to address three of the top five issues – reducing youth crime, attracting businesses, and reducing repeat drug offenders. Compared to the newer residents, those who have lived in Solano County for more than 25 years were more likely to consider County efforts inadequate in addressing all but one of the top five rated strategic issues: attracting businesses and promoting job opportunities.

	Gender	
	Male	Female
9G. Reducing crime committed by youth ages 18 to 25	0.5	0.4
9B. Reducing chronic diseases	0.7	0.7
9J. Having a County government that is well organized, fiscally responsible, and focused on the future	0.6	0.6
9K. Attracting businesses and promoting job opportunities	0.6	0.5
9H. Reducing the number of repeated drug offenders	0.6	0.5

	Length of Residence		
	Less than 10 years	10 to 25 years	More than 25 years
9G. Reducing crime committed by youth ages 18 to 25	0.5	0.4	0.4
9B. Reducing chronic diseases	0.8	0.6	0.7
9J. Having a County government that is well organized, fiscally responsible, and focused on the future	0.7	0.6	0.6
9K. Attracting businesses & promoting job opportunities	0.6	0.5	0.5
9H. Reducing the number of repeated drug offenders	0.6	0.6	0.4

County Efforts in Addressing Issues

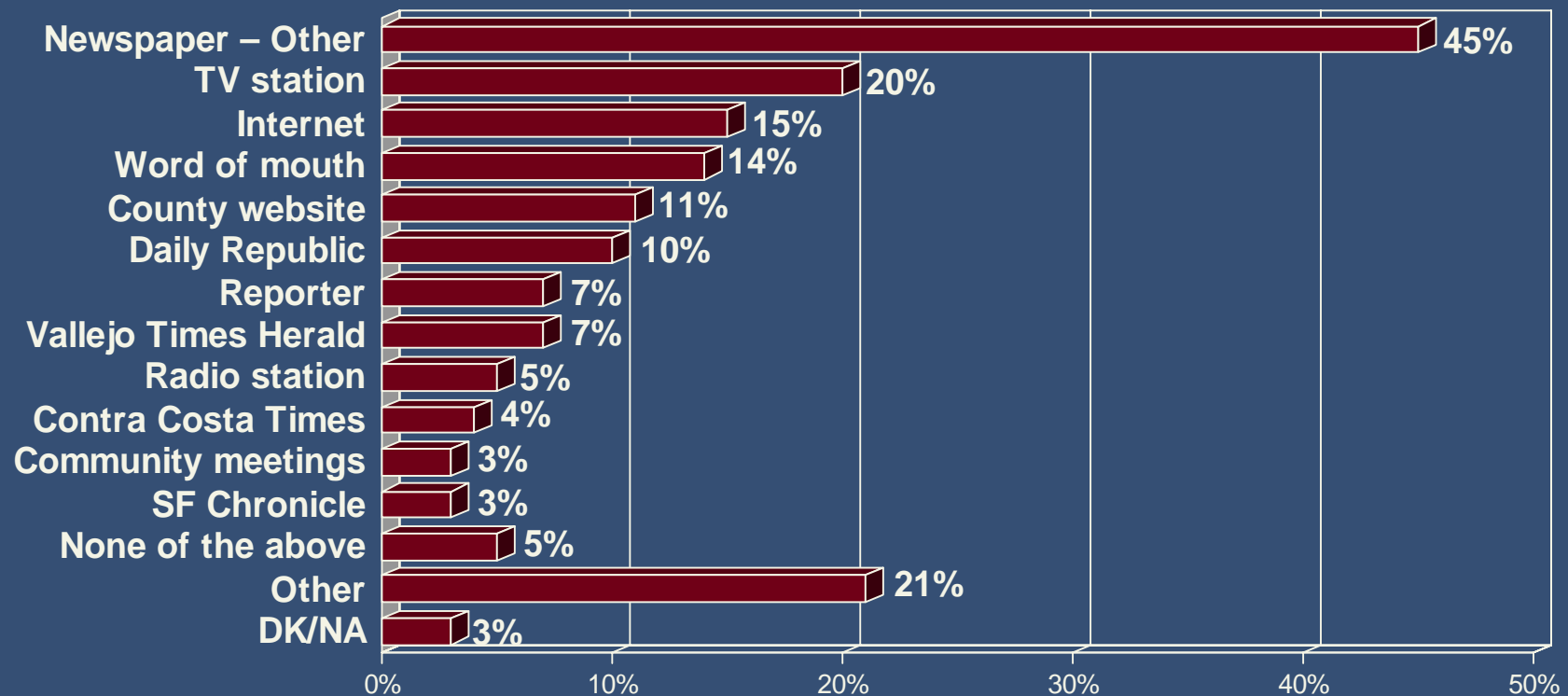
Difference by Annual Household Income

When compared to the respondents in the highest household income category, more of those in the lowest income group believed that the County’s efforts were about adequate in reducing crimes committed by youth ages 18 to 25 and in reducing the number of repeat drug offenders. Similarly, more respondents with annual household income of less than \$50,000 believed that the County’s efforts in reducing crime committed by youth was adequate, when compared to those in the higher income categories.

	Annual Household Income				
	Less than \$30,000	\$30,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 or more
9G. Reducing crimes committed by youth ages 18 to 25	0.6	0.5	0.4	0.4	0.3
9B. Reducing chronic diseases, especially among young children	0.7	0.8	0.7	0.7	0.7
9J. Having a County government that is well organized, fiscally responsible, and focused on future	0.8	0.7	0.6	0.6	0.6
9K. Attracting businesses and promoting job opportunities	0.6	0.6	0.6	0.5	0.5
9H. Reducing the number of repeat drug offenders	0.7	0.6	0.6	0.5	0.4

Top Information Sources

With the final substantive question in the survey, the respondents were asked to name the sources that they use for obtaining information on County government. Most respondents named more than one information source, with newspapers other than some of the known local newspapers mentioned by about 45 percent of the respondents. Otherwise, 10 to 20 percent reported TV, Internet, word of mouth, the County website, and the Daily Republic as their top information source. Unfortunately, there are no further details about the 45 percent “Newspaper – Other” readership. With such a large portion of county residents citing this information source, future resident assessment efforts will need to drill down further into specifics.



Top Information Sources

Difference by Age

Newspapers, including the Daily Republic, were more popular to the residents 50 years or older, whereas the Internet and the County website were reportedly used by a higher percentage of the younger residents. Furthermore, TV was the named information source by proportionally more of the residents 65 years and older, compared to their counterparts between the ages of 18 to 39 and 50 to 64.

	Age				
	18 to 29	30 to 39	40 to 49	50 to 64	65 and older
Total	214	187	211	237	142
Newspaper – Other	35.7%	47.3%	43.4%	50.7%	51.7%
TV station	16.7%	13.3%	24.0%	17.3%	31.5%
Internet	14.5%	20.1%	19.0%	11.8%	8.1%
Word of mouth	14.3%	18.1%	9.1%	13.8%	15.2%
County website	17.9%	12.7%	9.7%	7.8%	2.6%
Daily Republic	3.8%	7.6%	11.1%	10.9%	18.6%

Top Information Sources

Difference by Ethnicity

Television was a more popular information source among all the non-Asian residents than those of Asian descent.

	Ethnicity				
	Caucasian	Hispanic	African-American	Asian	Other
Total	468	189	140	140	37
Newspaper – Other	48.2%	39.3%	41.0%	51.1%	34.3%
TV station	20.0%	26.4%	22.6%	7.5%	23.7%
Internet	14.5%	15.9%	15.8%	11.7%	23.0%
Word of mouth	15.3%	9.8%	12.5%	11.6%	25.8%
County website	10.7%	12.7%	12.8%	5.8%	11.7%
Daily Republic	10.8%	5.6%	11.9%	9.1%	11.3%

Top Information Sources

Difference by Gender and Length of Residence

A significantly higher percentage of the women than the men reported using TV and the Internet to get information on County government. In terms of length of residence, television was a more popular information source among those who have lived in Solano County for more than 25 years. Otherwise, the Daily Republic was the named information source for a higher percentage of those who have lived in the county for 10 years or more, whereas proportionally more of the respondents who have lived in the county for 10 to 25 years reported using the County website, when compared to the longest-time residents.

	Gender	
	Male	Female
Total	489	511
Newspaper – Other	46.2%	44.2%
TV station	15.4%	24.2%
Internet	12.6%	17.0%
Word of mouth	11.9%	15.7%
County website	10.9%	10.1%
Daily Republic	9.5%	10.1%

	Length of Residence		
	Less than 10 years	10 to 25 years	More than 25 years
Total	345	343	311
Newspaper – Other	42.9%	45.0%	48.0%
TV station	20.1%	15.8%	24.3%
Internet	17.1%	16.1%	11.2%
Word of mouth	13.3%	10.3%	18.3%
County website	9.3%	14.6%	7.2%
Daily Republic	3.5%	9.7%	16.9%

Top Information Sources

Difference by Annual Household Income

When compared to the respondents in the lowest income group, more of those with annual household income of \$100,000 or more used the County website to get information on County government, while a higher percentage those with annual household income of \$75,000 to \$99,999 said they used the Daily Republic. In addition, a significantly higher percentage of the respondents with a household income of \$50,000 to \$74,999 used the Internet to get informed about County government, when compared to their counterparts with annual household income of \$30,000 to \$49,999.

	Annual Household Income				
	Less than \$30,000	\$30,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 or more
Total	129	162	192	134	211
Newspaper – Other	33.9%	41.9%	44.7%	51.7%	48.4%
TV station	26.1%	19.6%	21.8%	17.1%	14.5%
Internet	14.3%	7.0%	19.3%	15.9%	16.8%
Word of mouth	16.6%	18.0%	14.0%	10.7%	9.7%
County website	4.0%	11.2%	9.3%	12.8%	18.3%
Daily Republic	3.5%	9.5%	11.7%	15.2%	10.2%