

TO: Interested Parties

FROM: Fairbank, Maslin, Maullin, Metz & Associates (FM3)

RE: City of Garden Grove Community Issues Survey Results

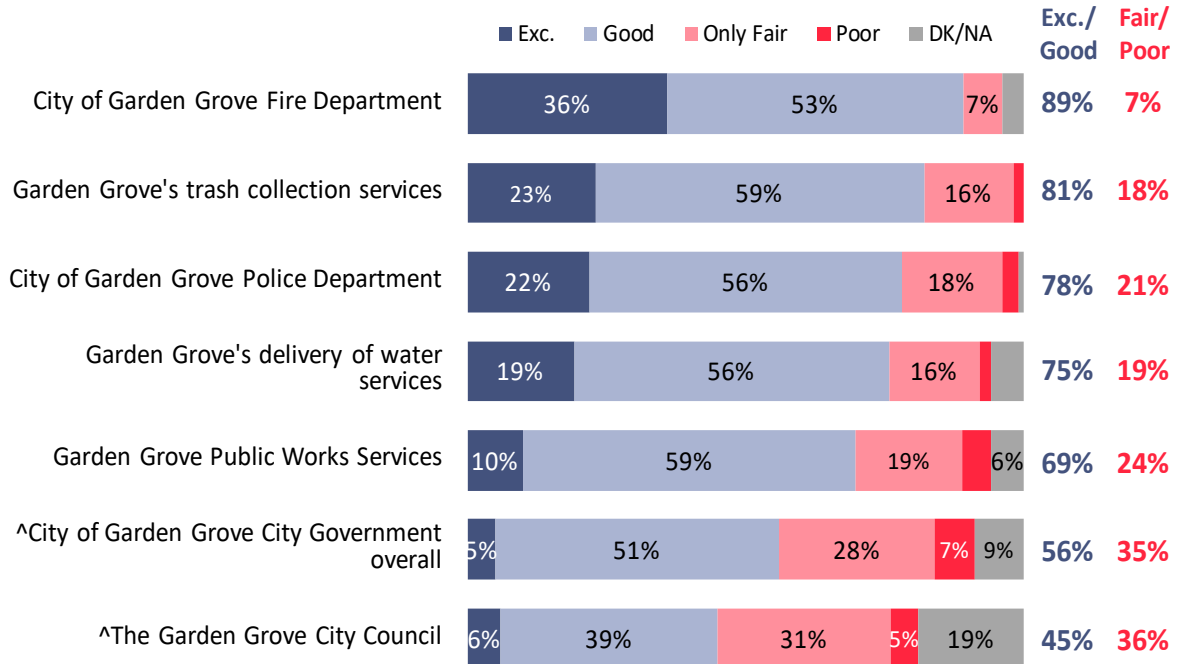
DATE: November 21, 2017

A recent survey of 400¹ voters was conducted in the City of Garden Grove to analyze the local residents' general attitudes and concerns about their community and the local City government. The results indicated that most voters have positive views towards the City of Garden Grove, but have several concerns about overall safety in their community. This memorandum will discuss survey results, which explored general attitudes towards the City of Garden Grove, the types of issues residents are most concerned about, and what services residents would prioritize if the City had additional funds. The key findings include:

- A majority of voters have favorable views of the City's government, departments and services
- Voters have several concerns about increases in homelessness, a lack of affordable housing, and overall safety in their community
- If the City were to receive additional funding, voters would prioritize spending on services such as maintaining 911 emergency response times
- **Voters believe that the City of Garden Grove is doing an excellent or good job, and have high ratings for various City services and departments.** Residents' most favorable views are of the City's Fire Department, with about nine in ten (89%) stating it is doing an excellent or good job. Residents also have favorable views of the City's Police Department, trash collection services, and the delivery of water services. A breakdown of the different ratings assigned by residents to the City government and its departments and services are shown in **Table 1** on the following page.

Table 1: Ratings of City Government, Departments and Services

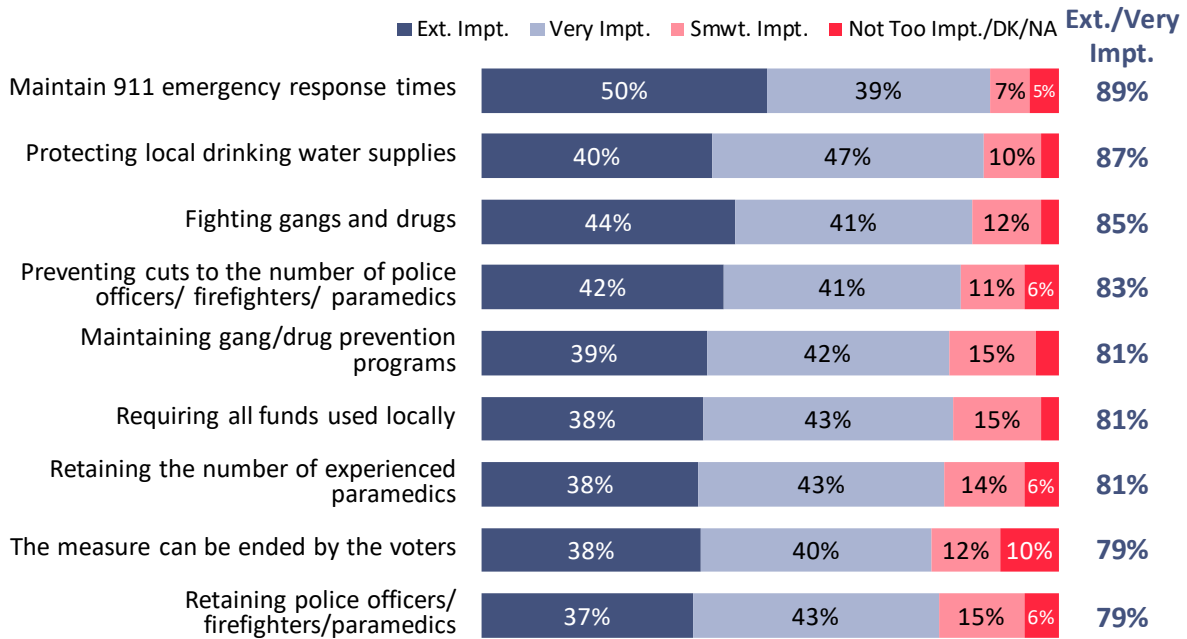
¹ Fairbank, Maslin, Maullin, Metz & Associates (FM3) conducted a telephone survey between October 21-26, 2017, consisting of 400 registered voters in the City of Garden Grove. The survey was offered in English, Spanish, and Vietnamese. The margin of error for the full sample is +/- 4.9% with a 95% confidence interval. Margins of error for population subgroups will be higher. Some percentages may not sum to 100% due to rounding.



- Voters are concerned about the issues of homelessness, lack of affordable housing, and crime.** Over eight in every ten voters believe that statements about homelessness significantly increasing in the last few years and lack of affordable housing becoming an issue in Garden Grove are very accurate (83% and 81%, respectively). It is therefore not surprising that nearly two thirds of all voters believe that the number of homeless people in Garden Grove, and the lack of affordable housing, are extremely or very serious problems in their city (65% and 63%). Similarly, about six in every ten voters believe that the city's crime rate has increased significantly in the last few years, while over half (58%) believe crime in general is an extremely or very serious problem in Garden Grove.
- A plurality of voters believe the City has a need for additional funding.** Forty-four percent of voters indicated that the City of Garden Grove has either a great or some need for additional funding. Two in every ten voters said there was only a little need, while another two in ten indicated there was no real need. Fifteen percent of voters indicated they were not sure if there was a need or not.
- Maintaining 911 emergency response times, protecting local drinking water supplies, and fighting gangs and drugs are top priorities for local government.** Respondents were asked to rate the importance of potential spending priorities for additional funding. Nearly nine in every ten voters indicated that the most important use would be to maintain 911 emergency response times, with half of all voters indicating this is an extremely important. Similarly, preventing cuts to the number of police officers, firefighters, and paramedics was selected by 87% of all voters as an extremely or very important. Additionally, more than eight in every ten voters indicated that

fighting gangs and drugs, and maintaining gang and drug prevention programs are also important uses. Protecting local drinking water supplies also ranked highly among potential uses of additional funds. **Table 2** below shows a breakdown of the most important uses selected by voters for additional funds.

Table 2: Most Important Uses of Potential Additional Funds



Ultimately, survey results show that voters have overall favorable views of the City of Garden Grove and the performance of its City government, but have general concerns about homelessness, cost of living and affordable housing, and crime. If the City receives additional funds, voters would prioritize spending it on maintaining 911 emergency response times and services, protecting local drinking water supplies, and fighting gangs and drugs.