2018 Manteca Community Satisfaction Survey Results
Friday, January 11, 2019
3010
Total Responses

Survey Response Period: October 5, 2018 – January 6, 2019
Quality of Life

11 Questions
Quality of life can be defined as a person's general satisfaction with their community. How would you rate your quality of life in Manteca?

- Answered: 2,989
- Skipped: 21

**Chart:**

- Excellent: 7.29%
- Good: 39.01%
- Fair: 38.68%
- Poor: 11.14%
- Very Poor: 3.48%
- Not Sure: 0.40%
Over the past 5 years, is the quality of life in Manteca:

Answered: 2,961  Skipped: 49

- Better: 10.33%
- About the same: 37.52%
- Worse: 52.14%
Mark how strongly you agree or disagree with the following statement:

*My neighborhood has a strong sense of community.*

Answered: 2,990    Skipped: 20

- **Agree**: 22.44%
- **Somewhat Agree**: 28.47%
- **Neither Agree nor Disagree**: 23.07%
- **Somewhat Disagree**: 13.53%
- **Disagree**: 12.49%
Mark how strongly you agree or disagree with the following statement:

*My neighborhood is open and accepting of people with diverse backgrounds.*

Answered: 2,990    Skipped: 20

- **Agree**: 45.15%
- **Somewhat Agree**: 24.84%
- **Neither Agree nor Disagree**: 20.81%
- **Somewhat Disagree**: 5.64%
- **Disagree**: 3.56%
Mark how strongly you agree or disagree with the following statement:

**People in my neighborhood help each other.**

Answered: 2,990    Skipped: 20

- **Agree**: 32.16%
- **Somewhat Agree**: 32.70%
- **Neither Agree nor Disagree**: 19.06%
- **Somewhat Disagree**: 8.41%
- **Disagree**: 7.67%
Please rate your level of satisfaction with each of the following features of Manteca: **Cleanliness**

Answered: 2,991    Skipped: 19

- Very Satisfied: 3.01%
- Satisfied: 26.35%
- Neither Satisfied nor Unsatisfied: 18.08%
- Unsatisfied: 32.78%
- Very Unsatisfied: 19.28%
- Not Sure: 0.50%
Please rate your level of satisfaction with each of the following features of Manteca: **Place to raise a family**

Answered: 2,991    Skipped: 19

- **Very Satisfied**: 6.94%
- **Satisfied**: 34.98%
- **Neither Satisfied nor Unsatisfied**: 24.78%
- **Unsatisfied**: 20.17%
- **Very Unsatisfied**: 9.49%
- **Not Sure**: 3.64%
Please rate your level of satisfaction with each of the following features of Manteca: **Patriotic Tradition**

Answered: 2,991    Skipped: 19

- **Very Satisfied**: 30.75%
- **Satisfied**: 45.47%
- **Neither Satisfied nor Unsatisfied**: 16.74%
- **Unsatisfied**: 3.40%
- **Very Unsatisfied**: 1.65%
- **Not Sure**: 1.99%
Please rate your level of satisfaction with each of the following features of Manteca: **Retirement Destination**

Answered: 2,991    Skipped: 19

- **Very Satisfied**: 6.84%
- **Satisfied**: 19.91%
- **Neither Satisfied nor Unsatisfied**: 27.42%
- **Unsatisfied**: 17.60%
- **Very Unsatisfied**: 17.97%
- **Not Sure**: 10.26%
Please rate your level of satisfaction with each of the following features of Manteca: **Availability of affordable housing**

Answered: 2,991    Skipped: 19

- **Very Satisfied**: 4.87%
- **Satisfied**: 23.94%
- **Neither Satisfied nor Unsatisfied**: 23.04%
- **Unsatisfied**: 21.73%
- **Very Unsatisfied**: 22.46%
- **Not Sure**: 3.96%
Please rate your level of satisfaction with each of the following features of Manteca: **Job opportunities**

Answered: 2,991    Skipped: 19

- **Very Satisfied**: 1.35%
- **Satisfied**: 12.39%
- **Neither Satisfied nor Unsatisfied**: 28.19%
- **Unsatisfied**: 25.63%
- **Very Unsatisfied**: 22.84%
- **Not Sure**: 9.60%
City Services

28 Questions
Answered: 2,701    Skipped: 309

- Very Satisfied: 6.07%
- Satisfied: 32.03%
- Neither Satisfied nor Dissatisfied: 25.95%
- Dissatisfied: 28.88%
- Very Dissatisfied: 7.07%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Personal Safety**

Answered: 2,706    Skipped: 304

- **Very Satisfied**: 4.58%
- **Satisfied**: 28.49%
- **Neither Satisfied nor Dissatisfied**: 21.75%
- **Dissatisfied**: 26.55%
- **Very Dissatisfied**: 16.46%
- **Not Sure**: 2.16%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Services for youth**

Answered: 2,706    Skipped: 304

- **Very Satisfied**: 3.54%
- **Satisfied**: 22.12%
- **Neither Satisfied nor Dissatisfied**: 29.98%
- **Dissatisfied**: 18.96%
- **Very Dissatisfied**: 10.20%
- **Not Sure**: 15.20%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Services for seniors**

Answered: 2,706    Skipped: 304

- Very Satisfied: 5.04%
- Satisfied: 30.48%
- Neither Satisfied nor Dissatisfied: 32.70%
- Dissatisfied: 9.45%
- Very Dissatisfied: 4.82%
- Not Sure: 17.50%

**Total Responses:** 2,706
Please rate your level of satisfaction with how the City is doing in providing the following service: *Recreation Programs*

Answered: 2,706    Skipped: 304

- Very Satisfied: 5.27%
- Satisfied: 32.42%
- Neither Satisfied nor Dissatisfied: 31.49%
- Dissatisfied: 13.63%
- Very Dissatisfied: 7.09%
- Not Sure: 10.10%
Please rate your level of satisfaction with how the City is doing in providing the following service: Cultural and performing arts

Answered: 2,706    Skipped: 304

- Very Satisfied: 1.67%
- Satisfied: 10.41%
- Neither Satisfied nor Dissatisfied: 33.68%
- Dissatisfied: 26.84%
- Very Dissatisfied: 15.80%
- Not Sure: 11.60%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Maintaining park areas & public landscapes**

Answered: 2,706    Skipped: 304

- Very Satisfied: 8.22%
- Satisfied: 37.34%
- Neither Satisfied nor Dissatisfied: 17.84%
- Dissatisfied: 19.69%
- Very Dissatisfied: 16.03%
- Not Sure: 0.89%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Managing growth & development**

Answered: 2,706    Skipped: 304

- Very Satisfied: 3.11%
- Satisfied: 15.25%
- Neither Satisfied nor Dissatisfied: 18.29%
- Dissatisfied: 28.99%
- Very Dissatisfied: 30.40%
- Not Sure: 3.96%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Economic development**

Answered: 2,706    Skipped: 304

- Very Satisfied: 3.19%
- Satisfied: 16.23%
- Neither Satisfied nor Dissatisfied: 24.66%
- Dissatisfied: 28.56%
- Very Dissatisfied: 21.83%
- Not Sure: 5.53%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Trash/recycling collection**

Answered: 2,706    Skipped: 304

- Very Satisfied: 11.59%
- Satisfied: 41.91%
- Neither Satisfied nor Dissatisfied: 16.62%
- Dissatisfied: 14.11%
- Very Dissatisfied: 14.51%
- Not Sure: 1.26%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Traffic enforcement & controls**

Answered: 2,706    Skipped: 304

- **Very Satisfied**: 4.27%
- **Satisfied**: 29.22%
- **Neither Satisfied nor Dissatisfied**: 21.02%
- **Dissatisfied**: 23.32%
- **Very Dissatisfied**: 20.09%
- **Not Sure**: 2.08%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Maintaining city streets**

Answered: 2,706  Skipped: 304

- Very Satisfied: 3.41%
- Satisfied: 25.04%
- Neither Satisfied nor Dissatisfied: 18.29%
- Dissatisfied: 26.52%
- Very Dissatisfied: 25.74%
- Not Sure: 1.00%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Community Events**

Answered: 2,706    Skipped: 304

- **Very Satisfied**: 5.93%
- **Satisfied**: 37.76%
- **Neither Satisfied nor Dissatisfied**: 32.80%
- **Dissatisfied**: 12.49%
- **Very Dissatisfied**: 5.52%
- **Not Sure**: 5.52%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Providing fire protection**

Answered: 2,706    Skipped: 304

- **Very Satisfied**: 18.04%
- **Satisfied**: 51.06%
- **Neither Satisfied nor Dissatisfied**: 19.71%
- **Dissatisfied**: 2.52%
- **Very Dissatisfied**: 1.89%
- **Not Sure**: 6.78%
Please rate your level of satisfaction with how the City is doing in providing the following service: **Providing police services**

Answered: 2,706    Skipped: 304

- Very Satisfied: 10.00%
- Satisfied: 31.16%
- Neither Satisfied nor Dissatisfied: 19.16%
- Dissatisfied: 20.38%
- Very Dissatisfied: 16.71%
- Not Sure: 2.59%
Over the past year, would you say the quality of the City's infrastructure (i.e. streets, sidewalks, water, sewer, public landscaping, etc.) has:

Answered: 2,689    Skipped: 321

- Much improved: 3.01%
- Somewhat improved: 16.18%
- About the same: 37.67%
- Somewhat worse: 24.21%
- Much worse: 16.14%
- Not sure: 2.79%
The City of Manteca has limited financial resources to provide local services, programs and projects and therefore must set funding priorities. **Please rank the following items by priority.**

Answered: 2,698    Skipped: 312

1. **Road maintenance**
2. **Cultural arts facilities & programming**
3. **Police services**
4. **Parks & recreation facilities & programming**
5. **Fire protection services**
6. **Economic development – business attraction & retention**
7. **Homeless resources**
8. **Affordable housing**
Over the last year have you been in contact with the City Clerk’s office, via email, phone or in-person, and, what was your level of satisfaction regarding their service?

Answered: 2,589  Skipped: 421

- Very Satisfied: 4.42%
- Satisfied: 11.07%
- Neither Satisfied nor Unsatisfied: 10.95%
- Unsatisfied: 2.63%
- Very Unsatisfied: 1.55%
- Did Not Contact: 69.37%
Over the last year have you been in contact with the City Manager’s office, via email, phone or in-person, and, what was your level of satisfaction regarding their service?

Answered: 2,589    Skipped: 421

- Very Satisfied: 2.15%
- Satisfied: 4.74%
- Neither Satisfied nor Unsatisfied: 11.16%
- Unsatisfied: 2.31%
- Very Unsatisfied: 1.87%
- Did Not Contact: 77.75%
Over the last year have you been in contact with the Community Development Department, via email, phone or in-person, and, what was your level of satisfaction regarding their service?

Answered: 2,589    Skipped: 421

- Very Satisfied: 2.74%
- Satisfied: 6.00%
- Neither Satisfied nor Unsatisfied: 10.57%
- Unsatisfied: 4.25%
- Very Unsatisfied: 3.62%
- Did Not Contact: 72.82%
Over the last year have you been in contact with the **Finance Department**, via email, phone or in-person, and, what was your level of satisfaction regarding their service?

Answered: 2,589   Skipped: 421

- **Very Satisfied**: 7.00%
- **Satisfied**: 17.75%
- **Neither Satisfied nor Unsatisfied**: 13.64%
- **Unsatisfied**: 4.78%
- **Very Unsatisfied**: 2.73%
- **Did Not Contact**: 54.11%
Over the last year have you been in contact with the **Fire Department**, via email, phone or in-person, and, what was your level of satisfaction regarding their service?

Answered: 2,589    Skipped: 421

- Very Satisfied: 12.83%
- Satisfied: 13.51%
- Neither Satisfied nor Unsatisfied: 8.95%
- Unsatisfied: 0.28%
- Very Unsatisfied: 0.72%
- Did Not Contact: 63.71%
Over the last year have you been in contact with the Human Resources Department, via email, phone or in-person, and, what was your level of satisfaction regarding their service?

Answered: 2,589    Skipped: 421

- **Very Satisfied**: 1.84%
- **Satisfied**: 4.08%
- **Neither Satisfied nor Unsatisfied**: 11.65%
- **Unsatisfied**: 1.80%
- **Very Unsatisfied**: 1.44%
- **Did Not Contact**: 79.18%
Over the last year have you been in contact with the Parks & Recreation Department, via email, phone or in-person, and, what was your level of satisfaction regarding their service?

Answered: 2,589    Skipped: 421

- Very Satisfied: 9.13%
- Satisfied: 18.74%
- Neither Satisfied nor Unsatisfied: 11.85%
- Unsatisfied: 3.52%
- Very Unsatisfied: 2.08%
- Did Not Contact: 54.67%
Over the last year have you been in contact with the **Police Department**, via email, phone or in-person, and, what was your level of satisfaction regarding their service?

Answered: 2,589    Skipped: 421

- **Very Satisfied**: 11.28%
- **Satisfied**: 20.91%
- **Neither Satisfied nor Unsatisfied**: 13.57%
- **Unsatisfied**: 8.95%
- **Very Unsatisfied**: 8.40%
- **Did Not Contact**: 36.88%
Over the last year have you been in contact with the **Public Works Department**, via email, phone or in-person, and, what was your level of satisfaction regarding their service?

Answered: 2,589    Skipped: 421

- **Very Satisfied**: 12.24%
- **Satisfied**: 26.82%
- **Neither Satisfied nor Unsatisfied**: 13.76%
- **Unsatisfied**: 9.23%
- **Very Unsatisfied**: 5.47%
- **Did Not Contact**: 32.49%
Overall, rate your level of satisfaction with the City's efforts to communicate with residents.

Answered: 2,582    Skipped: 428

- Very Satisfied: 5.03%
- Satisfied: 29.78%
- Neither Satisfied nor Unsatisfied: 35.86%
- Unsatisfied: 22.89%
- Very Unsatisfied: 6.43%
What information sources do you use to find out about City of Manteca news, services, programs and events? Please select all that apply.

Answered: 2,589    Skipped: 421
Economic Development

4 Questions
Excluding grocery shopping, approximately what percentage of your household's retail shopping is done in the City of Manteca?

Answered: 2,499  Skipped: 511
What are the names of 5 stores you would most like to have located in Manteca?

Answered: 2,331    Skipped: 679

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<tr>
<td>10</td>
<td>Red Lobster</td>
<td>191</td>
<td>8%</td>
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If the city government could change one thing to make Manteca a better place to live, what change would you like to see?

Answered: 2,361      Skipped: 649

- Homeless: 27%
- Police Services: 16%
- Downtown: 10%
- Streets: 7%
- Economic Development: 6%
- Activities: 5%
Demographics
How long have you lived in Manteca?

Answered: 2,998    Skipped: 12

- Less than 1 year: 4.57%
- 1 - 4 years: 16.41%
- 5 - 9 years: 15.98%
- 10 - 14 years: 12.81%
- 15 years or longer: 49.83%
- I only work in Manteca: 0.40%
- I do not live in Manteca: 0.40%
Prior to moving to Manteca, where did you last live?

Answered: 2,988    Skipped: 22

- Bay Area: 43.98%
- Sacramento Area: 2.01%
- Central Valley: 24.30%
- Southern California: 3.11%
- Other California: 5.79%
- Other State: 7.20%
- Other: 2.34%
- Not applicable: 11.28%
What is your age?

Answered: 2,495  Skipped: 515
What is your gender?

Answered: 2,493    Skipped: 517

- Male: 31.85%
- Female: 64.70%
- Prefer not to answer: 3.45%
What is your ethnic origin?

Answered: 2,462  Skipped: 548

- White or Caucasian: 69.05%
- Black or African: 2.15%
- Hispanic or Latino: 14.87%
- Asian or Asian American: 3.98%
- American Indian or...: 1.30%
- Native Hawaiian or...: 1.67%
- Another race: 6.99%
What is your household income?

Answered: 2,399  Skipped: 611

- Under $25,000: 3.75%
- Between $25,000 and...: 13.30%
- Between $50,000 and...: 18.88%
- Between $75,000 and...: 20.43%
- Between $100,000 and...: 27.51%
- Over $150,000: 16.13%
What is the highest level of education you have completed?

Answered: 2,465    Skipped: 545

- Elementary or junior high: 0.53%
- High school degree: 13.39%
- Some college/tech...: 31.40%
- Associates degree or...: 19.92%
- 4-year college degree (B.A....): 23.37%
- Graduate degree (Mast...): 11.40%
How many children under the age of 18 are living in your household?

Answered: 2,476    Skipped: 534

- None: 54.56%
- One: 16.20%
- Two: 18.21%
- Three: 7.96%
- Four or more: 3.07%
Do you own or rent your residence in Manteca?

Answered: 2,485    Skipped: 525

- Own: 81.33%
- Rent: 18.67%
Which of the following best describes your employment status?

Answered: 2,481   Skipped: 529

- Employed full-time: 56.27%
- Employed part-time: 7.21%
- Student: 1.37%
- Homemaker: 6.93%
- Retired: 25.59%
- In-between jobs: 1.53%
- Not sure: 1.09%
How much time, one-way, does it typically take you to commute to your job?

Answered: 2,479  Skipped: 531

- 20 minutes or less: 29.29%
- 21 to 39 minutes: 14.04%
- 40 to 59 minutes: 4.92%
- 60 minutes to 1 1/2 hours: 7.54%
- 1 1/2 to 2 hours: 4.76%
- 2 hours or more: 3.91%
- Not sure: 0.44%
- Not applicable: 35.09%