2018 Los Alamos County Community Survey Results

August 2018

SOUTHWEST PLANNING & MARKETING
PLANNING | MARKETING | RESEARCH | ECONOMIC DEVELOPMENT
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Agenda

- Objectives
- Main takeaways from the findings
- Questions

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Objectives

- Monitor and assess perceptions and satisfaction regarding Los Alamos County Community Services
- To measure changes over time regarding perceptions and satisfaction regarding Los Alamos Community Services

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Findings - Main Takeaways

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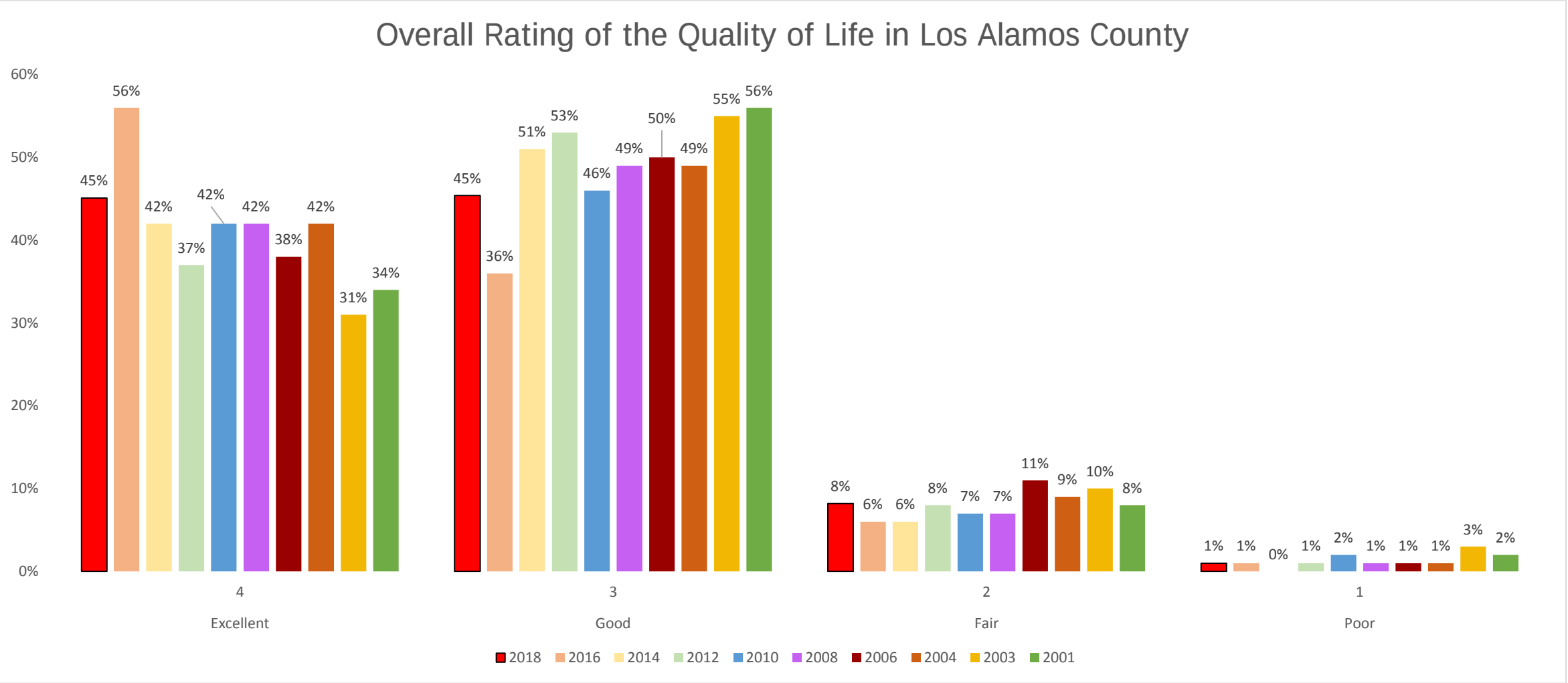
MAIN TAKEAWAYS



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MAIN TAKEAWAYS

The average rating of 3.3 (out of 4) for rating “Overall Quality of Life” in Los Alamos was slightly lower than the 2016 rating (3.5), but very similar to previous years’ survey responses.

Twenty-one percent of (21%) people between the ages of 18-24 rated “services provided by Los Alamos County” lowest: fair (16%), poor (5%).

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MAIN TAKEAWAYS

The top three suggestions for making Los Alamos a better place to live were:

1) More/Better Recreation (15% of the respondents)

2) Permits/Code Enforcement /Building Vacancy (15%)

3) More Business (14%)

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MAIN TAKEAWAYS

Seventy-three percent (73%) of the respondents indicated that they had contact with an employee in the last 12 months, up substantially from 2016 (52%).

Average 2018 ratings for county employees was similar to 2016 in all areas, with the exception of a slightly increased average rating for “courtesy” (3.4 versus 3.3).

Overall Rating of Los Alamos County Employees							
	Year	4 -Excellent	3-Good	2-Fair	1-Poor	DNK	Mean
Knowledge	**2018**	**50%**	**31%**	**13%**	**5%**	**0%**	**3.3**
	2016	46%	40%	8%	6%	1%	3.3
	2014	50%	40%	6%	2%	2%	3.4
Responsiveness	**2018**	**52%**	**30%**	**11%**	**6%**	**1%**	**3.3**
	2016	50%	34%	8%	7%	1%	3.3
	2014	59%	33%	6%	2%	1%	3.5
Courtesy	**2018**	**59%**	**29%**	**8%**	**4%**	**0%**	**3.4**
	2016	66%	25%	3%	5%	4%	3.3
	2014	71%	24%	3%	2%	0%	3.4

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MAIN TAKEAWAYS

Average 2018 ratings for Quality of: "street repairs," "recycling services," "senior center programs and activities," and "recreational services provided" dropped compared to 2016.

This is likely due to the demographic responses in the 2018 survey that included younger respondents who tended to rate these services lower than other demographic groups).

Overall Rating of Services and Facilities							
	Year	4 - Excellent	3- Good	2-Fair	1-Poor	DK	Mean
Quality of street repairs	**2018**	**10%**	**48%**	**24%**	**16%**	**2%**	**2.5**
	2016	17%	50%	24%	7%	1%	2.8
	2014	14%	53%	27%	6%	1%	2.8
Quality of residential recycling services	**2018**	**33%**	**47%**	**13%**	**4%**	**2%**	**3.1**
	2016	46%	43%	7%	1%	3%	3.4
	2014	36%	52%	10%	1%	1%	3.2
Senior Center programs and activities	**2018**	**15%**	**17%**	**3%**	**1%**	**64%**	**3.3**
	2016	20%	23%	2%	1%	54%	3.4
	2014	18%	21%	3%	-	58%	3.3
Quality of recreation services provided by Los Alamos County	**2018**	**28%**	**45%**	**18%**	**5%**	**4%**	**3.0**
	2016	31%	48%	10%	3%	8%	3.2
	2014	27%	49%	16%	2%	7%	3.1

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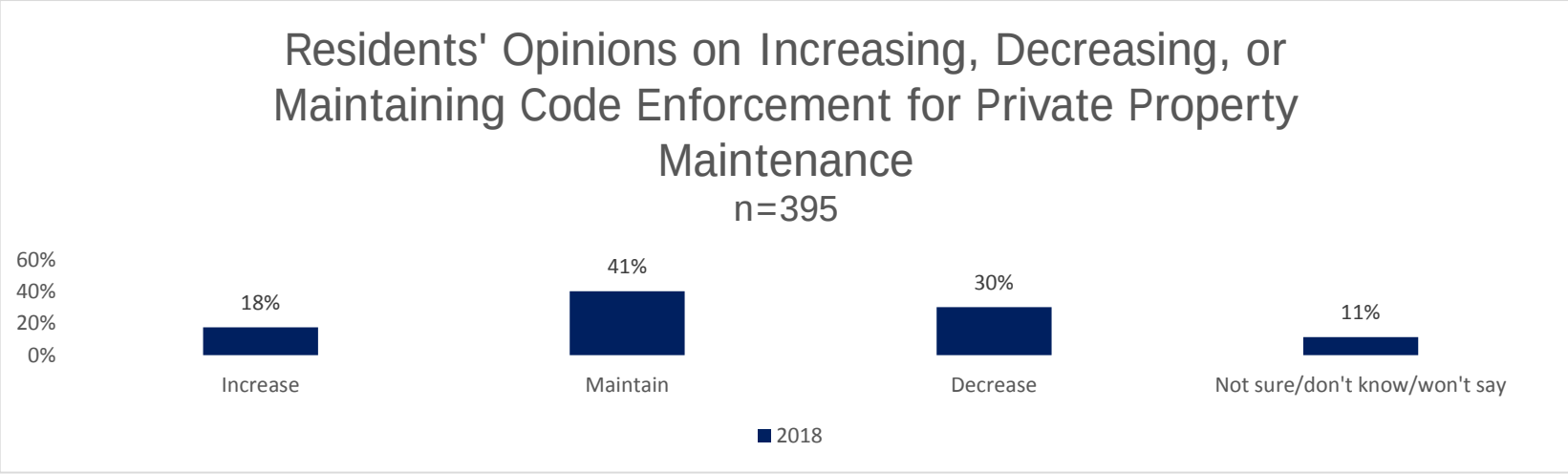
MAIN TAKEAWAYS

Code Enforcement: Residential Properties

Seventy-one percent (71%) of the respondents indicated that they felt the current level of residential code enforcement should be maintained (41%) or decreased (30%).

Less than 20% of the respondents (18%) felt like enforcement should be increased.
The consensus was to maintain or decrease residential code enforcement.



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MAIN TAKEAWAYS

Code Enforcement: Residential Properties

There are specific areas that respondents felt code enforcement staff should focus on: Seventy-nine percent (79%) of the respondents rated the need to enforce code violations for “abandoned or inoperable vehicles in front yards” (increase enforcement (44%) or maintain enforcement (35%)) (the number one priority for enforcement of residential regulations).

Eighty-six percent (86%) of the respondents felt that code enforcement for “unsafe structures” should be maintained (50%) or increased (36%).

Overall Ratings: County needs to increase, maintain or decrease current code enforcement efforts for the following items.

	Increase	Maintain	Decrease	Don't Know/ Won't Say
Abandoned or inoperable vehicles in front yards	44%	35%	14%	6%
Unsafe structures	36%	50%	6%	9%
Vehicles parked on front lawns or unpaved surfaces	32%	38%	25%	6%
Shrubs or other vegetation overgrown onto the sidewalk or other public areas	32%	50%	14%	5%
Trash or other debris	30%	51%	13%	5%
Overgrown or noxious weeds	25%	46%	24%	5%
General disrepair of a homes' exterior such as degrading paint, stucco, roof, siding and the like	23%	45%	26%	6%

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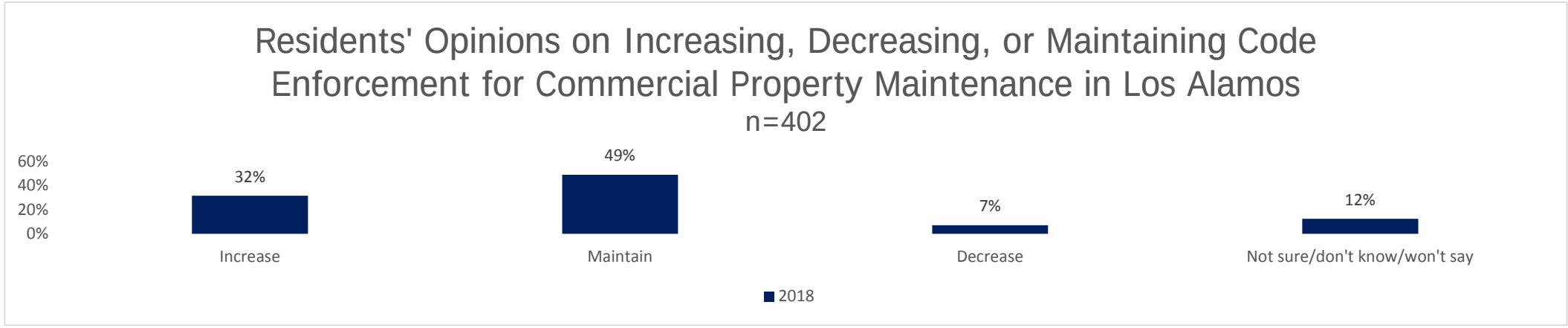
MAIN TAKEAWAYS

Code Enforcement: Commercial Properties

Eighty-one percent (81%) of respondents said that the current level of code enforcement for commercial property should be increased (32%) or maintained (49%) in Los Alamos, while seventy-two percent (72%) of the respondents said that code enforcement for commercial property should be increased (31%) or maintained (41%) in White Rock.

Maintaining or increasing code enforcement of commercial properties was a more critical issue for respondents than maintaining or increasing code enforcement for residential properties.



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MAIN TAKEAWAYS

Library Services

Library visitation dropped slightly between 2018 (86%) and 2016 (89%).

Residents between the ages of 18 and 24 were less likely to have visited the library in the last 12 months than other age group (74%).

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MAIN TAKEAWAYS

Library Services

Library visitation dropped slightly between 2018 (86%) and 2016 (89%). Residents between the ages of 18 and 24 were less likely to have visited the library in the last 12 months than other age group (74%).

Overall 2018 ratings for the “Quality of Library Services” dropped slightly compared to 2016 as a result of younger respondents.

Residents between the ages of 18 and 24 were significantly less likely to rate the overall quality of library services as excellent, with only 40% giving them a rating of excellent.

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MAIN TAKEAWAYS

Atomic City Transit

Over half of the respondents (53%) used Atomic City Transit in the last 12 months.

Single member households were least likely to use Atomic City Transit (38%), while households with four or more people living in them were most likely to have used Atomic City Transit (68%).

Sixty-seven percent of the respondents rated the “Quality of Experience” using Atomic City Transit as excellent, a 9% improvement over 2016.

The average rating for Atomic City Transit increased slightly between 2016 and 2018 (3.5 to 3.6).

ATOMIC CITY TRANSIT

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MAIN TAKEAWAYS

Safety, Police Services Fire, Emergency Medical and Rescue Services
Average 2018 ratings for the “Quality of Police Services” stayed the same as 2016 (3.4).

Respondents’ average ratings for the “Quality of Fire, Emergency Medical and Rescue Services” dropped between 2016 and 2018 (from 3.7 to 3.4).

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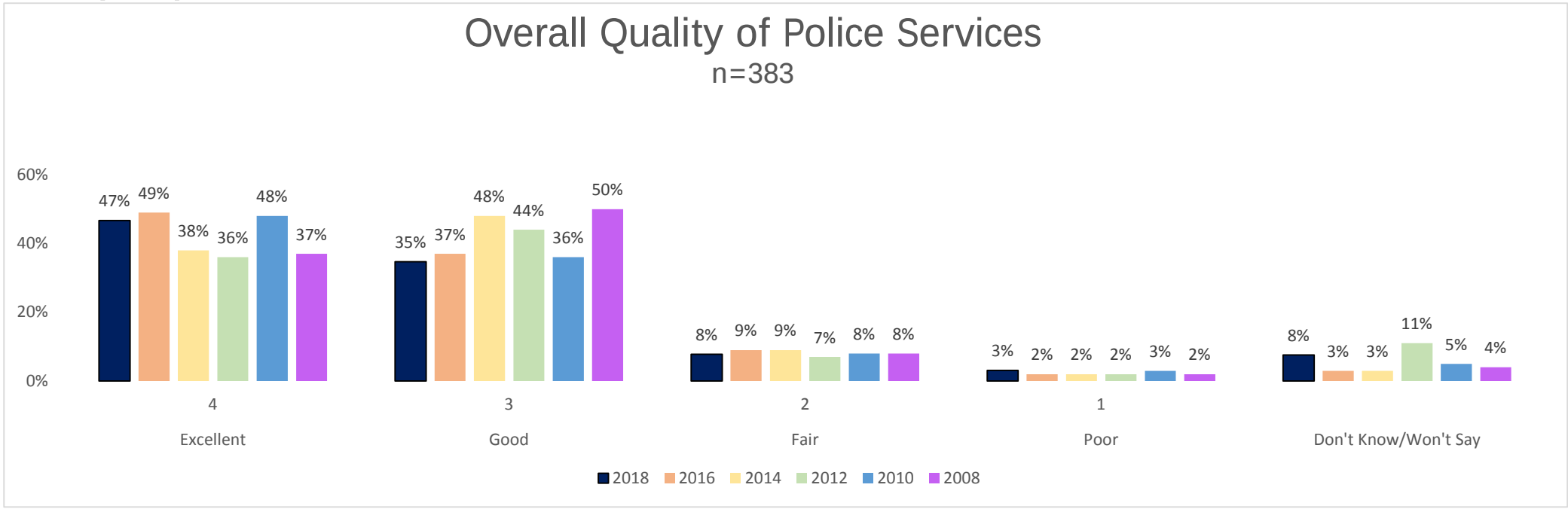
MAIN TAKEAWAYS

Safety, Police Services Fire, Emergency Medical and Rescue Services

Average 2018 ratings for the “Quality of Police Services” stayed the same as 2016 (3.4).



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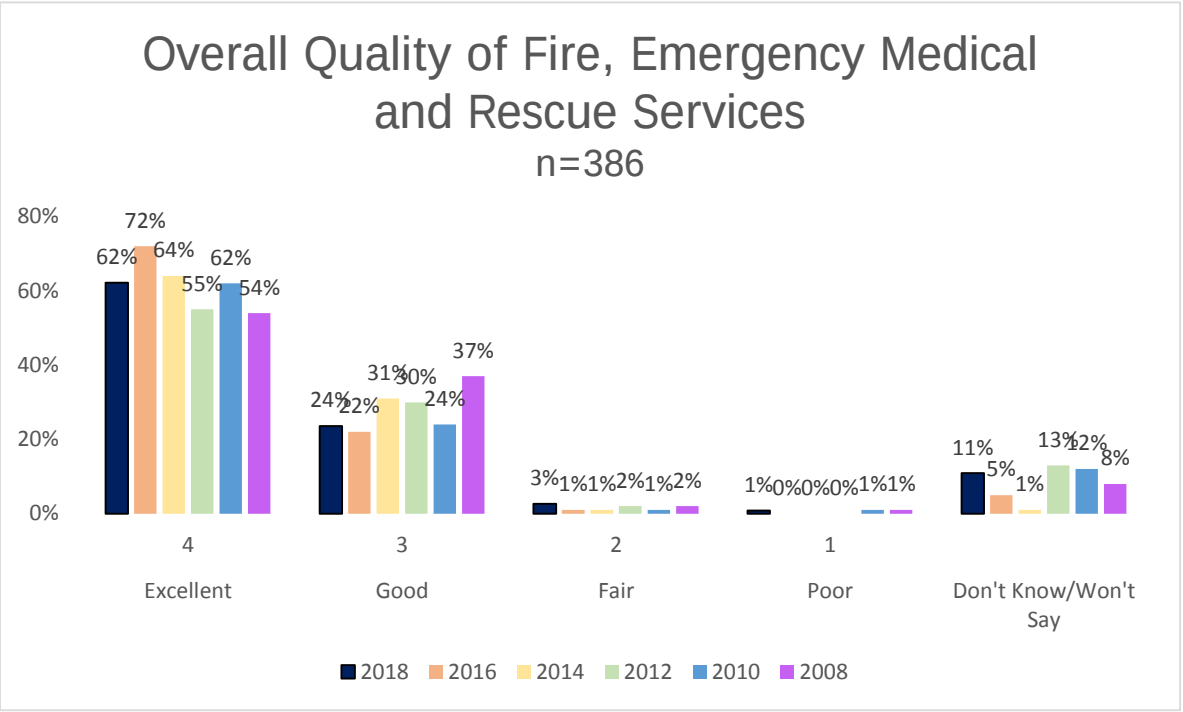
MAIN TAKEAWAYS

Safety, Police Services Fire, Emergency Medical and Rescue Services

Respondents' average ratings for the "Quality of Fire, Emergency Medical and Rescue Services" dropped between 2016 and 2018 (from 3.7 to 3.4).

Residents who have lived in Los Alamos for between 6 and 10 years were most likely to rate the quality of fire, emergency medical and rescue services as excellent (73%), followed by residents who have lived here for more than 20 years (65%).



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MAIN TAKEAWAYS

Overall, respondents rated the “Level of Safety Walking Alone at Night” a 3.7.

This is similar to previous years.

Los Alamos residents were more likely to indicate that they always feel safe while walking alone after dark than White Rock residents (68% vs. 60%)

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MAIN TAKEAWAYS

Communication and Information

Overall 2018 ratings in areas of Communication and Information varied by topic compared to 2016.

Communicating information about news, meetings and events in a timely manner dropped from 2016 (2018-2.5, 2016-2.9). The drop from 2016 is likely due to a more balanced 2018 response from younger respondents and changes in how residents communicate.

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MAIN TAKEAWAYS

Communication and Information

“Openness of the County Decision-Making Process” (2018-2.9, 2016-2.6) and “Fairness of the County Decision-Making Process” (2018-2.9, 2016-2.6) both had substantial increases compared to 2016.

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MAIN TAKEAWAYS

Trustworthiness of Los Alamos Government

The average rating for trustworthiness of the Los Alamos County government was 3.5 in 2018.

Los Alamos residents were more likely to rate the trustworthiness of the Los Alamos County government as very trustworthy than White Rock residents (21% vs. 12%).

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MAIN TAKEAWAYS

The top two open-ended reasons given for higher ratings regarding trustworthiness were:

“Transparency/good communication/honest” (15%)

“They do a good job/satisfied/no problems” (11%)

The two lowest ratings were:

“Government overstepping bounds/not listening” (19%)

“Self-serving/favoritism issues” (16%) (The 2018 average confidence level with regard to the “Los Alamos County’s Ability to Handle Issues” was the same as 2016 (3.6))

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Questions

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