









Sacramento County Resident Views of Budget Priorities

Key Findings of a Survey Conducted October 20-November 1, 2023



OPINION
RESEARCH
& STRATEGY

Survey Methodology

| | |
|---------------------------------|---|
| Dates | October 20-November 1, 2023 |
| Survey Type | Dual-mode Resident Survey |
| Research Population | Adult Residents of Sacramento County |
| Total Interviews | 1,061 |
| Margin of Sampling Error | ±3.1% at the 95% Confidence Level |
| Contact Methods |  Telephone Calls  Email Invitations  Postcard Invitations  Text Invitations |
| Data Collection Modes |  Telephone Interviews  Online Interviews |
| Languages | The survey was available in English, Spanish, Arabic, Chinese, Farsi, Hmong, Punjabi, Russian, Tagalog and Vietnamese |
| Tracking | Selected Comparisons to 2021 Resident Survey |

(Note: Not All Results Will Sum to 100% Due to Rounding)



Respondent Profile

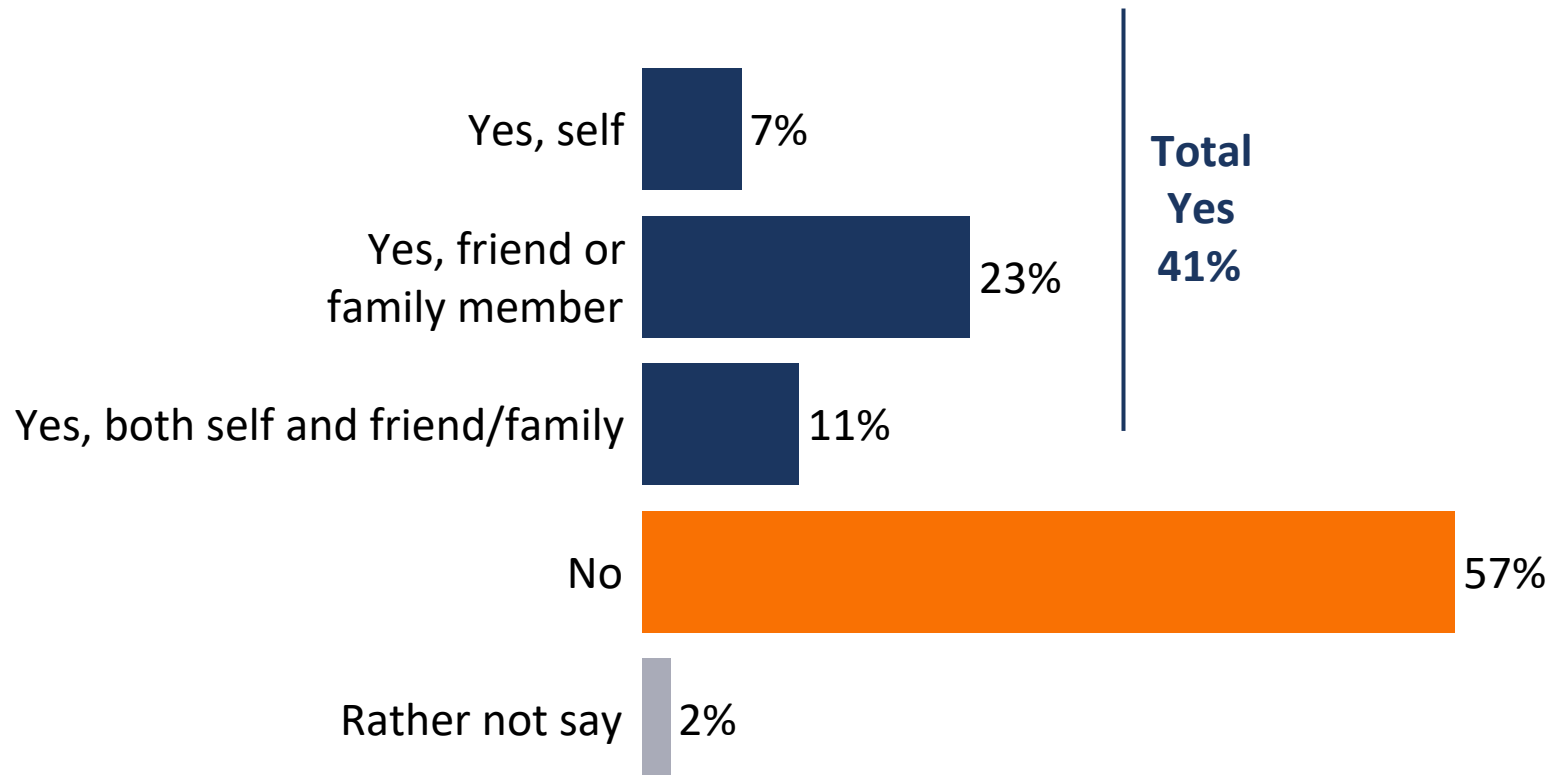
Respondents reflected the diversity of the county.

| Demographic Group | % |
|-------------------------------------|-----|
| City of Sacramento | 33% |
| Other cities | 30% |
| Unincorporated areas | 37% |
| <i>Age 18-49</i> | 55% |
| <i>Age 50+</i> | 45% |
| Male | 48% |
| Female | 50% |
| <i>Children under 19 at home</i> | 29% |
| <i>No children under 19 at home</i> | 69% |
| HH income under \$50,000 | 25% |
| \$50,001 - \$100,000 | 19% |
| \$100,001 - \$150,000 | 21% |
| Over \$150,001 | 22% |

| Demographic Group | % |
|---|-----|
| White/Caucasian | 40% |
| Latino/Hispanic | 23% |
| Asian/Pacific Islander | 17% |
| Black/African American | 10% |
| Native American/American Indian | 1% |
| Multiracial/Other | 6% |
| <i>Born in the US</i> | 78% |
| <i>Another country</i> | 20% |
| Regularly speak a language other than English at home | 28% |
| English at home | 70% |
| <i>Homeowners</i> | 60% |
| <i>Renters</i> | 32% |

Two in five have personally or have a tie to someone who has experienced homelessness.

Have you or a close friend or family member ever experienced a period of homelessness?



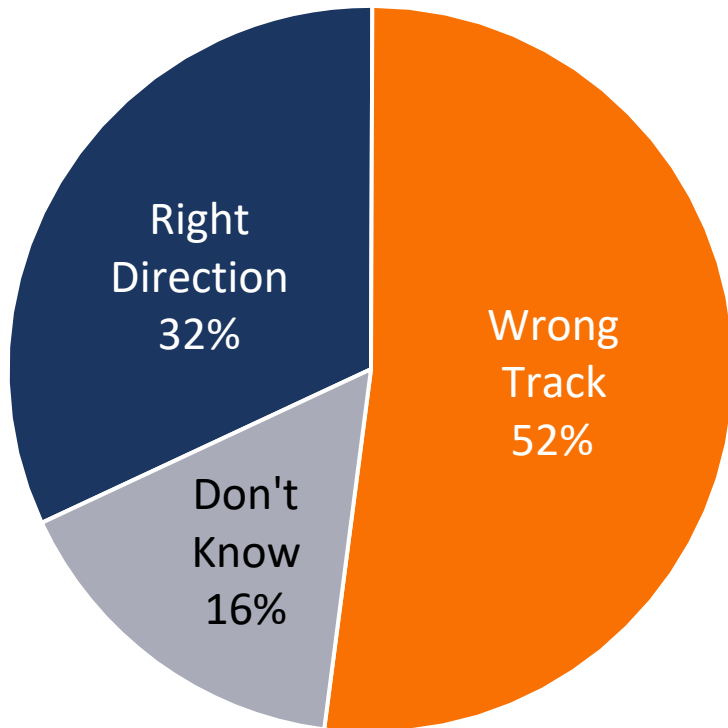


County Context

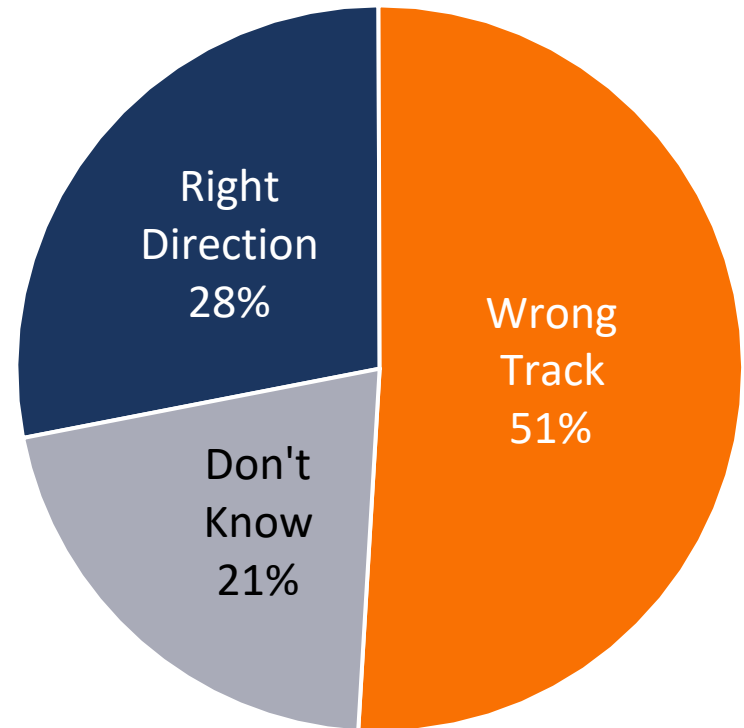
A slim majority believes that Sacramento County is on the wrong track.

Would you say things in Sacramento County are going in the right direction, or are they off on the wrong track?

2021



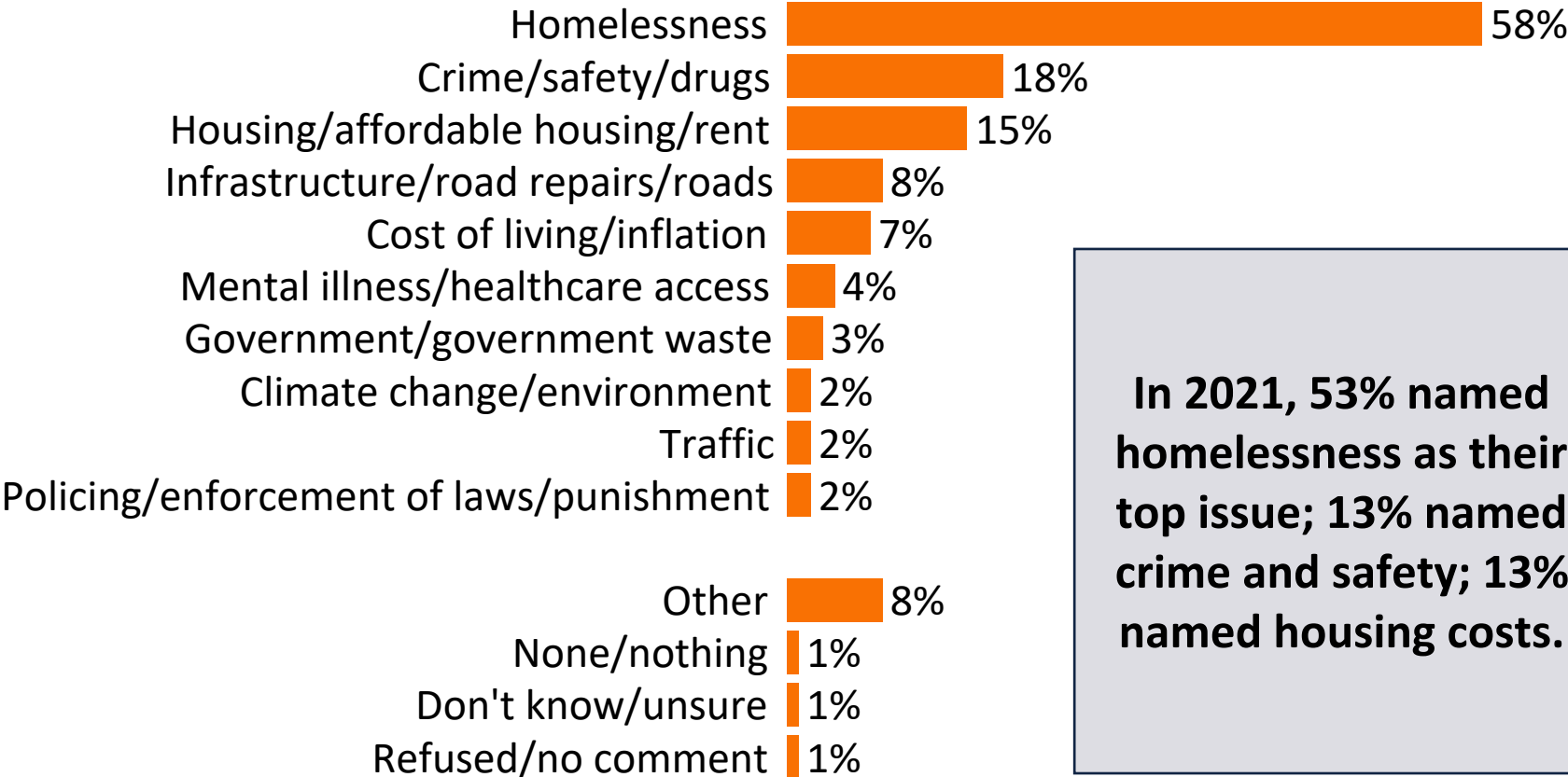
2023



Nearly three in five see homelessness as the most important problem for County government to address.

In a few words of your own, what is the most important problem that you would like Sacramento County government to address?

(Open-ended)



In 2021, 53% named homelessness as their top issue; 13% named crime and safety; 13% named housing costs.

Verbatim Responses on Most Important Problem for Sacramento County to Address

Housing the homeless not just displacing them. Actually using a housing first model.

Housing crisis for the unhoused and low-income families.

Every single street or road or freeway I drive on is just horrible on my car. The holes and uneven roads are just putting a strain my car.

Homelessness, crime, crumbling infrastructure

Bring inflation down throughout the county so that we can afford our needs.

Homelessness. Solutions that are not just about getting them off the streets. Mental health, employment, housing.

Homelessness. It's absolutely, completely and insanely out of control.

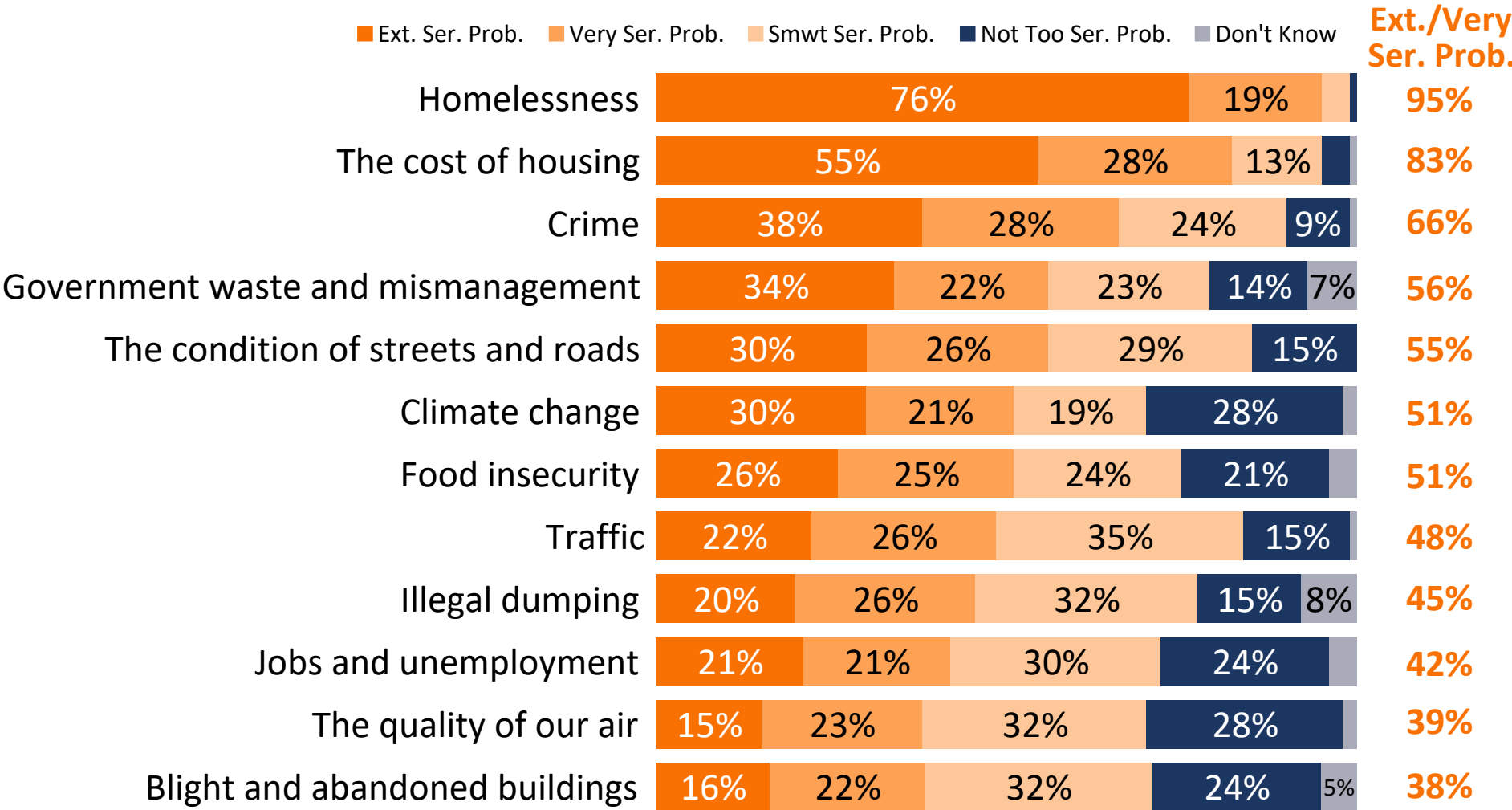
The crime rate; we need to feel safe at home.

Property taxes, gas prices, food prices etc.

Drugs and lawlessness.

Opportunities for youth employment and community building.

Homelessness is seen as a serious problem nearly universally, followed by housing costs.



Q3. I'd like to read you a brief list of issues that could be problems for people living in Sacramento County. Please tell me whether you personally consider it to be an extremely serious problem, a very serious problem, a somewhat serious problem, or a not too serious problem at all for people living in Sacramento County.

Road conditions are a bigger issue in unincorporated areas than the cities.

| Issue (Extremely/Very Serious Problem) | All Residents | Sacramento | Unincorporated | Other Cities |
|---|---------------|------------|----------------|--------------|
| Homelessness | 95% | 97% | 95% | 92% |
| The cost of housing | 83% | 86% | 85% | 77% |
| Crime | 66% | 64% | 68% | 66% |
| Government waste and mismanagement | 56% | 51% | 60% | 58% |
| The condition of streets and roads | 55% | 47% | 66% | 50% |
| Climate change | 51% | 52% | 53% | 47% |
| Food insecurity | 51% | 56% | 49% | 47% |
| Traffic | 48% | 48% | 51% | 44% |
| Illegal dumping | 45% | 47% | 45% | 44% |
| Jobs and unemployment | 42% | 41% | 42% | 41% |
| The quality of our air | 39% | 39% | 39% | 37% |
| Blight and abandoned buildings | 38% | 40% | 39% | 34% |

Q3. I'd like to read you a brief list of issues that could be problems for people living in Sacramento County. Please tell me whether you personally consider it to be an extremely serious problem, a very serious problem, a somewhat serious problem, or a not too serious problem at all for people living in Sacramento County.



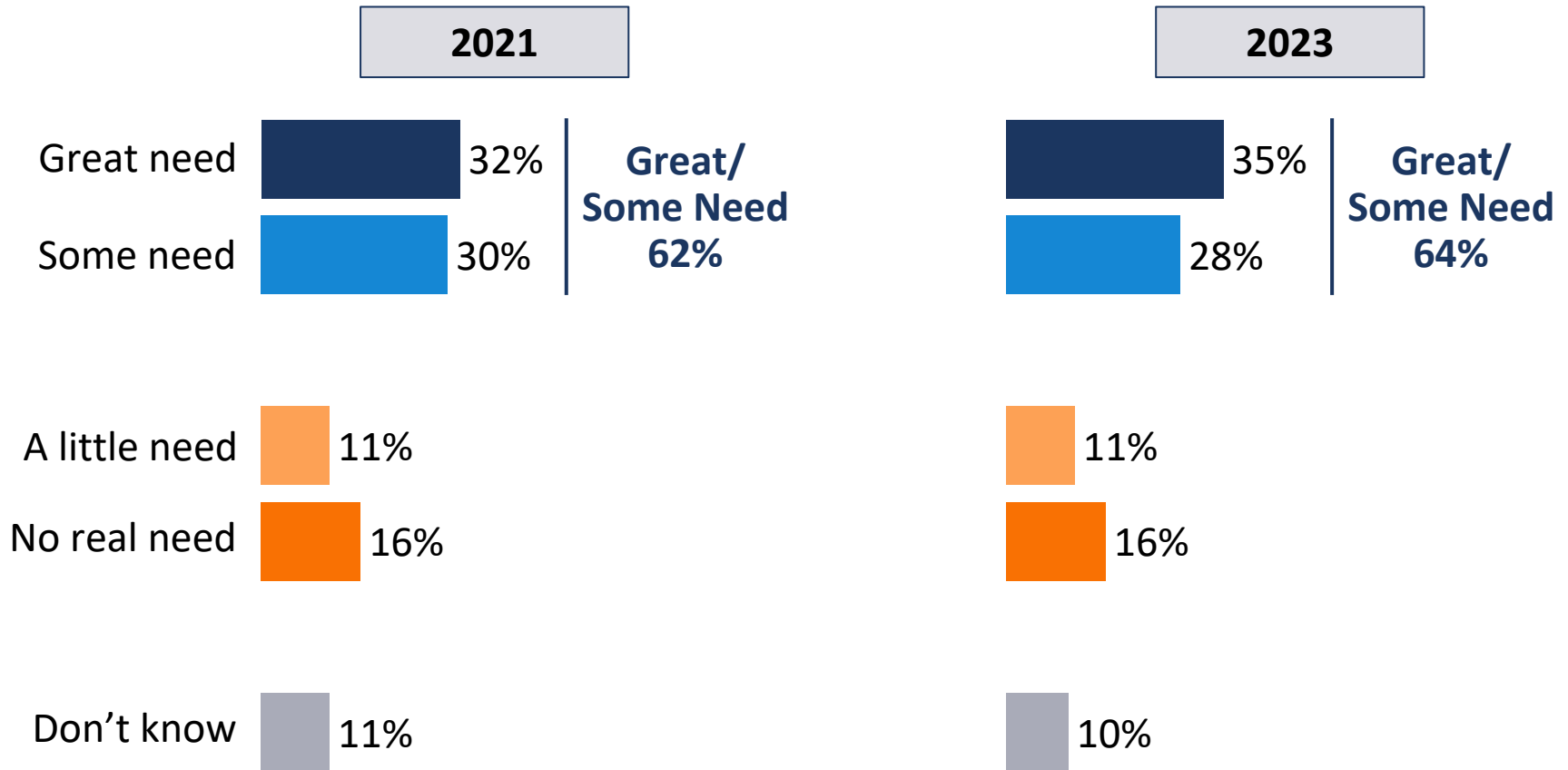
General Views of the Budget

Respondents were briefly reminded of the types of services the County provides.

Now I am going to ask you some questions that deal with the Sacramento county budget. As you may know, Sacramento County government is responsible for providing health and human services to all residents of Sacramento County. In addition, in unincorporated areas outside of cities, the County provides residents with additional services that city governments provide elsewhere, like law enforcement and street and road maintenance.

Nearly two-thirds see “a great need” or “some need” for additional funding for essential services.

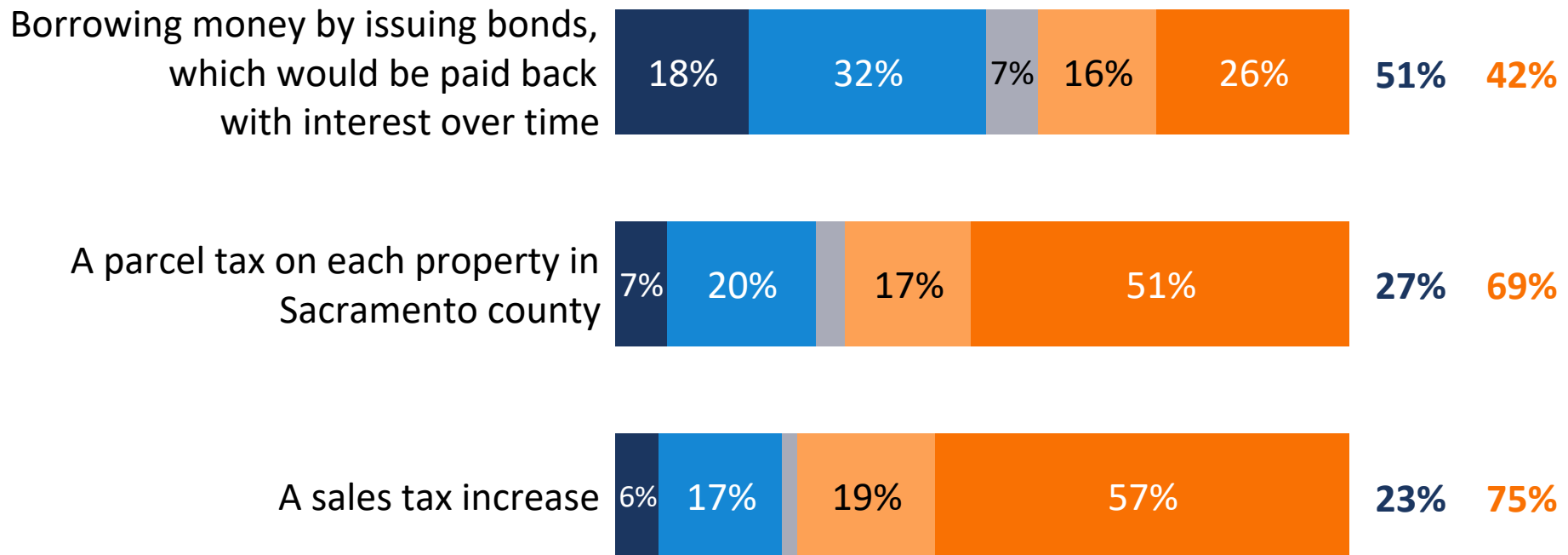
Would you say that to provide essential services, the County of Sacramento has a great need for additional funding, some need, a little need, or no real need for additional funding?



In a brief conceptual test, a slim majority sees bonds as an acceptable way to raise funding.

I am going to read you a list of ways to raise additional funding that could be used to support County services that local residents want and need. Please tell me whether you would find it an acceptable or unacceptable way to raise those funds.

■ Very Acc.
■ Smwt. Acc.
■ Don't Know
■ Smwt. Unacc.
■ Very Unacc.
Total Acc.
Total Unacc.





Resident Priorities for the County Budget

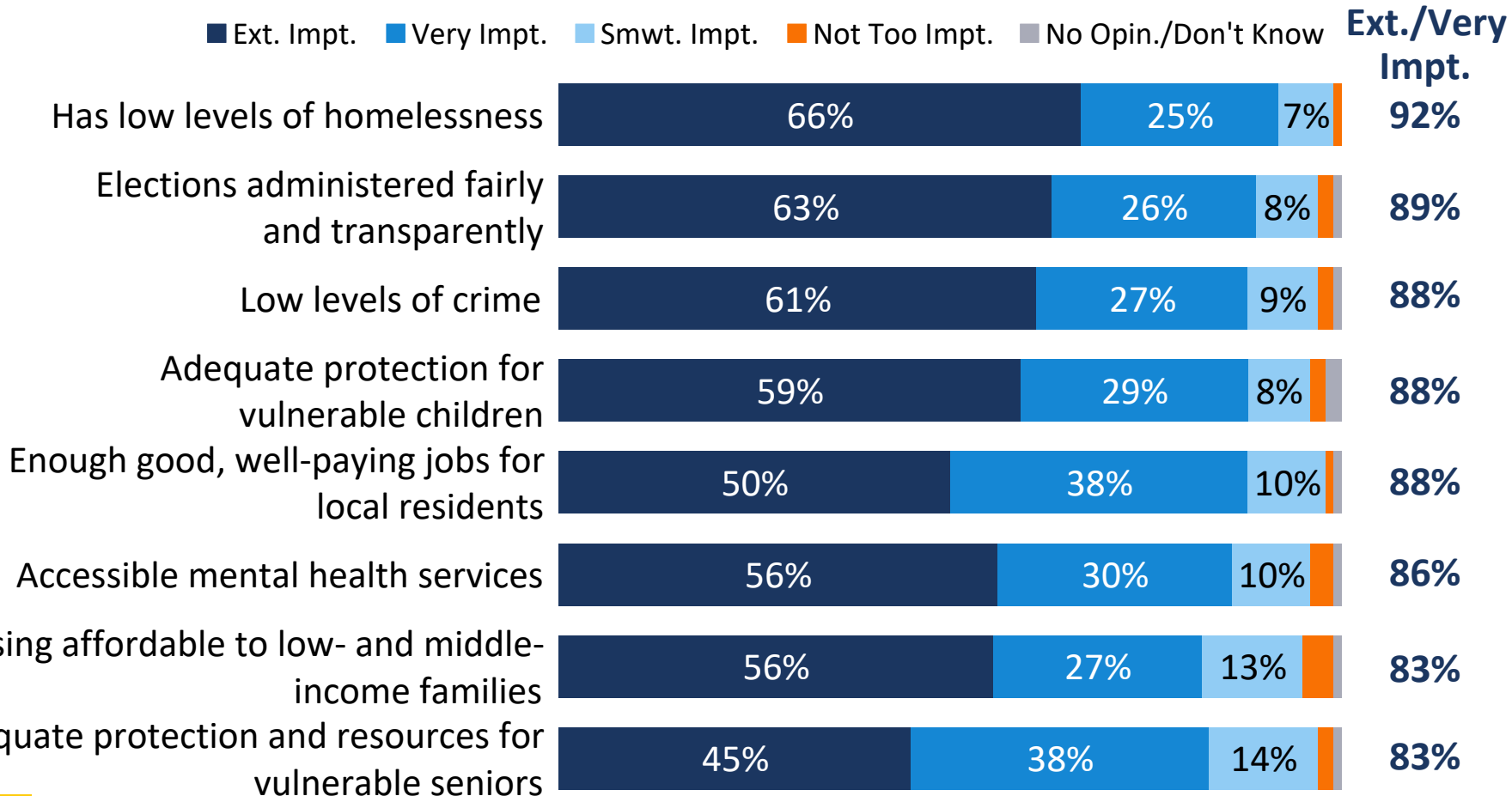
Assessing County Services



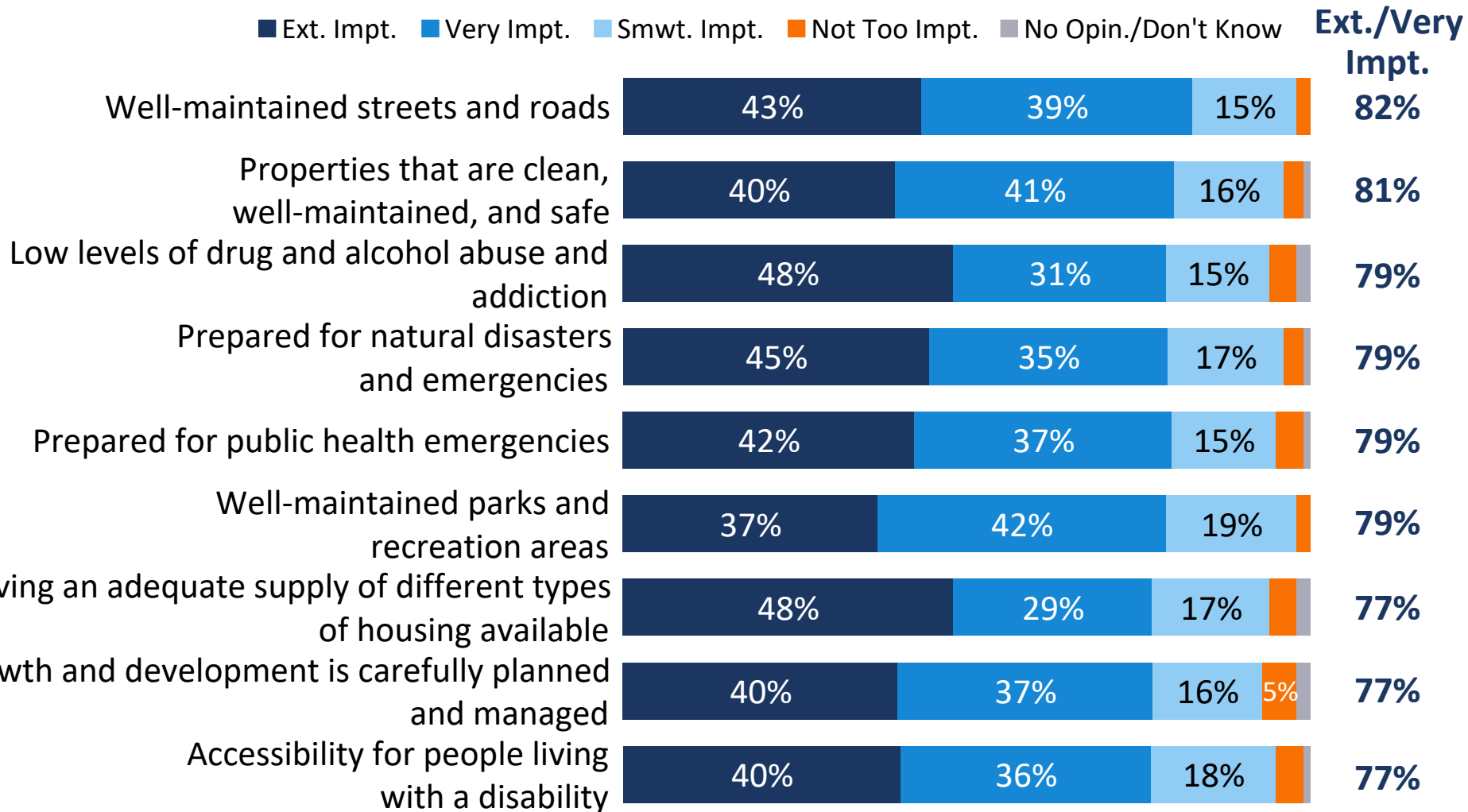
- Respondents were asked to rate the importance of several aspects of local life as extremely, very, somewhat or not too important to making Sacramento County a good place to live.
- Then they were asked whether they were satisfied or dissatisfied with a list of services and programs designed to help achieve those qualities.
- The interaction of importance and satisfaction levels shows areas of strength and areas for improvement.

Residents especially value having low levels of homelessness and crime.

I am going to read you a list of aspects of life in Sacramento County. Please tell me, in your opinion, how important each one is to making it a good place to live: extremely important, very important, somewhat important, or not too important.

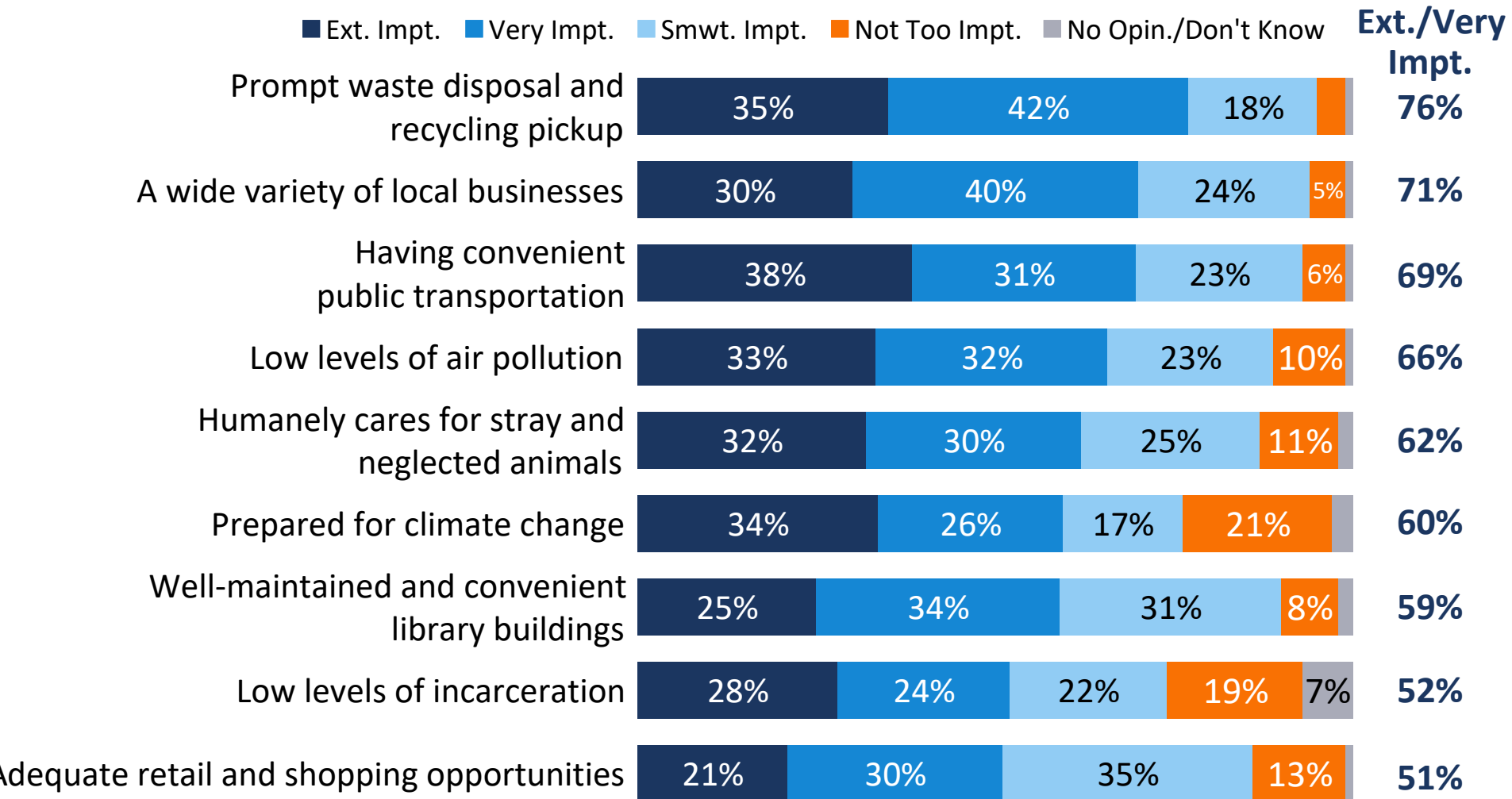


Broad majorities also value well-maintained streets, roads, and parks.



Q6. I am going to read you a list of aspects of life in Sacramento County. Please tell me, In your opinion, how important each one is to making it a good place to live: extremely important, very important, somewhat important, or not too important.

They less-intensely value adequate retail and shopping opportunities.

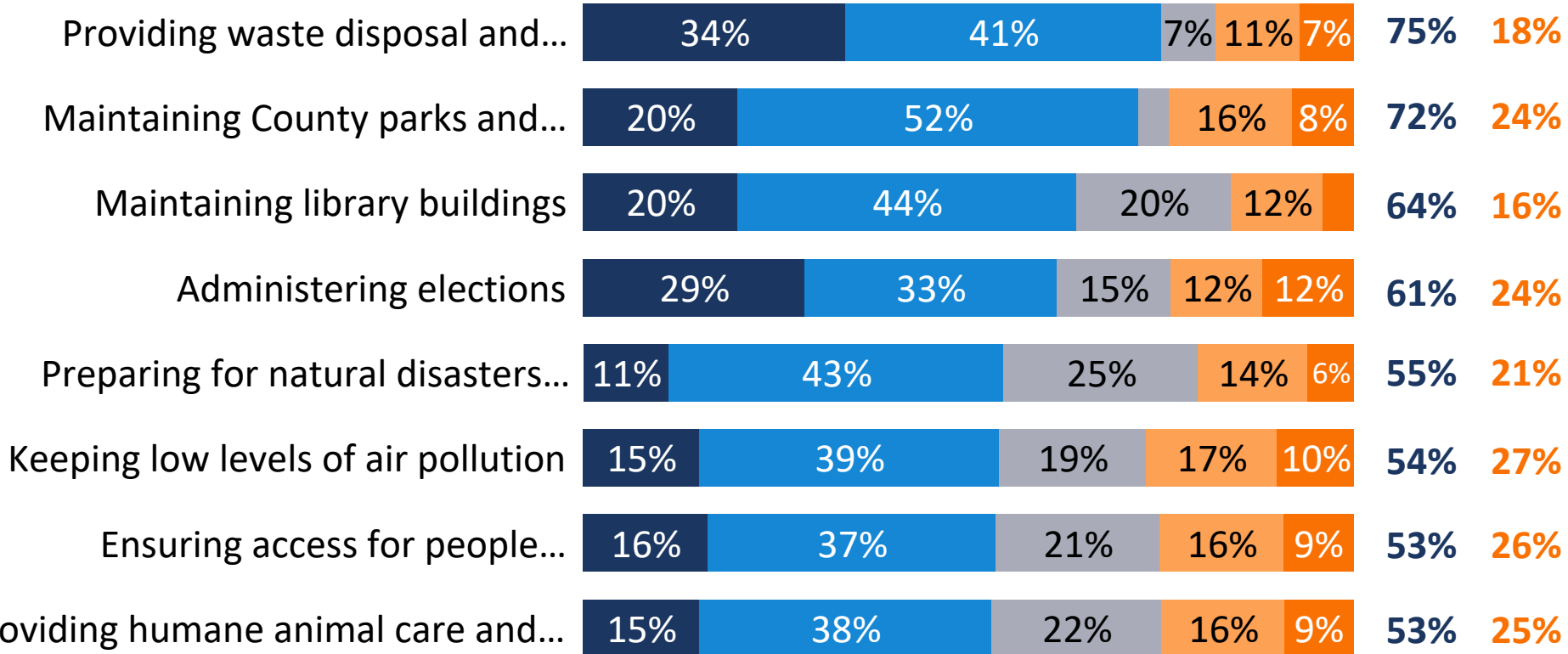


Residents are broadly satisfied with waste disposal, County parks, and libraries.

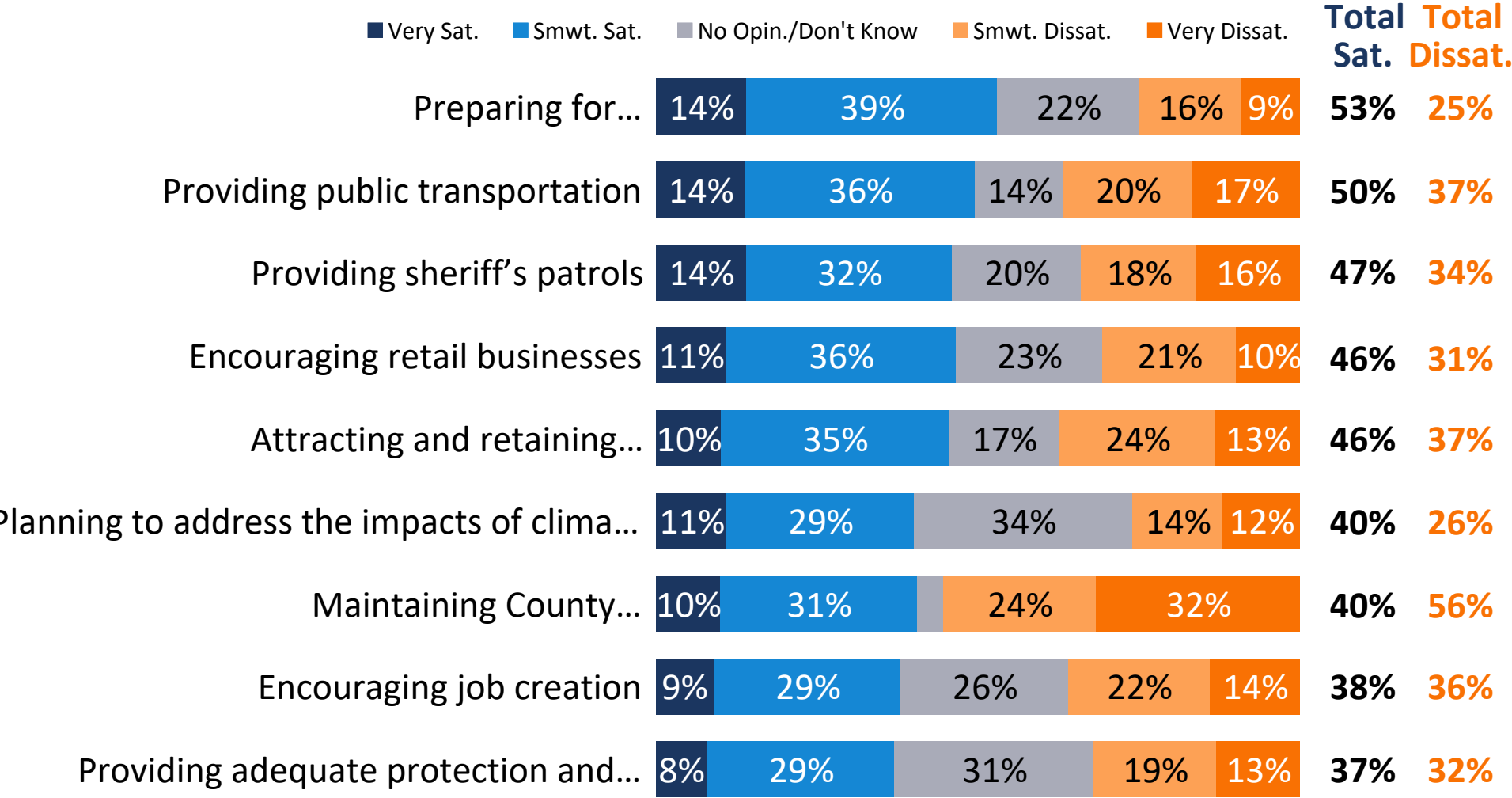
I am going to mention some services and programs that Sacramento County provides. I would like you to tell me how satisfied you are personally with the job being done by the County in providing that program or service: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied.

■ Very Sat. ■ Smwt. Sat. ■ No Opin./Don't Know ■ Smwt. Dissat. ■ Very Dissat.

Total Sat. **Total Dissat.**

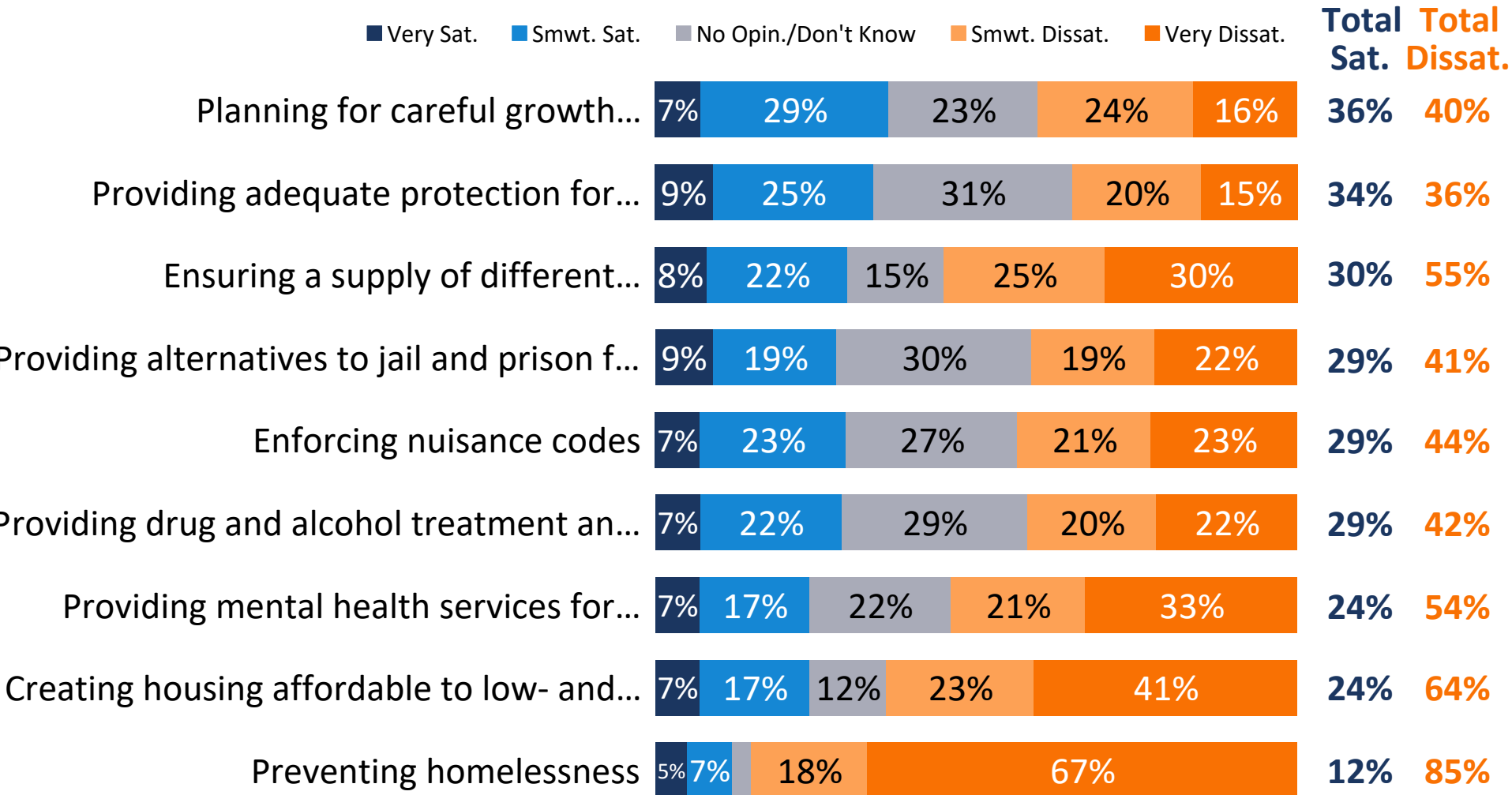


Majorities are satisfied with public transportation and preparation for public health emergencies.



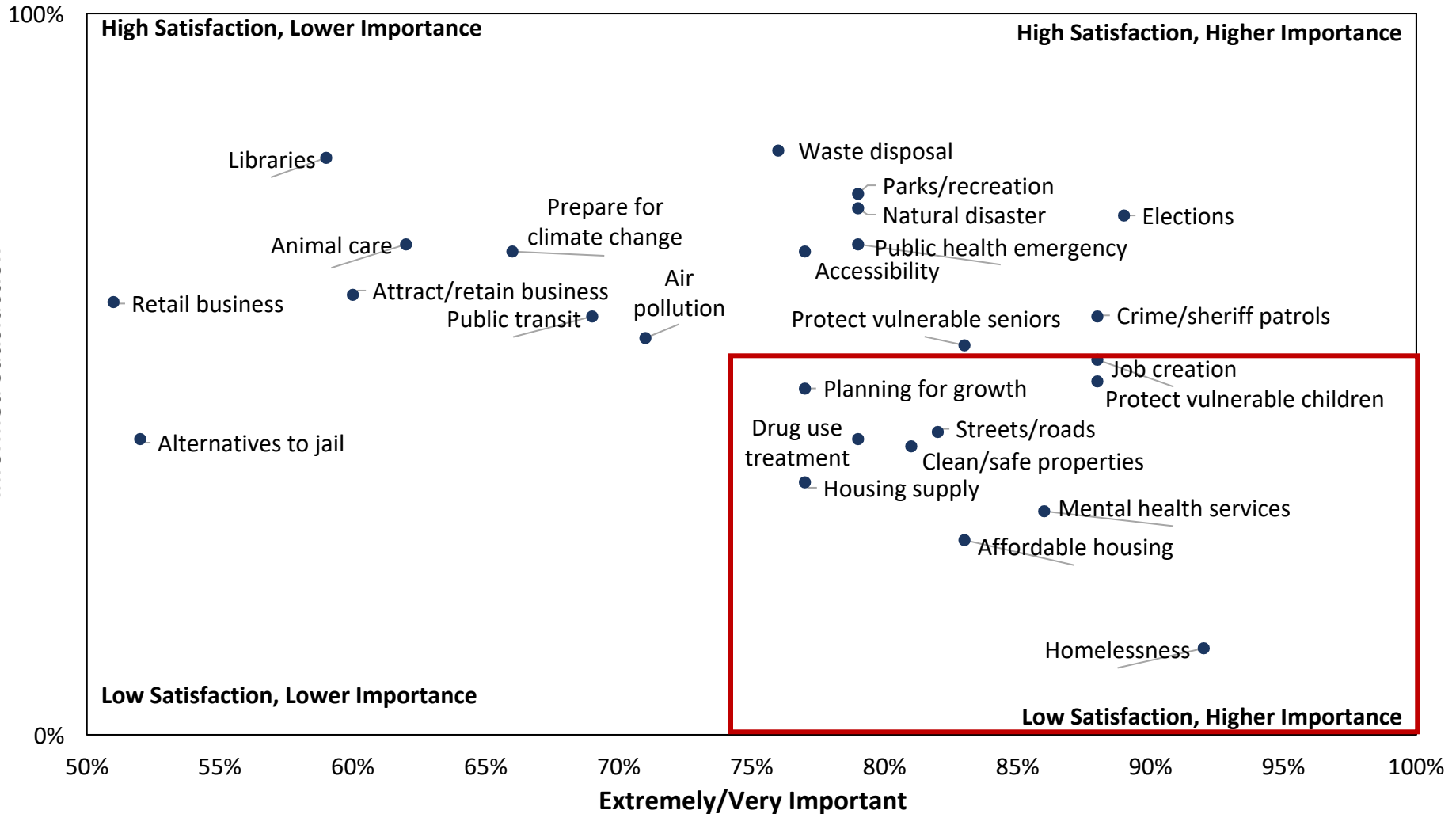
Q7. I am going to mention some services and programs that Sacramento County provides. I would like you to tell me how satisfied you are personally with the job being done by the County in providing that program or service: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied.

They are very broadly dissatisfied with homelessness prevention.



Q7. I am going to mention some services and programs that Sacramento County provides. I would like you to tell me how satisfied you are personally with the job being done by the County in providing that program or service: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied.

Homelessness, housing and mental health are areas that people value but see the County as falling short.



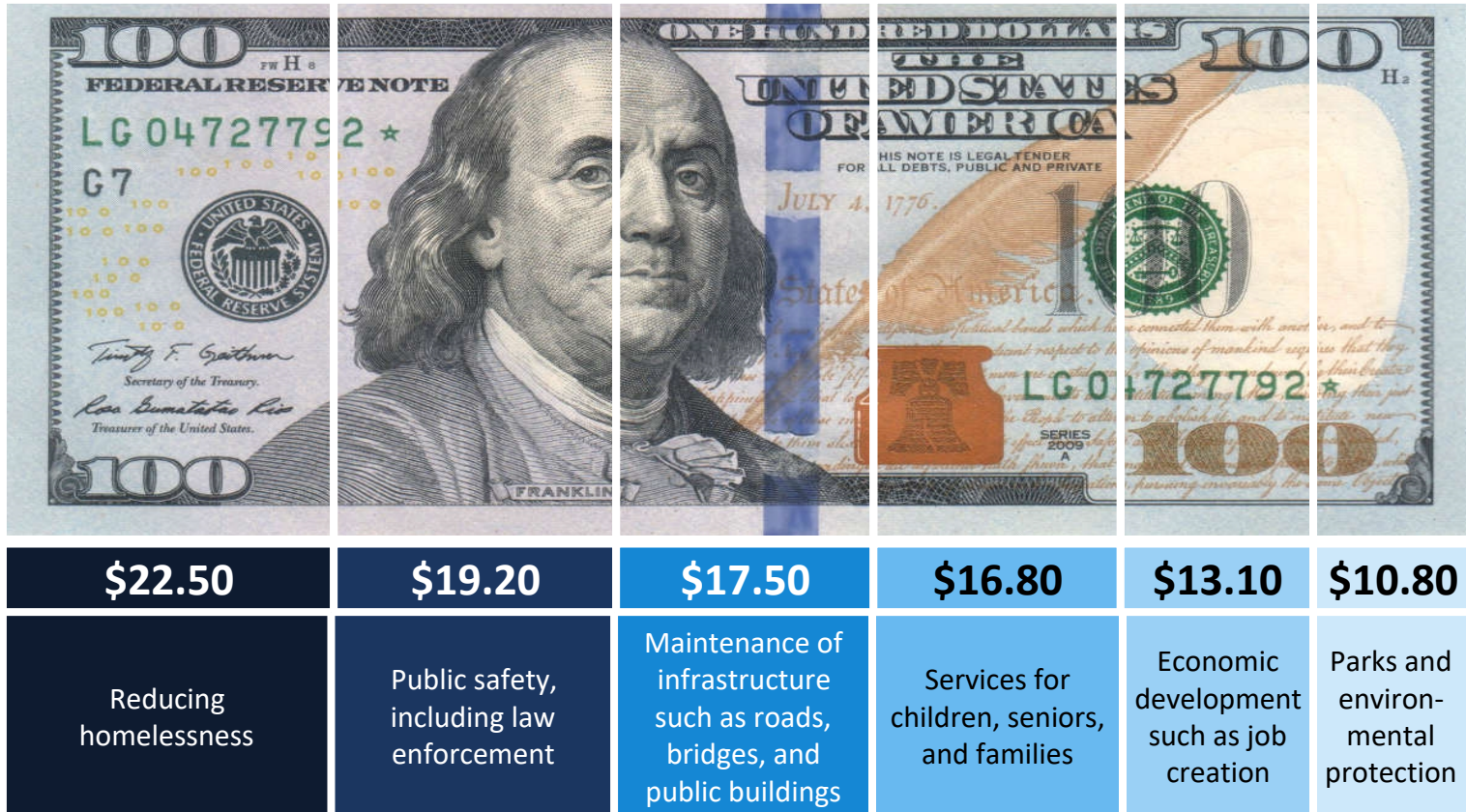
Q6. I am going to read you a list of aspects of life in Sacramento County. Please tell me, In your opinion, how important each one is to making it a good place to live: extremely important, very important, somewhat important, or not too important.

Q7. I am going to mention some services and programs that Sacramento County provides. I would like you to tell me how satisfied you are personally with the job being done by the County in providing that program or service: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied.

In a budgeting exercise, residents allocate more funding to public safety and homelessness than to other areas.

I am going to ask you to imagine you are in charge of the Sacramento County budget. I would like you to tell me how you would prioritize County spending for 6 broad areas.

For this exercise, assume you have \$100 to spend. After I read you all 6 key areas, please tell me how many dollars out of \$100 you would spend on each, keeping in mind that the total must add up to \$100.



White residents are slightly more likely to prioritize homelessness and safety.

Allocation of \$100 Budget by Race/Ethnicity

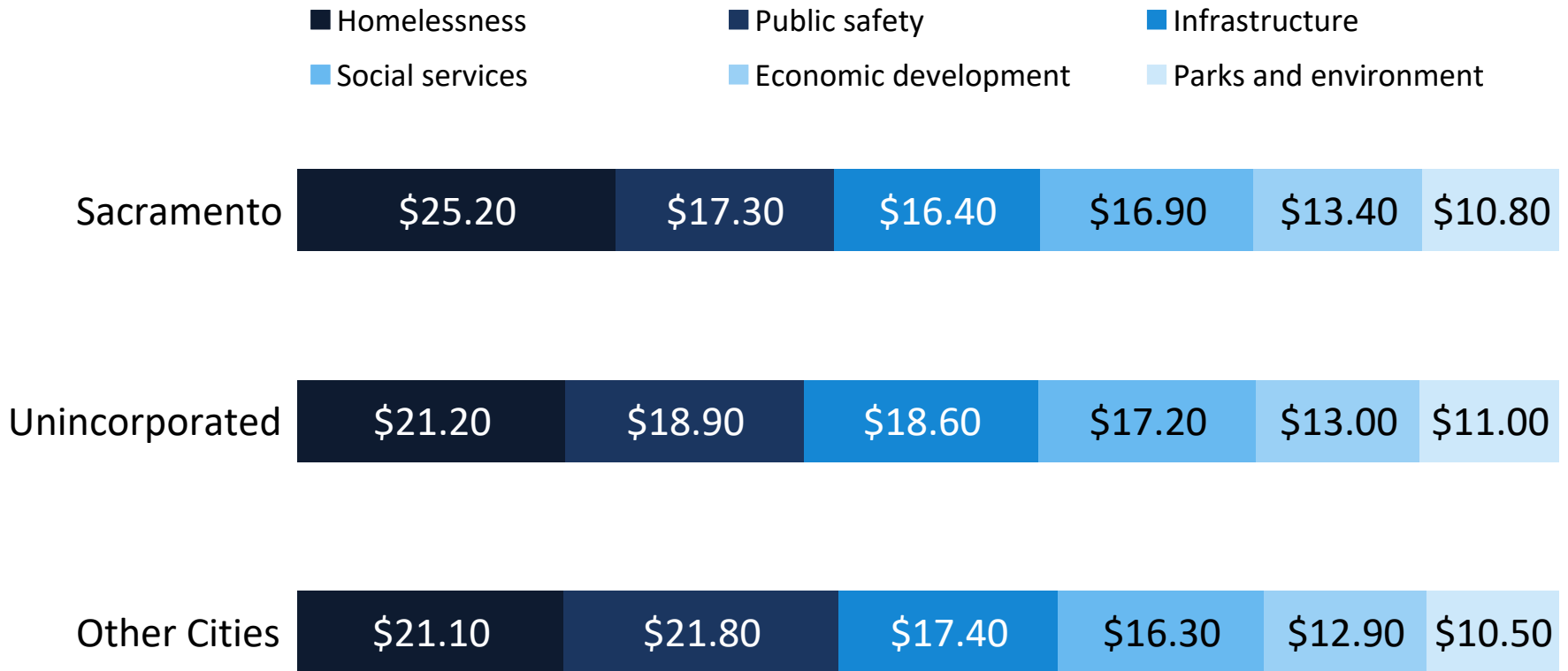
Homelessness
 Public safety
 Infrastructure
 Social services
 Economic development
 Parks and environment



Q8. I am going to ask you to imagine you are in charge of the Sacramento County budget. I would like you to tell me how you would prioritize County spending for six broad areas. For this exercise, assume you have 100 dollars to spend. After I read you all six key areas, please tell me how many dollars out of 100 you would spend on each, keeping in mind that the total must add up to 100 dollars.

For Sacramento residents, homelessness is a higher priority.

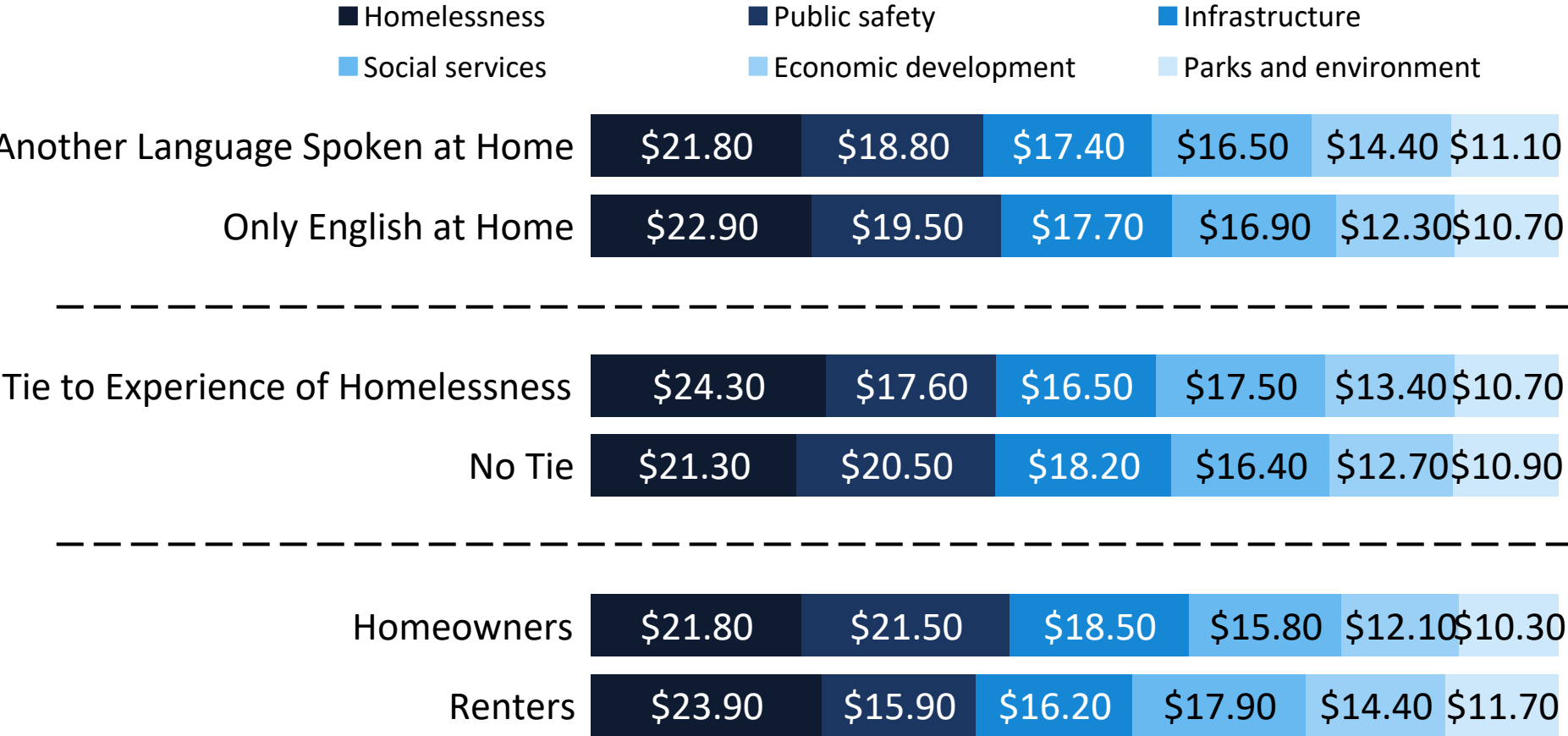
Allocation of \$100 Budget by City



Q8. I am going to ask you to imagine you are in charge of the Sacramento County budget. I would like you to tell me how you would prioritize County spending for six broad areas. For this exercise, assume you have 100 dollars to spend. After I read you all six key areas, please tell me how many dollars out of 100 you would spend on each, keeping in mind that the total must add up to 100 dollars.

Homeowners are slightly more likely to prioritize homelessness, safety and infrastructure.

Allocation of \$100 Budget by Language at Home, Tie to Homelessness & Residence

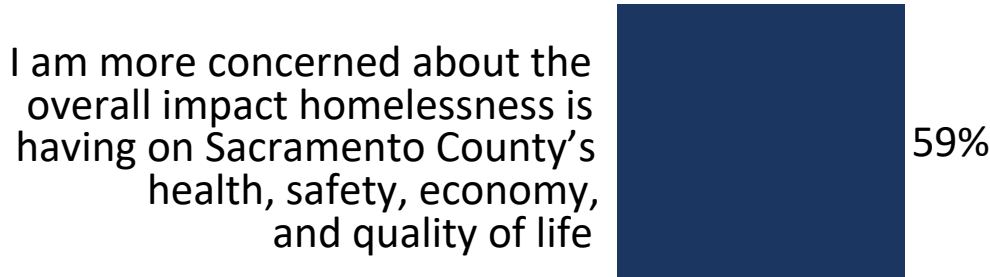


Q8. I am going to ask you to imagine you are in charge of the Sacramento County budget. I would like you to tell me how you would prioritize County spending for six broad areas. For this exercise, assume you have 100 dollars to spend. After I read you all six key areas, please tell me how many dollars out of 100 you would spend on each, keeping in mind that the total must add up to 100 dollars.

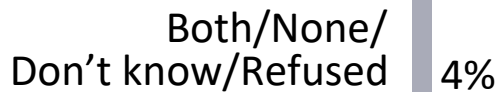
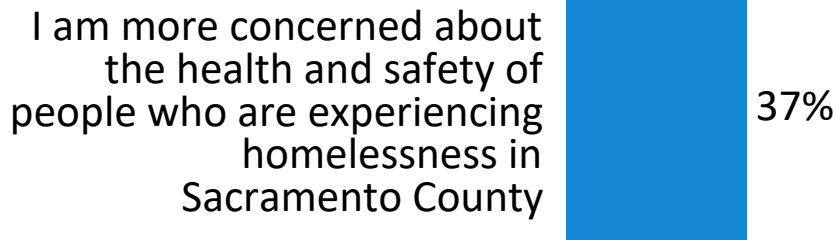


Views of Homelessness

When asked to prioritize, residents are more concerned about the impact of homelessness on the county than on the people experiencing it.



OR



■ Overall Impact ■ People City

| City | Overall Impact | People City |
|----------------|----------------|-------------|
| Sacramento | 58% | 37% |
| Unincorporated | 57% | 39% |
| Other Cities | 62% | 35% |

Race/Ethnicity

| Race/Ethnicity | Overall Impact | People City |
|------------------------------------|----------------|-------------|
| White Residents | 59% | 39% |
| Latinos Residents | 58% | 33% |
| African Americans Residents | 54% | 42% |
| Asians/Pacific Islanders Residents | 63% | 33% |
| All Residents of Color | 58% | 36% |

Language Other than English Spoken at Home

| Language Spoken at Home | Overall Impact | People City |
|-------------------------|----------------|-------------|
| Yes | 61% | 31% |
| No | 57% | 40% |

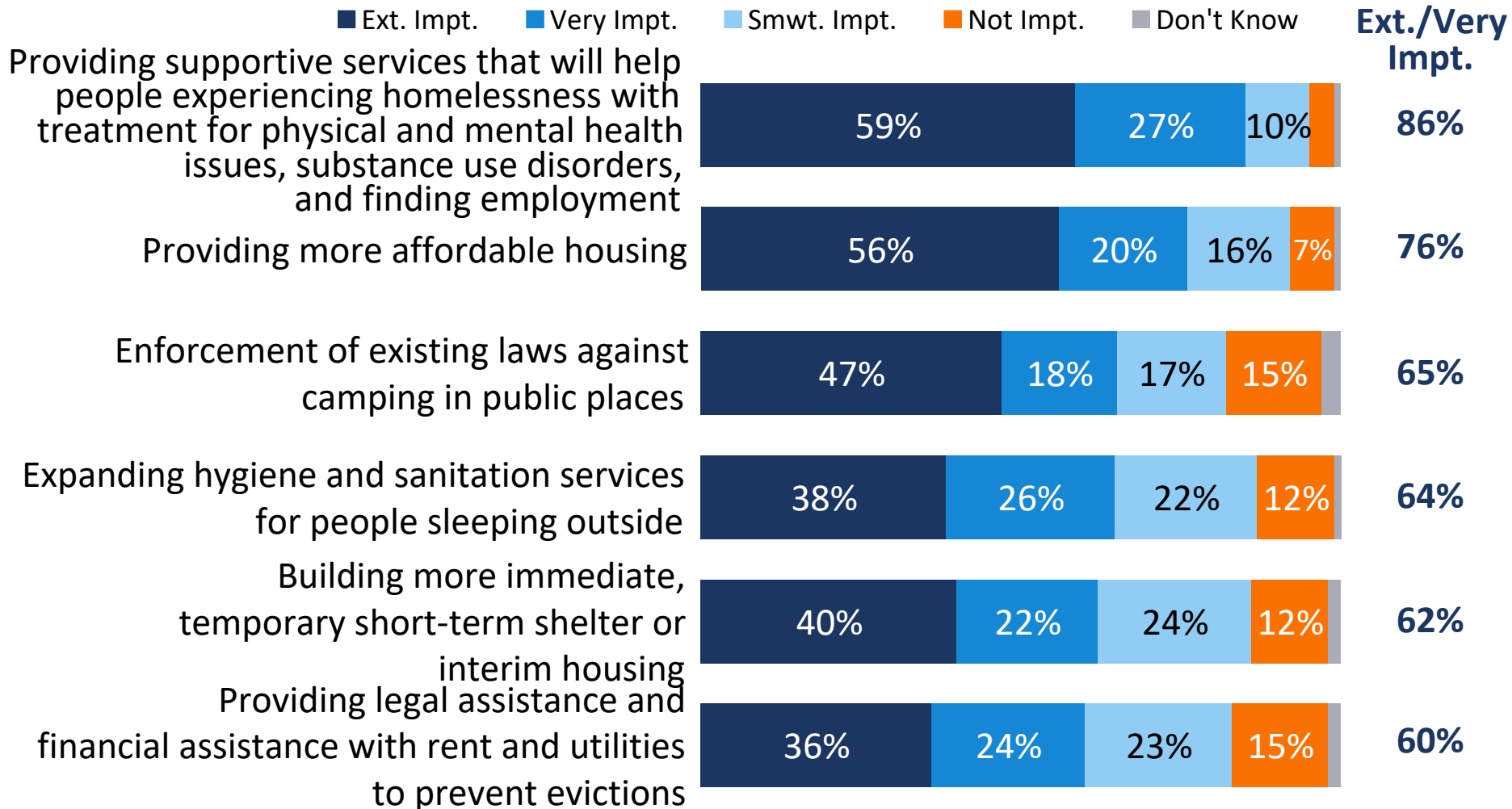
Tie to Homelessness

| Tie to Homelessness | Overall Impact | People City |
|---------------------|----------------|-------------|
| Yes | 51% | 45% |
| No | 64% | 32% |

Residence

| Residence | Overall Impact | People City |
|------------|----------------|-------------|
| Homeowners | 65% | 31% |
| Renters | 49% | 45% |

Broad majorities value every potential response to homelessness, though supportive services and housing are especially important.



Q10. I am going to read you some specific steps that might be taken to address homelessness in Sacramento County. Please indicate how important you think it is for the County to pursue each step: extremely important, very important, somewhat important, or not important.

The relative ranking of these responses is similar across geography.

| Step to Address Homelessness (Extremely/Very Serious Problem) | All Residents | Sacramento | Unincorporated | Other Cities |
|--|---------------|------------|----------------|--------------|
| Supportive services | 86% | 87% | 87% | 82% |
| Affordable housing | 76% | 78% | 78% | 72% |
| Enforcing camping laws | 65% | 63% | 64% | 68% |
| Hygiene/sanitation services | 64% | 68% | 65% | 60% |
| Shelter/interim housing | 62% | 65% | 61% | 60% |
| Legal/financial assistance | 60% | 66% | 61% | 52% |

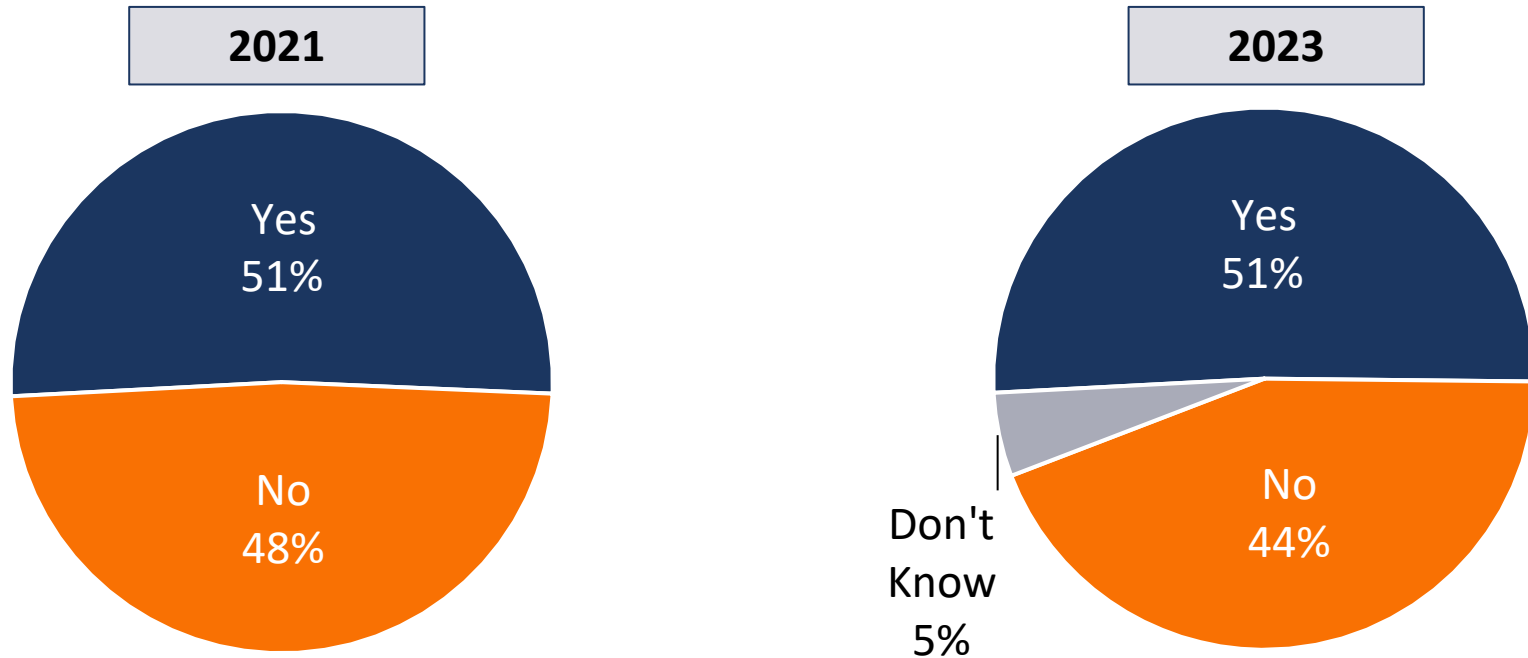
Q10. I am going to read you some specific steps that might be taken to address homelessness in Sacramento County. Please indicate how important you think it is for the County to pursue each step: extremely important, very important, somewhat important, or not important.



County Service Delivery

As in 2021, just over half have interacted with a County department or employee recently.

Over the last 2 years, have you interacted with a County department or employee?

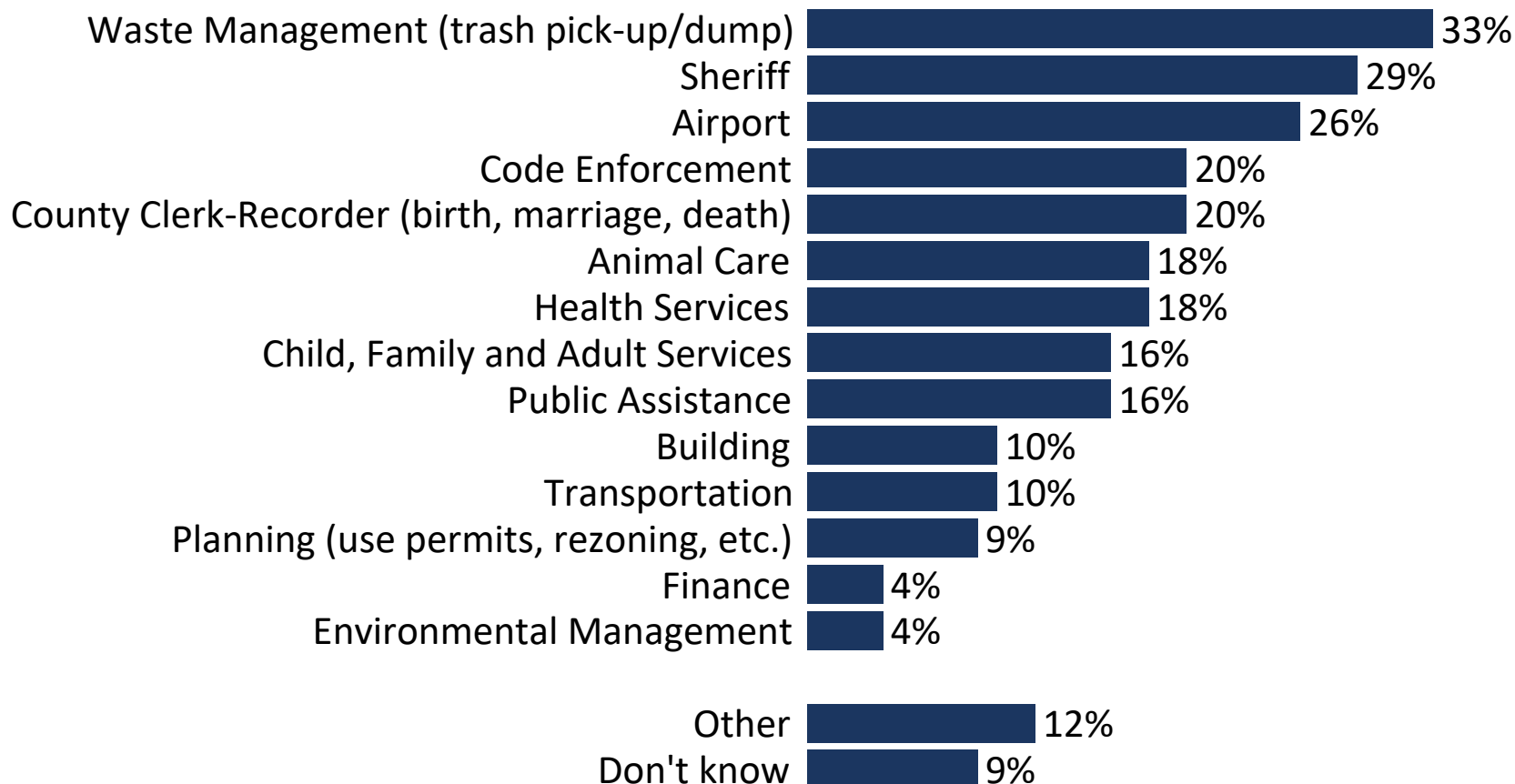


Those especially likely to have interacted with the County include those with an experience of homelessness, Supervisorial District 2, and African American residents.

Waste management and the sheriff are departments residents interacted with most commonly.

Which department or departments did you have contact with?

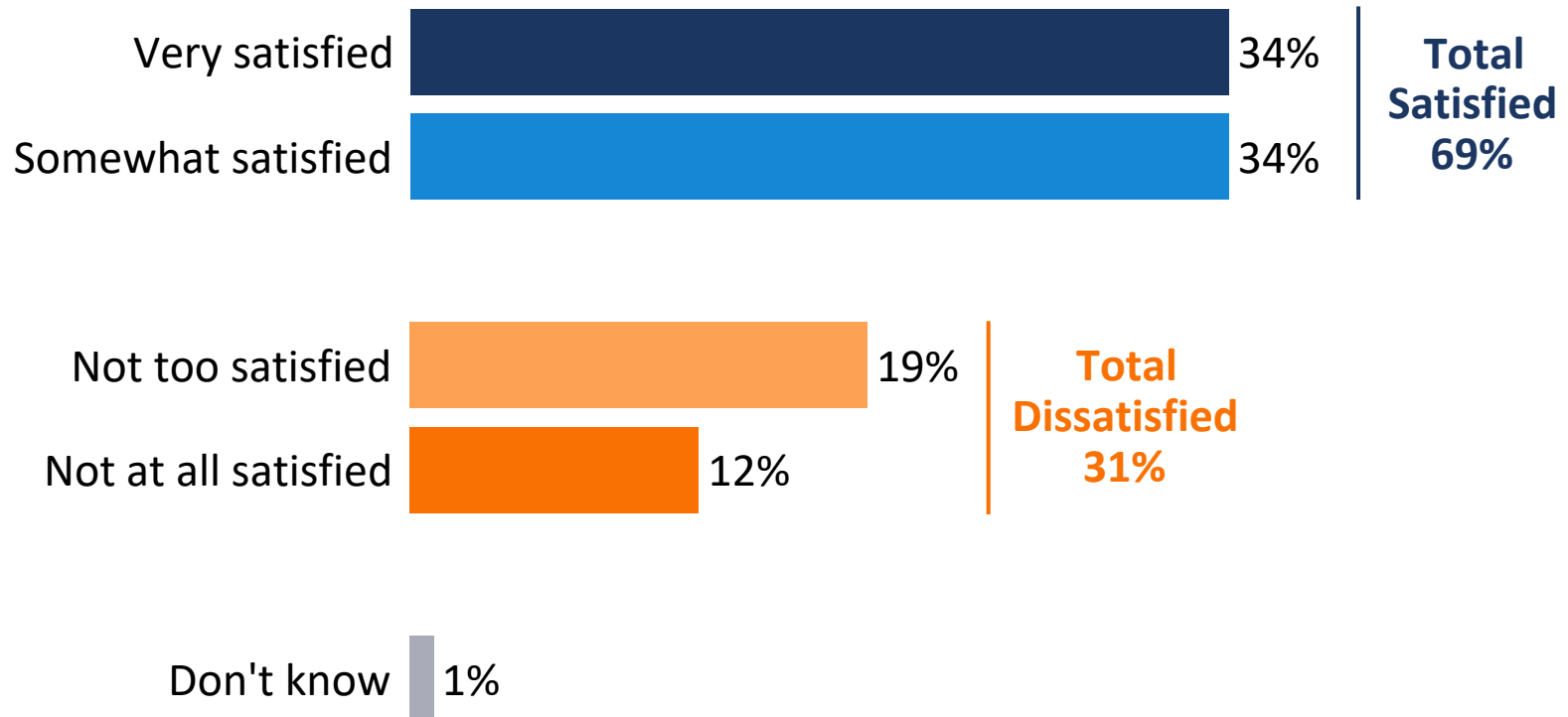
(Open-ended; Multiple Responses Accepted; Asked of Those With Contact Only, n=541)



Seven in ten are satisfied with the customer service they received.

Would you say that you are very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied with the overall level of customer service you received?

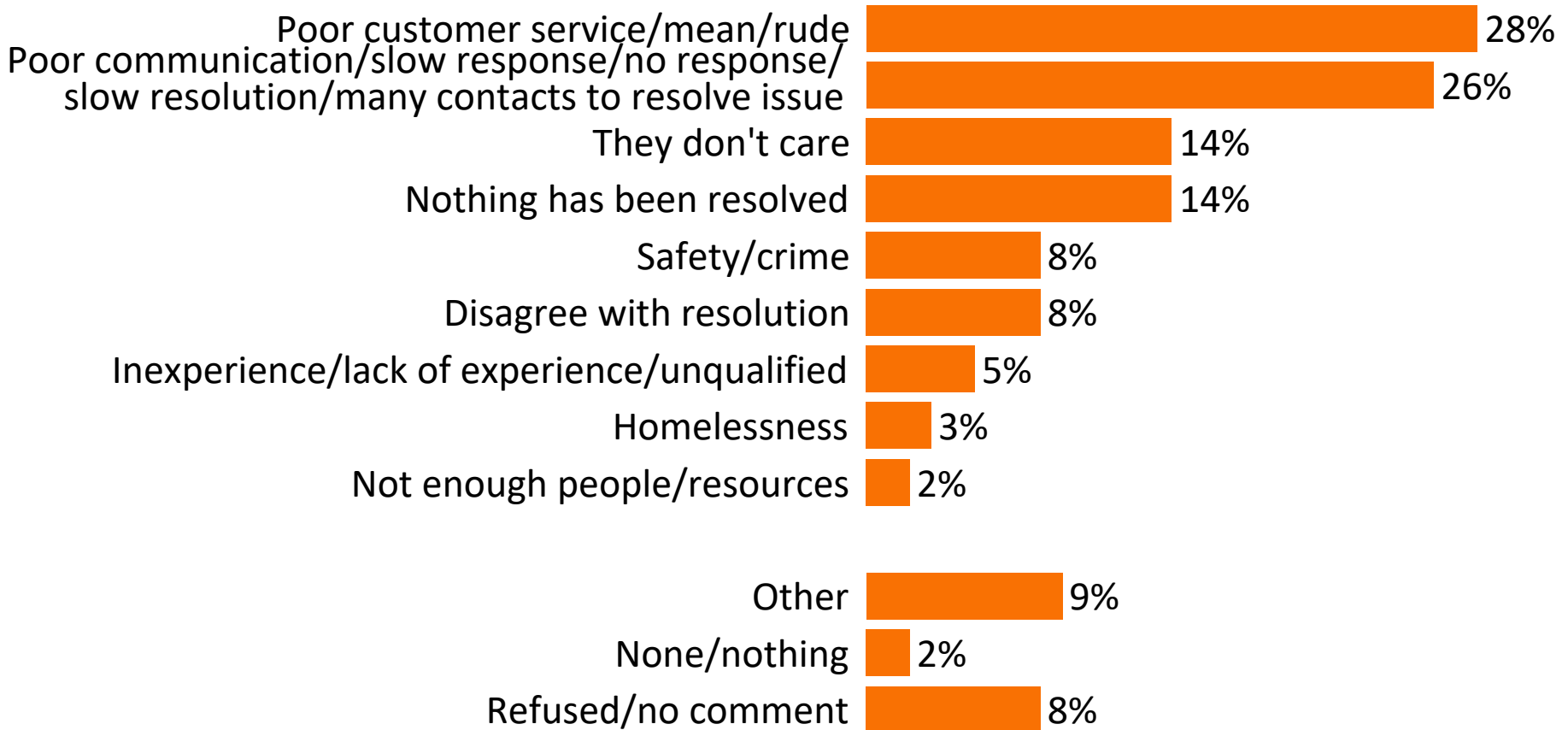
(Asked of Those With Contact Only, n=541)



Slow or impolite communication were the most-common reasons for dissatisfaction.

Why were you not satisfied with the customer service you received?

(Open-ended; Asked of Those Not Satisfied, n=167)





Conclusions

Conclusions

- Many trends in Sacramento County residents' concerns and priorities are consistent with 2021.
 - A slim majority believes things in the county are on the wrong track, consistent with many other West Coast communities grappling with similar challenges.
 - Crime, road conditions, and government mismanagement are all key concerns, though in a clear second tier.
 - Homelessness continues to be seen as an extremely serious problem – and 41% of residents have experienced it personally or have a tie to someone who has.
 - Asked to choose, residents are more concerned about the community impacts of homelessness than impacts on the health and safety of people experiencing homelessness.
 - However, broad majorities view every potential response to homelessness presented to them as highly important, though supportive services and housing rank especially high.
- While about two-thirds see a need for additional funding for essential County services, they are less supportive of specific mechanisms for raising funds. A slim majority says a bond measure is “acceptable.”
- Customer service ratings are quite high among those with direct experience. Those who are dissatisfied cite slowness of response and the attitude of the employee they worked with as reasons for dissatisfaction.

For more information,
contact:



OPINION
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Appendix

The cost of housing is slightly more of a concern than in the 2021 survey.

| Issue (Extremely/Very Serious Problem) | 2021 | 2023 | Difference |
|---|------|------|------------|
| The cost of housing | 78% | 83% | +5% |
| Blight and abandoned buildings | 35% | 38% | +3% |
| Homelessness | 93% | 95% | +2% |
| Crime | 64% | 66% | +2% |
| The quality of our air | 39% | 39% | 0% |
| The condition of streets and roads | 57% | 55% | -2% |
| Climate change | 53% | 51% | -2% |
| Traffic | 50% | 48% | -2% |
| Illegal dumping | 48% | 45% | -3% |
| Government waste and mismanagement | 63% | 56% | -7% |
| Jobs and unemployment | 50% | 42% | -8% |

Q3 a-k. I'd like to read you a brief list of issues that could be problems for people living in Sacramento County. Please tell me whether you personally consider it to be an extremely serious problem, a very serious problem, a somewhat serious problem, or a not too serious problem at all for people living in Sacramento County.

Crime, government waste and road conditions are more concerning for Latinos.

| Issue (Extremely/Very Serious Problem) | All Residents | Race/Ethnicity | | | | |
|---|---------------|-----------------|------------------|----------------------------|----------------------------------|------------------------|
| | | White Residents | Latino Residents | African American Residents | Asian/Pacific Islander Residents | All Residents of Color |
| Homelessness | 95% | 96% | 96% | 91% | 92% | 94% |
| The cost of housing | 83% | 80% | 88% | 91% | 83% | 86% |
| Crime | 66% | 62% | 77% | 60% | 64% | 68% |
| Government waste and mismanagement | 56% | 53% | 62% | 57% | 55% | 57% |
| The condition of streets and roads | 55% | 52% | 62% | 59% | 50% | 57% |
| Climate change | 51% | 50% | 55% | 51% | 45% | 52% |
| Food insecurity | 51% | 45% | 60% | 64% | 41% | 55% |
| Traffic | 48% | 43% | 57% | 44% | 47% | 51% |
| Illegal dumping | 45% | 37% | 52% | 48% | 50% | 50% |
| Jobs and unemployment | 42% | 31% | 53% | 53% | 48% | 50% |
| The quality of our air | 39% | 34% | 43% | 43% | 39% | 42% |
| Blight and abandoned buildings | 38% | 34% | 48% | 35% | 32% | 41% |

Q3. I'd like to read you a brief list of issues that could be problems for people living in Sacramento County. Please tell me whether you personally consider it to be an extremely serious problem, a very serious problem, a somewhat serious problem, or a not too serious problem at all for people living in Sacramento County.

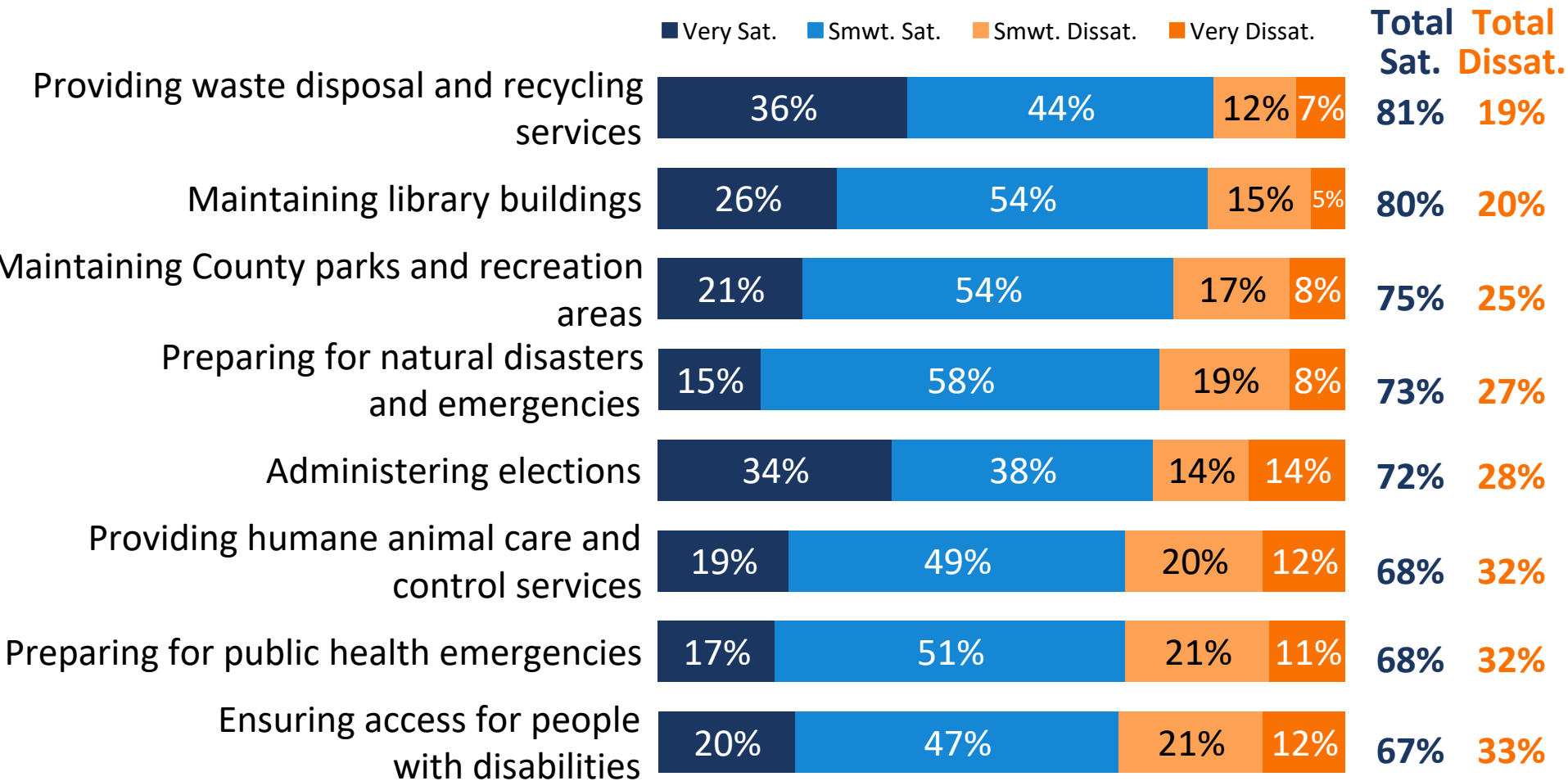
Housing costs are a bigger concern for renters than homeowners.

| Issue (Extremely/Very Serious Problem) | All Residents | Language Other than English Spoken at Home | | Tie to Homelessness | | Residence | |
|---|---------------|--|-----|---------------------|-----|------------|---------|
| | | Yes | No | Yes | No | Homeowners | Renters |
| Homelessness | 95% | 94% | 95% | 96% | 94% | 95% | 96% |
| The cost of housing | 83% | 86% | 81% | 87% | 80% | 76% | 93% |
| Crime | 66% | 70% | 64% | 67% | 65% | 68% | 63% |
| Government waste and mismanagement | 56% | 54% | 56% | 59% | 53% | 55% | 58% |
| The condition of streets and roads | 55% | 58% | 54% | 56% | 54% | 53% | 58% |
| Climate change | 51% | 52% | 51% | 54% | 49% | 49% | 54% |
| Food insecurity | 51% | 55% | 49% | 57% | 46% | 44% | 59% |
| Traffic | 48% | 53% | 47% | 47% | 49% | 50% | 46% |
| Illegal dumping | 45% | 49% | 44% | 47% | 44% | 45% | 45% |
| Jobs and unemployment | 42% | 50% | 37% | 46% | 38% | 36% | 49% |
| The quality of our air | 39% | 41% | 38% | 42% | 36% | 35% | 44% |
| Blight and abandoned buildings | 38% | 39% | 38% | 39% | 38% | 39% | 38% |

Q3. I'd like to read you a brief list of issues that could be problems for people living in Sacramento County. Please tell me whether you personally consider it to be an extremely serious problem, a very serious problem, a somewhat serious problem, or a not too serious problem at all for people living in Sacramento County.

Removing those unable to rate services shows high satisfaction for waste disposal, libraries, and parks ...

Informed Satisfaction

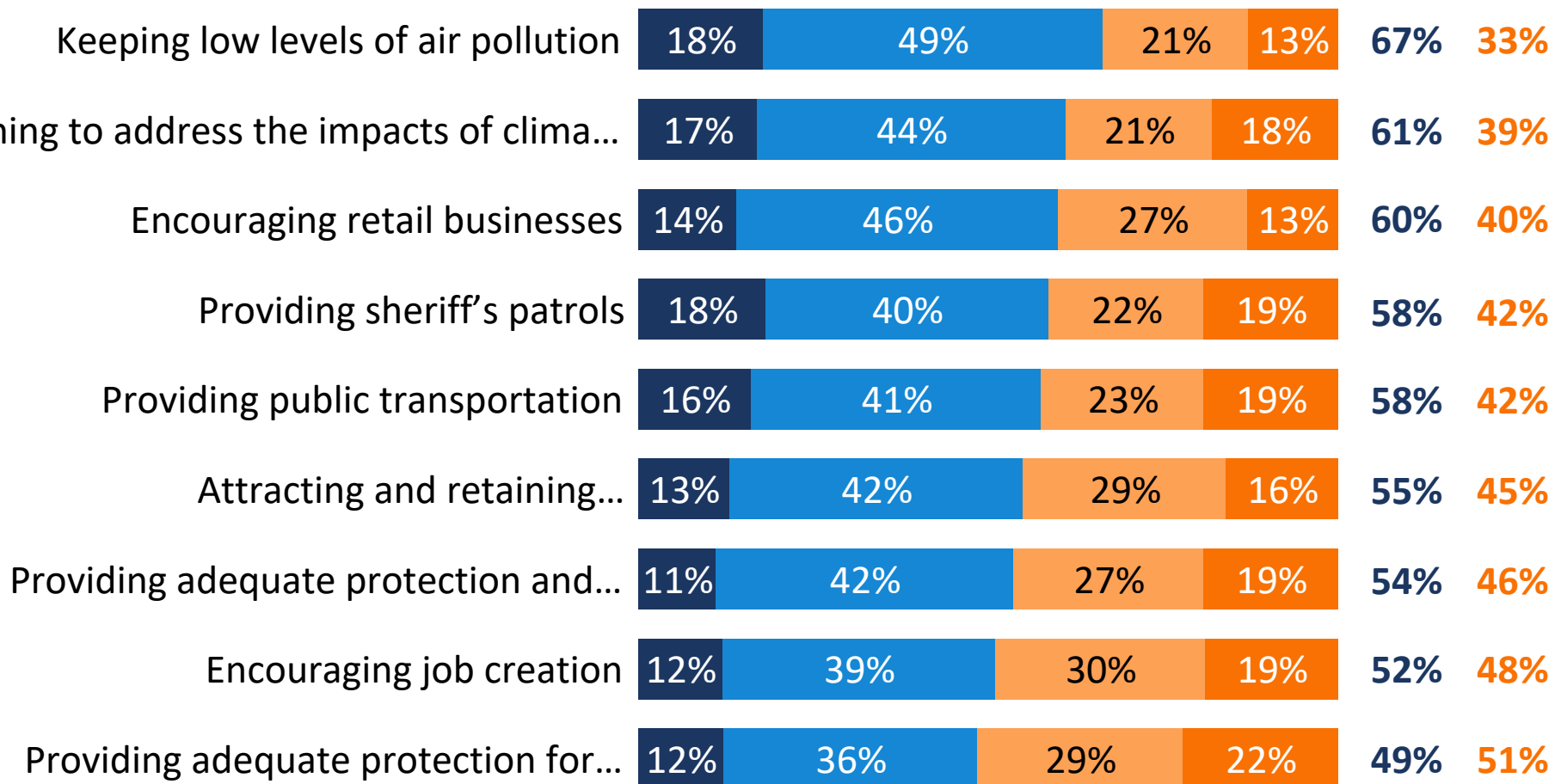


... and shows that majorities are satisfied with air pollution, climate impacts and sheriff's patrols.

Informed Satisfaction

■ Very Sat. ■ Smwt. Sat. ■ Smwt. Dissat. ■ Very Dissat.

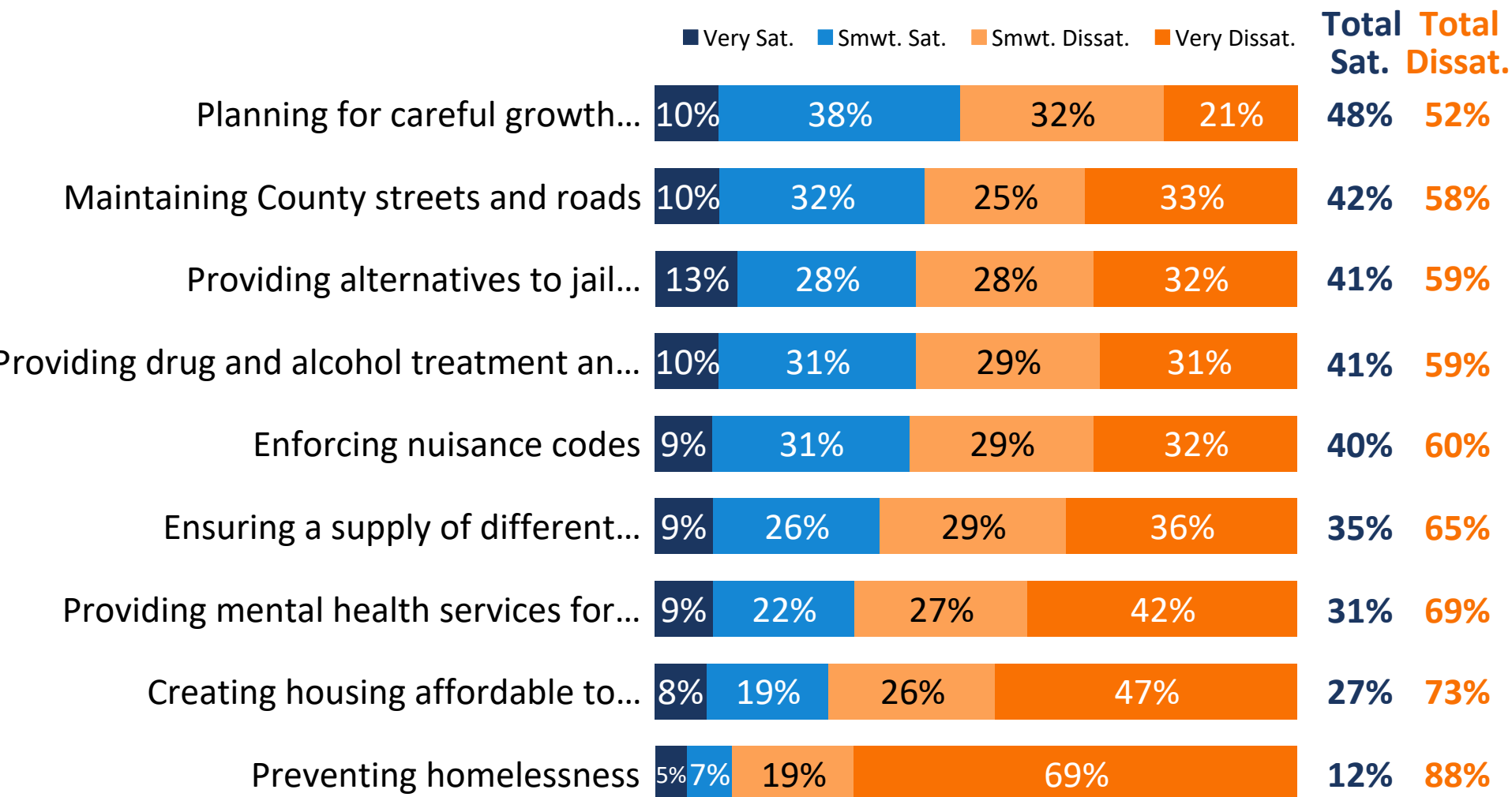
Total Sat. **Total Dissat.**



Q7. I am going to mention some services and programs that Sacramento County provides. I would like you to tell me how satisfied you are personally with the job being done by the County in providing that program or service: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied.

Dissatisfaction remains very high for housing and homelessness services and programs.

Informed Satisfaction



Q7. I am going to mention some services and programs that Sacramento County provides. I would like you to tell me how satisfied you are personally with the job being done by the County in providing that program or service: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied.

More affordable housing is a bit more valued by Black residents.

| Specific Step (Extremely/Very Important) | All Residents | Race/Ethnicity | | | | |
|---|---------------|-----------------|------------------|----------------------------|----------------------------------|------------------------|
| | | White Residents | Latino Residents | African American Residents | Asian/Pacific Islander Residents | All Residents of Color |
| Providing supportive services that will help people experiencing homelessness with treatment for physical and mental health issues, substance use disorders, and finding employment | 86% | 86% | 87% | 88% | 84% | 87% |
| Providing more affordable housing | 76% | 73% | 82% | 87% | 70% | 80% |
| Enforcement of existing laws against camping in public places | 65% | 62% | 71% | 66% | 66% | 67% |
| Expanding hygiene and sanitation services for people sleeping outside | 64% | 63% | 69% | 73% | 56% | 66% |
| Building more immediate, temporary short-term shelter or interim housing | 62% | 66% | 66% | 63% | 47% | 61% |
| Providing legal assistance and financial assistance with rent and utilities to prevent evictions | 60% | 59% | 65% | 67% | 53% | 62% |

Q10. I am going to read you some specific steps that might be taken to address homelessness in Sacramento County. Please indicate how important you think it is for the County to pursue each step: extremely important, very important, somewhat important, or not important.

Those with a personal tie to homelessness are less likely to value public camping bans.

| Specific Step (Extremely/Very Important) | All Res. | Tie to Homelessness | | Residence | |
|---|------------|---------------------|-----|------------|---------|
| | | Yes | No | Homeowners | Renters |
| Providing supportive services that will help people experiencing homelessness with treatment for physical and mental health issues, substance use disorders, and finding employment | 86% | 89% | 85% | 82% | 91% |
| Providing more affordable housing | 76% | 82% | 72% | 68% | 86% |
| Enforcement of existing laws against camping in public places | 65% | 57% | 70% | 72% | 56% |
| Expanding hygiene and sanitation services for people sleeping outside | 64% | 67% | 63% | 58% | 74% |
| Building more immediate, temporary short-term shelter or interim housing | 62% | 66% | 60% | 57% | 69% |
| Providing legal assistance and financial assistance with rent and utilities to prevent evictions | 60% | 65% | 57% | 53% | 69% |

Q10. I am going to read you some specific steps that might be taken to address homelessness in Sacramento County. Please indicate how important you think it is for the County to pursue each step: extremely important, very important, somewhat important, or not important.