City of Livermore's Asset Management Program
Results of Livermore Assets and Infrastructure - Opinion Survey

I. Introduction

The City of Livermore conducted an online survey to solicit community feedback regarding the City's management of its community-owned infrastructure assets as part of its Asset Management Community Outreach Campaign. As an opinion survey, the purpose of this effort was to gain a baseline understanding about the community's general awareness regarding Livermore's public assets, and to discover salient points and ideas that would help improve the City's communication about them. The survey was not designed to inform project prioritization nor commit funding to specific infrastructure projects.

The survey was launched on June 18, 2020 and ran until July 31, 2020. It was available in both English and Spanish. The surveys were posted on the City of Livermore's social media accounts and shared with relevant community partners. The English version received 1,121 responses and the Spanish version received 3 responses.

II. Executive Summary

Customer Satisfaction

Customer Satisfaction –
- 68% of respondents indicated they agreed or agreed strongly that they are satisfied with the condition of the City's community-owned assets.
- 72% of respondents indicated they agreed or agreed strongly that the City does a good job keeping the City's community-owned assets in good shape. However, nearly 15% disagree ed or disagreed strongly with that statement.

Decision-Making and Spending –
- 46% of respondents agreed or agreed strongly that the City of Livermore makes smarts decisions about how to spend money to maintain the City's community-owned assets.
- 41% of respondents – the largest segment of responses to the question – had "no opinion/neutral" to the City's current infrastructure spending.
- 13% of respondents disagreed or disagreed strongly that the City makes smart spending decisions.

Frequency of Use –
- 79% of respondents reported using parks and plazas frequently or very frequently.
- 72% of respondents reported using trails frequently or very frequently.
- 42% of respondents indicated that they infrequently use any civic buildings.
- 62% of respondents reported that they infrequently use any historic buildings.
- 63% of respondents do not use the Livermore Municipal Airport or the Las Positas Golf Course.

Asset Conditions

Buildings and Amenities –
- 90% of respondents reported civic buildings and 65% reported historic buildings are in good or excellent condition.

Streets and Paths of Travel –
- Over 50% of respondents rated Livermore's assets as good or excellent condition in every category except sidewalks.
- Sidewalks were the lowest ranked category, with only 44% of respondents rating them as good or excellent condition.

Green Spaces and Aesthetics –
- 82% of respondents reported parks and plazas were either in good or excellent condition.
- 76% of respondents said the condition of trees and landscaping was good or excellent
- 20% of respondents indicated that decorative walls or fences were in poor or fair condition, ranking as the lowest asset condition in this category.

Water Infrastructure –
- 67% of respondents indicated that the condition of the flood control system was good or excellent.
- 67% of respondents also said the condition of the wastewater system was good or excellent.
- The drinking water system rated the lowest with 25% of respondents suggesting the system's condition is fair or poor.

Priorities

The three highest rated priorities related to improving mobility include:
1) resurfacing and repaving streets
2) maintaining and repairing sidewalks
3) maintaining traffic signals and lights

The lowest ranked priority out of 14 was maintaining Las Positas Golf Course.

Funding Strategies

- 90% of respondents supported or strongly supported a focus on public safety repairs and improvements.

- Methods to increase funding resources were also cited as top priorities including exploring grant funds and new revenue enhancement measures (rated 3rd and 5th respectively).
- 63% of respondents were either opposed or strongly opposed to reducing the frequency and level of infrastructure maintenance.

Neighborhood Findings

When results were tabulated against the respondents' zone of residence, disparities between zones were noted. Below are highlights for responses that varied more than 10% from the average responses by zone (ex: Zone 10 indicated less frequent use of Civic Buildings by 15% more than the other zones):
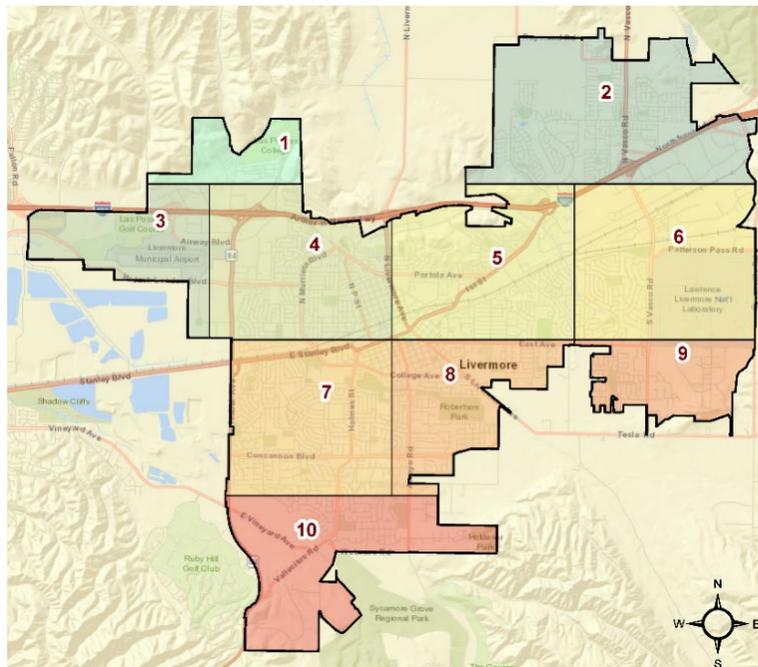
- **Historic Buildings** – Zone 1 and Zone 9 indicated less frequent use of Historic Buildings.
- **Civic Buildings** – Zone 10 indicated less frequent use of Civic Buildings.
- **Decorative Walls/Fences** – Zone 1 and Zone 9 indicated Decorative Walls and Fences are in good condition; Zone 10 indicated Decorative Walls and Fences are in poor condition.
- **Trees/Landscaping** – Zone 1 indicated trees and landscaping are in poor condition and are a higher maintenance priority.
- **Sidewalks** – Zone 1 indicated sidewalks are a lower maintenance priority; Zone 9 indicated the condition of sidewalks is good.
- **Traffic Signals** – Zone 1 indicated traffic signals are a higher maintenance priority; Zone 10 indicated traffic signals are in excellent condition.
- **Traffic Signs** – Zone 9 indicated traffic signs are in fair condition.
- **Roads** – Zone 1 indicated roads are in poor condition; Zone 5 indicated roads are in good condition; Zone 10 indicated roads are in excellent condition.
- **Curb Ramps** – Zones 5 and 9 indicated curb ramps are in good condition.
- **Trails** – Zones 6 and 10 indicated less frequent trail use while Zone 10 indicated trails are in excellent condition.

- **Airport** – Zones 1 and 9 cited infrequent use of the airport; Zone 4 indicated the airport is in excellent condition; and Zone 5 indicated the airport is in fair condition.
- **Golf Course** – Zone 5 indicated the golf course is in fair condition; Zones 9 and 10 cited infrequent use of the golf course.
- **Flood Control** – Zone 1 indicated flood control is a high maintenance priority.

Emerging Issues

Survey results identified several key ideas that will help Livermore's Asset Management Program in its communications and ongoing community engagement efforts. The following elements help frame how the Livermore community perceives its community-owned assets.

- **People are engaged.** They survey generated a robust response, including approximately 2,000 separate comments. The community appears to be receptive and ready for dialogue about assets.
- **Historical and civic themes worked.** Social media posts that included images of historical infrastructure and quizzes about current city assets were successful and directly generated a strong response. This civic pride and curiosity are key elements to foster.
- **People are the experts in their community.** The community articulated very specific issues and locations to engage about and discuss. Ideas and strategies surfaced about relying on community crowdsourcing for both short-term fixes and long-term improvements including technology, apps, and direct in-person activities.
- **Some disparities perceived depending on area.** Naturally, in an opinion survey about infrastructure, the age and deteriorating condition of assets in older neighborhoods were highlighted by respondents. This offers an opportunity to focus communication with impacted neighbors and communities where the quality of specific assets were noted as lacking.
- **Awareness building needs to continue.** Continuous and strategic information-sharing about the management structure of non-general funded assets is needed to ensure more nuanced understanding of partner agency responsibilities and enterprise funds.
- **General satisfaction.** It was clear that a substantial majority of respondents are satisfied with the existing conditions and the management of assets. There is less clarity on funding priorities and long-term management and replacement strategies.

III. Survey Results

Survey responses are provided in detail below, along with a summary of accompanying comments related to a topic.

Survey Results Section 1: Customer Satisfaction

The survey opened with statements to gauge satisfaction with the City's management of its community-owned assets. Respondents were asked to provide their level of agreement with each statement, ranging from "disagree strongly" to "agree strongly."

Question 1: I am satisfied with the condition of our community-owned assets. (1,111 responses)

- 68% of respondents indicated they agree or agree strongly that they are satisfied with the condition of the City's community-owned assets.

Disgree Strongly, 31, 3%

Agree Strongly, 116, 10%

Disagree, 194, 18%

No Opinion /Neutral, 123, 11%

Agree, 647, 58%
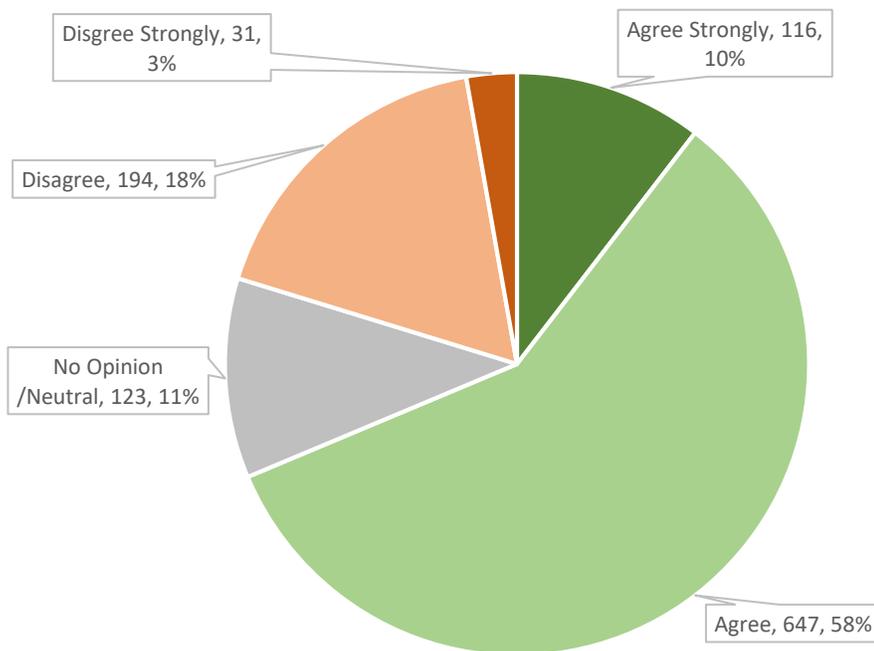
Question 2: The City of Livermore does a good job keeping our community-owned assets in shape. (1,110 responses)

- 72% of respondents indicated they agree or agree strongly that the City does a good job keeping the City's community-owned assets in good shape. However, nearly 15% disagreed or disagreed strongly with that statement.

Disgree Strongly, 16, 1%

Agree Strongly, 137, 12%

Disagree, 150, 14%

No Opinion /Neutral, 140, 13%

Agree 667 60%
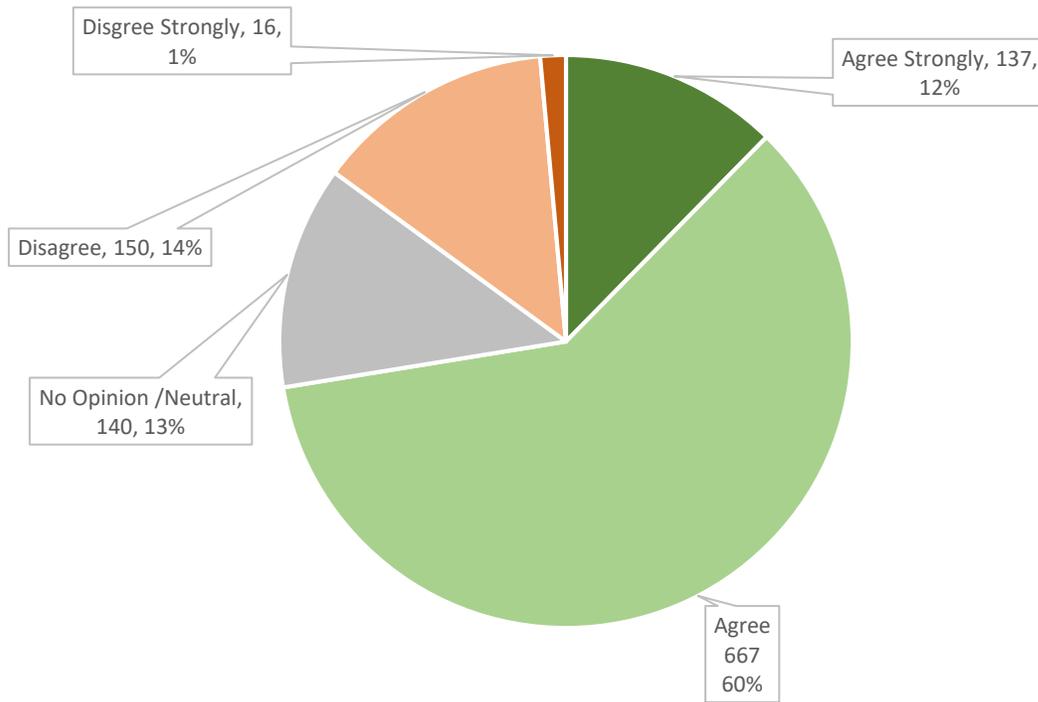
Question 3: The City of Livermore makes smart decisions about how to spend money to maintain our community-owned assets. (1,106 responses)

- 46% of respondents agreed or agreed strongly that the City of Livermore makes smarts decisions about how to spend money to maintain the City's community-owned assets.
- 41% of respondents – the largest segment of responses to the question – had "no opinion/neutral" to the City's current infrastructure spending.
- 13% of respondents disagreed or disagreed strongly that the City makes smart spending decisions.
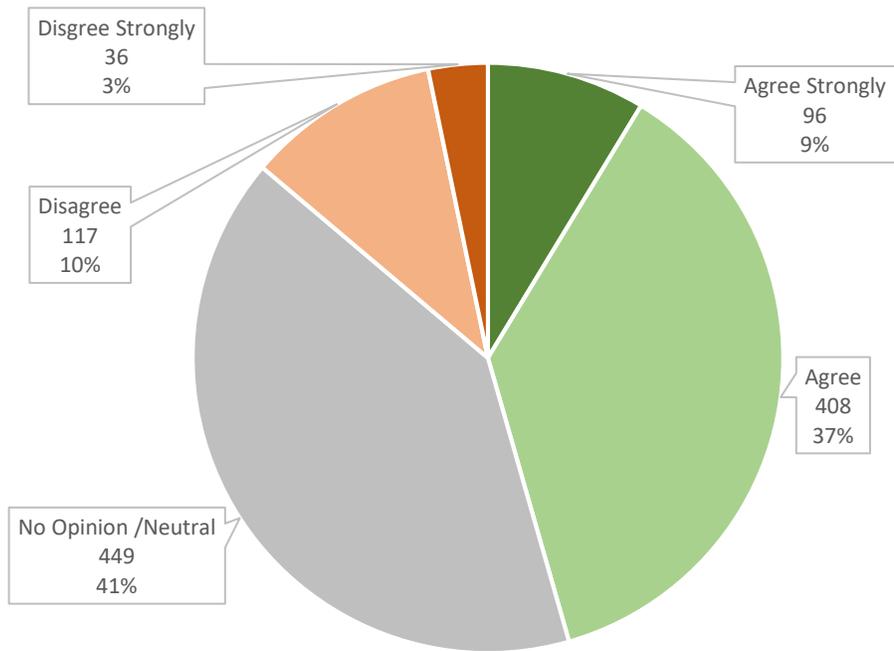
Survey Results Section 2: Frequency of Use

Respondents were asked to indicate how frequently they utilize or visit a variety of community-owned assets. The chart below details their responses, with the assets most frequented in green and yellow and less frequented assets represented by orange. Notably, respondents that were unsure of their frequency of use are noted in red.

Question 4: How frequently do you utilize or visit the following Community-owned assets?

- 79% of respondents reported using parks and plazas frequently or very frequently.
- 72% of respondents reported using trails frequently or very frequently.
- 42% of respondents indicated that they infrequently use any civic buildings.
- 62% of respondents reported that they infrequently use any historic buildings.
- 63% of respondents do not use the Livermore Municipal Airport or the Las Positas Golf Course.
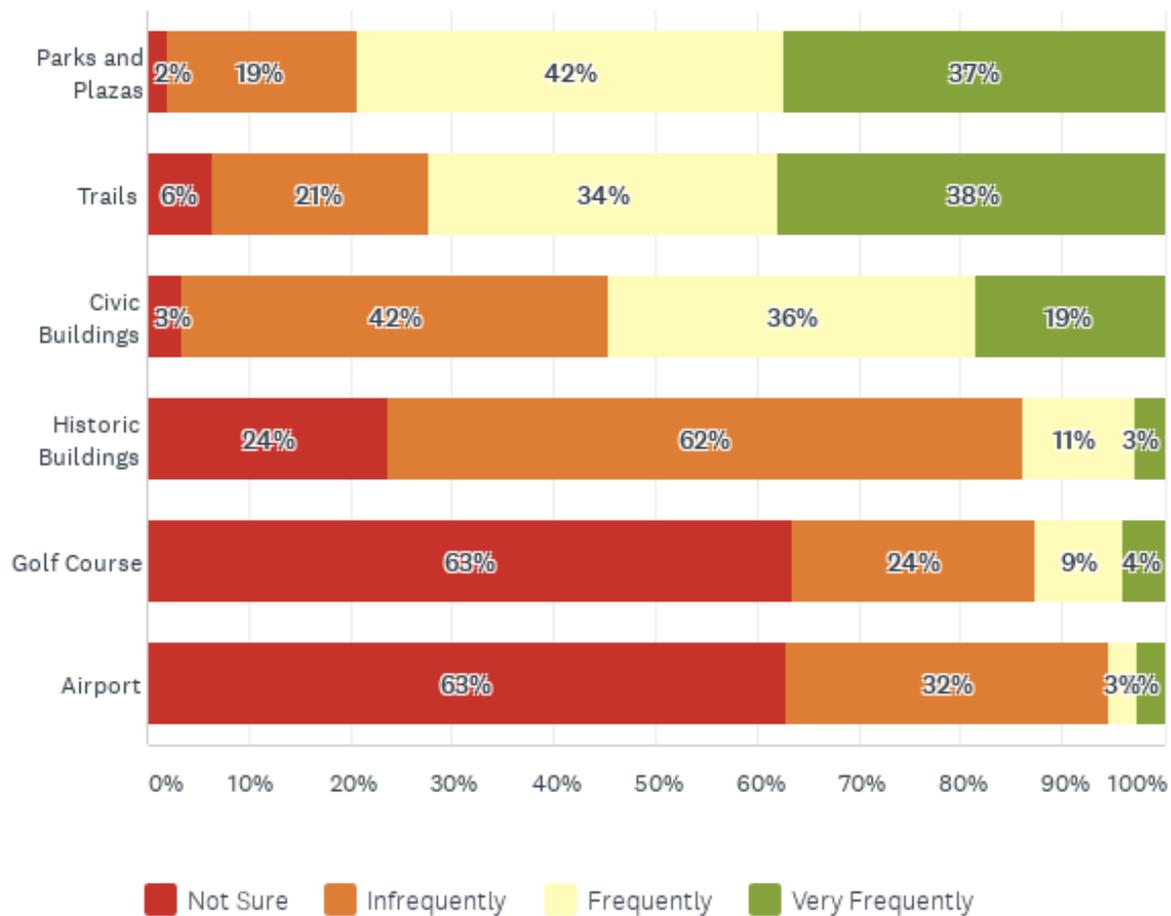
Survey Results Section 3: Asset Conditions

Respondents were asked to indicate their opinion on the current condition of several categories of Livermore's community-owned assets. In each graphic below, assets are listed across the bottom and the colors represent the condition reported for each group.

Comments Analysis

There was a total of 2,017 distinct comments received through the survey. Many comments touched on several different questions and topics and were not always related to a question they were responding to. To overcome this, and better categorize the data, the complete set of comments were categorized through key word searches, grouped, and then tallied. Once grouped, they were then analyzed for commonly repeated phrases or concerns which, in turn, were tabulated. Those tables produced a sum of the total number of repeated phrases or concerns, then cited what percentage of the keyword comments each represents. To review the spreadsheet of all comments and categorized comments send a request to assetmanagement@cityoflivermore.net.

Question 5: Condition of Buildings and Amenities

- 90% of respondents reported civic buildings and 65% reported historic buildings are in good or excellent condition.
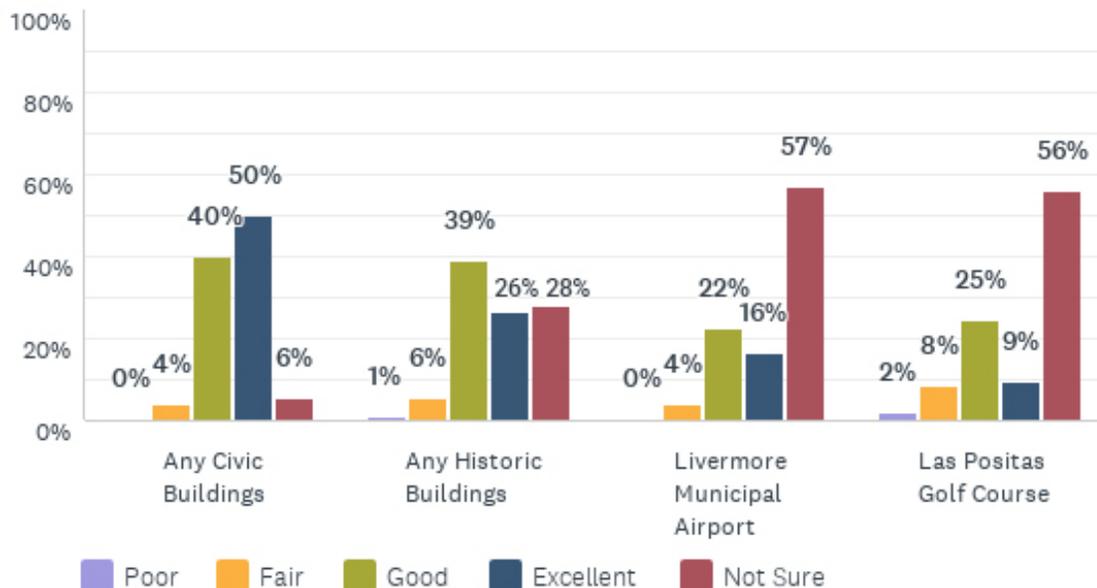
Comments by Key Word
Key Word: Buildings

A total of 60 comments contained the key word "buildings", or 3% of the total comments.
- Over a quarter of buildings comments (27%) expressed some concern about funding for the preservation and revitalization of buildings. Some suggested allowing development that helps

fund revitalization. There were comments about how the City should refocus its revitalization attention to neighborhoods, existing buildings, parks, and open space.

- 23% of building comments suggested the City focus and prioritize infrastructure and existing assets. Some mentioned shifting focus away from developing new civic buildings.
- 20% of building comments were positive in nature and cited the Heritage Guild, the murals on downtown buildings, the energy saving measures on the new Civic Center Meeting Hall, and the openness and cleanliness of public buildings.
- 17% of building comments suggested that a focus on activating buildings and protecting historic buildings was important, especially to bring vitality to downtown.
- Suggestions included increasing building fees for additional revenue, promoting community ownership, selling some assets like the Las Positas Golf Course, and increase knowledge and training for building maintenance.

Key Word: Library

A total of 35 comments contained the key word "library", or 2% of all comments received.
- Over half of library comments (51%) were positive in nature. Most commented on the Civic Center Library's beauty, design, functionality, and cited it as the best and most important building in the City.
- 29% of library comments cited concerns with the buildings and uses of the Springtown and Rincon Libraries, including comments about the condition of the buildings due to homeless impacts.
- Additional library comments included a need for more funding for branch libraries and maintenance.

Key Word: Airport

A total of 11 comments contained the keyword "airport", or 1% of all comments received.
- Four airport comments indicated a positive quality or appreciation for the Livermore Municipal Airport, including its new restaurant.
- Five airport comments question why the City managed a for-profit entity or suggested that it should sell the airport.
- Two comments suggested the airport was not sufficiently used by residents.
- One airport comment was negative about the airport's appearance.

Key Word: Golf

A total of 37 total comments contained the keyword "golf", or 2% of all comments received.
- Three golf comments had positive things to say about the golf course including suggestions to keep the existing course as it adds to the City's desirability. However, a little less than a quarter (9 responses) said the Las Positas Golf Course is in poor shape.
- 43% of golf comments, or 16 comments, suggested that the golf course should be sold, privatized, or at minimum financially self-sustaining.
- Three golf comments mentioned that the Springtown Golf Course transition to the Springtown Open Space Area should be completed.

- Some golf comments indicated confusion about how the golf course is maintained. Comments included strategies to help maintain the Las Positas Golf Course, like coordinating volunteer days.

Question 6: Condition of Streets and Paths of Travel

- Over 50% of respondents rated Livermore's streets and paths of travel as good or excellent condition in every category except sidewalks.
- Sidewalks were the lowest ranked category, with only 44% of respondents rating them as good or excellent condition.
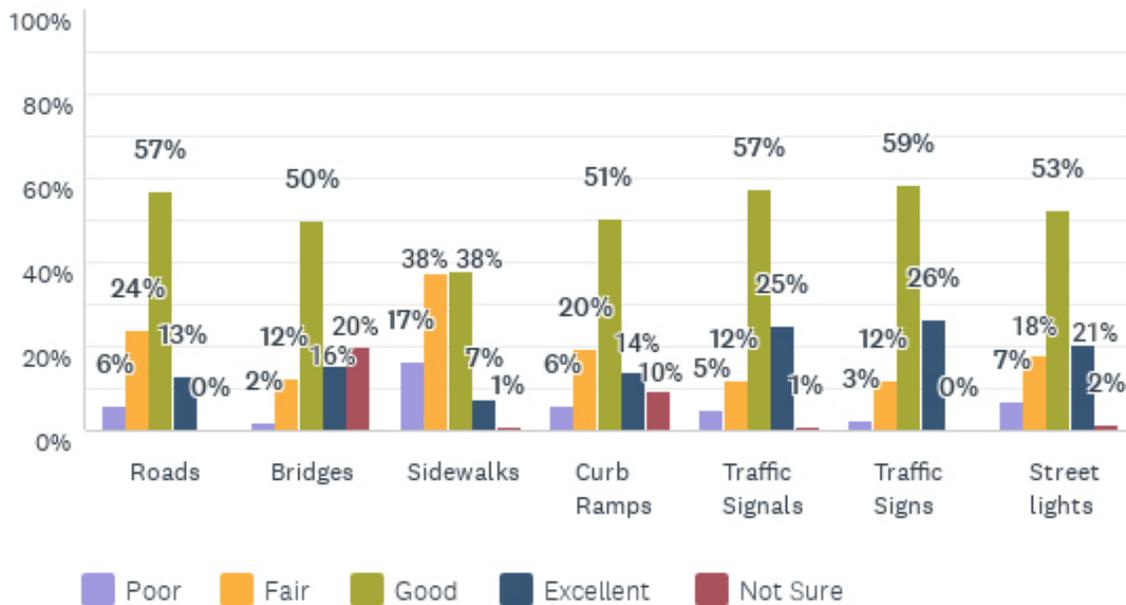
Key Word: Pavement/Road/Street

There were 358 total comments that contained the keywords "pavement", "road", or "street", representing 18% of all comments received. Comments that referenced a specific street but did not relate to general street/road conditions were omitted from this comment summary.

- 25% of streets comments were related to improving streetlight conditions. Most of these comments indicated that the streets were too dark and recommended replacing or adding streetlights. Several mentioned the new LED lights as being insufficient. However, three of these comments indicated that lights were too bright or were intrusive in homes.
- 19% of streets comments indicated that some streets were in poor condition and/or needed maintenance.
- 12% of streets comments specifically mentioned the surface of streets being in poor condition with potholes, cracks, or patches.

- 9% of streets comments desired some improvement to traffic conditions with specific mentions of calming traffic, reducing cut-through traffic, improving safety, installing speed sensors, and better timing of traffic lights.
- 8% of streets comments suggested improvements to street aesthetics through greenery, gateway signage, and repair of areas.
- 6% of streets comments mentioned that more bike and pedestrian amenities and ADA improvements were necessary on streets.
- 6% of streets comments were positive in nature about the condition of streets in the City.

Key Word: Sidewalk

There were 235 total comments that contained the keyword "sidewalk", representing 12% of all comments received.

- 64% of sidewalk comments indicated general concern about the condition or maintenance of sidewalks.
- 26% of sidewalk comments specifically mentioned that sidewalks were uneven and/or presented tripping hazards.
- Similarly, 33 sidewalk comments (14%) indicated that trees were causing damage to sidewalks. 10% of sidewalk comments also discussed issues of access for the disabled and seniors.
- 20% of sidewalk comments specifically mentioned poor sidewalks in older parts of the City such as the downtown area. Some noted that the slate/flagstone sidewalks were a poor choice.
- 22% of sidewalk comments raised the issue of homeowner responsibility, with most disagreeing with this policy and several suggesting that the City should look at restarting a cost share program with homeowners.
- A few wished to understand the rules for homeowner maintenance responsibilities.

Key Word: Bicycle/Bike

There were 73 comments that contained the keywords "bike" or "bicycle", or 4% of all comments received.

- 55% of bike comments suggested an expansion or improvement of bike infrastructure with better connections to downtown, the southside, or across the freeway. Protected or buffered bike lanes were suggested as were green zones around schools and sensors at stoplights that detect bikes.
- 34% of bike comments reported hazards or debris on bike lanes that included tree roots, gaps, or cracks in pavement, potholes, leaves, and branches. Some reported that homeowners use gravel along the curb gutters.
- 10% of bike comments indicated that bike lanes needed repair or maintenance while 11% of bike comments were positive about the City's bike infrastructure suggesting that it is generally in good shape, that it's easy to ride and use, and the new bike lane additions are appreciated.

Question 7: Condition of Green Spaces and Aesthetics

- 82% of respondents reported parks and plazas were either in good or excellent condition.
- 76% of respondents said the condition of trees and landscaping was good or excellent.
- 20% of respondents indicated that decorative walls or fences were in poor or fair condition, ranking as the lowest asset condition in this category.
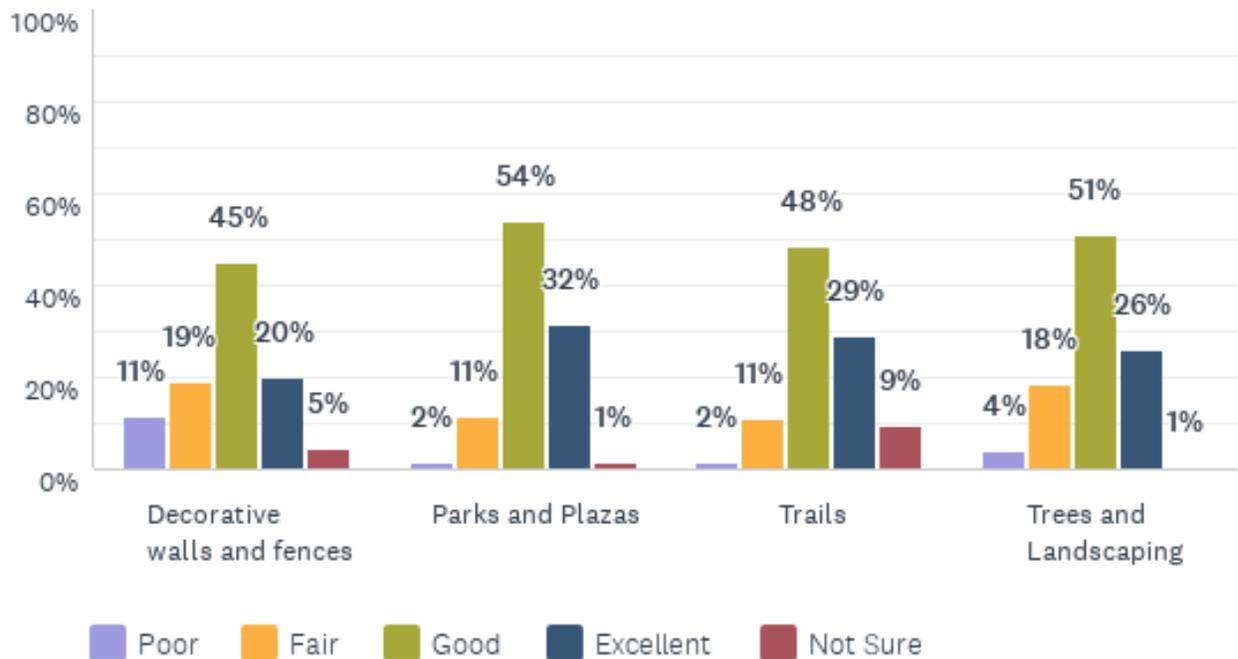
Key Word: Trees

There were 117 comments that contained the keyword "trees", representing 6% of all comments received.

- 27% of tree comments indicated the need for more trees, some suggesting that the City needed to live up to Tree City USA moniker. Some of these comments also indicated that trees be used as a revitalization strategy to target depressed areas or gateways to the City.
- 21% of tree comments suggested that more maintenance and trimming was necessary, especially to prevent tree limbs from blocking street signs and causing pedestrian obstacles.
- 19% of tree comments indicated that there were many dead trees or trees in poor condition.
- 15% of tree comments indicated that trees roots were lifting sidewalks.
- 15% of tree comments indicated tree selection has been an issue, that inappropriate type of trees unsuitable for sidewalk wells were planted and are causing sidewalks to buckle.
- 8% of tree comments mentioned that it was unfair for homeowners to bear the cost of replacing sidewalks and tree maintenance especially since these were City planted trees that were forced on homeowners.

- Key strategies mentioned included a need for larger California-native trees such as oaks, fruit bearing trees, and drought-tolerant trees that do not raise sidewalks.

Key Word: Landscaping

There were 87 comments that contained the keyword "landscaping", representing 4% of all comments received.
- A vast majority of landscaping comments (62%) indicated that the landscaping in the City was in poor condition and required improved maintenance practices. They cited that landscaped areas were full of weeds, dying plants that are not replaced, are bare, or have dead areas.
- 25% of landscaping comments indicated a desire for additional or improved landscaping.
- 17% of landscaping comments suggested using plants to hide deteriorating decorative walls, and to beautify key locations such as gateways to the City, along main streets, and along public buildings. An additional 5% also indicated the need for landscaping along the median strips.
- 14% of landscaping comments indicated that planting native and drought-tolerant vegetation would reduce maintenance and water use.
- In a separate analysis for the key word "water", 19% of water comments sought to reduce water use in the City by using recycled water and drought-tolerant plants for landscaping.
- Some strategies included increasing the use of recycled water for landscaping, educating the community about how to maintain trees that they are responsible for, to create a small tax to improve gateway landscaping, and to create an "adopt-a-spot" program to encourage and organize volunteers.

Key Word: Parks/Plaza

A total of 105 comments contained the keyword "parks" or "plaza", representing 5% of comments received.
- 29% of park/plaza comments were positive in nature, indicating that parks are well maintained, acceptable, are assets to the community, and that LARPD does a good job.
- 27% of park/plaza comments cited specific concerns about the condition of the dog park, dead grass and watering, deferred maintenance, outdated equipment, and the need for lights to improve safety.
- 20% of park/plaza comments cited a need for additional amenities such as dog parks, shade, equipment, and bathrooms.
- 12% of park/plaza comments suggested that investment and upgrades need to be equally made across all parts of the City.

Key Word: Walls

There were 86 comments that contained the keyword "wall", representing 4% of all comments received.
- Nearly 80% of wall comments indicated that decorative or sounds walls and fences were in disrepair, were crumbling, or needed maintenance.
- Walls and fences on Stanley, Murrieta, and Holmes Streets were noted specifically in the comments as needing attention.
- Like sidewalks, 15% of wall comments related to the issue of maintenance responsibility. Comments noted that clarity and/or enforcement of maintenance rules was needed.

Key Word: Trails

There were 95 comments that contained the keyword "trails", or 5% of all comments received.

- 10% of the trail comments were positive and indicated that the existing trail system is what makes Livermore unique, and some indicated they love the trails and use them every day.
- 55% of trail comments suggested that better maintenance was needed, that tree branches and overgrown vegetation were often too close to the trail impeding travel, and that there are often rocks or debris on trails.
- 20% of trail comments indicated that the trails were in poor or rough condition.
- 22% of trail comments suggested specific places where improved maintenance and/or expansion was needed such as across and under bridges, the north side of the 580 freeway, and through Springtown. Along those lines, 13% of trail comments sought improvements to the trail system's access points.
- 15% of trail comments sought expansion, completion, and/or updating of the trail system since there are gaps and need for improvements in amenities such as benches.
- 13% of trail comments suggested strategies such as organized work parties to work in collaboration with LARPD, add "mutt mitts" to encourage dog owners to pick up after their dogs, and to create a single maintenance call number or website to report broken items.
- 11% of trail comments suggested they are dangerous in terms of physical and personal safety, with several citing the presence of homeless along the trails as a deterrent for use, especially with children.

Question 8: Condition of Water Infrastructure

- 67% of respondents indicated that the condition of the flood control system was good or excellent.
- 67% of respondents also said the condition of the wastewater system was good or excellent.
- The drinking water system rated the lowest with 25% of respondents suggesting the system's condition is fair or poor.
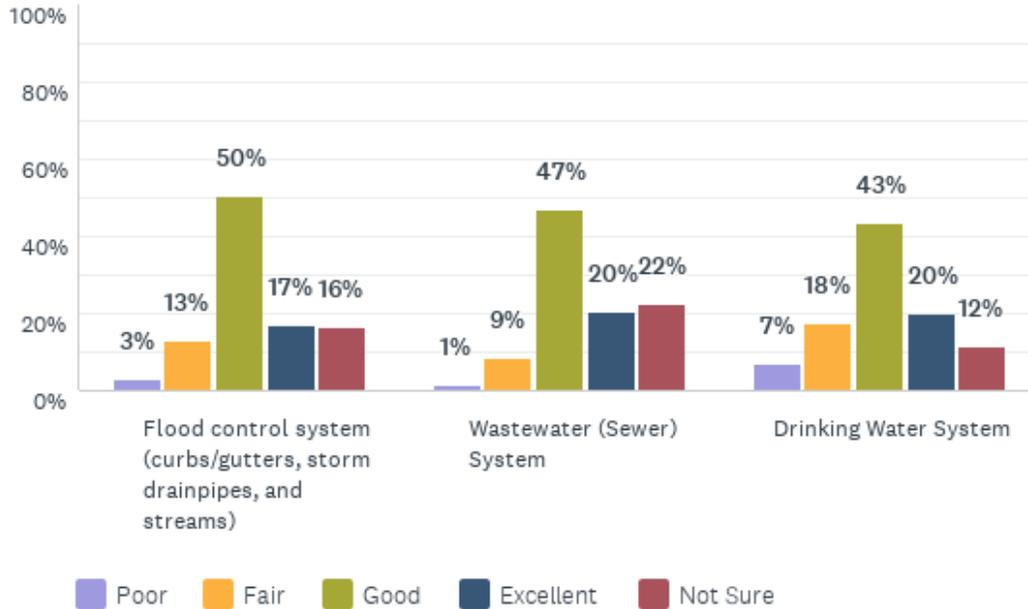
Key Word: Water

A total of 128 comments contained the keyword "water", representing 6% of the total comments received.

- 70% of water comments indicated some degree of concern for the drinking water quality. Some indicated the water system is old and requires upgrading. Most of the comments suggest that the drinking water smells, tastes poorly, is brown, and described it as undrinkable, especially in the summer.
- 8% of water comments were positive in nature and expressed confidence in the City's ability to provide clean, healthy water and to manage the water infrastructure.

Key Word: Sewer

A total of 15 comments contained the keyword "sewer", representing 1% of total comments received.

- Six sewer comments indicated some concern for disrepair of sewers, citing the impact of tree roots clogging sewers.
- Four sewer comments referenced a regular smell, particularly in the downtown and the near the Livermore Water Reclamation Plant.

- Comments indicated that it is hard to know the condition of the sewer system, but four comments wanted to prioritize or upgrade the system and specifically cited how critical the system was to the City.

Key Word: Flood/Storm

A total of 27 comments contained the keywords "flood" or "storm" representing 1% of the total comments received.

- 11 comments, or 41% of flood/storm comments, indicated some concern about the level of maintenance for storm drains and reported that drains were blocked and suggested that clearing of debris should happen before a storm event and not after.
- 15% of flood/storm comments suggested that storm drains and low spots flood easily.
- Suggestions included creation and integration of low impact development practices and resident education on "only rain down the storm drain". Also, a suggestion was made to have neighbors potentially adopt-a-drain to clear debris and care for specific drains.

Survey Results Section 4: Setting Priorities

To assist the City in setting priorities, respondents were asked to rank 14 maintenance activities by level of importance. Weights were added to each ranking, resulting in a total and average for each maintenance activity. To arrive at the overall priority list, rankings were weighted according to their descending order. The graph below details the results for the maintenance activities prioritized from #1 to #14, listed in descending order from left to right, with highest priority on the left and lowest priority on the right.

Question 9: What maintenance activities are most important?

The three highest rated priorities related to improving mobility, these included:
1) resurfacing and repaving streets
2) maintaining and repairing sidewalks
3) maintaining traffic signals and lights

The lowest ranked priority out of 14 was maintaining Las Positas Golf Course.

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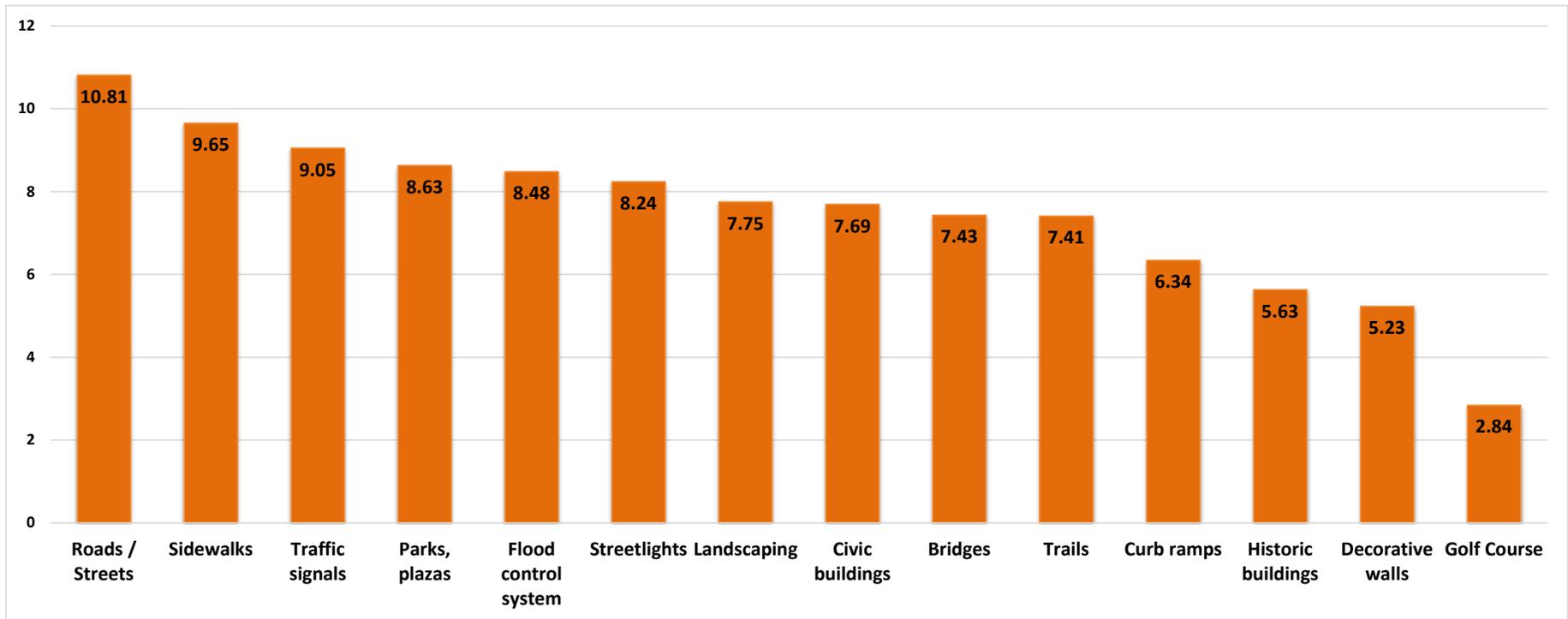
Survey Results Section 5: Strategies

Given that there is limited funding available, respondents were asked to provide input on 10 future funding strategies. First, they were presented with a series of suggested funding strategies and asked to indicate their level of support on a continuum ranging from "strongly oppose" to "strongly support." Responses are detailed below in descending order beginning with the funding strategy most strongly supported.

Question 10: What funding strategies should the City consider for the future?

- 90% of respondents supported or strongly supported focusing on public safety repairs and improvements.
- Methods to increase funding resources also were cited as top priorities including exploring new grant funds and new revenue enhancement measures (rated 3rd and 5th respectively).
- 63% of respondents were either opposed or strongly opposed to reducing the frequency and level of infrastructure maintenance.

Funding strategy options (abbreviated in the table below):
1) Focus on public safety repairs and improvements.
2) Explore new grant funding opportunities, when available.
3) Focus resources where they benefit the most people.
4) Explore new revenue enhancement measures.
5) Replace high-maintenance assets with lower-maintenance alternatives.
6) Partner with private entities to share the cost of managing assets.
7) Do not replace non-essential assets when they are beyond repair.
8) Share maintenance costs with property owners when asset benefits the property owner and the community at large.
9) Sell or transfer some assets.
10) Reduce the frequency and level of maintenance.

	Strongly Oppose	Oppose	Neutral	Support	Strongly Support
Public safety repairs	1%	1%		46%	44%
Grant funding	1%		10%	43%	45%
Benefit most people	1%		15%	52%	31%
Revenue enhancement	4%	6%	25%	43%	22%
Replace high cost assets	2%	7%	31%	46%	14%
Private partners	6%	9%	32%	40%	12%
Keep non essential	3%	13%	47%	29%	9%
Property owners share	14%	17%	27%	33%	8%
Sell assets	7%	17%	53%	19%	4%
Reduce maintenance	17%	46%	26%	9%	2%
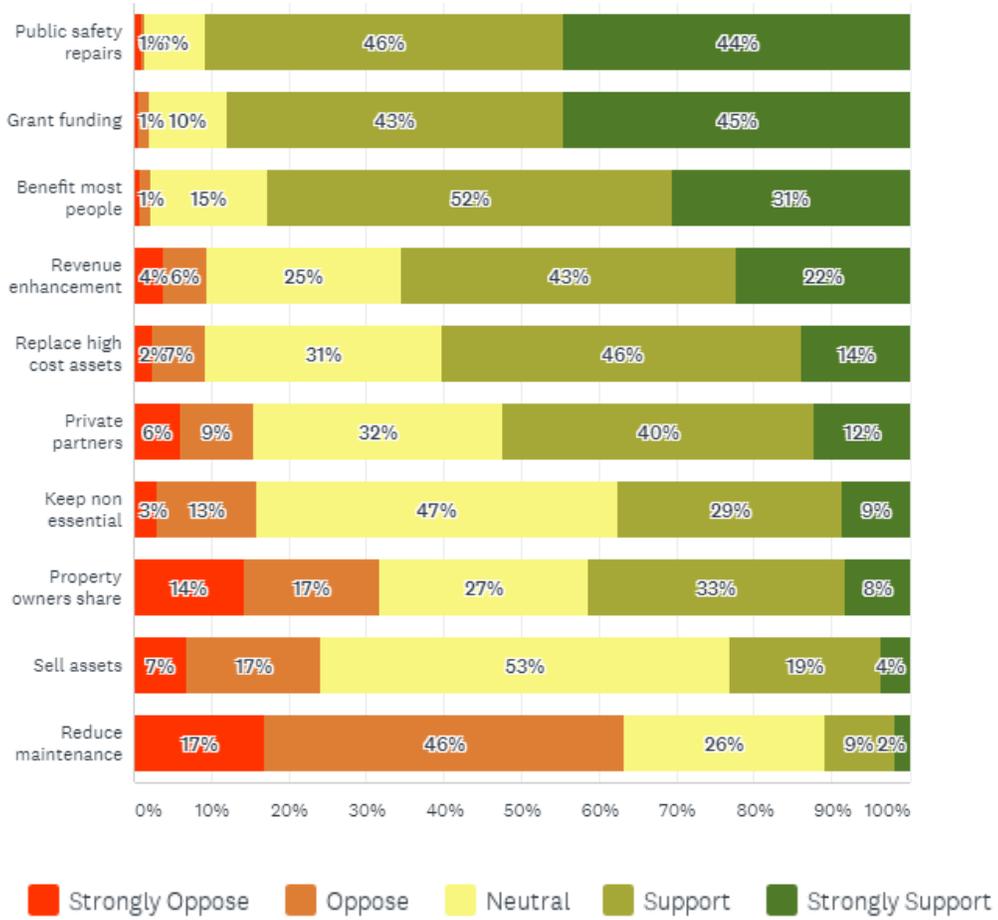
Question 11: What other policies, cost-saving measures, or strategies might you suggest to continue the level of service that Livermore residents expect from our community-owned assets?

Respondents were asked to provide open ended comments to this question. These are paraphrased below into the following three general categories but listed in no particular order.

Policies	Cost Saving Measures	Revenue Strategies
Feedback and monitoring mechanisms, from employees, from the public	Use and organize community volunteers	Traffic congestion fees
Focus investment on quality so it lasts	Lean manufacturing principles	Small landscape tax
Open restaurants safely during the pandemic, enforce restrictions	Utilize funds more efficiently	Allow fireworks sales
Expand the maintenance department	Consider life cycle for high-cost long-life assets	Selectively sell community assets, but only to national firms
Line item review of each budget item, streamlined budget with no waste, reduce overhead	Lower maintenance landscaping that does not require so much trimming	Increase share of burden on large businesses
Lower utility fees to encourage growth	Address the homeless issue to prevent costly interventions later	Bond measure, when timing is right
Coordinate repaving of roads after road construction	Develop community support program where residents of the city can come together to help with projects	Charge for downtown street parking beyond two hours, during certain hours
Educate and inform the community on budget issues	Prioritize sustainability and energy efficiency	Focus on grant funding
Encourage biking and walking, promote outdoor activities	Repurpose some assets	Local tourism tax
Utilize historic properties to enhance viability and vibrancy	Restructure assets	Developer fees for community maintenance and improvements
Prioritize the needs of residents over those of tourists and visitors.	Offer sponsorship to various groups to help with maintenance costs	Short term campaigns to fund projects
Maintenance cost share program with homeowners	Partner with private entities	

Survey Results Section 6: Demographics

Survey respondents were asked to provide some information regarding themselves. This information was used to compare individual survey responses to overall community responses.

Cross-tabulation by Zone of Residence

Respondents were asked to identify in which of the 10 areas of the city they lived, as identified in the map below. In trying to identify if any specific issues were more, or less, prevalent in any area, those responses were cross tabulated against responses from other questions. Below are highlights of those findings by zone for responses that varied more than 10% from the average survey responses. All other responses not noted below were within 10% of the average.
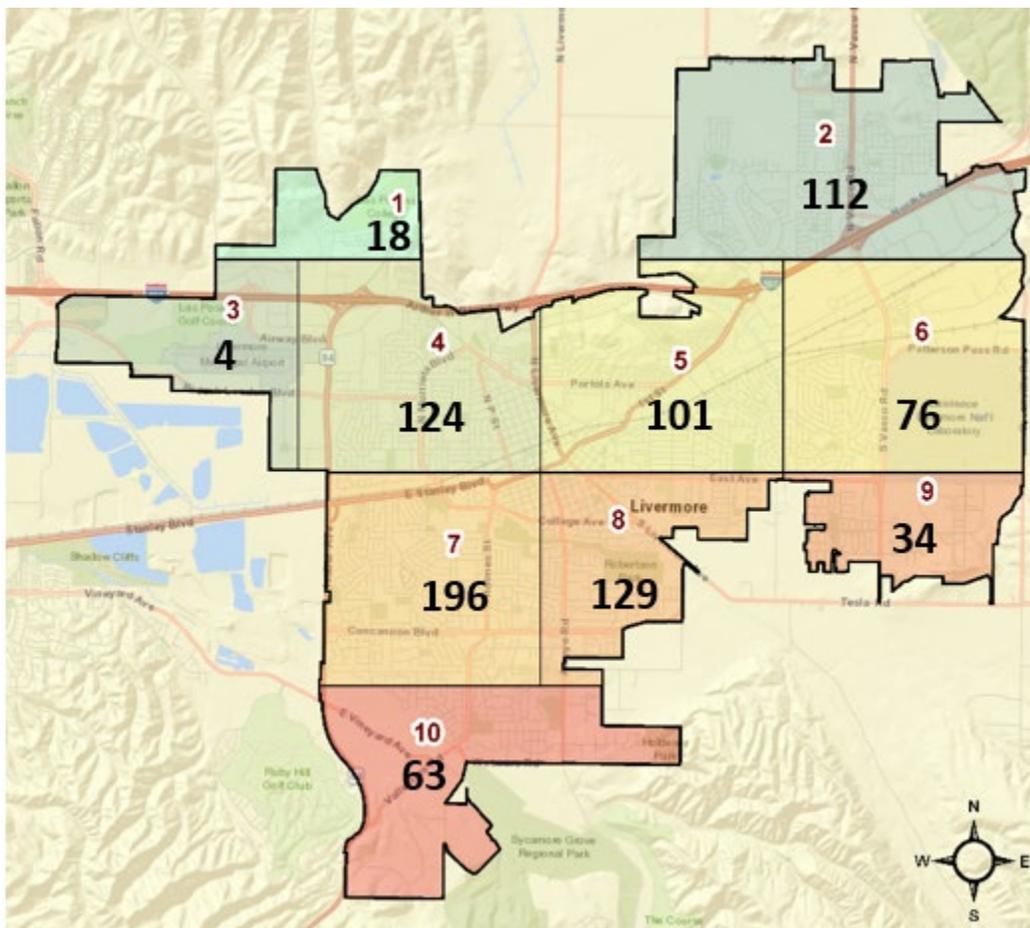
Key: Bold/Black font # is the response rate per zone

Zone 1
Satisfaction with the condition of assets / job City is doing / City making smart decisions about spending:
- Level of satisfaction with the condition of assets is within 10% of the average.
- Over 16% more than average agreed strongly that the City does a good job keeping assets in shape.
- Over 29% less than average were neutral but 19% more than average agreed strongly that the City makes smart decisions about how to spend money to maintain assets.

Frequency of use:
- 19% more than average use civic buildings infrequently, and 27% over average cited that they use historic building infrequently or not at all.
- 20% more than average do not use the airport.

Condition of Specific Categories of Assets:
- 16% more than average considered the condition of roads to be poor, and another 12% less than average responded that roads were in good shape.
- 13% more than average considered the condition of walls and fences good, but 18% less than average considered the condition of trees and landscaping good.
- 12% more than average suggested the condition of water infrastructure to be good.

Maintenance Priorities:
- 10% fewer than average considered sidewalks to be among the top three maintenance priorities.
- 14% more than average considered the flood control system the number one priority
- 13% more than average considered maintaining landscaping the number one priority.
- Maintaining traffic signals was also listed as a top 3 priority with 19% more than average.

Funding Strategies:
- 15% more than average opposed not replacing non-essential assets which are beyond repair.
- 10% more than average supported partnering with private entities
- 15% more than average supported replacing high-maintenance assets with low-maintenance alternatives, however 10% more than average also opposed that strategy.
- 17% less than average supported sharing costs with property owners when assets benefit the owner and the community-at-large.
- 16% less than average supported exploring new grant funding.
- 10% more than average supported exploring new revenue enhancement measures and another 11% more than average strongly supported this strategy.

Zone 2
Responses from residents of Zone 2 were within 10% of the average for every question.

Zone 3
Only four respondents identified as residents of Zone 3. There were 95 instances in which responses varied by 10% or greater from the average. In many of those cases, responses varied by a factor of 15-50% which is accounted for by small sample size and therefore these responses are not delineated here.

Zone 4
Responses from Zone residents varied from the average in only one instance: 11% more than average considered the condition of the Livermore Municipal Airport to be excellent.

Zone 5
Satisfaction with the condition of assets / job City is doing / City making smart decisions about spending:
- 12% more than average agreed that city makes smart money decisions.

Condition of Specific Categories of Assets:
- 11% fewer than average thought the condition of the airport was good; 10% percent more than average were not sure.
- Over 10% fewer than average thought the condition of the golf course was good; 16% more than average were not sure.

- 11% more than average thought condition of roads and curb ramps were good.

Funding Strategies:
- 10% more than average strongly supported focusing on public safety repairs and improvements.
- 13% more than average were neutral on sharing costs with private entities.

Zone 6

Frequency of use:
- 11% more than average use trails infrequently, and 12% fewer than average use them frequently.
- 14% more than average were not sure about the condition of the wastewater infrastructure.

Zone 7

Responses from residents of Zone 7 were within 10% of the average for every question.

Zone 8

Funding Strategies:
- 10% more than average supported the funding strategy of exploring new revenue enhancement measures.

Zone 9

Frequency of use:
- 18% more than average do not use historic buildings at all.
- 25% fewer than average do not use the golf course at all; 15% more than average use it infrequently.

Condition of Specific Categories of Assets:
- 14% fewer than average indicated the condition of civic and historic buildings was excellent.
- 12% more than average were not sure about the condition of the golf course.
- 14% fewer than average indicated the condition of the sidewalks is poor, but 21% more than average indicated the condition of sidewalks as good.
- 13% more than average indicated the curb ramps were in good condition.
- 15% more than average indicated the condition of traffic and street signs was fair.
- 14% more than average indicated the condition of decorative walls and fences was good.
- 12% more than average indicated the condition of the wastewater system was excellent.
- 17% fewer than average indicated that the condition of the drinking water system was good.

Maintenance Priorities:
- Over 13% more than average considered civic buildings to be one of the top three maintenance priorities.
- 10% fewer than average considered sidewalks to be a top-three priority.

Funding Strategies:
- 15% more than average supported not replacing non-essential assets that are beyond repair.
- 13% fewer than average supported focusing funding where most people benefit, but 12% more than average strongly supported this strategy.
- 13% fewer than average supported selling or transferring some assets and 14% more than average were neutral regarding this strategy.
- 12% more than average opposed reducing the frequency or level of maintenance; 11% fewer than average were neutral regarding this strategy.

Zone 10:

Satisfaction with the condition of assets / job City is doing / City making smart decisions about spending:
- 11% fewer than average agreed that they were satisfied with the condition of assets.

Frequency of use:
- 15% more than average reported using civic buildings infrequently.
- 17% more than average reported not using trails at all.
- 14% less than average reported not using the golf course at all.

Condition of specific categories of assets:
- 10% more than average reported the condition of roads as excellent.
- 14% more than average reported the condition of traffic signals as excellent.
- 15% less than average indicated the condition of traffic signs as good, but 16% more than average indicated excellent for the same category.
- 16% more than average thought the condition of decorative walls and fences was poor; 11% less than average thought the condition of walls and fences was good.
- 17% more than average thought the condition of trails was excellent.
- 11% more than average thought the condition of flood control infrastructure was excellent; yet 12% less than average reported it was in good shape.
- 20% less than average thought the condition of the wastewater and drinking water systems was good; 14% more than average were not sure.

Funding Strategies:
- 11% more than average rated maintain decorative walls and fences as a top 3 priority.
- 12% fewer than average support the funding strategy of exploring new revenue measures.
- Responses from this group regarding all other funding strategies are within 10% of the average.

Cross-tabulation by Age

Under 18:
- A detailed description of variations for this age group is not included for the following reasons: Only 2 respondents were under 18. There were 119 instances in which responses varied by 10% or greater from the average. In many of those cases, responses varied by a factor of at least 30-50%; this is accounted for by the large difference in sample size.

18 to 24 Years:
- A detailed description of variations for this age group is not included for the following reasons: Only 11 respondents were 18 to 24 years old. There were 63 instances in which responses varied by 10% or greater from the average. In many of those cases, responses varied by a factor of at least 20%; this is accounted for by the large difference in sample size.

25 to 34 Years:
- Over 10% more than average use parks and plazas very frequently.
- Over 10% more than average do not use the municipal airport at all.
- Over 10% more than average think that curb ramps are in fair condition; over 10% fewer than average think that curb ramps are in good condition.
- Over 10% fewer than average support partnering with private entities to share the cost of managing assets.
- Over 10% fewer than average strongly oppose reducing the frequency and level of maintenance.

35 to 44 Years:
- Over 10% more than average use parks and plazas very frequently.

45 to 54 Years:
- All responses from this age group are within 10% of the average.

55 to 64 Years:
- All responses from this age group are within 10% of the average.

65 Years or More:
- Over 10% more than average use civic buildings very infrequently.
- Over 10% fewer than average use parks and plazas very frequently.
- Over 10% more than average support the strategy of not replacing non-essential assets when beyond repair.
- All other responses from this age group were within 10% of the average level.
- Respondents 65 years or older have the highest level of infrequent use for historic buildings, parks and plazas, and trails (within 10% of the average level).

Cross-tabulation by Income Level

Under $15,000:
- A detailed description of variations for respondents at this income level is not included for the following reasons: There were only 3 respondents in this group. There were 120 instances in which responses varied by 10% or greater from the average. In many of those cases, responses varied by a factor of at least 30-50%; this is accounted for by the large difference in sample size.

$15,000 to $29,999:
- A detailed description of variations at this income level is not included for the following reasons: There were only 8 respondents in this group. There were 80 instances in which responses varied by 10% or greater from the average. In many of those cases, responses varied by a factor of at least 25%; this is accounted for by the large difference in sample size.

$30,000 to $49,999:
- Over 10% more than average either do not use civic buildings at all or use them infrequently. Over 10% fewer than average use them frequently.
- Over 10% more than average do not use the golf course at all.
- Over 10% more than average are not sure about the condition of civic buildings and bridges.
- Over 10% more than average think that the condition of the municipal airport is fair; over 10% fewer than average think that its condition is excellent.
- Over 10% more than average think that the condition of the golf course, sidewalks, and traffic signals is good.
- Over 10% fewer than average consider these to be one of the top three maintenance priorities: resurfacing local roads and fixing potholes and cracks; maintaining traffic signals and signs.
- Over 10% more than average consider maintaining and repairing sidewalks to be one of the top three maintenance priorities.
- Over 10% fewer than average strongly support the strategy of focusing on public safety repairs and improvements.
- Over 10% more than average support exploring new grant funding opportunities when available.
- Over 10% fewer than average oppose replacing non-essential assets when they are beyond repair.

- Over 10% more than average strongly oppose reducing the frequency and level of maintenance.
- Over 10% fewer than average are neutral regarding these strategies: replacing non-essential assets when they are beyond repair; partnering with private entities to share the cost of managing assets; reducing the frequency and level of maintenance; selling or transferring some assets.
- Over 10% more than average are neutral regarding replacing high-maintenance assets with lower-maintenance alternatives; over 10% fewer than average strongly support this strategy.

$50,000 to $74,999:
- Over 10% fewer than average agreed that the City does a good job of keeping assets in shape.
- Over 10% more than average think the condition of traffic signals is good.
- Over 10% more than average think the condition of decorative walls and fences is excellent.
- Over 10% more than average consider maintaining trails to be one of the top three maintenance priorities.
- Over 10% fewer than average support partnering with private entities to share the cost of managing assets.
- Over 10% fewer than average are neutral about replacing non-essential assets when they are beyond repair.

$75,000 to $99,999:
- Over 10% fewer than average disagreed that they are satisfied with the condition of community-owned assets.
- Over 10% fewer than average use trails very frequently.
- Over 10% more than average think the condition of civic buildings is good.
- Over 10% more than average are not sure about the condition of trails.
- Over 10% more than average consider maintaining the flood control system to be one of the top three maintenance priorities.
- Over 10% fewer than average are neutral regarding reducing the frequency and level of maintenance and about exploring new revenue enhancement measures.

$100,000 to $149,999:
- All respondents at this income level are within 10% of the average.

$150,000 to $199,999:
- All respondents at this income level are within 10% of the average.

$200,000 or more:
- Over 10% fewer than average oppose reducing the frequency and level of maintenance.

IV. Further Comments

At the end of the survey, respondents were asked to provide any additional comments. Many took the opportunity to repeat comments they had made previously regarding specific assets or strategies. Overall comments are summarized below.

- Many respondents expressed how proud they are of Livermore and how much they enjoy its assets.
- Some respondents expressed their appreciation for the survey and how the community has been involved, as well as their hope that the input will be considered and integrated in future planning.
- Some respondents offered their assistance in their specific areas of expertise.
- Others noted that the City has declined, particularly mentioning the large homeless population.
- Attention needs to be paid to improving and maintaining assets equally in all parts of the City.
- Some respondents noted that planning for consistent and regular maintenance and considering the maintenance level needed for new improvements will help keep assets in better shape.
- Others did not entirely trust the input process or thought the survey could have been more useful and/or worked better.
- Some found the zone map difficult to read and interpret and disliked the functionality and found items such as the "drag-and-drop" priority-setting methods difficult to use.

V. Emerging Issues

Survey results identified several key ideas that will help Livermore's Asset Management Program in its communications and ongoing community engagement efforts. The following elements help frame how the Livermore community perceives its community-owned assets.

- **People are engaged.** They survey generated a robust response, including approximately 2,000 separate comments. The community appears to be receptive and ready for dialogue about assets.
- **Historical and civic themes worked.** Social media posts that included images of historical infrastructure and quizzes about current city assets were successful and directly generated a strong response. This civic pride and curiosity are key elements to foster.
- **People are the experts in their community.** The community articulated very specific issues and locations to engage about and discuss. Ideas and strategies surfaced about relying on community crowdsourcing for both short-term fixes and long-term improvements including technology, apps, and direct in-person activities.
- **Some disparities perceived depending on area.** Naturally in an opinion survey about infrastructure, the age and deteriorating condition of assets in older neighborhoods were highlighted by respondents. This offers an opportunity to focus communication with impacted neighbors and communities where the quality of specific assets were noted as lacking.
- **Awareness building needs to continue.** Continuous and strategic information-sharing about the management structure of non-general funded assets is needed to ensure more nuanced understanding of partner agency responsibilities and enterprise funds.
- **General satisfaction.** It was clear that a substantial majority of respondents are satisfied with the existing conditions and the management of assets. There is less clarity on funding priorities and long-term management and replacement strategies.

VI. Appendices

Appendix A: Question Tables

Question 4: How frequently do you utilize or visit the following Community-owned assets?											
Assets	Not at all		Infrequently		Frequently		Very Frequently		Not Sure		Totals	Weighted Average
	%	#	%	#	%	#	%	#	%	#		
Any Parks and Plazas	2%	20	19%	203	42%	459	37%	406	.18%	2	1,090	3.14
Any Trails	6%	65	21%	232	34%	370	38%	415	.37%	4	1,086	3.04
Any Civic Buildings	3%	35	42%	459	36%	397	19%	203	.18%	3	1,097	2.7
Any Historic Buildings	23%	255	62%	682	11%	122	3%	30	.28%	4	1,093	1.93
Las Positas Golf Course	63%	691	24%	261	9%	94	4%	44	.28%	3	1,093	1.53
Livermore Municipal Airport	63%	683	32%	347	3%	30	3%	29	.28%	3	1,091	1.45

Question 5: What is your opinion on the current condition of Livermore's buildings and amenities?											
Assets	Poor		Fair		Good		Excellent		Not Sure		Totals	Weighted Average
	%	#	%	#	%	#	%	#	%	#		
Any Civic Buildings	0.48%	5	4.07%	42	39.88%	412	49.95%	516	5.61%	58	1,033	3.28
Any Historic Buildings	0.97%	10	5.64%	58	38.87%	400	26.43%	272	28.09%	289	1,029	2.35
Livermore Municipal Airport	0.49%	5	3.80%	39	22.40%	230	16.46%	169	56.86%	584	1,027	1.41
Las Positas Golf Course	2.05%	21	8.30%	85	24.51%	251	9.28%	95	55.86%	572	1,024	1.29

Question 6: What is your opinion on the current condition of Livermore's streets and rights-of-way?											
Assets	Poor		Fair		Good		Excellent		Not Sure		Totals	Weighted Average
	%	#	%	#	%	#	%	#	%	#		
Traffic/Street Signs	2.72%	28	11.93%	123	58.68%	605	26.29%	271	0.39%	4	1,031	3.08
Traffic Signals	4.77%	49	12.06%	124	57.30%	589	25.10%	258	0.78%	8	1,028	3.01
Streetlights	7.23%	74	17.97%	184	52.64%	539	20.61%	211	1.56%	16	1,024	2.83
Roads	6.03%	62	23.93%	246	56.81%	584	12.94%	133	0.29%	3	1,028	2.76
Curb Ramps	6.09%	62	19.55%	199	50.69%	516	14.15%	144	9.53%	97	1,018	2.54
Bridges	1.96%	20	12.41%	127	49.85%	510	15.74%	161	20.04%	205	1,023	2.39
Sidewalks	16.52%	170	37.51%	386	37.90%	390	7.29%	75	0.78%	8	1,029	2.34

Question 7: What is your opinion on the current condition of Livermore's green spaces and aesthetics?											
Assets	**Poor**		**Fair**		**Good**		**Excellent**		**Not Sure**		**Totals**	**Weighted Average**
	%	**#**	**%**	**#**	**%**	**#**	**%**	**#**	**%**	**#**		
Parks and Plazas	1.55%	16	11.35%	117	54.12%	558	31.72%	327	1.26%	13	1,031	3.13
Trees and Landscaping	3.77%	39	18.28%	189	51.16%	529	26.11%	270	0.68%	7	1,034	2.98
Trails	1.65%	17	11.23%	116	48.40%	500	29.24%	302	9.49%	98	1,033	2.86
Decorative walls and fences	11.46%	118	19.03%	196	44.85%	462	20.00%	206	4.66%	48	1,030	2.64

Question 8: What is your opinion on the current condition of Livermore's water infrastructure?											
Assets	**Poor**		**Fair**		**Good**		**Excellent**		**Not Sure**		**Totals**	**Weighted Average**
	%	**#**	**%**	**#**	**%**	**#**	**%**	**#**	**%**	**#**		
Wastewater (Sewer) System	1.36%	14	8.54%	88	47.24%	487	20.47%	211	22.41%	231	1,031	3.54
Flood Control System (curbs/gutters, storm drainpipes, and streams)	3.01%	31	13.09%	135	50.44%	520	17.17%	177	16.29%	168	1,031	3.31
Drinking Water System	7.25%	74	17.53%	179	43.49%	444	20.18%	206	11.56%	118	1,021	3.11

Question 9: Which maintenance activities are the most important? (Priority rankings 1-3)						
Maintenance Activities	Ranked #1		Ranked #2		Ranked #3	
	%	#	%	#	%	#
Resurfacing local roads and fixing potholes and cracks	28.72%	268	15.11%	141	10.40%	97
Maintaining traffic signals and signs	10.63%	99	10.85%	101	10.53%	98
Maintaining civic buildings	10.09%	94	5.15%	48	6.87%	64
Maintaining the flood control system (curbs/gutters, storm drainpipes, and streams)	9.77%	91	8.16%	76	7.84%	73
Maintaining parks, plazas, and open space	8.69%	81	7.62%	71	9.01%	84
Maintaining and repairing sidewalks	8.02%	75	15.94%	149	12.30%	115
Replacing and repairing streetlights	4.41%	41	7.00%	65	10.01%	93
Maintaining public landscaped areas, medians, and trees	4.40%	41	5.59%	52	7.73%	72
Maintaining trails	4.39%	41	6.75%	63	6.43%	60
Maintaining bridges	3.54%	33	6.34%	59	7.41%	69
Maintaining historic buildings	3.12%	29	3.33%	31	2.69%	25
Replacing and repairing existing accessible curb ramps	2.05%	19	4.32%	40	4.86%	45
Repairing decorative walls and fencing	2.05%	19	3.66%	34	3.23%	30
Maintaining the Las Positas Golf Course	0.64%	6	0.86%	8	1.18%	11
TOTALS	100%	937	100%	938	100%	936

| Question 10: What funding strategies should the City consider for the future?											
Funding Strategies	Strongly Oppose		Oppose		Neutral		Support		Strongly Support		Totals	Weighted Average
	%	#	%	#	%	#	%	#	%	#		
Focus on public safety repairs and improvements.	0.99%	9	0.44%	4	7.82%	71	46.26%	420	44.49%	404	908	1.33
Explore new grant funding opportunities, when available.	0.66%	6	1.32%	12	10.14%	92	43.22%	392	44.65%	405	907	1.3
Focus resources where they benefit the most people.	0.89%	8	1.34%	12	15.03%	135	52.23%	469	30.51%	274	898	1.1
Explore new revenue enhancement measures.	3.87%	35	5.64%	51	24.97%	226	43.20%	391	22.32%	202	905	0.74
Replace high-maintenance assets with lower-maintenance alternatives.	2.32%	21	6.95%	63	30.54%	277	46.31%	420	13.89%	126	907	0.63
Partner with private entities to share the cost of managing assets.	6.06%	55	9.37%	85	32.08%	291	40.24%	365	12.24%	111	907	0.43
Do not replace non-essential assets when they are beyond repair.	3.11%	28	12.76%	115	46.50%	419	28.97%	261	8.66%	78	901	0.27
Share maintenance costs with property owners when the asset benefits the property owner and the community at large.	14.35%	130	17.33%	157	26.93%	244	33.11%	300	8.28%	75	906	0.04
Sell or transfer some assets.	6.90%	62	17.24%	155	52.73%	474	19.47%	175	3.67%	33	899	-0.04
Reduce the frequency and level of maintenance.	16.89%	153	46.36%	420	25.83%	234	9.05%	82	1.88%	17	906	-0.67

Appendix B: Respondent Demographics

Question 12: What is your relation to Livermore? (917 responses)
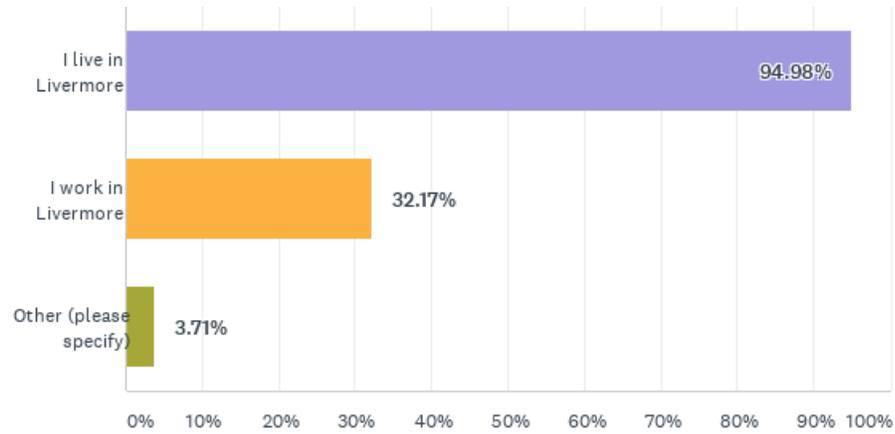
Question 13: Which zone do you live in? (877 responses)

Respondents were asked to indicate which of the 10 zones they live in within the City of Livermore, based on the map below.
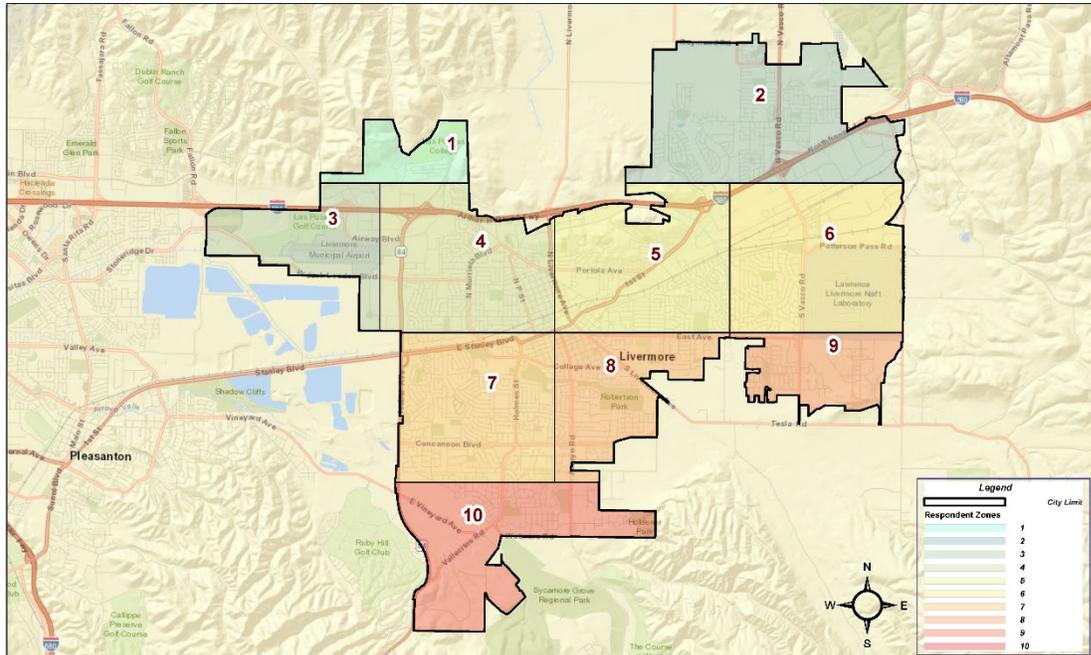
Question 13: Which zone do you live in?		
Zone	**Number**	**Percentage**
7	196	22%
8	129	15%
4	125	14%
2	112	13%
5	101	12%
6	76	9%
10	63	7%
9	34	4%
I do not live in the City of Livermore	19	2%
1	18	2%
3	4	0.46%
TOTAL	**877**	**100%**

Question 14: What is your age?				
Age Range	**Number**	**Percentage**	**Census Categories**	**Livermore Average**
Under 18 years	2	0.22%	Under 20 years	26%
18 to 24 years	11	1%	20 to 29 years	12%
25 to 34 years	92	10%	30 to 39 years	13%
35 to 44 years	195	21%	40 to 49 years	19%
45 to 54 years	213	23%	50 to 59 years	15%
55 to 64 years	188	21%	60 to 64 years	5%
65 years and over	191	21%	65% years and over	10%
Prefer not to say	26	3%	-	-
TOTAL	**917**	**100%**		

Question 15: Which of the following represents your racial or ethnic heritage? Select all that apply.			
Racial or Ethnic Heritage	**Number**	**Percentage**	**Livermore Average**
White non-Hispanic	672	74%	73%
Prefer not to say	140	15%	-
Hispanic/Latino	59	6%	20%
Asian or Asian American	40	4%	12%
Other (please specify)	30	3%	11%
Native American or Alaskan Native	14	2%	0.25%
African American/Black	8	0.88%	3%
Native Hawaiian or Pacific Islander	6	0.66%	0.87%
TOTAL	**911**		

Question 16: Please indicate your gender.			
Gender	**Number**	**Percentage**	**Livermore Average**
Female	505	55%	50.03%
Male	335	37%	49.97%
Prefer not to say	70	8%	-
Transgender/Gender-variant	3	0.33%	-
TOTAL	**913**	**100%**	

Question 17: Please indicate your household income.				
Household Income	**Number**	**Percentage**	**Census Categories**	**Livermore Average**
Prefer not to say	212	23%		
Under $15,000	3	0.33%	Under $15,000	4%
$15,000 to $29,999	9	0.99%	$15,000 to $24,999	3%
$30,000 to $49,999	20	2%	$25,000 to $34,999	4%
	-	-	$35,000 to $49,999	4%
$50,000 to $74,999	55	6%	$50,000 to $74,999	9%
$75,000 to $99,999	63	7%	$75,000 to 99,999	13%
$100,000 to $149,999	190	21%	$100,000 to $149,999	21%
$150,000 to $199,999	146	16%	$150,000 to $199,999	19%
$200,000 or more	213	23%	$200,000 or more	24%
TOTAL	**911**	**100%**		

Question 18: What is the highest level of education you have completed?			
Level of Education	**Number**	**Percentage**	**Livermore Averages**
4-year degree	344	38%	121%
Advanced degree	263	29%	182%
Some college/2-year degree	200	22%	78%
Prefer not to say	49	5%	-
High School graduate	44	5%	68%
Other (please specify)	12	1%	-
Some high school	3	0.33%	46%
TOTAL	**915**	**100%**	