The National Citizen Survey™

CITY OF NOVATO, CA
2013

Benchmark Report

Contents

Understanding the Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The City of Novato chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (California jurisdictions with population 32,000 to 65,000). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Novato Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
Region	
West Coast[1]	17%
West[2]	20%
North Central West[3]	11%
North Central East[4]	13%
South Central[5]	7%
South[6]	26%
Northeast West[7]	2%
Northeast East[8]	4%
Population	
Less than 40,000	46%
40,000 to 74,999	19%
75,000 to 149,000	17%
150,000 or more	18%

[1] Alaska, Washington, Oregon, California, Hawaii
[2] Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico
[3] North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota
[4] Illinois, Indiana, Ohio, Michigan, Wisconsin
[5] Oklahoma, Texas, Louisiana, Arkansas
[6] West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC
[7] New York, Pennsylvania, New Jersey
[8] Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

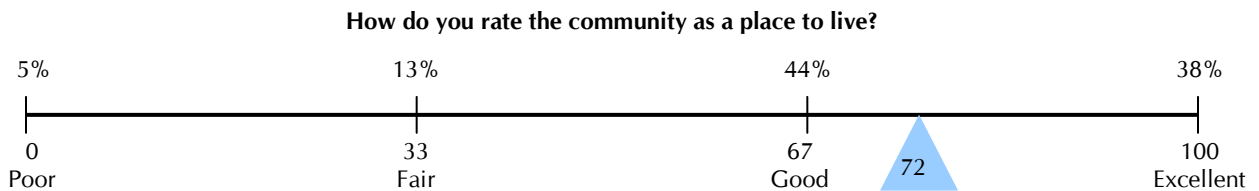The National Citizen Survey™ by National Research Center, Inc.

PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, "excellent" = 100, "good" = 67, "fair" = 33 and "poor" = 0. If everyone reported "excellent," then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor", the result would be 0 on the 100-point scale. If half the respondents gave a score of "excellent" and half gave a score of "poor," the average would be in the middle of the scale (like the center post of a teeter totter) between "fair" and "good." An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

						How do you rate the community as a place to live?
Response option	Total with "don't know"	Step 1: Remove the percent of "don't know" responses	Total without "don't know"	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%	= 36 ÷ (100-5) =	38%	100	= 38% x 100 =	38
Good	42%	= 42 ÷ (100-5) =	44%	67	= 44% x 67 =	30
Fair	12%	= 12 ÷ (100-5) =	13%	33	= 13% x 33 =	4
Poor	5%	= 5 ÷ (100-5) =	5%	0	= 5% x 0 =	0
Don't know	5%		--			
Total	100%		100%			**72**

How do you rate the community as a place to live?

5%	13%	44%	38%
0	33	67	100
Poor	Fair	Good 72	Excellent

INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of your jurisdiction's average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Novato's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of Novato's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level, as well as for California jurisdictions with population 32,000 to 65,000.

NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall quality of life in Novato	70	205	400	Similar
Your neighborhood as place to live	72	120	271	Similar
Novato as a place to live	74	172	333	Similar
Recommend living in Novato to someone who asks	78	108	232	Above
Remain in Novato for the next five years	80	87	231	Above

Community Transportation Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ease of car travel in Novato	62	63	264	Much above
Ease of bus travel in Novato	46	96	202	Similar
Ease of bicycle travel in Novato	58	78	266	Much above
Ease of walking in Novato	63	84	259	Much above
Availability of paths and walking trails	63	74	233	Much above
Traffic flow on major streets	54	67	292	Much above

Frequency of Bus Use Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ridden a local bus within Novato	21	81	173	Less

Drive Alone Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	69	172	217	Much less

Transportation and Parking Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Street repair	44	241	381	Below
Street cleaning	55	154	262	Similar
Street lighting	54	160	286	Similar
Sidewalk maintenance	46	193	260	Much below
Traffic signal timing	56	32	224	Much above
Bus or transit services	51	112	202	Similar
Amount of public parking	49	90	211	Similar

Housing Characteristics Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality housing	43	168	279	Similar
Variety of housing options	55	114	225	Similar

Housing Costs Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	46	28	222	Much more

Built Environment Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall appearance of Novato	59	184	311	Below

Population Growth Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Population growth seen as too fast	38	103	225	Similar

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Nuisance Problems Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	9	111	223	Similar

Planning and Community Code Enforcement Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Land use, planning and zoning	44	163	261	Below
Code enforcement (weeds, abandoned buildings, etc.)	43	198	315	Much below
Animal control	61	80	289	Much above

Economic Sustainability and Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Employment opportunities	35	162	274	Below
Shopping opportunities	51	151	257	Similar
Novato as a place to work	54	171	301	Similar
Overall quality of business and service establishments in Novato	54	140	224	Below

Economic Development Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Economic development	43	153	255	Below

Job and Retail Growth Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Retail growth seen as too slow	39	104	225	Similar
Jobs growth seen as too slow	75	140	227	Less

Personal Economic Future Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Positive impact of economy on household income	32	4	219	Much above

Community and Personal Public Safety Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
In your neighborhood during the day	92	105	302	Above
In your neighborhood after dark	75	144	293	Similar
In Novato's downtown area during the day	89	103	261	Much above
In Novato's downtown area after dark	67	129	264	Above
Violent crime (e.g., rape, assault, robbery)	77	127	265	Above
Property crimes (e.g., burglary, theft)	64	142	266	Similar
Environmental hazards, including toxic waste	76	124	224	Similar

Crime Victimization and Reporting Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Victim of crime	15	52	235	More
Reported crimes	79	128	232	Similar

Public Safety Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Police services	67	217	372	Similar
Fire services	80	110	307	Similar
Ambulance or emergency medical services	80	83	284	Above
Crime prevention	58	182	309	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	54	154	248	Below

Contact with Police and Fire Departments Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with the City of Novato Police Department	34	94	135	Less
Overall impression of most recent contact with the City of Novato Police Department	63	102	136	Much below

Community Environment Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cleanliness of Novato	61	132	236	Similar
Quality of overall natural environment in Novato	71	57	236	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	67	31	229	Much above

Utility Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Sewer services	66	105	269	Similar
Storm drainage	65	51	326	Much above
Recycling	74	82	318	Much above
Garbage collection	73	139	311	Similar

Community Recreational Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recreation opportunities	52	196	272	Much below

Participation in Parks and Recreation Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Novato recreation centers	45	173	194	Much less
Participated in a recreation program or activity	42	153	221	Much less
Visited a neighborhood park or City park	85	145	226	Similar

Parks and Recreation Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
City parks	69	168	278	Similar
Recreation programs or classes	65	142	285	Similar
Recreation centers or facilities	63	120	245	Similar

Cultural and Educational Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to attend cultural activities	39	238	272	Much below
Educational opportunities	50	172	245	Much below

Participation in Cultural and Educational Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Novato public libraries or their services	69	120	198	Similar
Participated in religious or spiritual activities in Novato	42	127	163	Much less

Cultural and Educational Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Public schools	61	117	216	Similar
Public library services	74	130	304	Above

Community Health and Wellness Access and Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality health care	54	83	222	Above
Availability of affordable quality food	61	59	180	Above

Community Quality and Inclusiveness Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Sense of community	57	145	274	Similar
Openness and acceptance of the community toward people of diverse backgrounds	55	163	259	Similar
Availability of affordable quality child care	47	92	229	Similar
Novato as a place to raise kids	72	150	327	Above
Novato as a place to retire	61	142	319	Similar

Services Provided for Population Subgroups Benchmarks			
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services to seniors	61	112	271	Above
Services to youth	56	113	254	Similar
Services to low income people	54	39	229	Much above

Civic Engagement Opportunities Benchmarks			
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in community matters	55	133	225	Below
Opportunities to volunteer	60	165	226	Much below

Participation in Civic Engagement Opportunities Benchmarks			
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	26	79	228	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	37	93	184	Similar
Volunteered your time to some group or activity in Novato	38	152	225	Much less
Participated in a club or civic group in Novato	31	90	192	Similar
Provided help to a friend or neighbor	94	115	191	Similar

Voter Behavior Benchmarks			
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Registered to vote	85	109	228	Similar
Voted in last general election	84	37	228	Much more

Use of Information Sources Benchmarks			
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Read Novato Newsletter	67	127	167	Much less
Visited the City of Novato Web site	56	155	221	Much less

Social Engagement Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in social events and activities	50	166	216	Much below
Opportunities to participate in religious or spiritual events and activities	60	149	179	Much below

Contact with Immediate Neighbors Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	53	53	212	Much more

Public Trust Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Value of services for the taxes paid to Novato	48	232	356	Below
The overall direction that Novato is taking	49	192	293	Below
Job Novato government does at welcoming citizen involvement	44	200	277	Much below
Overall image or reputation of Novato	57	201	305	Much below

Services Provided by Local, State and Federal Governments Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services provided by the City of Novato	59	248	375	Below
Services provided by the Federal Government	40	139	228	Similar
Services provided by the State Government	40	172	229	Below
Services provided by Marin County Government	51	84	191	Similar

Contact with City Employees Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	38	237	269	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Knowledge	68	202	293	Below
Responsiveness	64	216	295	Much below
Courteousness	70	154	244	Below
Overall impression	66	205	329	Below

JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK 3,976	Galt, CA...23,647
Auburn, AL... 53,380	Laguna Beach, CA.....................................22,723
Dothan, AL... 65,496	Laguna Hills, CA 30,344
Gulf Shores, AL 9,741	Livermore, CA..80,968
Tuskegee, AL.. 9,865	Lodi, CA 62,134
Vestavia Hills, AL 34,033	Long Beach, CA 462,257
Fayetteville, AR 73,580	Marin County, CA 252,409
Fort Smith, AR 86,209	Menlo Park, CA..32,026
Little Rock, AR 193,524	Mission Viejo, CA 93,305
Casa Grande, AZ 48,571	Monterey, CA 27,810
Chandler, AZ... 236,123	Newport Beach, CA 85,186
Cococino County, AZ............................. 134,421	Palm Springs, CA 44,552
Dewey-Humboldt, AZ 3,894	Palo Alto, CA...64,403
Flagstaff, AZ 65,870	Pasadena, CA...137,122
Florence, AZ 25,536	Richmond, CA 103,701
Fountain Hills, AZ 22,489	San Carlos, CA 28,406
Gilbert, AZ 208,453	San Diego, CA 1,307,402
Goodyear, AZ 65,275	San Francisco, CA 805,235
Green Valley, AZ 21,391	San Jose, CA...945,942
Kingman, AZ 28,068	San Luis Obispo County, CA....................269,637
Marana, AZ 34,961	San Mateo, CA 97,207
Maricopa, AZ 43,482	San Rafael, CA 57,713
Maricopa County, AZ 3,817,117	Santa Clarita, CA.....................................176,320
Mesa, AZ... 439,041	Santa Monica, CA 89,736
Nogales, AZ 20,837	Seaside, CA...33,025
Peoria, AZ 154,065	South Lake Tahoe, CA...............................21,403
Phoenix, AZ 1,445,632	Stockton, CA..291,707
Pinal County, AZ..................................... 375,770	Sunnyvale, CA 140,081
Prescott Valley, AZ 38,822	Temecula, CA 100,097
Queen Creek, AZ 26,361	Thousand Oaks, CA 126,683
Sahuarita, AZ... 25,259	Visalia, CA 124,442
Scottsdale, AZ 217,385	Walnut Creek, CA 64,173
Sedona, AZ 10,031	Adams County, CO 441,603
Surprise, AZ 117,517	Arapahoe County, CO.............................572,003
Tempe, AZ 161,719	Archuleta County, CO..............................12,084
Yuma, AZ... 93,064	Arvada, CO..106,433
Yuma County, AZ.................................... 195,751	Aspen, CO 6,658
Apple Valley, CA...................................... 69,135	Aurora, CO 325,078
Benicia, CA 26,997	Boulder, CO 97,385
Brea, CA.. 39,282	Boulder County, CO 294,567
Brisbane, CA 4,282	Broomfield, CO 55,889
Burlingame, CA....................................... 28,806	Castle Rock, CO.......................................48,231
Citrus Heights, CA................................... 83,301	Centennial, CO.......................................100,377
Concord, CA 122,067	Clear Creek County, CO 9,088
Coronado, CA 18,912	Colorado Springs, CO 416,427
Cupertino, CA 58,302	Commerce City, CO.................................45,913
Davis, CA.. 65,622	Craig, CO...9,464
Dublin, CA.. 46,036	Crested Butte, CO 1,487
El Cerrito, CA 23,549	Denver, CO 600,158
Elk Grove, CA 153,015	Douglas County, CO...............................285,465
Fremont, CA... 214,089	Eagle County, CO 52,197

Edgewater, CO 5,170	Dade City, FL 6,437
El Paso County, CO 622,263	Dania Beach, FL 30,183
Englewood, CO 30,255	Daytona Beach, FL 61,005
Erie, CO 18,135	Delray Beach, FL 60,522
Estes Park, CO 5,858	Destin, FL 12,305
Fort Collins, CO 143,986	Escambia County, FL 297,619
Frisco, CO 2,683	Gainesville, FL 124,354
Fruita, CO 12,646	Hillsborough County, FL 1,229,226
Georgetown, CO 1,034	Jupiter, FL 55,156
Gilpin County, CO 5,441	Lee County, FL 618,754
Golden, CO 18,867	Martin County, FL 146,318
Grand County, CO 14,843	Miami Beach, FL 87,779
Greeley, CO 92,889	North Palm Beach, FL 12,015
Gunnison County, CO............................. 15,324	Oakland Park, FL 41,363
Highlands Ranch, CO............................. 96,713	Ocala, FL 56,315
Hudson, CO 2,356	Oviedo, FL 33,342
Jackson County, CO 1,394	Palm Bay, FL 103,190
Jefferson County, CO............................ 534,543	Palm Beach County, FL 1,320,134
Lafayette, CO 24,453	Palm Coast, FL 75,180
Lakewood, CO 142,980	Panama City, FL 36,484
Larimer County, CO 299,630	Pasco County, FL 464,697
Littleton, CO 41,737	Pinellas County, FL 916,542
Lone Tree, CO... 10,218	Port Orange, FL.......................................56,048
Longmont, CO 86,270	Port St. Lucie, FL 164,603
Louisville, CO 18,376	Sanford, FL...53,570
Loveland, CO.. 66,859	Sarasota, FL..51,917
Mesa County, CO................................... 146,723	St. Cloud, FL 35,183
Montrose, CO 19,132	Titusville, FL 43,761
Northglenn, CO 35,789	Winter Garden, FL 34,568
Park County, CO 16,206	Albany, GA 77,434
Parker, CO 45,297	Alpharetta, GA 57,551
Pitkin County, CO 17,148	Cartersville, GA.......................................19,731
Pueblo, CO 106,595	Conyers, GA 15,195
Rifle, CO 9,172	Decatur, GA..19,335
Salida, CO.. 5,236	McDonough, GA 22,084
Summit County, CO 27,994	Peachtree City, GA...................................34,364
Teller County, CO 23,350	Roswell, GA..88,346
Thornton, CO.. 118,772	Sandy Springs, GA 93,853
Vail, CO... 5,305	Savannah, GA 136,286
Westminster, CO................................... 106,114	Smyrna, GA 51,271
Wheat Ridge, CO 30,166	Snellville, GA..18,242
Windsor, CO... 18,644	Suwanee, GA..15,355
Coventry, CT 2,990	Valdosta, GA...54,518
Hartford, CT 124,775	Honolulu, HI 953,207
Dover, DE 36,047	Altoona, IA...14,541
Milford, DE 9,559	Ames, IA 58,965
Rehoboth Beach, DE 1,327	Ankeny, IA..45,582
Brevard County, FL............................... 543,376	Bettendorf, IA..33,217
Cape Coral, FL...................................... 154,305	Cedar Falls, IA...39,260
Charlotte County, FL 159,978	Cedar Rapids, IA 126,326
Clearwater, FL 107,685	Clive, IA...15,447
Collier County, FL 321,520	Des Moines, IA 203,433
Cooper City, FL 28,547	Dubuque, IA 57,637

Indianola, IA.. 14,782	Shawnee, KS 62,209
Muscatine, IA 22,886	Wichita, KS 382,368
Urbandale, IA... 39,463	Bowling Green, KY 58,067
West Des Moines, IA............................... 56,609	Paducah, KY 25,024
Boise, ID 205,671	New Orleans, LA 343,829
Hailey, ID 7,960	Andover, MA 8,762
Jerome, ID... 10,890	Barnstable, MA 45,193
Meridian, ID... 75,092	Burlington, MA 24,498
Moscow, ID 23,800	Cambridge, MA......................................105,162
Pocatello, ID 54,255	Needham, MA 28,886
Post Falls, ID 27,574	Annapolis, MD...38,394
Twin Falls, ID 44,125	Baltimore, MD 620,961
Batavia, IL 26,045	Baltimore County, MD............................805,029
Bloomington, IL.. 76,610	Dorchester County, MD...........................32,618
Centralia, IL... 13,032	Gaithersburg, MD 59,933
Collinsville, IL 25,579	La Plata, MD 8,753
Crystal Lake, IL 40,743	Montgomery County, MD 971,777
DeKalb, IL 43,862	Prince George's County, MD 863,420
Elmhurst, IL 44,121	Rockville, MD...61,209
Evanston, IL... 74,486	Takoma Park, MD 16,715
Freeport, IL... 25,638	Freeport, ME 1,485
Highland Park, IL...................................... 29,763	Lewiston, ME 36,592
Lincolnwood, IL 12,590	Saco, ME..18,482
Lyons, IL.. 10,729	Scarborough, ME..4,403
Naperville, IL 141,853	South Portland, ME 25,002
Normal, IL.. 52,497	Ann Arbor, MI..113,934
Oak Park, IL 51,878	Battle Creek, MI 52,347
O'Fallon, IL 28,281	Bloomfield Hills, MI...................................3,869
Orland Park, IL... 56,767	Escanaba, MI..12,616
Palatine, IL 68,557	Farmington Hills, MI 79,740
Park Ridge, IL 37,480	Flushing, MI...8,389
Peoria County, IL.................................... 186,494	Gladstone, MI 4,973
Riverside, IL 8,875	Holland, MI 33,051
Sherman, IL 4,148	Howell, MI 9,489
Shorewood, IL.. 15,615	Hudsonville, MI 7,116
Skokie, IL 64,784	Jackson County, MI 160,248
Sugar Grove, IL 8,997	Kalamazoo, MI..74,262
Wilmington, IL 5,724	Kalamazoo County, MI 250,331
Brownsburg, IN 21,285	Midland, MI..41,863
Fishers, IN 76,794	Novi, MI 55,224
Munster, IN 23,603	Otsego County, MI...................................24,164
Noblesville, IN 51,969	Petoskey, MI 5,670
Abilene, KS 6,844	Port Huron, MI...30,184
Arkansas City, KS...................................... 12,415	Rochester, MI...12,711
Fairway, KS 3,882	Royal Oak, MI...57,236
Garden City, KS.. 26,658	South Haven, MI 4,403
Gardner, KS.. 19,123	Albert Lea, MN 18,016
Johnson County, KS................................ 544,179	Beltrami County, MN 44,442
Lawrence, KS.. 87,643	Blaine, MN 57,186
Merriam, KS 11,003	Bloomington, MN 82,893
Mission, KS 9,323	Carver County, MN..................................91,042
Olathe, KS.. 125,872	Chanhassen, MN......................................22,952
Roeland Park, KS....................................... 6,731	Coon Rapids, MN 61,476

Dakota County, MN	398,552	Indian Trail, NC	33,518
Duluth, MN	86,265	Mecklenburg County, NC	919,628
East Grand Forks, MN	8,601	Mooresville, NC	32,711
Edina, MN	47,941	Stallings, NC	13,831
Elk River, MN	22,974	Wake Forest, NC	30,117
Fridley, MN	27,208	Wilmington, NC	106,476
Hutchinson, MN	14,178	Winston-Salem, NC	229,617
Inver Grove Heights, MN	33,880	Wahpeton, ND	7,766
Lakeville, MN	55,954	Grand Island, NE	48,520
Mankato, MN	39,309	La Vista, NE	15,758
Maple Grove, MN	61,567	Lincoln, NE	258,379
Mayer, MN	1,749	Papillion, NE	18,894
Minneapolis, MN	382,578	Dover, NH	29,987
New Brighton, MN	21,456	Lebanon, NH	13,151
Olmsted County, MN	144,248	Summit, NJ	21,457
Savage, MN	26,911	Albuquerque, NM	545,852
Scott County, MN	129,928	Farmington, NM	45,877
Shorewood, MN	7,307	Las Cruces, NM	97,618
St. Cloud, MN	65,842	Los Alamos County, NM	17,950
St. Louis County, MN	200,226	Rio Rancho, NM	87,521
St. Louis Park, MN	45,250	San Juan County, NM	130,044
Washington County, MN	238,136	Carson City, NV	55,274
Woodbury, MN	61,961	Henderson, NV	257,729
Blue Springs, MO	52,575	North Las Vegas, NV	216,961
Branson, MO	10,520	Reno, NV	225,221
Cape Girardeau, MO	37,941	Sparks, NV	90,264
Clay County, MO	221,939	Washoe County, NV	421,407
Clayton, MO	15,939	Geneva, NY	13,261
Columbia, MO	108,500	New York City, NY	8,175,133
Ellisville, MO	9,133	Ogdensburg, NY	11,128
Harrisonville, MO	10,019	Blue Ash, OH	12,114
Jefferson City, MO	43,079	Delaware, OH	34,753
Lee's Summit, MO	91,364	Dublin, OH	41,751
Maryland Heights, MO	27,472	Hamilton, OH	62,477
Platte City, MO	4,691	Hudson, OH	22,262
Raymore, MO	19,206	Kettering, OH	56,163
Richmond Heights, MO	8,603	Orange Village, OH	3,323
Riverside, MO	2,937	Piqua, OH	20,522
Rolla, MO	19,559	Springboro, OH	17,409
Wentzville, MO	29,070	Sylvania Township, OH	18,965
Billings, MT	104,170	Upper Arlington, OH	33,771
Bozeman, MT	37,280	West Carrollton, OH	12,692
Missoula, MT	66,788	Westerville, OH	36,120
Asheville, NC	83,393	Broken Arrow, OK	98,850
Cabarrus County, NC	178,011	Edmond, OK	81,405
Cary, NC	135,234	Norman, OK	110,925
Chapel Hill, NC	57,233	Oklahoma City, OK	579,999
Charlotte, NC	731,424	Stillwater, OK	45,688
Davidson, NC	10,944	Tulsa, OK	391,906
Durham, NC	228,330	Albany, OR	50,158
High Point, NC	104,371	Ashland, OR	20,078
Hillsborough, NC	6,087	Bend, OR	76,639
Huntersville, NC	46,773	Corvallis, OR	54,462

Forest Grove, OR	21,083	League City, TX	83,560
Hermiston, OR	16,745	McAllen, TX	129,877
Jackson County, OR	203,206	McKinney, TX	131,117
Keizer, OR	36,478	New Braunfels, TX	57,740
Lake Oswego, OR	36,619	Plano, TX	259,841
Lane County, OR	351,715	Round Rock, TX	99,887
McMinnville, OR	32,187	Rowlett, TX	56,199
Medford, OR	74,907	San Antonio, TX	1,327,407
Portland, OR	583,776	San Marcos, TX	44,894
Springfield, OR	59,403	Southlake, TX	26,575
Tualatin, OR	26,054	Sugar Land, TX	78,817
Umatilla, OR	6,906	Temple, TX	66,102
Wilsonville, OR	19,509	The Woodlands, TX	93,847
Chambersburg, PA	20,268	Tomball, TX	10,753
Cumberland County, PA	235,406	Watauga, TX	23,497
Kennett Square, PA	6,072	Westlake, TX	992
Kutztown Borough, PA	5,012	Park City, UT	7,558
Radnor Township, PA	30,878	Provo, UT	112,488
State College, PA	42,034	Riverdale, UT	8,426
West Chester, PA	18,461	Salt Lake City, UT	186,440
East Providence, RI	47,037	Sandy, UT	87,461
Newport, RI	24,672	Saratoga Springs, UT	17,781
Greer, SC	25,515	Springville, UT	29,466
Rock Hill, SC	66,154	Washington City, UT	18,761
Rapid City, SD	67,956	Albemarle County, VA	98,970
Sioux Falls, SD	153,888	Arlington County, VA	207,627
Bristol, TN	26,702	Ashland, VA	7,225
Cookeville, TN	30,435	Botetourt County, VA	33,148
Germantown, TN	38,844	Charlottesville, VA	43,475
Johnson City, TN	63,152	Chesapeake, VA	222,209
Morristown, TN	29,137	Chesterfield County, VA	316,236
Nashville, TN	601,222	Fredericksburg, VA	24,286
Sevierville, TN	14,807	Hampton, VA	137,436
White House, TN	10,255	Hanover County, VA	99,863
Arlington, TX	365,438	Herndon, VA	23,292
Austin, TX	790,390	James City County, VA	67,009
Benbrook, TX	21,234	Lexington, VA	7,042
Bryan, TX	76,201	Lynchburg, VA	75,568
Burleson, TX	36,690	Montgomery County, VA	94,392
College Station, TX	93,857	Newport News, VA	180,719
Colleyville, TX	22,807	Norfolk, VA	242,803
Corpus Christi, TX	305,215	Purcellville, VA	7,727
Dallas, TX	1,197,816	Radford, VA	16,408
Denton, TX	113,383	Roanoke, VA	97,032
Duncanville, TX	38,524	Spotsylvania County, VA	122,397
El Paso, TX	649,121	Virginia Beach, VA	437,994
Flower Mound, TX	64,669	Williamsburg, VA	14,068
Fort Worth, TX	741,206	York County, VA	65,464
Georgetown, TX	47,400	Montpelier, VT	7,855
Houston, TX	2,099,451	Airway Heights, WA	6,114
Hurst, TX	37,337	Auburn, WA	70,180
Hutto, TX	14,698	Bellevue, WA	122,363
La Porte, TX	33,800	Clark County, WA	425,363

Edmonds, WA	39,709	Vancouver, WA	161,791
Federal Way, WA	89,306	West Richland, WA	11,811
Gig Harbor, WA	7,126	Woodland, WA	5,509
Hoquiam, WA	8,726	Yakima, WA	91,067
Kenmore, WA	20,460	Chippewa Falls, WI	13,661
Kirkland, WA	48,787	Columbus, WI	4,991
Lynnwood, WA	35,836	De Pere, WI	23,800
Maple Valley, WA	22,684	Eau Claire, WI	65,883
Mountlake Terrace, WA	19,909	Madison, WI	233,209
Pasco, WA	59,781	Merrill, WI	9,661
Redmond, WA	54,144	Oshkosh, WI	66,083
Renton, WA	90,927	Racine, WI	78,860
Sammamish, WA	45,780	Wauwatosa, WI	46,396
SeaTac, WA	26,909	Wind Point, WI	1,723
Shoreline, WA	53,007	Casper, WY	55,316
Snoqualmie, WA	10,670	Cheyenne, WY	59,466
Spokane Valley, WA	89,755	Gillette, WY	29,087
Tacoma, WA	198,397		

CALIFORNIA JURISDICTIONS WITH POPULATION 32,000 TO 65,000 BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall quality of life in Novato	70	9	10	Much below
Your neighborhood as place to live	72	4	6	Below
Novato as a place to live	74	5	6	Below
Recommend living in Novato to someone who asks	78	4	6	Similar
Remain in Novato for the next five years	80	4	6	Similar

Community Transportation Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ease of car travel in Novato	62	2	6	Much above
Ease of bus travel in Novato	46	4	6	Similar
Ease of bicycle travel in Novato	58	5	6	Much below
Ease of walking in Novato	63	5	6	Much below
Availability of paths and walking trails	63	3	5	Similar
Traffic flow on major streets	54	2	8	Much above

Frequency of Bus Use Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ridden a local bus within Novato	21	5	6	Much less

Drive Alone Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	69	2	6	Much more

Transportation and Parking Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Street repair	44	5	8	Similar
Street cleaning	55	8	9	Much below
Street lighting	54	5	7	Similar
Sidewalk maintenance	46	9	10	Much below
Traffic signal timing	56	1	7	Much above
Bus or transit services	51	5	6	Below
Amount of public parking	49	4	6	Similar

Housing Characteristics Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality housing	43	3	8	Much above
Variety of housing options	55	2	6	Much above

Housing Costs Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	46	2	6	Much more

Built Environment Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall appearance of Novato	59	4	6	Much below

Population Growth Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Population growth seen as too fast	38	2	6	Similar

Nuisance Problems Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	9	3	6	Less

Planning and Community Code Enforcement Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Land use, planning and zoning	44	4	7	Similar
Code enforcement (weeds, abandoned buildings, etc.)	43	4	6	Much below
Animal control	61	4	6	Similar

Economic Sustainability and Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Employment opportunities	35	4	6	Much below
Shopping opportunities	51	3	6	Below
Novato as a place to work	54	4	6	Much below
Overall quality of business and service establishments in Novato	54	4	6	Below

Economic Development Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Economic development	43	6	8	Much below

Job and Retail Growth Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Retail growth seen as too slow	39	4	6	Less
Jobs growth seen as too slow	75	3	6	Much more

Personal Economic Future Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Positive impact of economy on household income	32	1	6	Much above

Community and Personal Public Safety Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
In your neighborhood during the day	92	4	7	Similar
In your neighborhood after dark	75	5	7	Similar
In Novato's downtown area during the day	89	3	6	Similar
In Novato's downtown area after dark	67	5	6	Similar
Violent crime (e.g., rape, assault, robbery)	77	4	6	Above
Property crimes (e.g., burglary, theft)	64	3	6	Above
Environmental hazards, including toxic waste	76	4	6	Similar

Crime Victimization and Reporting Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Victim of crime	15	2	6	More
Reported crimes	79	5	6	Similar

Public Safety Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Police services	67	6	7	Below
Fire services	80	4	5	Similar
Ambulance or emergency medical services	80	4	6	Similar
Crime prevention	58	5	7	Below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	54	5	7	Similar

Contact with Police and Fire Departments Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with the City of Novato Police Department	34	3	5	Less
Overall impression of most recent contact with the City of Novato Police Department	63	5	5	Much below

Community Environment Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cleanliness of Novato	61	5	6	Much below
Quality of overall natural environment in Novato	71	3	6	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	67	3	7	Much above

Utility Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Sewer services	66	4	6	Similar
Storm drainage	65	2	7	Much above
Recycling	74	3	6	Similar
Garbage collection	73	5	7	Similar

Community Recreational Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recreation opportunities	52	5	6	Much below

Participation in Parks and Recreation Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Novato recreation centers	45	3	6	Much less
Participated in a recreation program or activity	42	4	6	Similar
Visited a neighborhood park or City park	85	4	6	Less

Parks and Recreation Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
City parks	69	4	6	Below
Recreation programs or classes	65	4	6	Similar
Recreation centers or facilities	63	4	6	Below

Cultural and Educational Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to attend cultural activities	39	7	8	Much below
Educational opportunities	50	4	6	Much below

Participation in Cultural and Educational Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Novato public libraries or their services	69	4	6	Similar
Participated in religious or spiritual activities in Novato	42	1	5	More

Cultural and Educational Services Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Public schools	61	3	5	Similar
Public library services	74	5	9	Similar

Community Health and Wellness Access and Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality health care	54	3	6	Above
Availability of affordable quality food	61	3	6	Similar

Community Quality and Inclusiveness Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Sense of community	57	4	6	Similar
Openness and acceptance of the community toward people of diverse backgrounds	55	4	5	Much below
Availability of affordable quality child care	47	1	6	Much above
Novato as a place to raise kids	72	4	6	Above
Novato as a place to retire	61	5	6	Much below

Services Provided for Population Subgroups Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services to seniors	61	7	8	Below
Services to youth	56	5	8	Below
Services to low income people	54	1	6	Much above

Civic Engagement Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in community matters	55	4	5	Similar
Opportunities to volunteer	60	5	6	Below

Participation in Civic Engagement Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	26	3	6	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	37	3	6	More
Volunteered your time to some group or activity in Novato	38	5	6	Less
Participated in a club or civic group in Novato	31	4	6	Similar
Provided help to a friend or neighbor	94	3	6	Similar

Voter Behavior Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Registered to vote	85	1	6	Much more
Voted in last general election	84	1	6	Much more

Use of Information Sources Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Read Novato Newsletter	67	2	5	Much more
Visited the City of Novato Web site	56	3	6	Less

Social Engagement Opportunities Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in social events and activities	50	5	6	Much below
Opportunities to participate in religious or spiritual events and activities	60	Not available	Not available	Not available

Contact with Immediate Neighbors Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	53	2	6	More

Public Trust Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Value of services for the taxes paid to Novato	48	5	6	Much below
The overall direction that Novato is taking	49	4	6	Similar
Job Novato government does at welcoming citizen involvement	44	5	6	Much below
Overall image or reputation of Novato	57	5	6	Much below

Services Provided by Local, State and Federal Governments Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services provided by the City of Novato	59	8	10	Much below
Services provided by the Federal Government	40	5	6	Below
Services provided by the State Government	40	2	6	Similar
Services provided by Marin County Government	51	3	6	Above

Contact with City Employees Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	38	5	6	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Novato average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Knowledge	68	5	6	Much below
Responsiveness	64	5	6	Much below
Courteousness	70	6	6	Much below
Overall impression	66	6	6	Much below

CALIFORNIA JURISDICTIONS WITH POPULATIONS 32,000 TO 65,000 BENCHMARK COMPARISONS

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Brea, CA.. 39,282
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Dublin, CA... 46,036
San Rafael, CA... 57,713
Cupertino, CA 58,302
Encinitas, CA 59,518
Lodi, CA... 62,134
Walnut Creek, CA 64,173
Palo Alto, CA... 64,403