

Laguna Beach, CA

The National Community Survey

Report of Results
2021

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Laguna Beach. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:



- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 553 residents of the City of Laguna Beach collected from November 19th, 2021 to January 12th, 2022. The margin of error around any reported percentage is 4.2% for all respondents and the response rate for the 2021 survey was 20%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Laguna Beach.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Positive Scored Response	Neutral Scored Response	Negative Scored Response
Excellent, good	Fair	Poor
Very likely, somewhat likely	Somewhat unlikely	Very unlikely
Very positive, somewhat positive	Neutral	Somewhat negative, very negative
Yes	---	No
Very safe, somewhat safe	Neither safe nor unsafe	Somewhat unsafe, very unsafe
Excellent, very good, good	Fair	Poor
Several times a day, once a day, a few times a week	Every few weeks	Less often or never
Strongly support, somewhat support	---	Somewhat oppose, strongly oppose

Comparisons to benchmarks

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Laguna Beach's results are noted as being "higher" than the benchmark, "lower" than the benchmark, or "similar" to the benchmark, meaning that the average rating given by Laguna Beach residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Laguna Beach's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Laguna Beach's average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City's 2021 ratings compare to other communities' ratings from the past five years.

Trends over time

Trend data for Laguna Beach represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than 6.4 percentage points between the 2012 and 2021 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

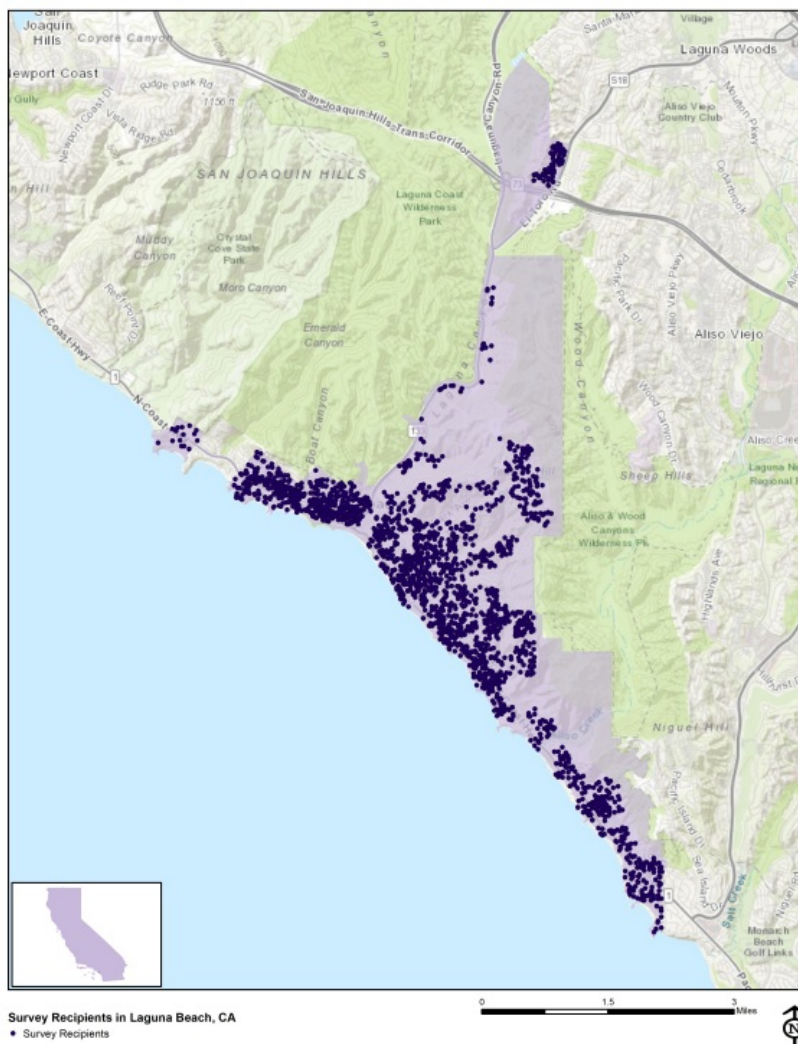
Methods

Selecting survey recipients

All households within the City of Laguna Beach were eligible to participate in the survey. A list of all households within the zip codes serving Laguna Beach was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Laguna Beach households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Laguna Beach boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Map of survey recipients



Conducting the survey

The 2,700 randomly selected households received mailings beginning on November 26th, 2021 and the survey remained open for seven weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those

who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

Of the 2,700 households that received the invitations to participate, 553 completed the survey, providing an overall response rate of 20%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Laguna Beach survey is no greater than plus or minus 4.2 percentage points around any given percent reported for all respondents (553 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Laguna Beach. The open participation survey was identical to the probability sample survey with one small update; it included a question about where they heard about the survey. The open participation survey was open to all city residents and became available on December 29th, 2021. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2019 American Community Survey estimates for adults in the City of Laguna Beach. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	4%	16%	16%
	35-54	21%	30%	30%
	55+	75%	54%	54%
Hispanic origin	No, not Spanish, Hispanic, or Latino	94%	95%	93%
	Spanish, Hispanic, or Latino	6%	5%	7%
Housing tenure	Own	82%	64%	64%
	Rent	18%	36%	36%
Housing type	Attached	23%	31%	31%
	Detached	77%	69%	69%
Race & Hispanic origin	Not white alone	19%	15%	15%
	White alone, not Hispanic or Latino	81%	85%	85%
Sex	Female	55%	50%	50%
	Male	45%	50%	50%
Sex/age	Female 18-34	2%	8%	8%
	Female 35-54	13%	16%	16%
	Female 55+	40%	27%	27%
	Male 18-34	2%	8%	8%
	Male 35-54	8%	15%	15%
	Male 55+	35%	27%	27%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Laguna Beach funded this research. Please contact Jeremy Frimond of the City of Laguna Beach at jfrimond@lagunabeachcity.net if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2019 American Community Survey

Highlights

Note: this overview of key findings is reflective of the results from the scientific, mail-based survey of 553 randomly selected households in the City of Laguna Beach. The results from the community-wide, open-participation survey are reported separately in the “open participation survey results” section. The results from the scientific, random-sample survey represent the most robust estimate of resident opinion and should be considered the “main” survey results.

Laguna Beach residents continue to enjoy a very high quality of life.

Virtually all survey respondents rated Laguna Beach as a place to live and the overall quality of life in the City as positive, and about 9 in 10 favorably rated the overall image or reputation of the city and their neighborhood as a place to live. Around 8 in 10 residents gave positive ratings to Laguna Beach as a place to retire, the sense of community in the city, and residents’ connection and engagement with their community, with at least an additional 15% of respondents rating each of these as neutral. These ratings were all higher than those given in other communities across the nation. Further, about 9 in 10 residents were very or somewhat likely to recommend living in Laguna Beach to someone who asked and planned to remain in the community for the next five years, and 8 in 10 felt that the city was a good place to raise children; these scores were on par with the national averages.

Economic health remains a feature of the community, with some ratings increasing over time.

About three-quarters of survey respondents gave positive ratings to the overall economic health of Laguna Beach and another 2 in 10 rated this as neutral. Virtually all residents gave favorable marks to the city as a place to visit, which was much higher than the national benchmark. About 7 in 10 survey participants gave positive scores to the vibrancy of the downtown/commercial area and 2 in 10 rated this as neutral; this rating also surpassed the national average. Further, while similar to the benchmarks, ratings for the overall quality of business and service establishments (73% positive, 21% neutral) and shopping opportunities (58% positive, 29% neutral) increased in 2021 from the previous iteration of the survey in 2012.

Government performance ratings in Laguna Beach are on par with those given elsewhere across the nation.

When evaluating their local government and aspects of public trust, Laguna Beach residents gave ratings that were similar to the national averages. At least 7 in 10 residents gave positive ratings to the overall quality of services provided by the City, overall customer service by Laguna Beach employees, and public information services, with roughly 2 in 10 giving each of these a neutral rating. For most aspects of public trust - such as the overall direction of the City, generally acting in the best interest of the community, being honest, and treating all residents fairly - about half of residents awarded positive marks, while about 3 in 10 gave a neutral rating and 2 in 10 gave a poor rating. Most government performance ratings remained stable from 2012 to 2022 except for the overall direction of the City, the overall quality of City services, the value of services for taxes paid and welcoming resident involvement, which declined.

Community Design is an area of opportunity for the City.

The facet of Community Design encompasses the livability and impact on quality of life of community aspects such as the City’s overall design and layout, residential and commercial growth, public places, housing affordability and variety, and development and land use, among others. About 8 in 10 residents gave positive ratings to public places where people want to spend time, which was higher than the national average, and to the overall appearance of the city, which was similar. About three-quarters of residents gave positive ratings to the overall design or layout of residential and commercial areas and to the preservation of the historical or cultural character of the community, with another 2 in 10 rating each of these as neutral; these ratings were also similar to national averages. However, ratings declined from 2012 to 2021 for several aspects related to Community Design:

- The overall quality of new development in Laguna Beach – 40% positive/36% neutral/25% negative (24% decrease)
- Code enforcement – 50% positive/29% neutral/21% negative (14% decrease)
- Variety of housing options – 28% positive/35% neutral/38% negative (13% decrease)
- Overall appearance of the city – 82% positive/14% neutral/3% poor (11% decrease)
- Land use, planning, and zoning – 45% positive/33% neutral/23% negative (10% decrease).

Further, evaluations for variety of housing options (28% positive/35% neutral /38% negative), well-planned commercial growth (29% positive/34% neutral/38% negative), and availability of affordable quality housing (13% positive/19% neutral/67% negative) were lower than scores given in other communities nationwide.

Finally, in a custom question unique to Laguna Beach asking residents to rate their level of support for or opposition a series of

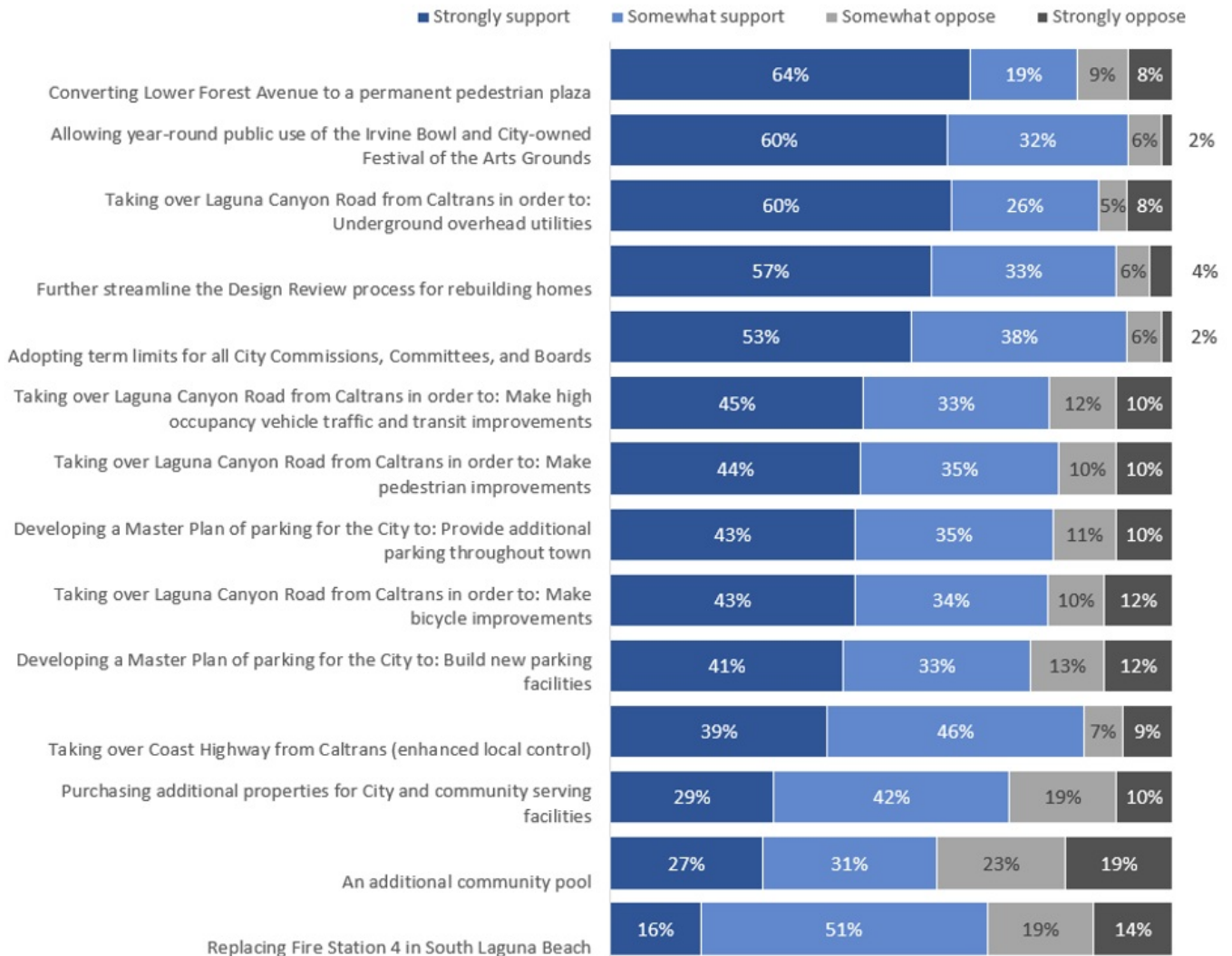
City initiatives (refer to chart below), residents were most likely to show support for further streamlining the Design Review process for rebuilding homes (90% strongly or somewhat support), taking over Laguna Canyon Road from Caltrans in order to underground overhead utilities (86%), and converting Lower Forest Avenue to a permanent pedestrian plaza (83%).

Mobility is another challenge area in Laguna Beach, but residents are supportive of alternative transportation options.

About three-quarters of Laguna Beach residents positively rated the ease of walking in the city, and 6 in 10 residents rated the overall quality of the transportation system in Laguna Beach as positive, with another one-third rating it as neutral. These ratings were similar to the national benchmarks. Scores related to alternative transportation tended to be higher than the national averages, with 8 in 10 residents indicating they had walked or biked in the past 12 months, and about half reporting having used public transportation or carpooling instead of driving. The rating for bus or transit services, at 66% positive/24% neutral/10% negative, was also above average. However, only about one-quarter of survey respondents gave positive ratings to traffic flow on major streets, ease of public parking, ease of travel by car, and ease of travel by bicycle, with roughly an additional 4 in 10 giving each a neutral rating. These scores were lower or much lower than the national comparisons.

Finally, when asked to rate their level of support for or opposition a series of City initiatives (refer to chart below), a strong majority of respondents showed support for initiatives related to transportation and improved mobility in the city. These included taking over Laguna Canyon Road from Caltrans in order to make pedestrian improvements (79% strongly or somewhat support), to make high occupancy vehicle traffic and transit improvements (78%), and to make bicycle improvements (77%), as well as developing a Master Plan of parking for the City to provide additional parking throughout town (78%) and to build new parking facilities (74%).

Please rate your level of support for each of the following City of Laguna Beach initiatives:

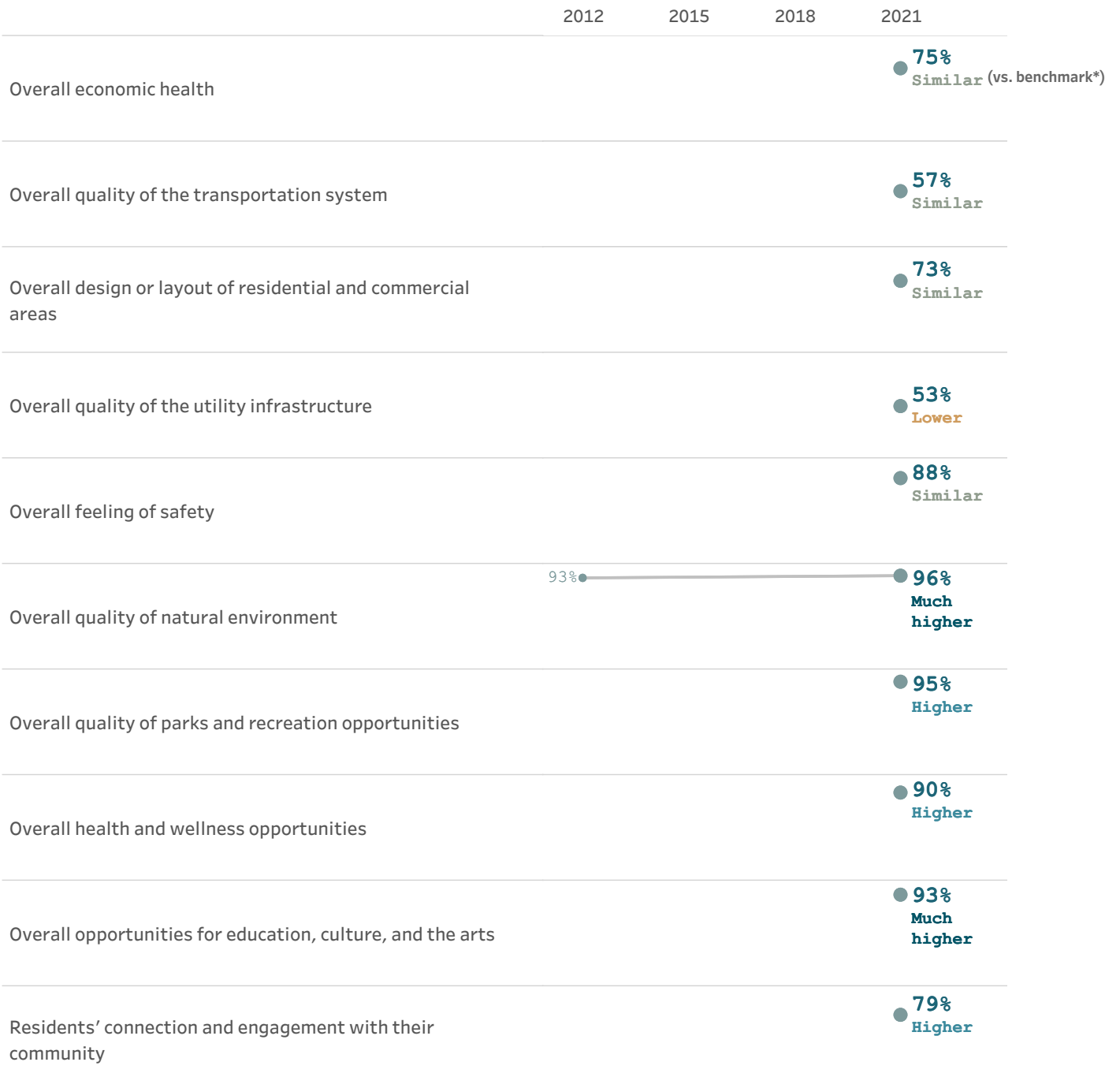


Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Laguna Beach as a whole.
(% excellent or good)



Please rate how important, if at all, you think it is for the Laguna Beach community to focus on each of the following in the coming two years.
 (% essential or very important)

	2012	2015	2018	2021
Overall economic health				● 87% Similar
Overall quality of the transportation system				● 84% Similar
Overall design or layout of residential and commercial areas				● 76% Similar
Overall quality of the utility infrastructure				● 93% Similar
Overall feeling of safety				● 83% Similar
Overall quality of natural environment				● 91% Higher
Overall quality of parks and recreation opportunities				● 83% Similar
Overall health and wellness opportunities				● 65% Similar
Overall opportunities for education, culture, and the arts				● 72% Similar
Residents' connection and engagement with their community				● 73% Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

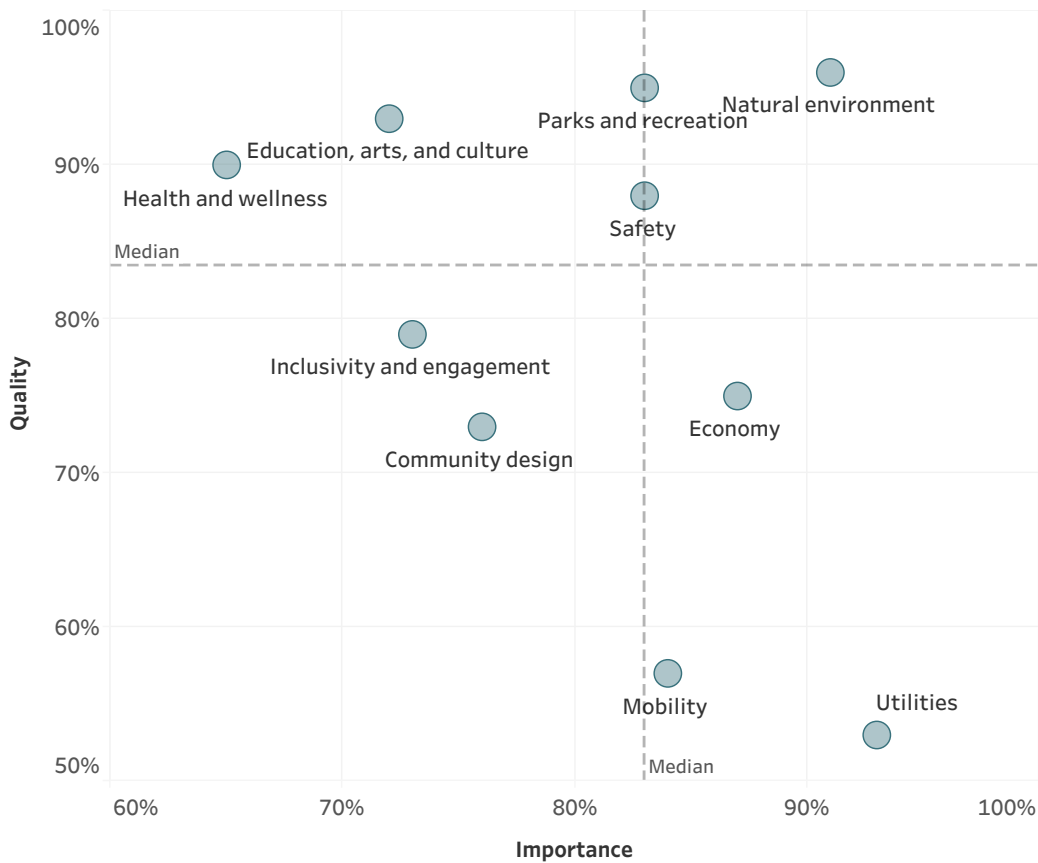
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 83% or more of respondents were considered of “higher quality” and those with ratings lower than 83% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 83% or more of respondents. Services were rated as “less important” if they received a rating of less than 83%. This classification uses the median ratings for quality and importance to divide the services in half.

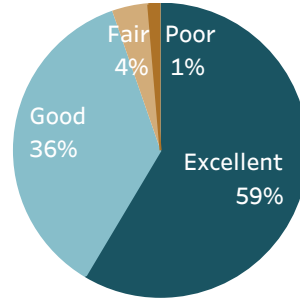
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



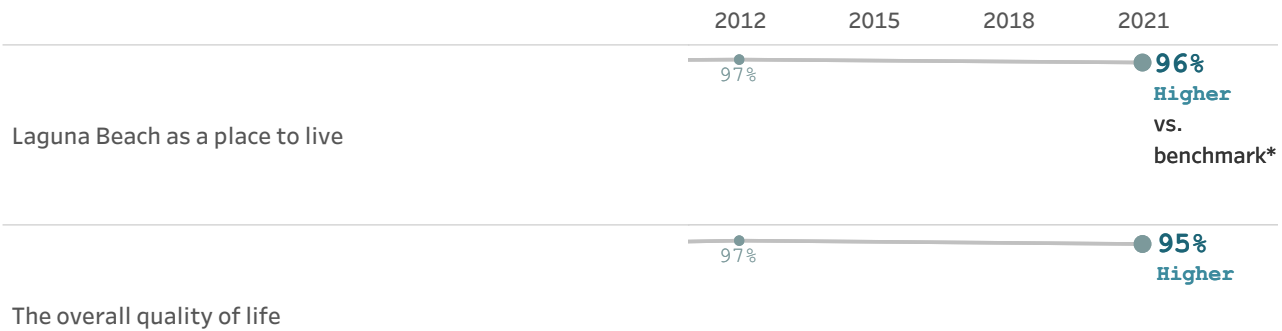
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Laguna Beach, 2021



Please rate each of the following aspects of quality of life in Laguna Beach. (% excellent or good)



Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)



Please rate each of the following in the Laguna Beach community. (% excellent or good)

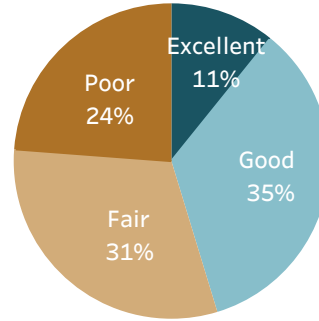


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

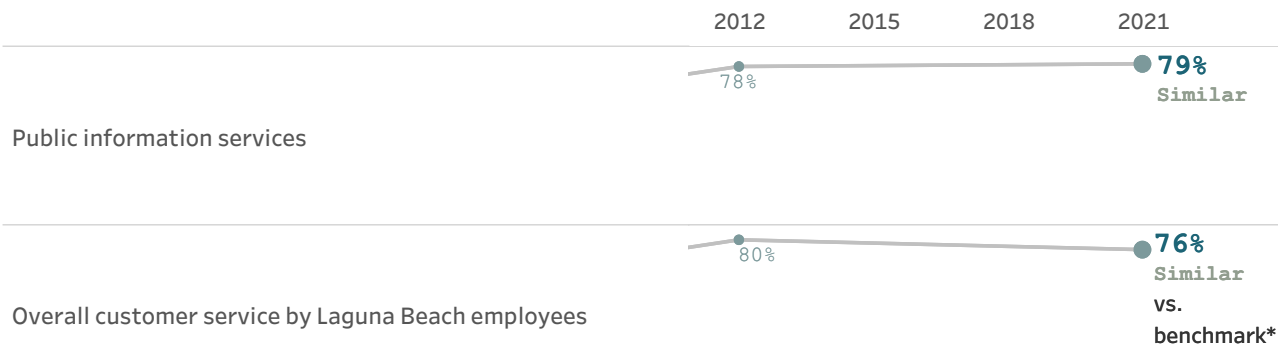
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

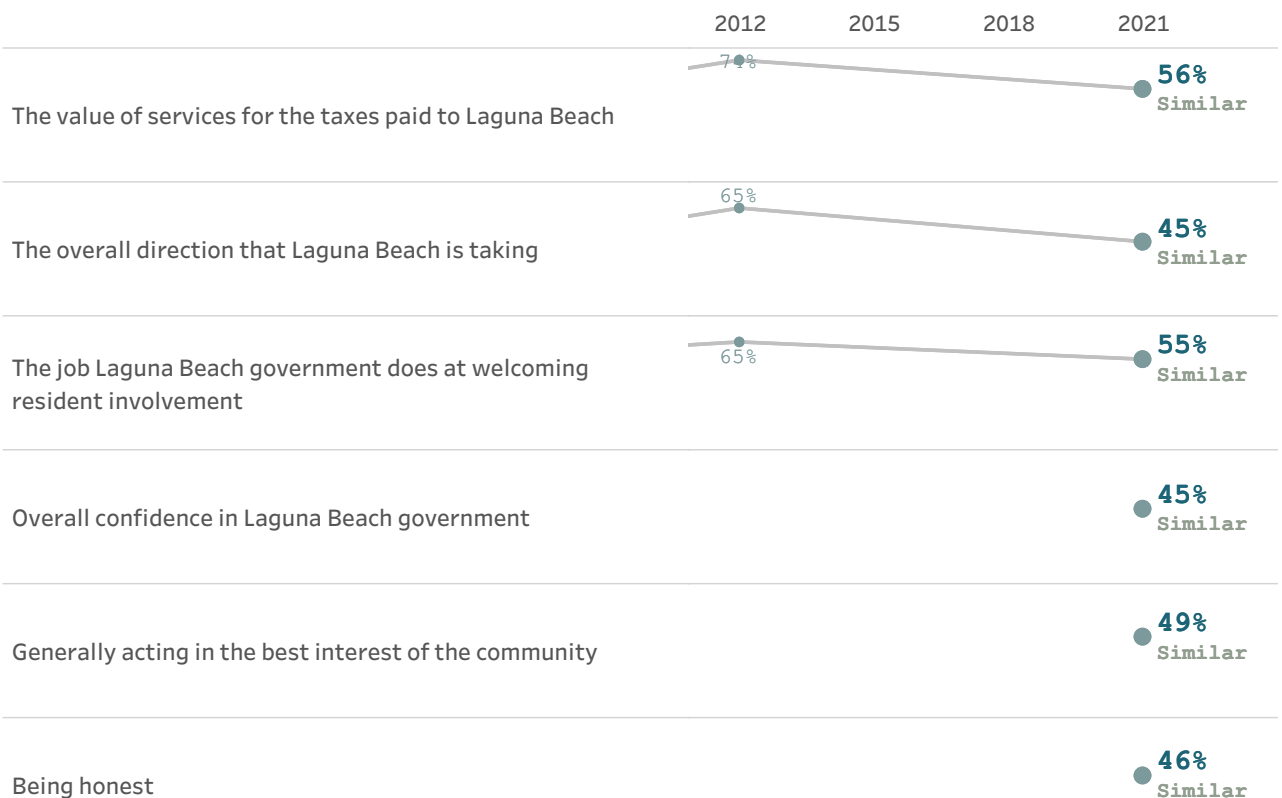
Overall confidence in Laguna Beach government, 2021



Please rate the quality of each of the following services in Laguna Beach. (% excellent or good)



Please rate the following categories of Laguna Beach government performance. (% excellent or good)



Being open and transparent to the public

● **43%**
Similar

Informing residents about issues facing the community

● **51%**
Similar

Treating all residents fairly

● **47%**
Similar

Treating residents with respect

● **54%**
Similar

Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

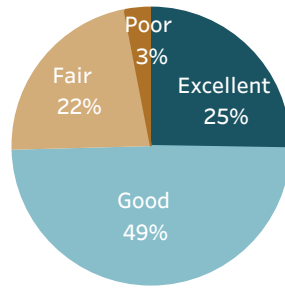


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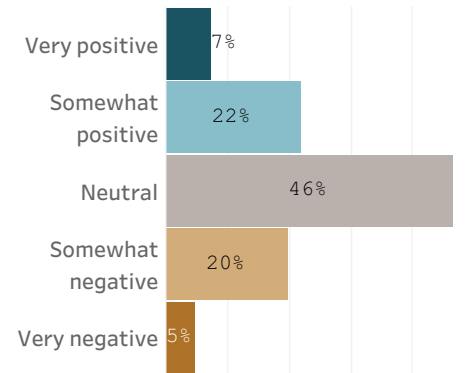
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

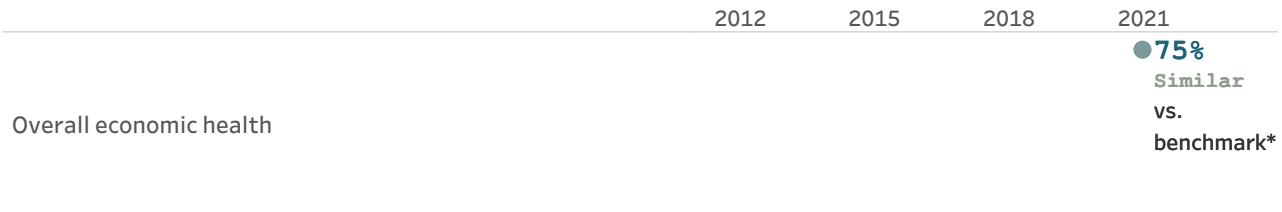
Overall economic health of Laguna Beach, 2021



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following characteristics as they relate to Laguna Beach as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Laguna Beach. (% excellent or good)



Please rate each of the following in the Laguna Beach community. (% excellent or good)



Employment opportunities

37%
Similar

Shopping opportunities



Cost of living

14%
Much lower

Please rate the quality of each of the following services in Laguna Beach.
(% excellent or good)

Economic development



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

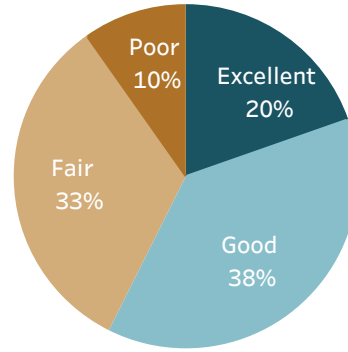


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Mobility

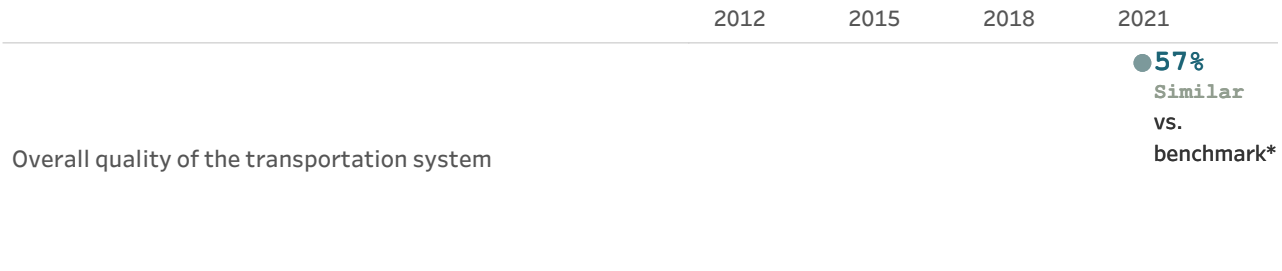
The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Laguna Beach, 2021



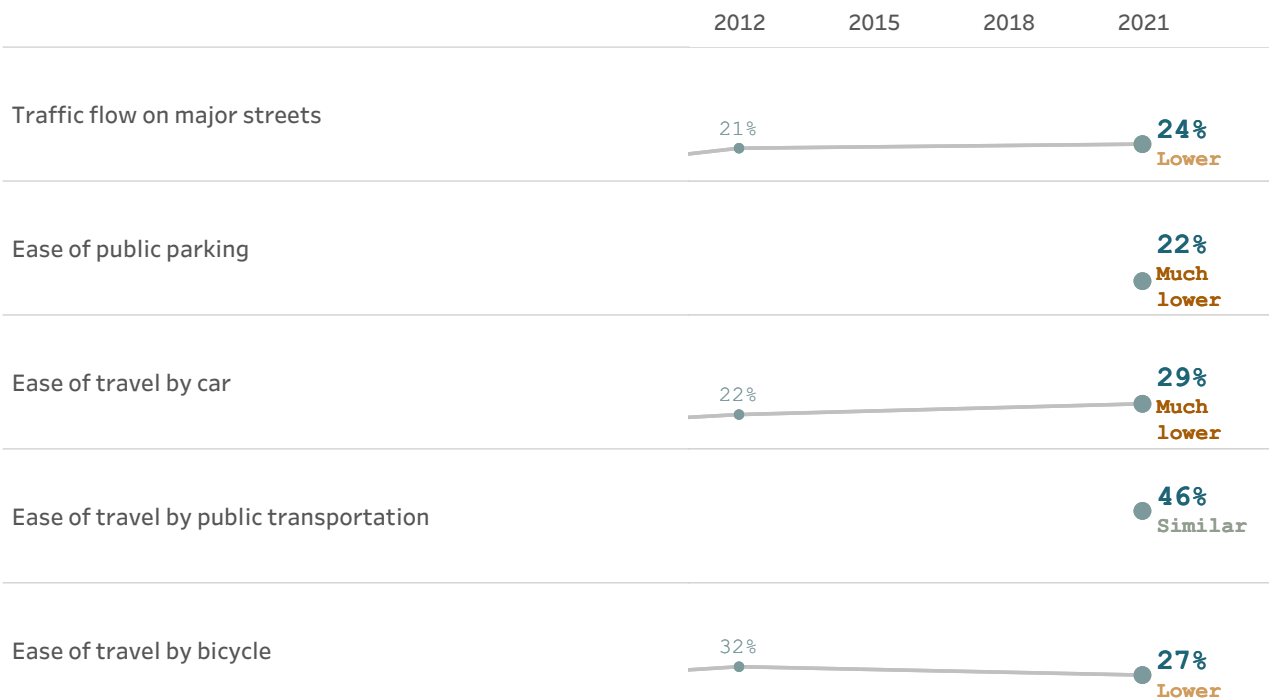
Please rate each of the following characteristics as they relate to Laguna Beach as a whole.

(% excellent or good)



Please also rate each of the following in the Laguna Beach community.

(% excellent or good)

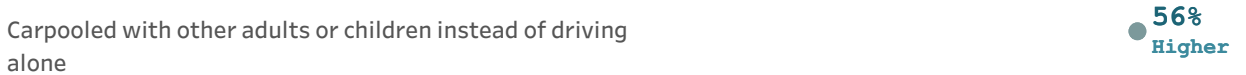




Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)

2012 2015 2018 2021



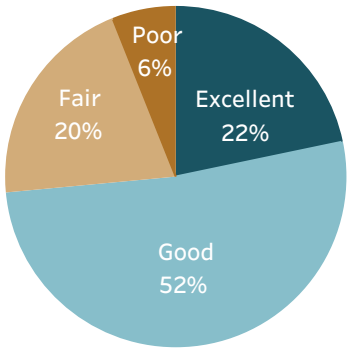
Please rate the quality of each of the following services in Laguna Beach.

(% excellent or good)

2012 2015 2018 2021



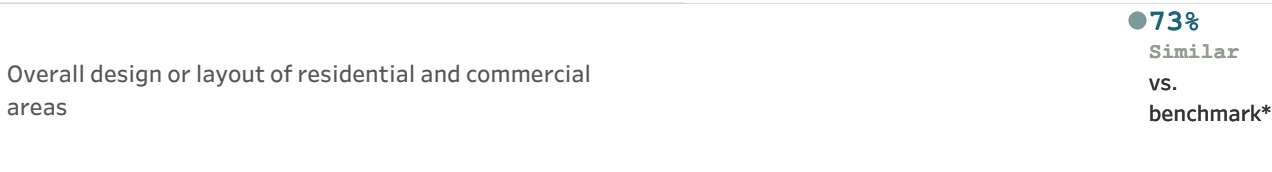
Overall design or layout of Laguna Beach's residential and commercial areas, 2021



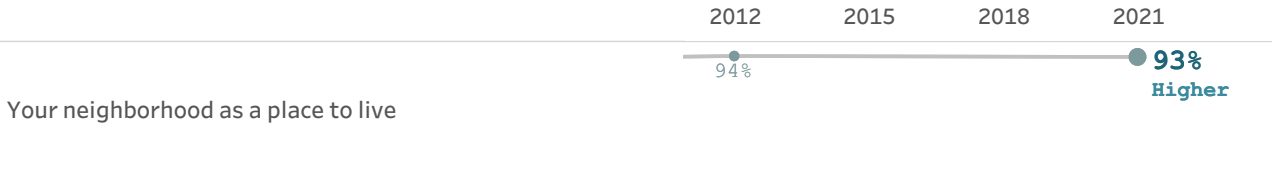
Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Please rate each of the following characteristics as they relate to Laguna Beach as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Laguna Beach. (% excellent or good)



Please also rate each of the following in the Laguna Beach community. (% excellent or good)



82%
Higher

Public places where people want to spend time

Variety of housing options



Availability of affordable quality housing



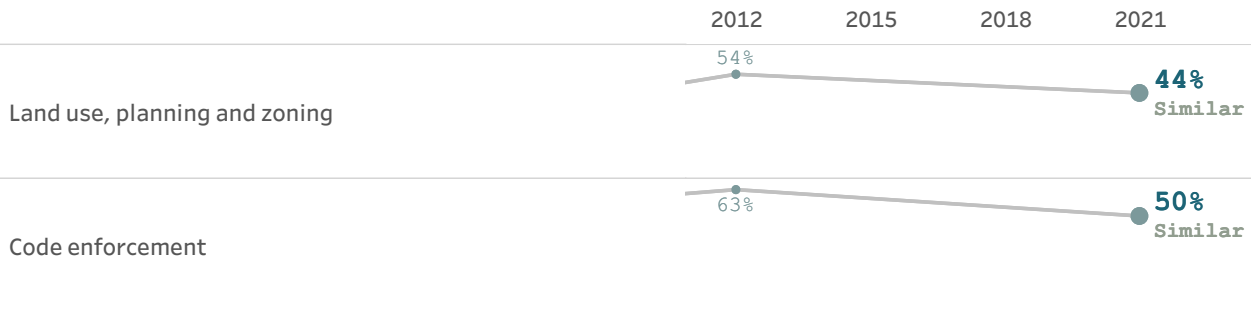
Overall quality of new development



Overall appearance

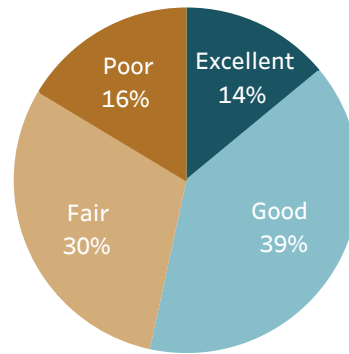


Please rate the quality of each of the following services in Laguna Beach.
(% excellent or good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

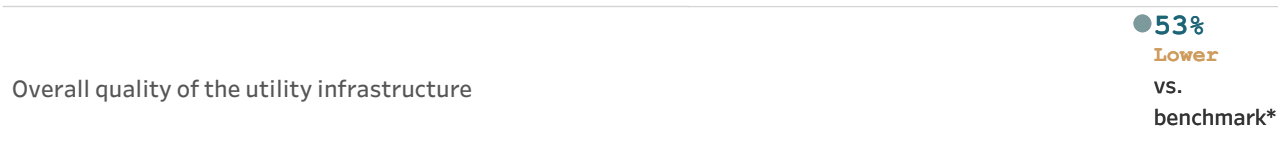
Overall quality of the utility infrastructure in Laguna Beach, 2021



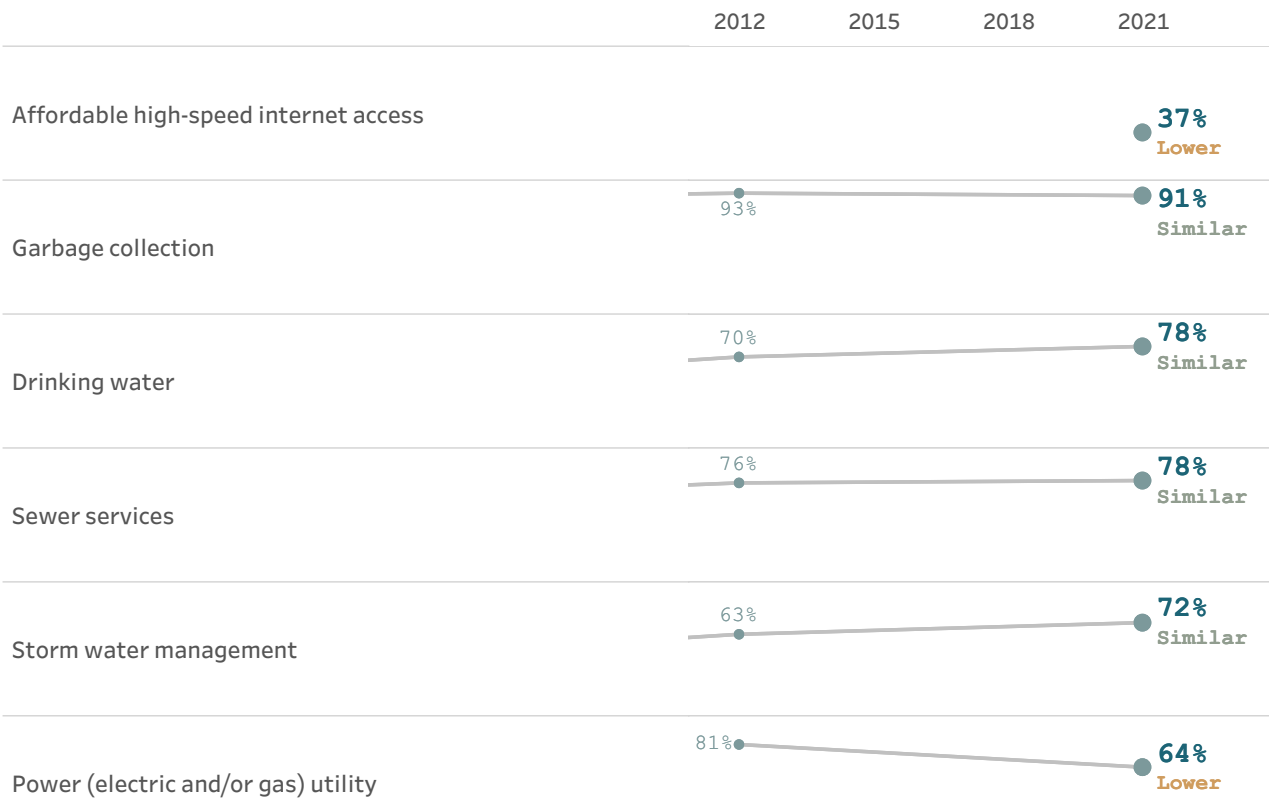
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate each of the following characteristics as they relate to Laguna Beach as a whole. (% excellent or good)



Please rate the quality of each of the following services in Laguna Beach. (% excellent or good)



● **71%**
Similar

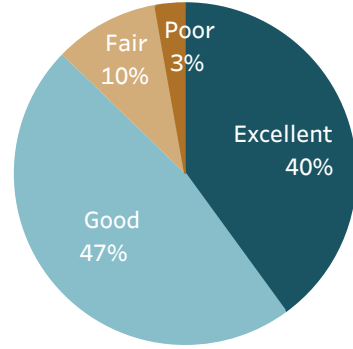
Utility billing

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

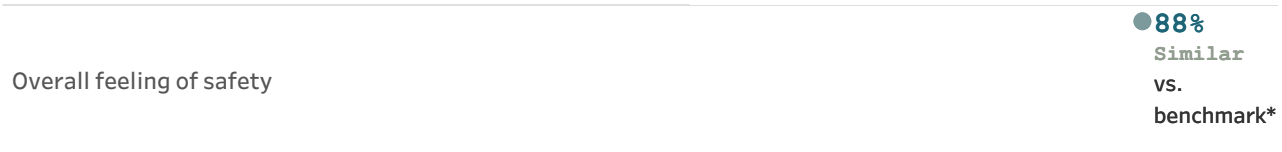
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

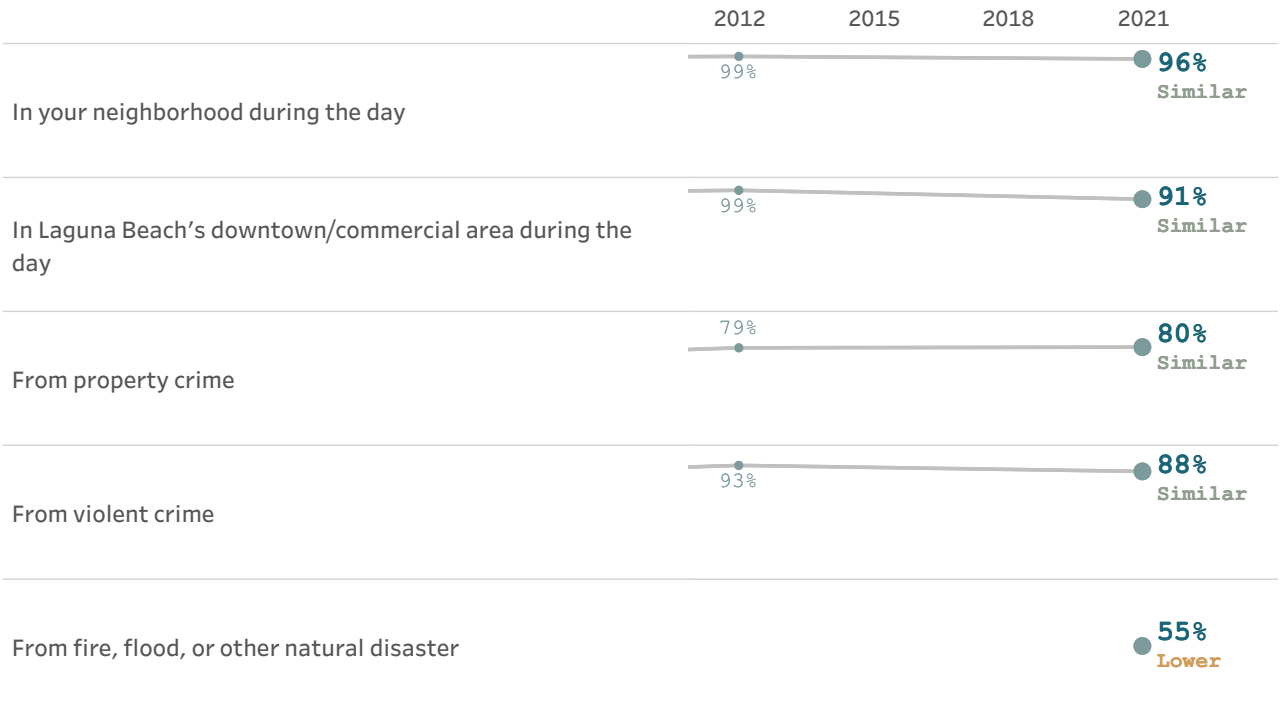
Overall feeling of safety in Laguna Beach, 2021



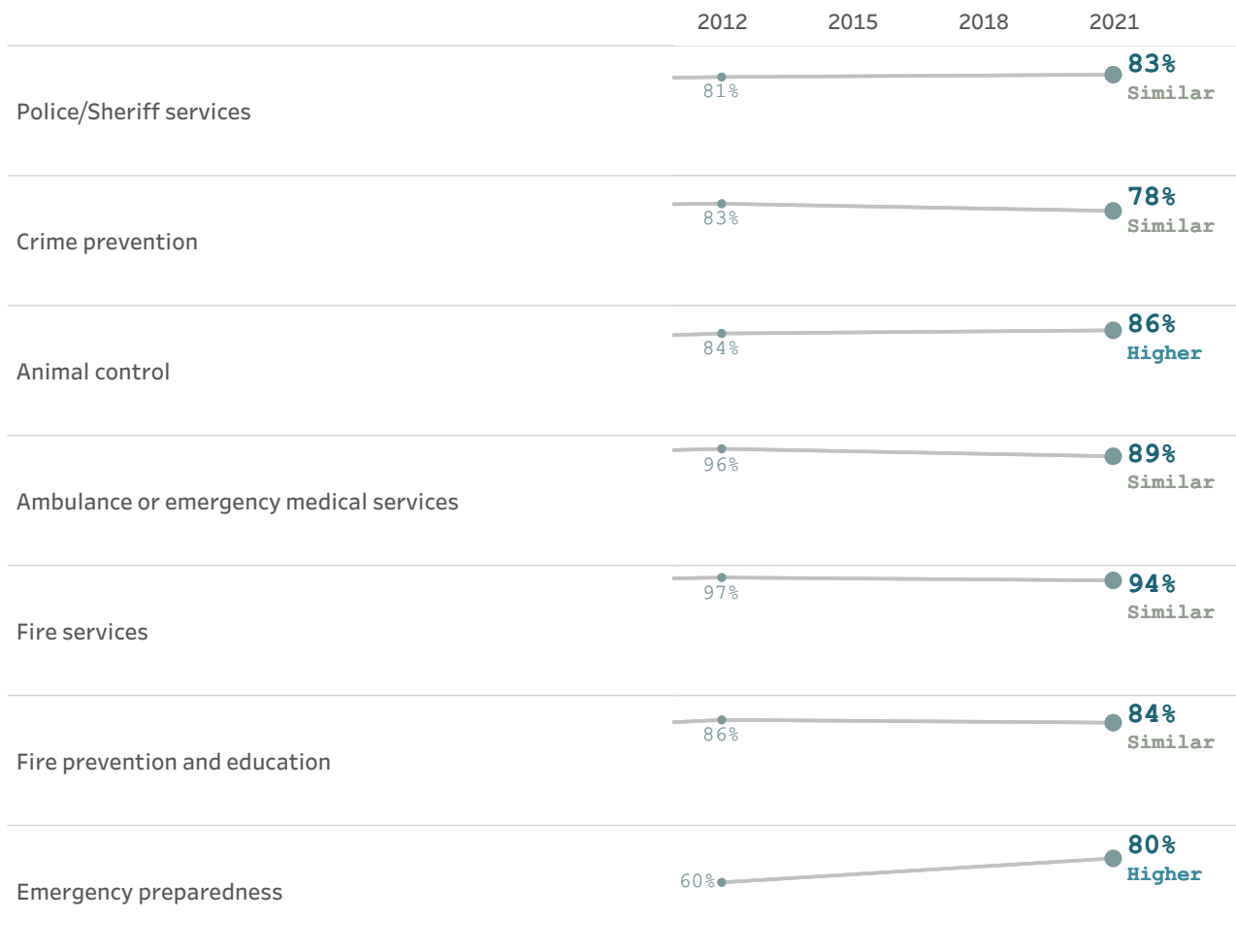
Please rate each of the following characteristics as they relate to Laguna Beach as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)

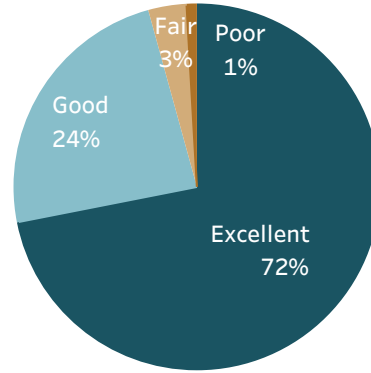


**Please rate the quality of each of the following services in Laguna Beach.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

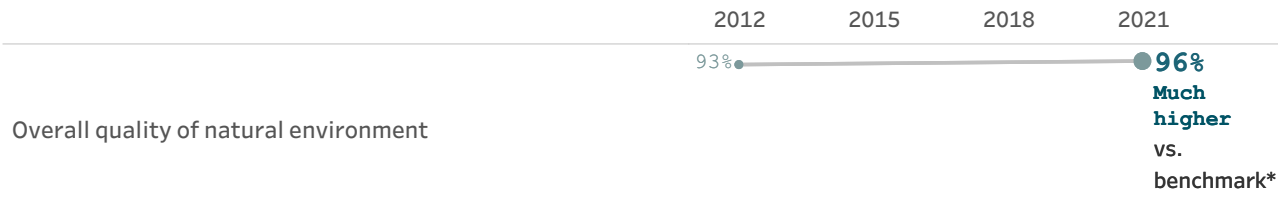
Overall quality of natural environment in Laguna Beach, 2021



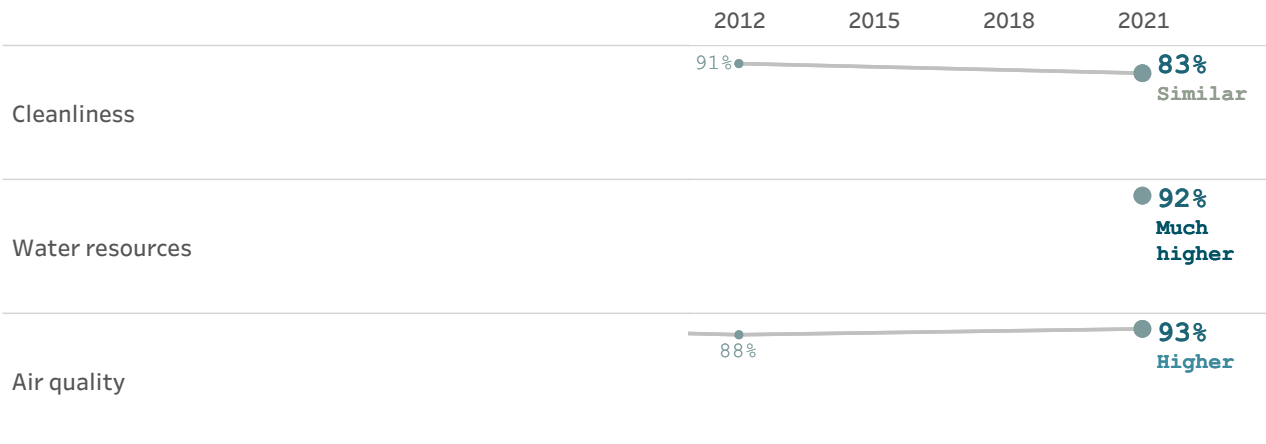
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Please rate each of the following characteristics as they relate to Laguna Beach as a whole.
(% excellent or good)

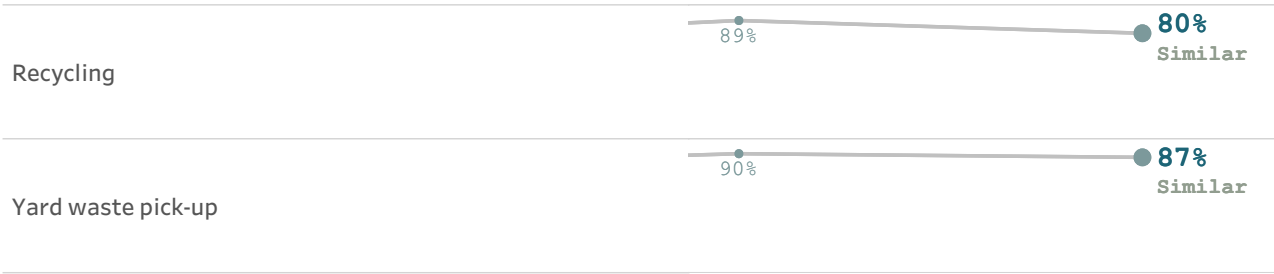


Please also rate each of the following in the Laguna Beach community.
(% excellent or good)



Please rate the quality of each of the following services in Laguna Beach.
(% excellent or good)





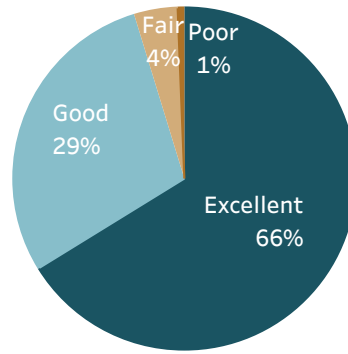
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

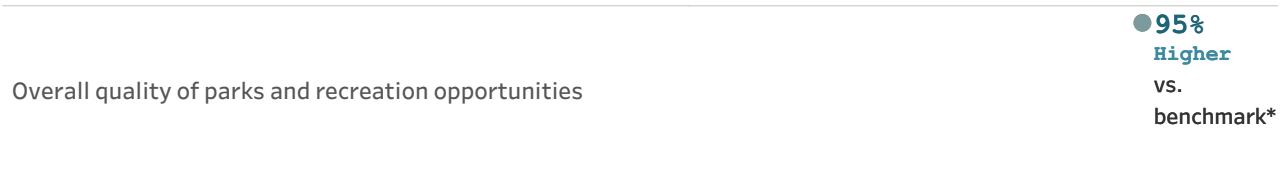
Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

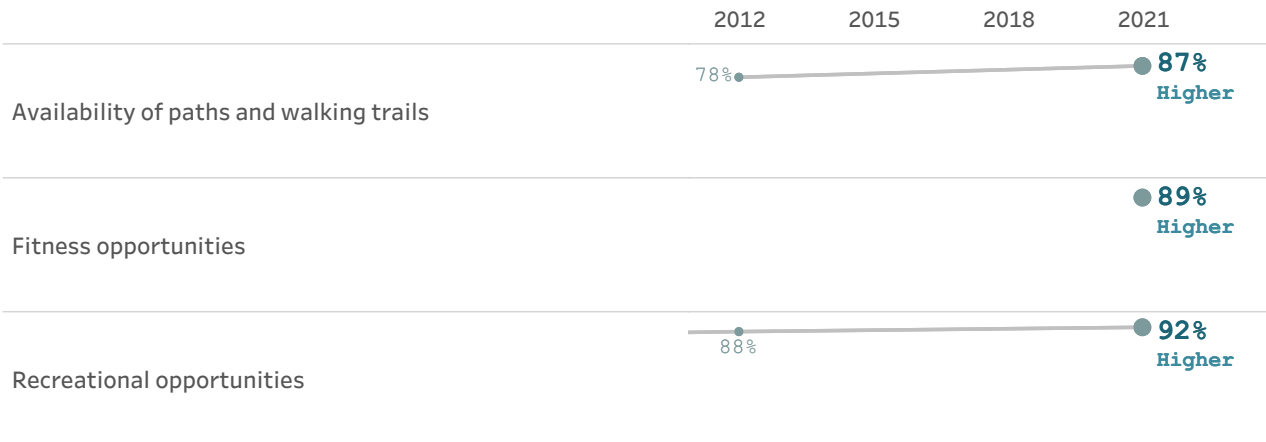
- National Recreation and Park Association



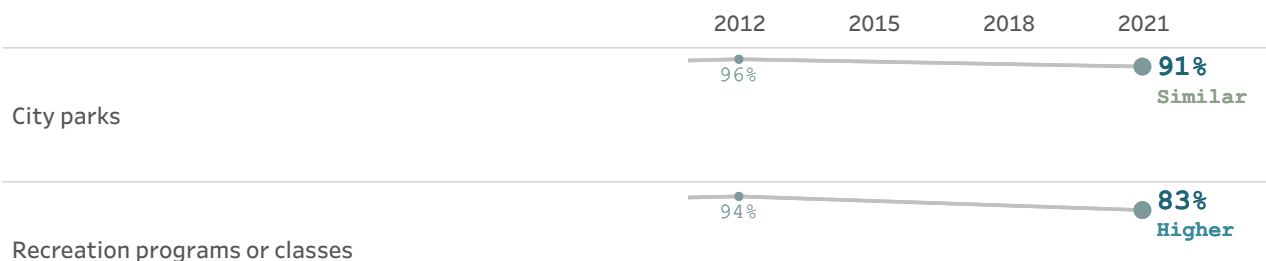
Please rate each of the following characteristics as they relate to Laguna Beach as a whole.
(% excellent or good)



Please also rate each of the following in the Laguna Beach community.
(% excellent or good)



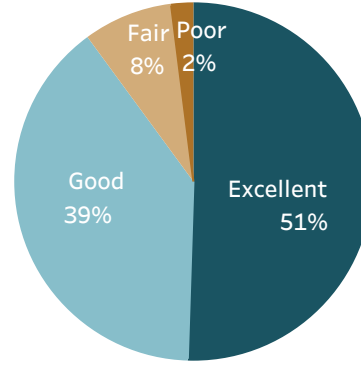
Please rate the quality of each of the following services in Laguna Beach.
(% excellent or good)





* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

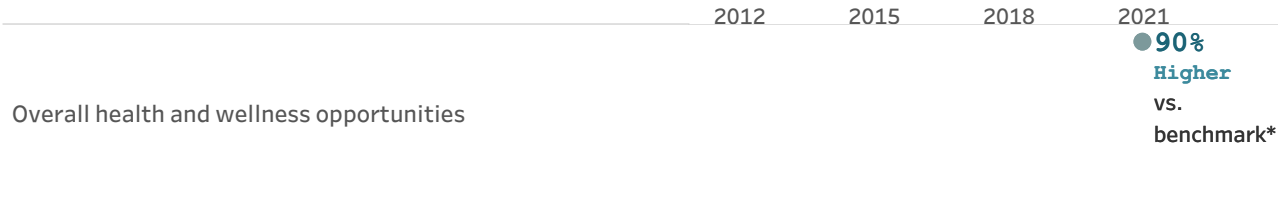
Overall health and wellness opportunities in Laguna Beach, 2021



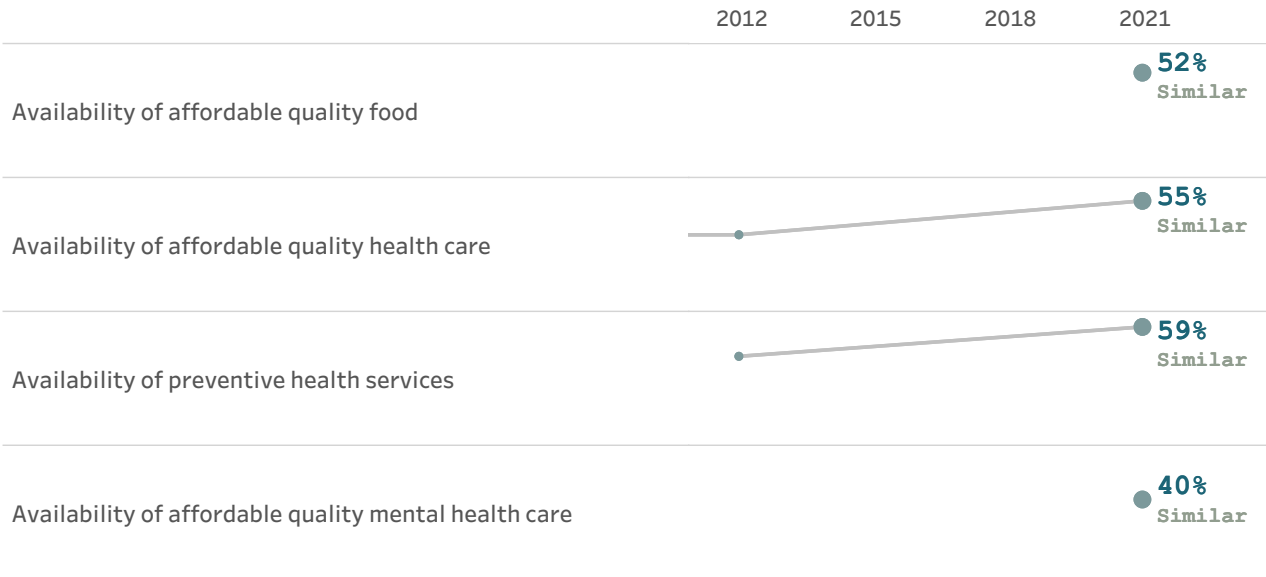
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

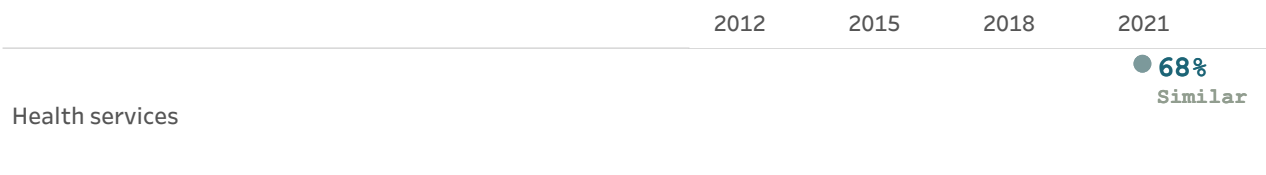
Please rate each of the following characteristics as they relate to Laguna Beach as a whole.
(% excellent or good)



Please also rate each of the following in the Laguna Beach community.
(% excellent or good)



Please rate the quality of each of the following services in Laguna Beach.
(% excellent or good)



Please rate your overall health.
(% excellent or very good)

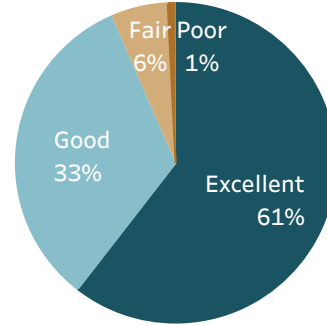
2012 2015 2018 2021

● 89%
Higher

Please rate your overall health.

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

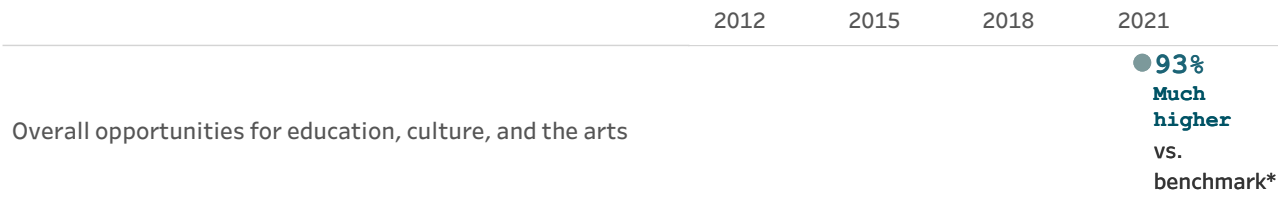
Overall opportunities for education, culture and the arts, 2021



Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

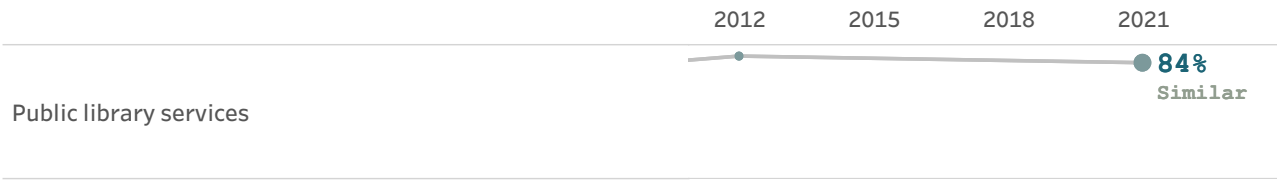
Please rate each of the following characteristics as they relate to Laguna Beach as a whole.
(% excellent or good)



Please also rate each of the following in the Laguna Beach community.
(% excellent or good)



Please rate the quality of each of the following services in Laguna Beach.
(% excellent or good)

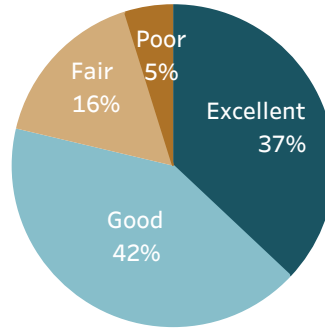


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

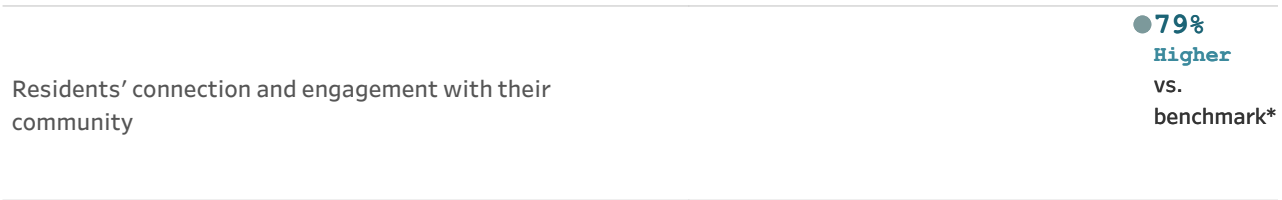
Residents' connection and engagement with their community, 2021

Inclusivity and engagement

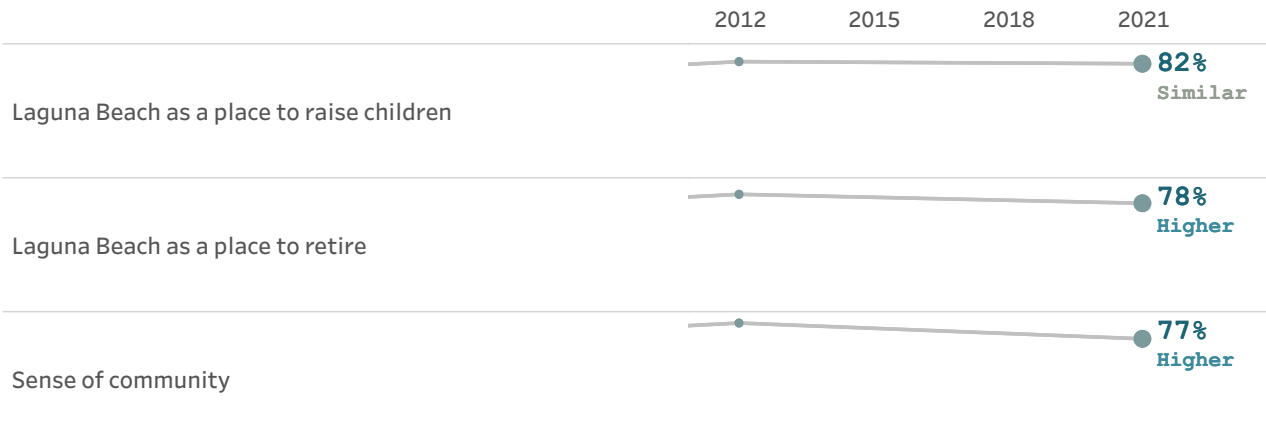
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



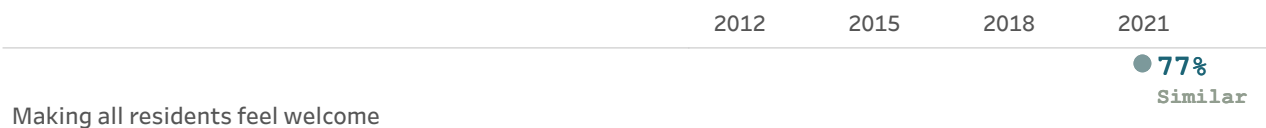
Please rate each of the following characteristics as they relate to Laguna Beach as a whole.
(% excellent or good)

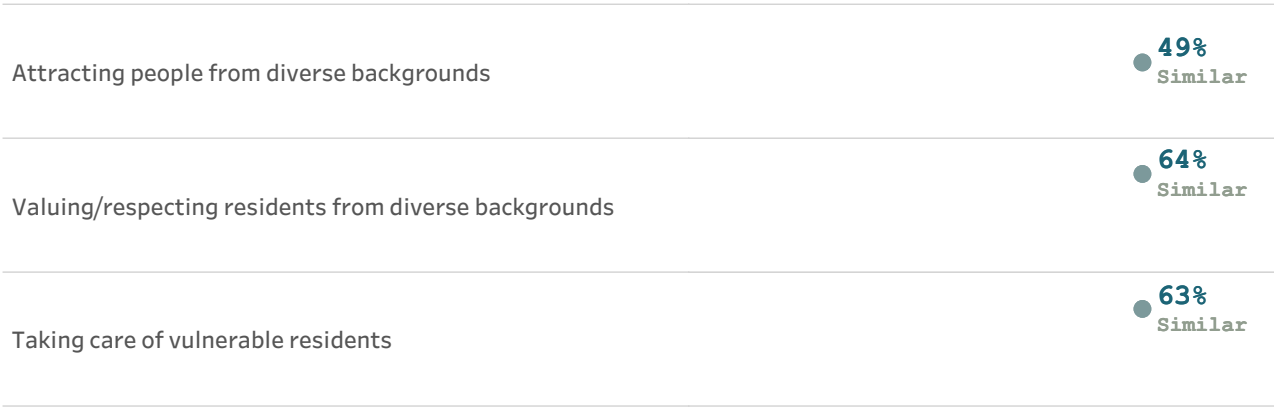


Please rate each of the following aspects of quality of life in Laguna Beach.
(% excellent or good)

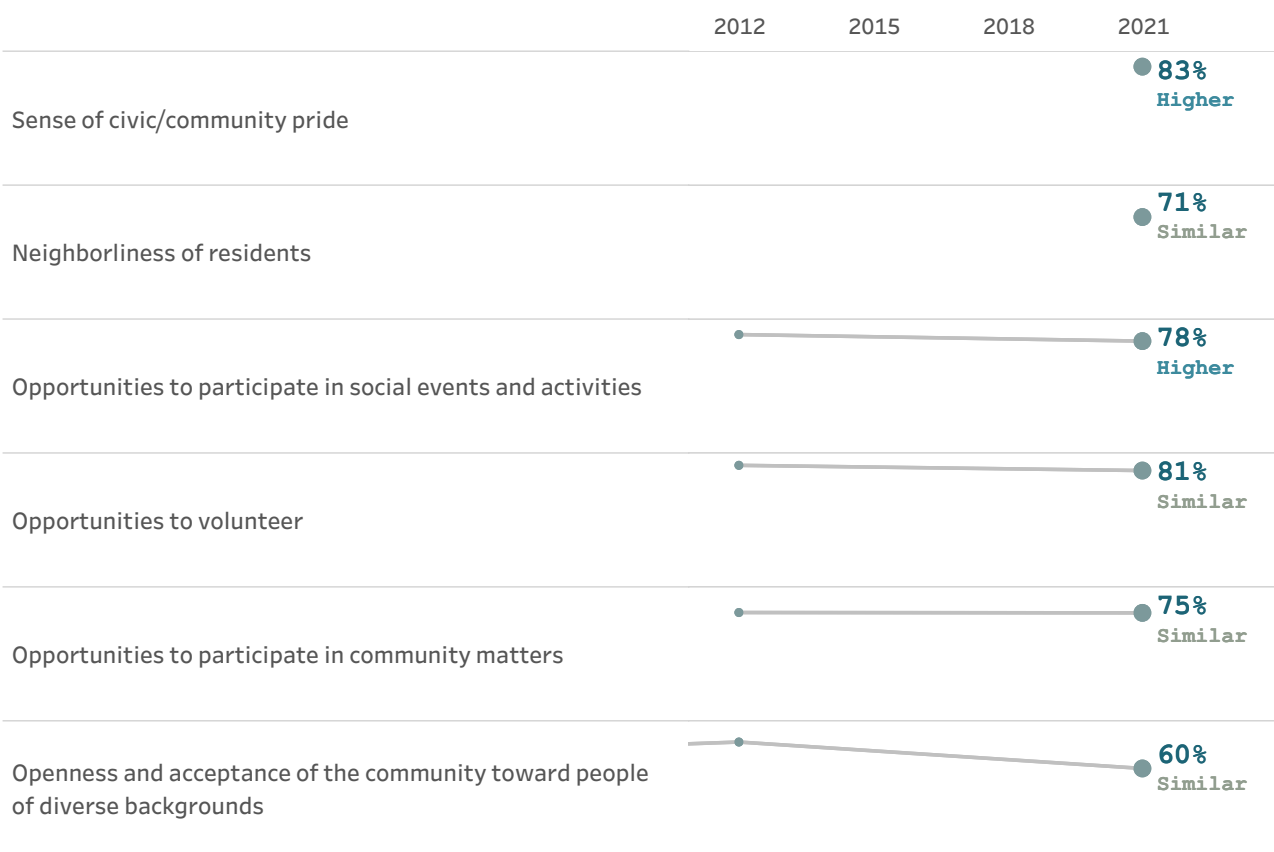


Please rate the job you feel the Laguna Beach community does at each of the following.
(% excellent or good)





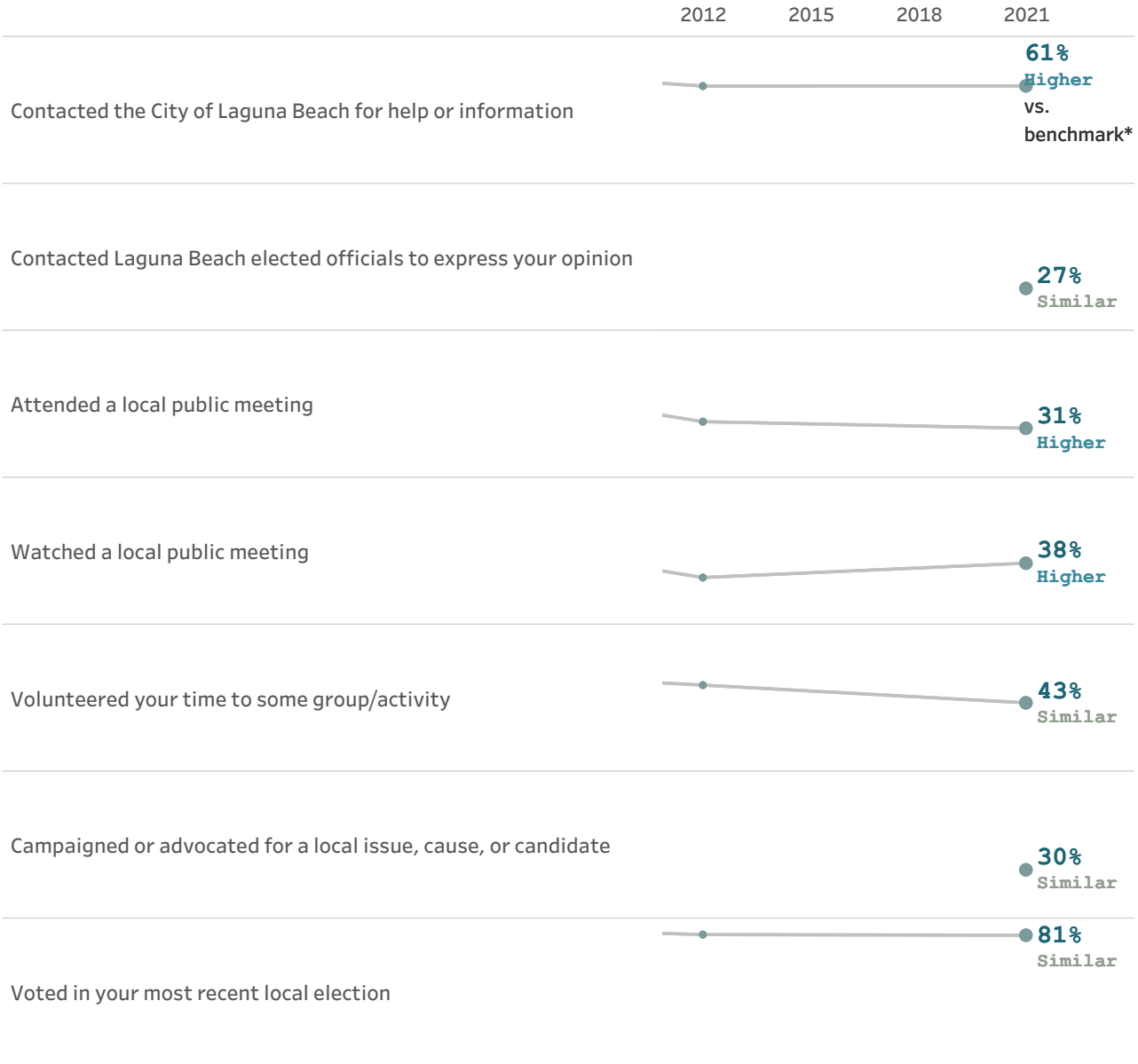
**Please also rate each of the following in the Laguna Beach community.
(% excellent or good)**



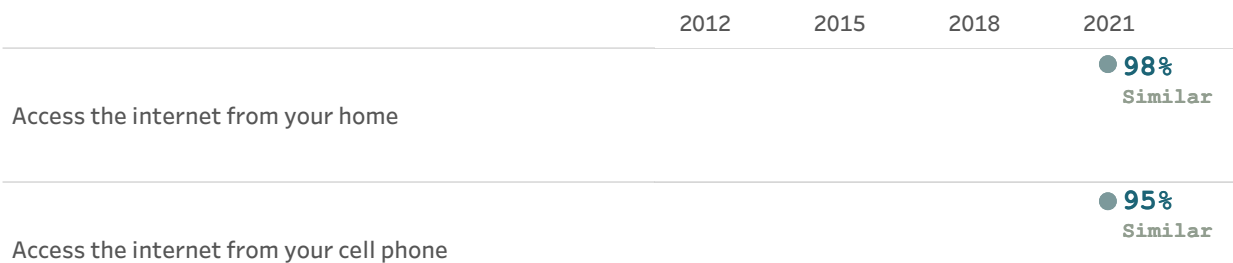
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)






























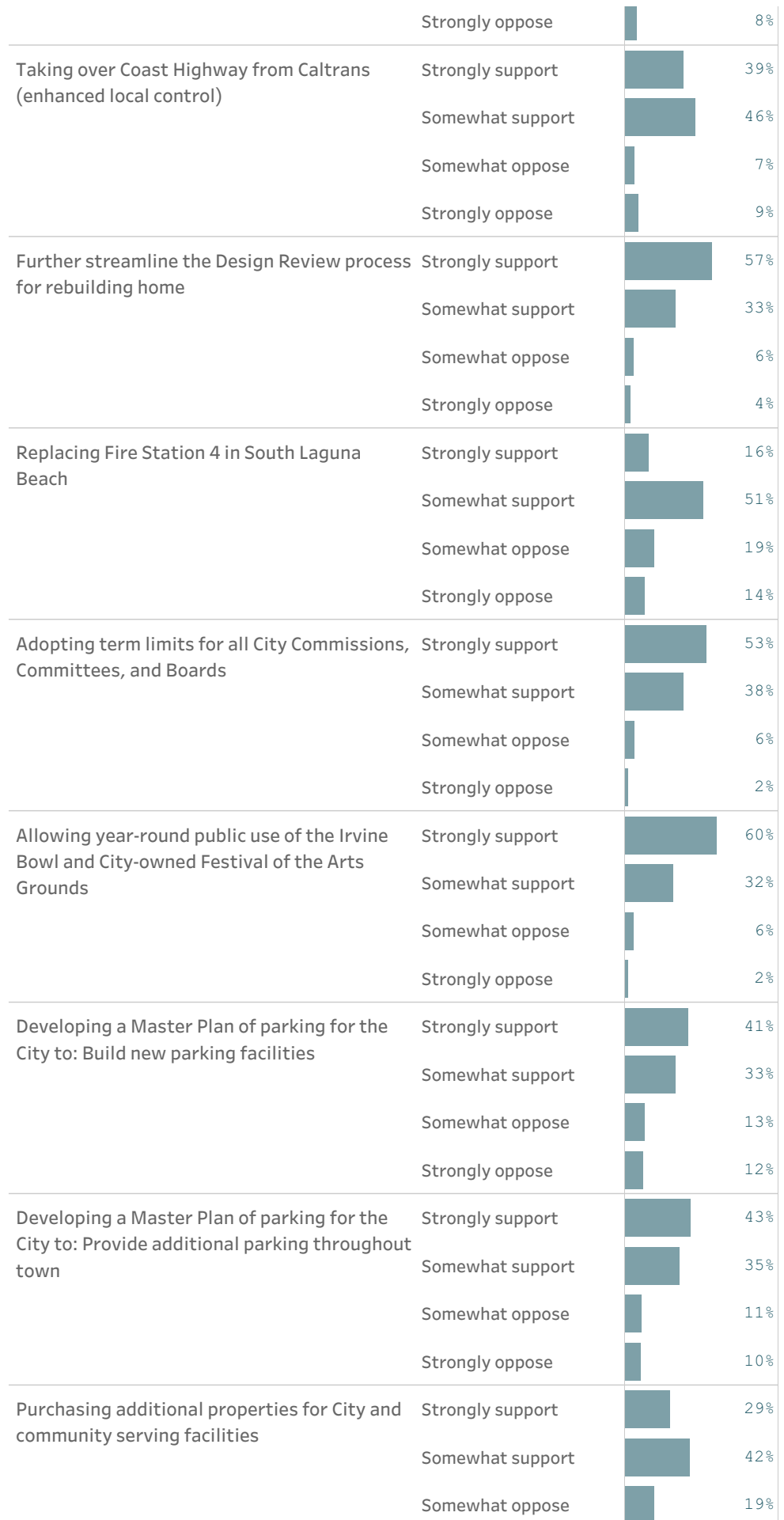
Visit social media sites	● 77% Similar
Use or check email	● 98% Similar
Share your opinions online	● 26% Similar
Shop online	● 75% Higher

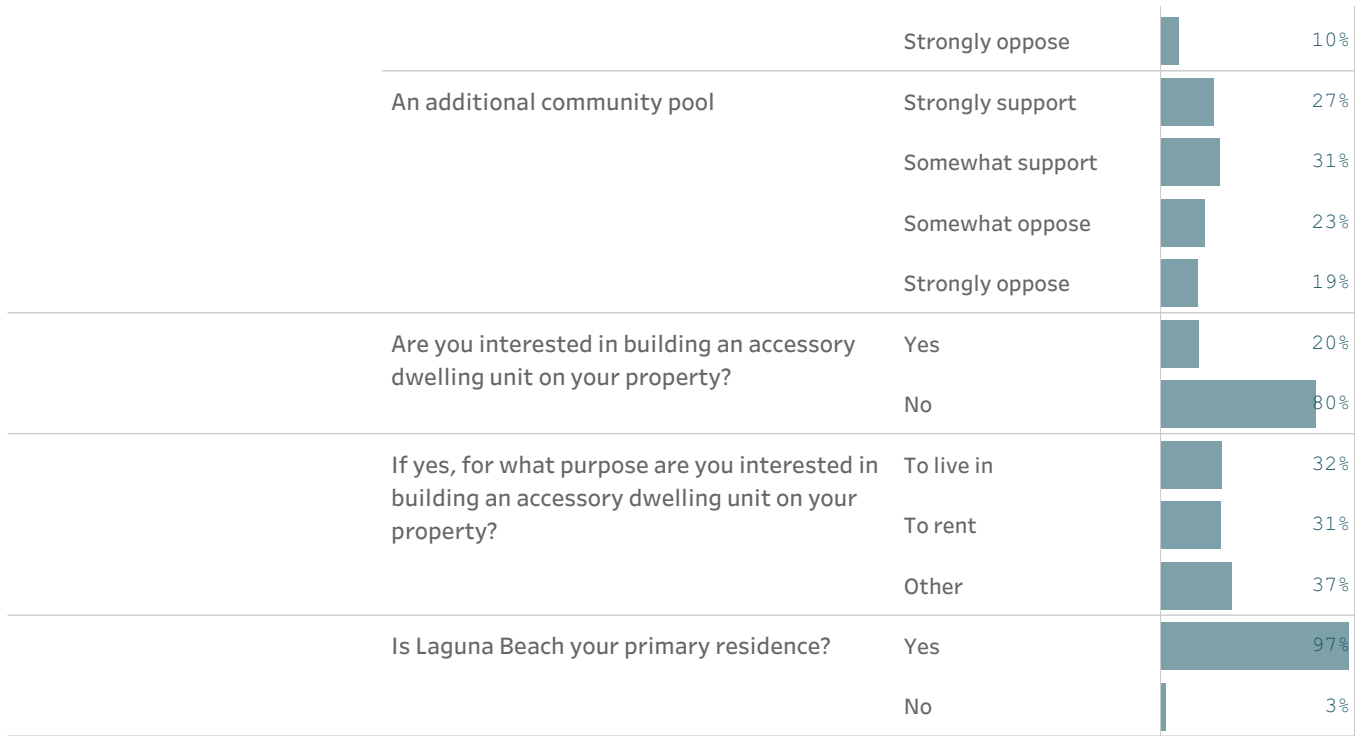
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.

		Include "don't know"	
		No	
Please indicate the general area of the City in which you live.	North Laguna		20%
	Bluebird-Montage		13%
	Central/Village		30%
	Laguna Canyon		8%
	Top of the World		14%
	Wesley District		2%
	Arch Beach Heights		5%
	South Laguna		9%
Please rate your level of support for each of the following City of Laguna Beach initiatives:	Converting Lower Forest Avenue to a permanent pedestrian plaza	Strongly support	 64%
		Somewhat support	 19%
		Somewhat oppose	 9%
		Strongly oppose	 8%
Taking over Laguna Canyon Road from Caltrans in order to: Make pedestrian improvements	Strongly support	 44%	
	Somewhat support	 35%	
	Somewhat oppose	 10%	
	Strongly oppose	 10%	
Taking over Laguna Canyon Road from Caltrans in order to: Make bicycle improvements	Strongly support	 43%	
	Somewhat support	 34%	
	Somewhat oppose	 10%	
	Strongly oppose	 12%	
Taking over Laguna Canyon Road from Caltrans in order to: Make high occupancy vehicle traffic and transit improvements	Strongly support	 45%	
	Somewhat support	 33%	
	Somewhat oppose	 12%	
	Strongly oppose	 10%	
Taking over Laguna Canyon Road from Caltrans in order to: Underground overhead utilities	Strongly support	 60%	
	Somewhat support	 26%	
	Somewhat oppose	 5%	





National benchmark tables

This table contains the comparisons of Laguna Beach’s results to those from other communities. The first column shows the comparison of Laguna Beach’s rating to the benchmark. Laguna Beach’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Laguna Beach residents is statistically similar to or different than the benchmark. The second column is Laguna Beach’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Laguna Beach’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Laguna Beach’s result -- that is what percent of surveyed communities had a lower rating than Laguna Beach.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Laguna Beach.	Laguna Beach as a place to live	Higher	96%	21	388	94
	Your neighborhood as a place to live	Higher	93%	15	320	95
	Laguna Beach as a place to raise children	Similar	82%	142	389	63
	Laguna Beach as a place to work	Similar	63%	173	372	53
	Laguna Beach as a place to visit	Much higher	96%	6	314	98
	Laguna Beach as a place to retire	Higher	78%	39	374	89
	The overall quality of life	Higher	95%	13	430	97
	Sense of community	Higher	77%	28	322	91
Please rate each of the following characteristics as they relate to Laguna Beach as a whole.	Overall economic health	Similar	75%	87	295	70
	Overall quality of the transportation system	Similar	57%	51	127	60
	Overall design or layout of residential and commercial areas	Similar	73%	68	289	76
	Overall quality of the utility infrastructure	Lower	53%	101	124	19
	Overall feeling of safety	Similar	88%	134	370	64
	Overall quality of natural environment	Much higher	96%	2	299	99
	Overall quality of parks and recreation opportunities	Higher	95%	2	129	99
	Overall health and wellness opportunities	Higher	90%	11	290	96
	Overall opportunities for education, culture, and the arts	Much higher	93%	2	293	99
	Residents’ connection and engagement with their community	Higher	79%	4	125	97
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Laguna Beach to someone who asks	Similar	88%	144	306	53
	Remain in Laguna Beach for the next five years	Similar	90%	37	299	87
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	79	355	77
	In Laguna Beach’s downtown/commercial area during the day	Similar	91%	143	331	57

Please rate how safe or unsafe you feel:	From property crime	Similar	80%	65	135	52
	From violent crime	Similar	88%	47	135	65
	From fire, flood, or other natural disaster	Lower	55%	120	123	3
Please rate the job you feel the Laguna Beach community does at each of the following.	Making all residents feel welcome	Similar	77%	29	129	78
	Attracting people from diverse backgrounds	Similar	49%	99	127	22
	Valuing/respecting residents from diverse backgrounds	Similar	64%	61	127	52
	Taking care of vulnerable residents	Similar	63%	44	125	65
Please rate each of the following in the Laguna Beach community.	Overall quality of business and service establishments	Similar	73%	91	297	69
	Variety of business and service establishments	Similar	55%	84	124	33
	Vibrancy of downtown/commercial area	Higher	69%	62	280	78
	Employment opportunities	Similar	37%	196	326	40
	Shopping opportunities	Similar	58%	140	312	55
	Cost of living	Much lower	14%	277	291	5
	Overall image or reputation	Higher	87%	31	367	91
Please also rate each of the following in the Laguna Beach community.	Traffic flow on major streets	Lower	24%	315	344	8
	Ease of public parking	Much lower	22%	261	269	3
	Ease of travel by car	Much lower	29%	316	322	2
	Ease of travel by public transportation	Similar	46%	74	274	73
	Ease of travel by bicycle	Lower	27%	305	324	6
	Ease of walking	Similar	74%	94	324	71
	Well-planned residential growth	Similar	41%	91	127	29
	Well-planned commercial growth	Lower	29%	109	127	14
	Well-designed neighborhoods	Similar	56%	71	125	44
	Preservation of the historical or cultural character of the communi..	Similar	75%	17	123	86
	Public places where people want to spend time	Higher	82%	14	285	95
	Variety of housing options	Lower	28%	265	301	12
	Availability of affordable quality housing	Much lower	14%	300	325	8
	Overall quality of new development	Similar	40%	276	319	13
	Overall appearance	Higher	83%	67	356	81
	Cleanliness	Higher	83%	73	326	77
	Water resources	Much higher	92%	2	113	99

Please also rate each of the following in the Laguna Beach community.	Air quality	Higher	93%	13	280	95
	Availability of paths and walking trails	Higher	87%	19	329	94
	Fitness opportunities	Higher	89%	11	281	96
	Recreational opportunities	Much higher	92%	10	312	97
	Availability of affordable quality food	Similar	52%	230	276	17
	Availability of affordable quality health care	Similar	55%	187	289	35
	Availability of preventive health services	Similar	59%	168	272	38
	Availability of affordable quality mental health care	Similar	40%	165	272	39
	Opportunities to attend cultural/arts/music activities	Much higher	91%	1	309	100
	Community support for the arts	Much higher	96%	1	124	100
	Availability of affordable quality childcare/preschool	Similar	52%	125	287	56
	K-12 education	Higher	84%	56	293	81
	Adult educational opportunities	Similar	67%	82	278	70
	Sense of civic/community pride	Higher	83%	5	124	96
	Neighborliness of residents	Similar	71%	42	285	85
	Opportunities to participate in social events and activities	Higher	78%	18	291	94
	Opportunities to attend special events and festivals	Higher	87%	6	298	98
	Opportunities to volunteer	Similar	81%	33	289	88
	Opportunities to participate in community matters	Similar	75%	39	293	87
	Openness and acceptance of the community toward people of diverse...	Similar	60%	131	317	58
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Laguna Beach for help or information	Higher	61%	19	346	94
	Contacted Laguna Beach elected officials to express your opinion	Similar	27%	23	287	92
	Attended a local public meeting	Higher	31%	30	286	89
	Watched a local public meeting	Higher	38%	22	265	92
	Volunteered your time to some group/activity	Similar	43%	76	291	74
	Campaigned or advocated for a local issue, cause, or candidate	Similar	30%	31	275	89
	Voted in your most recent local election	Similar	81%	50	126	61
	Used public transportation instead of driving	Much higher	53%	22	256	91
	Carpooled with other adults or children instead of driving alone	Higher	56%	18	281	93
	Walked or biked instead of driving	Much higher	83%	19	284	93
	Please rate the quality of each of the following	Public information services	Similar	79%	58	311

Please rate the quality of each of the following services in Laguna Beach.

Economic development	Similar	52%	176	302	42
Traffic enforcement	Similar	57%	281	371	24
Traffic signal timing	Similar	54%	163	292	44
Street repair	Similar	57%	118	371	68
Street cleaning	Similar	75%	79	313	75
Street lighting	Similar	58%	195	353	44
Sidewalk maintenance	Similar	57%	175	318	45
Bus or transit services	Higher	67%	38	267	86
Land use, planning and zoning	Similar	44%	180	314	42
Code enforcement	Similar	50%	180	371	51
Affordable high-speed internet access	Lower	37%	107	121	12
Garbage collection	Similar	91%	29	347	91
Drinking water	Similar	78%	111	313	64
Sewer services	Similar	78%	200	316	37
Storm water management	Similar	72%	160	339	53
Power (electric and/or gas) utility	Similar	64%	211	234	10
Utility billing	Similar	71%	165	268	38
Police/Sheriff services	Similar	83%	176	422	58
Crime prevention	Similar	78%	124	370	66
Animal control	Higher	86%	14	334	96
Ambulance or emergency medical services	Similar	89%	178	331	46
Fire services	Similar	94%	124	364	66
Fire prevention and education	Similar	84%	81	303	73
Emergency preparedness	Higher	80%	28	303	91
Preservation of natural areas	Much higher	89%	3	283	99
Laguna Beach open space	Much higher	88%	5	273	98
Recycling	Similar	80%	149	350	57
Yard waste pick-up	Similar	87%	50	296	83
City parks	Higher	91%	39	329	88
Recreation programs or classes	Higher	83%	41	324	87
Recreation centers or facilities	Higher	80%	54	297	82
































Please rate the quality of each of the following services in Laguna Beach.	Health services	Similar	68%	145	264	45
	Public library services	Similar	84%	201	338	40
	Overall customer service by Laguna Beach employees	Similar	76%	165	385	57
Please rate the following categories of Laguna Beach government performance.	The value of services for the taxes paid to Laguna Beach	Similar	56%	163	392	58
	The overall direction that Laguna Beach is taking	Similar	45%	270	339	20
	The job Laguna Beach government does at welcoming resident inv..	Similar	55%	147	333	56
	Overall confidence in Laguna Beach government	Similar	45%	218	294	26
	Generally acting in the best interest of the community	Similar	49%	218	297	26
	Being honest	Similar	46%	224	288	22
	Being open and transparent to the public	Similar	43%	101	126	20
	Informing residents about issues facing the community	Similar	51%	65	133	51
	Treating all residents fairly	Similar	47%	218	294	26
	Treating residents with respect	Similar	54%	103	124	17
Overall, how would you rate the quality of the services provided by each ..	The City of Laguna Beach	Similar	70%	227	388	41
	The Federal Government	Similar	42%	116	278	58
Please rate how important, if at all, you think it is for the Laguna Beach community to focus on each of the following in the coming two years.	Overall economic health	Similar	87%	225	272	17
	Overall quality of the transportation system	Similar	84%	7	123	95
	Overall design or layout of residential and commercial areas	Similar	76%	132	272	51
	Overall quality of the utility infrastructure	Similar	93%	14	122	89
	Overall feeling of safety	Similar	83%	220	272	19
	Overall quality of natural environment	Higher	91%	4	272	98
	Overall quality of parks and recreation opportunities	Similar	83%	12	123	91
	Overall health and wellness opportunities	Similar	65%	253	272	7
	Overall opportunities for education, culture, and the arts	Similar	72%	179	272	34
	Residents' connection and engagement with their community	Similar	73%	157	272	42
In general, how many times do you:	Access the internet from your home	Similar	98%	22	123	82
	Access the internet from your cell phone	Similar	95%	27	123	78
	Visit social media sites	Similar	77%	95	122	22
	Use or check email	Similar	98%	28	123	78
	Share your opinions online	Similar	26%	104	123	16
	Shop online	Higher	75%	2	123	99

Please rate your overall health.	Higher	89%	2	278	99
What impact, if any, do you think the economy will have on your fa..	Similar	29%	144	281	49

Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Laguna Beach.	Question	Rating	Frequency	
			Percentage	Count
Laguna Beach as a place to live	Laguna Beach as a place to live	Excellent	68%	10
		Good	28%	4
		Fair	3%	0
		Poor	1%	0
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	64%	9
		Good	30%	4
		Fair	6%	1
		Poor	1%	0
Laguna Beach as a place to raise children	Laguna Beach as a place to raise children	Excellent	51%	7
		Good	31%	4
		Fair	15%	2
		Poor	3%	0
Laguna Beach as a place to work	Laguna Beach as a place to work	Excellent	31%	4
		Good	32%	4
		Fair	24%	3
		Poor	13%	2
Laguna Beach as a place to visit	Laguna Beach as a place to visit	Excellent	68%	10
		Good	29%	4
		Fair	3%	0
		Poor	1%	0
Laguna Beach as a place to retire	Laguna Beach as a place to retire	Excellent	51%	7
		Good	27%	4
		Fair	14%	2
		Poor	8%	1
The overall quality of life	The overall quality of life	Excellent	59%	8
		Good	36%	5
		Fair	4%	1
		Poor	1%	0

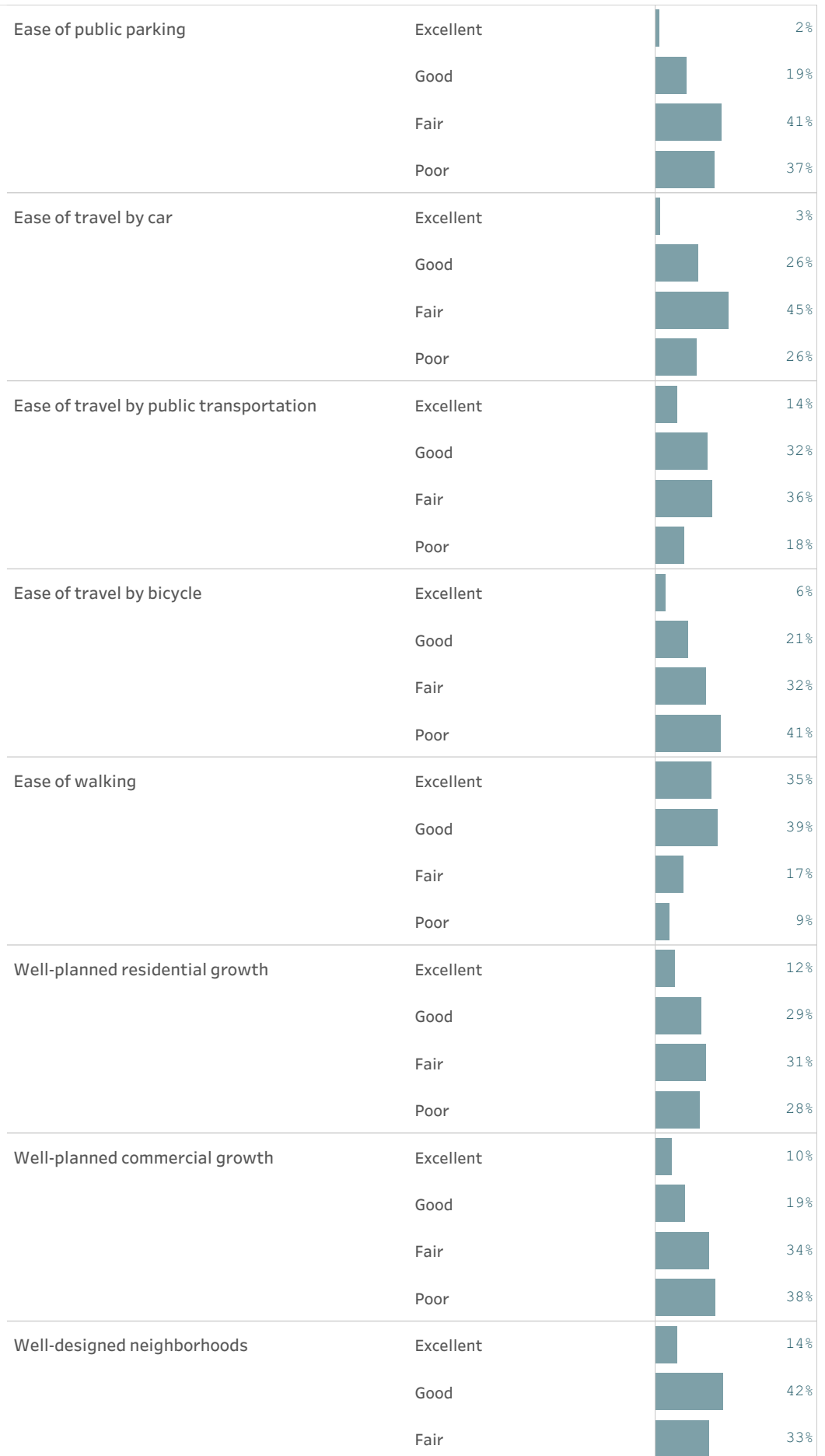
Please rate each of the following aspects of quality of life in Laguna Beach.	Sense of community	Excellent		38%
		Good		39%
		Fair		17%
		Poor		6%
Please rate each of the following characteristics as they relate to Laguna Beach as a whole.	Overall economic health	Excellent		25%
		Good		49%
		Fair		22%
		Poor		3%
Overall quality of the transportation system	Excellent		20%	
	Good		38%	
	Fair		33%	
	Poor		10%	
Overall design or layout of residential and commercial areas	Excellent		22%	
	Good		52%	
	Fair		20%	
	Poor		6%	
Overall quality of the utility infrastructure	Excellent		14%	
	Good		39%	
	Fair		30%	
	Poor		16%	
Overall feeling of safety	Excellent		40%	
	Good		47%	
	Fair		10%	
	Poor		3%	
Overall quality of natural environment	Excellent		72%	
	Good		24%	
	Fair		3%	
	Poor		1%	
Overall quality of parks and recreation opportunities	Excellent		66%	
	Good		29%	
	Fair		4%	

Please rate each of the following characteristics as they relate to Laguna Beach as a whole.	Overall quality of parks and recreation opportunities	Poor		1%	
	Overall health and wellness opportunities	Excellent		51%	
		Good		39%	
		Fair		8%	
		Poor		2%	
	Overall opportunities for education, culture, and the arts	Excellent		61%	
		Good		33%	
		Fair		6%	
		Poor		1%	
	Residents' connection and engagement with their community	Excellent		37%	
		Good		42%	
		Fair		16%	
		Poor		5%	
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Laguna Beach to someone who asks	Very likely		63%
			Somewhat likely		26%
			Somewhat unlikely		6%
Very unlikely				6%	
Remain in Laguna Beach for the next five years		Very likely		71%	
		Somewhat likely		19%	
		Somewhat unlikely		6%	
		Very unlikely		3%	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		82%	
		Somewhat safe		15%	
		Neither safe nor unsafe		3%	
		Somewhat unsafe		1%	
	In Laguna Beach's downtown/commercial area during the day	Very safe		67%	
		Somewhat safe		24%	
		Neither safe nor unsafe		6%	
		Somewhat unsafe		3%	
		Very unsafe		0%	
	From property crime	Very safe		31%	

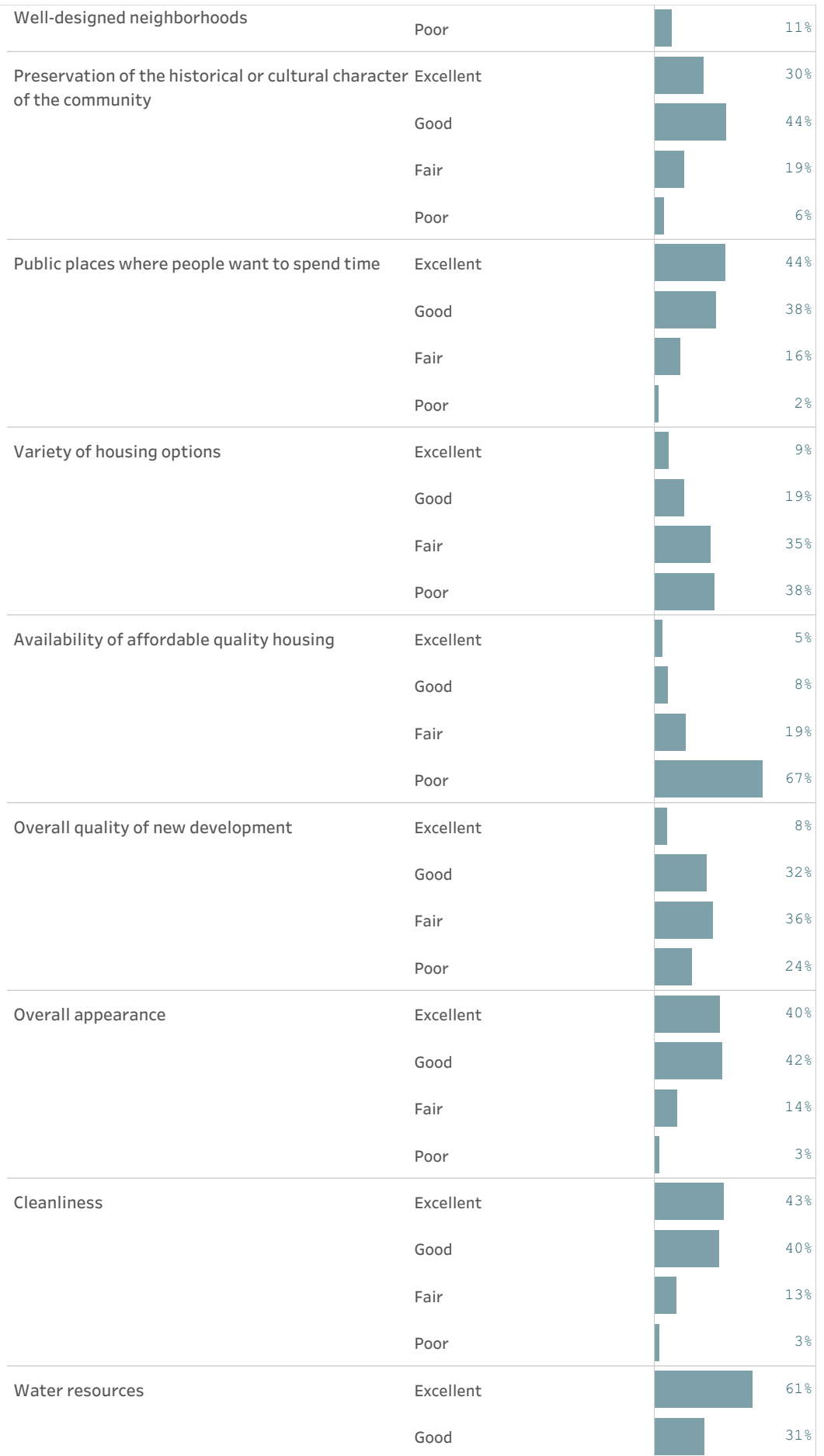
Please rate how safe or unsafe you feel:	From property crime	Somewhat safe		49%
		Neither safe nor unsafe		11%
		Somewhat unsafe		8%
		Very unsafe		1%
	From violent crime	Very safe		63%
		Somewhat safe		25%
		Neither safe nor unsafe		9%
		Somewhat unsafe		3%
		Very unsafe		1%
	From fire, flood, or other natural disaster	Very safe		14%
		Somewhat safe		41%
		Neither safe nor unsafe		20%
		Somewhat unsafe		21%
Very unsafe			3%	
Please rate the job you feel the Laguna Beach community does at each of the following.	Making all residents feel welcome	Excellent		32%
		Good		44%
		Fair		16%
		Poor		7%
	Attracting people from diverse backgrounds	Excellent		20%
		Good		30%
		Fair		30%
		Poor		20%
	Valuing/respecting residents from diverse backgrounds	Excellent		26%
		Good		38%
		Fair		24%
		Poor		12%
	Taking care of vulnerable residents	Excellent		26%
		Good		38%
		Fair		25%
		Poor		12%
Please rate each of the following in the Laguna Beach community:	Overall quality of business and service establishments	Excellent		25%

Please rate each of the following in the Laguna Beach community.	Overall quality of business and service establishments	Good		48%
		Fair		21%
		Poor		6%
Variety of business and service establishments	Excellent		17%	
	Good		39%	
	Fair		30%	
	Poor		14%	
Vibrancy of downtown/commercial area	Excellent		27%	
	Good		42%	
	Fair		22%	
	Poor		9%	
Employment opportunities	Excellent		8%	
	Good		29%	
	Fair		43%	
	Poor		20%	
Shopping opportunities	Excellent		21%	
	Good		37%	
	Fair		29%	
	Poor		13%	
Cost of living	Excellent		1%	
	Good		13%	
	Fair		35%	
	Poor		51%	
Overall image or reputation	Excellent		53%	
	Good		34%	
	Fair		11%	
	Poor		2%	
Please also rate each of the following in the Laguna Beach community.	Traffic flow on major streets	Excellent		3%
		Good		21%
		Fair		42%
		Poor		34%

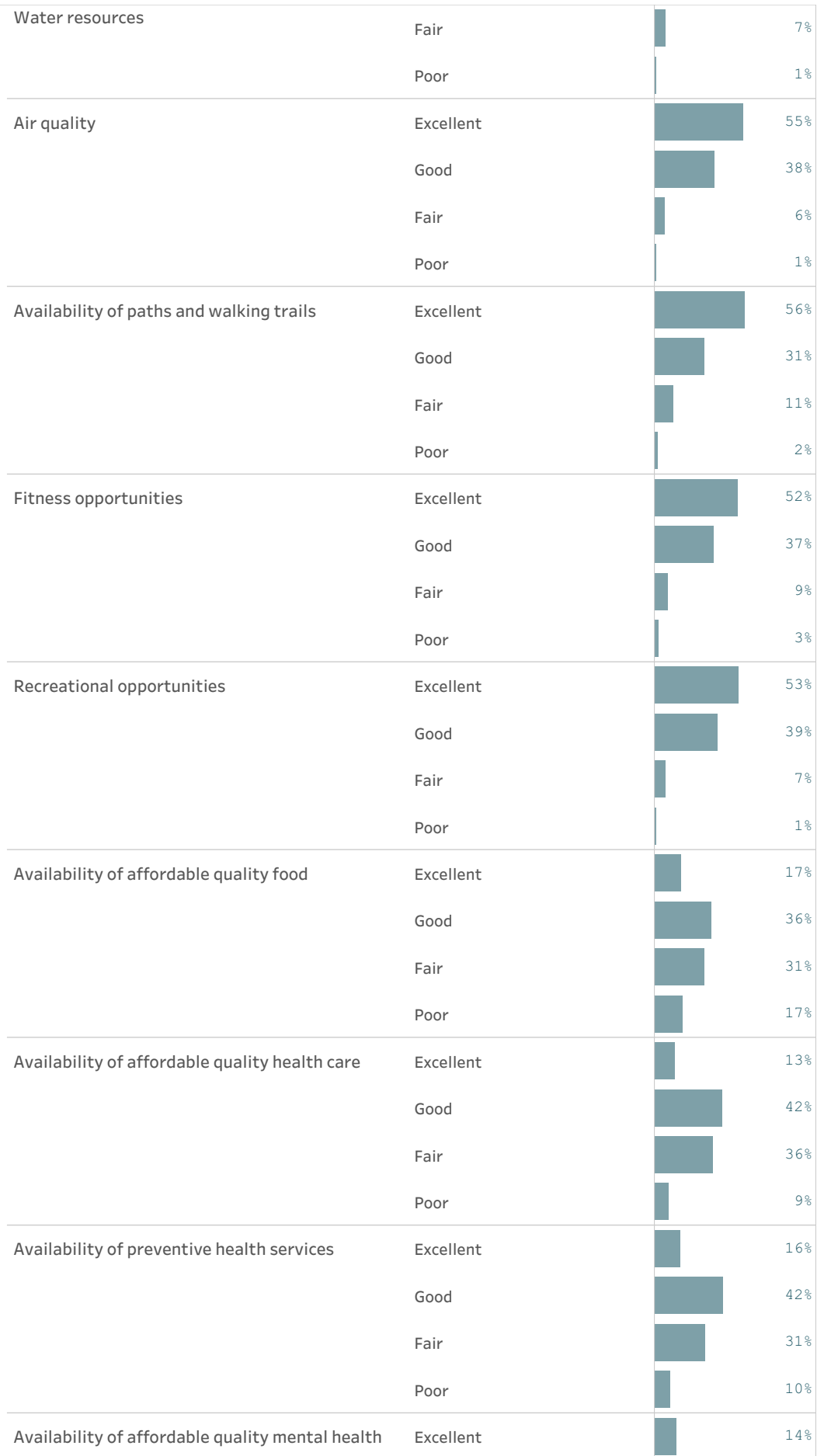
Please also rate each of the following in the Laguna Beach community.


































Please also rate each of the following in the Laguna Beach community.


































Please also rate each of the following in the Laguna Beach community.



Please also rate each of the following in the Laguna Beach community.				
Availability of affordable quality mental health care	Good		26%	
	Fair		31%	
	Poor		29%	
Opportunities to attend cultural/arts/music activities	Excellent		59%	
	Good		32%	
	Fair		7%	
	Poor		3%	
Community support for the arts	Excellent		69%	
	Good		27%	
	Fair		3%	
	Poor		1%	
Availability of affordable quality childcare/preschool	Excellent		25%	
	Good		28%	
	Fair		24%	
	Poor		23%	
K-12 education	Excellent		49%	
	Good		35%	
	Fair		12%	
	Poor		4%	
Adult educational opportunities	Excellent		20%	
	Good		48%	
	Fair		24%	
	Poor		8%	
Sense of civic/community pride	Excellent		43%	
	Good		40%	
	Fair		13%	
	Poor		4%	
Neighborliness of residents	Excellent		31%	
	Good		40%	
	Fair		21%	
	Poor		7%	























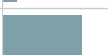


Please also rate each of the following in the Laguna Beach community.	Opportunities to participate in social events and activities	Excellent		34%
		Good		44%
		Fair		19%
		Poor		3%
	Opportunities to attend special events and festivals	Excellent		47%
		Good		40%
		Fair		10%
		Poor		3%
	Opportunities to volunteer	Excellent		34%
		Good		47%
		Fair		16%
		Poor		3%
	Opportunities to participate in community matters	Excellent		28%
		Good		47%
		Fair		17%
		Poor		7%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		23%
		Good		38%
		Fair		27%
		Poor		13%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Laguna Beach for help or information	No		39%
		Yes		61%
	Contacted Laguna Beach elected officials to express your opinion	No		74%
		Yes		26%
	Attended a local public meeting	No		69%
		Yes		31%
	Watched a local public meeting	No		62%
		Yes		38%
	Volunteered your time to some group/activity	No		57%
		Yes		43%
	Campaigned or advocated for a local issue, cause, or candidate	No		70%
































Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	Yes		30%
	Voted in your most recent local election	No		19%
		Yes		81%
	Used public transportation instead of driving	No		47%
		Yes		53%
	Carpooled with other adults or children instead of driving alone	No		44%
		Yes		56%
	Walked or biked instead of driving	No		18%
Yes			82%	
Please rate the quality of each of the following services in Laguna Beach.	Public information services	Excellent		25%
		Good		55%
		Fair		16%
		Poor		4%
	Economic development	Excellent		9%
		Good		43%
		Fair		34%
		Poor		13%
	Traffic enforcement	Excellent		11%
		Good		46%
		Fair		27%
		Poor		16%
	Traffic signal timing	Excellent		9%
		Good		44%
		Fair		33%
		Poor		14%
Street repair	Excellent		13%	
	Good		44%	
	Fair		30%	
	Poor		13%	
Street cleaning	Excellent		25%	
	Good		51%	

Please rate the quality of each of the following services in Laguna Beach.			
Street cleaning	Fair		18%
	Poor		6%
Street lighting	Excellent		16%
	Good		42%
	Fair		29%
	Poor		12%
Sidewalk maintenance	Excellent		12%
	Good		45%
	Fair		28%
	Poor		14%
Bus or transit services	Excellent		26%
	Good		40%
	Fair		24%
	Poor		10%
Land use, planning and zoning	Excellent		11%
	Good		34%
	Fair		33%
	Poor		23%
Code enforcement	Excellent		13%
	Good		37%
	Fair		29%
	Poor		21%
Affordable high-speed internet access	Excellent		11%
	Good		26%
	Fair		27%
	Poor		36%
Garbage collection	Excellent		48%
	Good		43%
	Fair		7%
	Poor		2%
Drinking water	Excellent		31%
































Please rate the quality of each of the following services in Laguna Beach.			
Drinking water	Good		47%
	Fair		16%
	Poor		6%
Sewer services	Excellent		26%
	Good		52%
	Fair		15%
	Poor		8%
Storm water management	Excellent		19%
	Good		53%
	Fair		19%
	Poor		9%
Power (electric and/or gas) utility	Excellent		17%
	Good		47%
	Fair		26%
	Poor		10%
Utility billing	Excellent		18%
	Good		52%
	Fair		20%
	Poor		9%
Police/Sheriff services	Excellent		39%
	Good		44%
	Fair		12%
	Poor		5%
Crime prevention	Excellent		30%
	Good		48%
	Fair		16%
	Poor		6%
Animal control	Excellent		34%
	Good		52%
	Fair		10%
	Poor		4%

Please rate the quality of each of the following services in Laguna Beach.


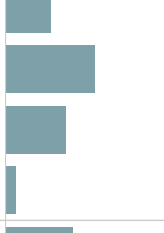



Ambulance or emergency medical services	Excellent		40%
	Good		49%
	Fair		8%
	Poor		2%
Fire services	Excellent		52%
	Good		42%
	Fair		4%
	Poor		2%
Fire prevention and education	Excellent		37%
	Good		47%
	Fair		13%
	Poor		3%
Emergency preparedness	Excellent		33%
	Good		46%
	Fair		15%
	Poor		6%
Preservation of natural areas	Excellent		52%
	Good		38%
	Fair		7%
	Poor		4%
Laguna Beach open space	Excellent		55%
	Good		32%
	Fair		7%
	Poor		5%
Recycling	Excellent		32%
	Good		47%
	Fair		13%
	Poor		7%
Yard waste pick-up	Excellent		38%
	Good		49%
	Fair		10%

Please rate the quality of each of the following services in Laguna Beach.	Yard waste pick-up	Poor		3%
	City parks	Excellent		49%
		Good		41%
		Fair		9%
		Poor		1%
	Recreation programs or classes	Excellent		37%
		Good		46%
		Fair		14%
		Poor		3%
	Recreation centers or facilities	Excellent		38%
		Good		43%
		Fair		14%
		Poor		5%
	Health services	Excellent		21%
		Good		47%
		Fair		22%
		Poor		9%
	Public library services	Excellent		37%
		Good		47%
		Fair		13%
Poor			3%	
Overall customer service by Laguna Beach employees	Excellent		35%	
	Good		41%	
	Fair		18%	
	Poor		7%	
Please rate the following categories of Laguna Beach government performance.	The value of services for the taxes paid to Laguna Beach	Excellent		16%
		Good		41%
		Fair		28%
		Poor		15%
	The overall direction that Laguna Beach is taking	Excellent		11%
	Good		34%	

Please rate the following categories of Laguna Beach government performance.	Category	Rating	Percentage	
			Bar	Value
The overall direction that Laguna Beach is taking		Fair		34%
		Poor		21%
The job Laguna Beach government does at welcoming resident involvement		Excellent		17%
		Good		38%
		Fair		27%
		Poor		18%
Overall confidence in Laguna Beach government		Excellent		11%
		Good		35%
		Fair		31%
		Poor		24%
Generally acting in the best interest of the community		Excellent		12%
		Good		37%
		Fair		29%
		Poor		22%
Being honest		Excellent		13%
		Good		33%
		Fair		33%
		Poor		21%
Being open and transparent to the public		Excellent		13%
		Good		30%
		Fair		30%
		Poor		28%
Informing residents about issues facing the community		Excellent		16%
		Good		35%
		Fair		32%
		Poor		17%
Treating all residents fairly		Excellent		14%
		Good		32%
		Fair		28%
		Poor		25%
Treating residents with respect		Excellent		17%

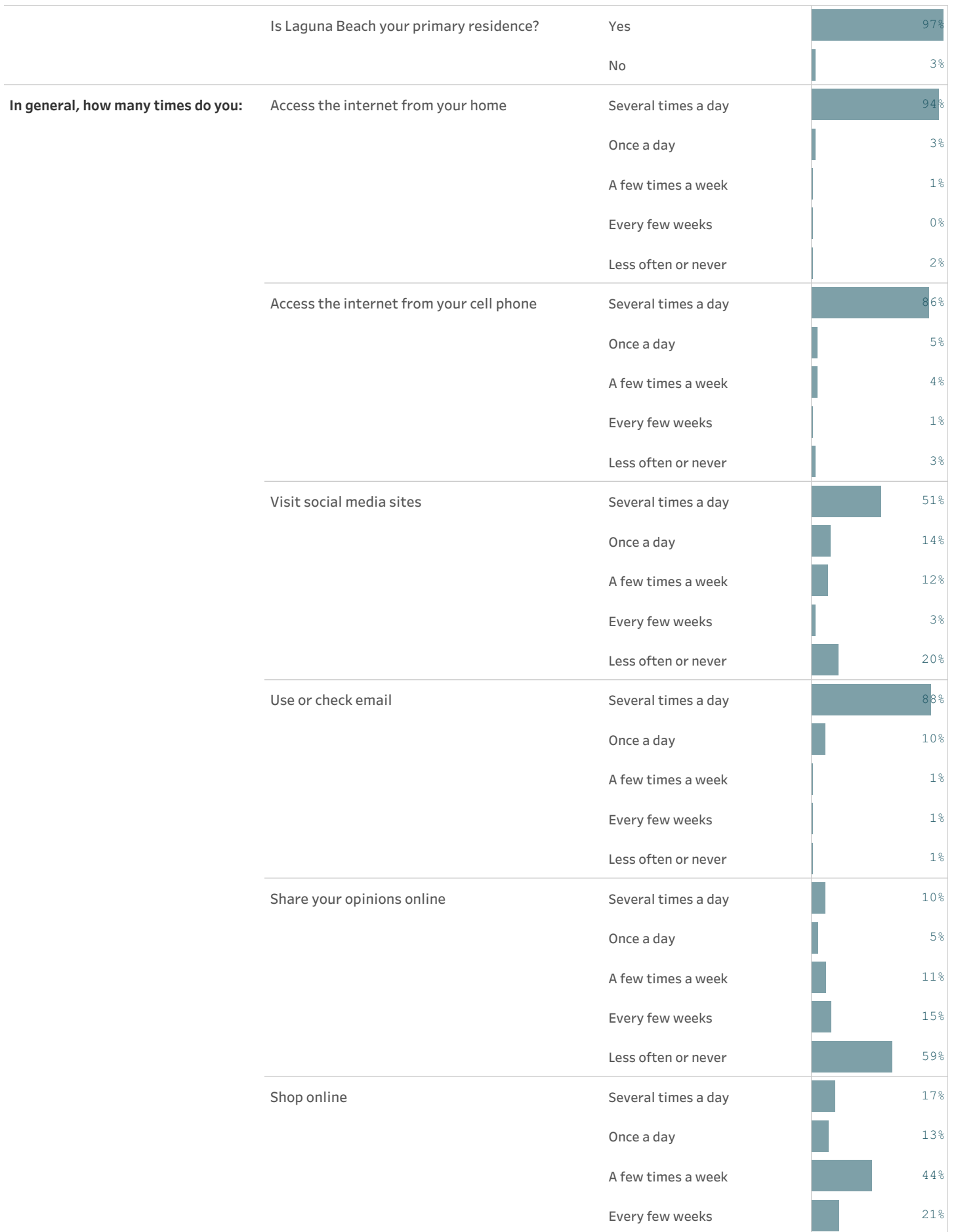
Please rate the following categories of Laguna Beach government performance.	Treating residents with respect	Good		37%
		Fair		26%
		Poor		19%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Laguna Beach	Excellent		22%
		Good		48%
		Fair		22%
		Poor		8%
	The Federal Government	Excellent		6%
		Good		37%
		Fair		37%
		Poor		20%
Please rate how important, if at all, you think it is for the Laguna Beach community to focus on each of the following in the coming two years.	Overall economic health	Essential		42%
		Very important		44%
		Somewhat important		11%
		Not at all important		2%
	Overall quality of the transportation system	Essential		42%
		Very important		42%
		Somewhat important		15%
		Not at all important		1%
	Overall design or layout of residential and commercial areas	Essential		33%
		Very important		43%
		Somewhat important		20%
		Not at all important		4%
	Overall quality of the utility infrastructure	Essential		60%
		Very important		34%
		Somewhat important		6%
		Not at all important		0%
Overall feeling of safety	Essential		51%	
	Very important		33%	
	Somewhat important		15%	
	Not at all important		2%	

Please rate how important, if at all, you think it is for the Laguna Beach community to focus on each of the following in the coming two years.

Overall quality of natural environment	Essential		60%
	Very important		31%
	Somewhat important		8%
	Not at all important		1%
Overall quality of parks and recreation opportunities	Essential		41%
	Very important		43%
	Somewhat important		15%
	Not at all important		2%
Overall health and wellness opportunities	Essential		22%
	Very important		43%
	Somewhat important		29%
	Not at all important		5%
Overall opportunities for education, culture, and the arts	Essential		32%
	Very important		40%
	Somewhat important		24%
	Not at all important		3%
Residents' connection and engagement with their community	Essential		27%
	Very important		47%
	Somewhat important		24%
	Not at all important		3%
Please indicate the general area of the City in which you live.	North Laguna		20%
	Bluebird-Montage		13%
	Central/Village		30%
	Laguna Canyon		8%
	Top of the World		14%
	Wesley District		2%
	Arch Beach Heights		5%
	South Laguna		9%
Please rate your level of support for each of the following City of Laguna Beach initiatives:	Converting Lower Forest Avenue to a permanent pedestrian plaza		64%
			19%
			9%

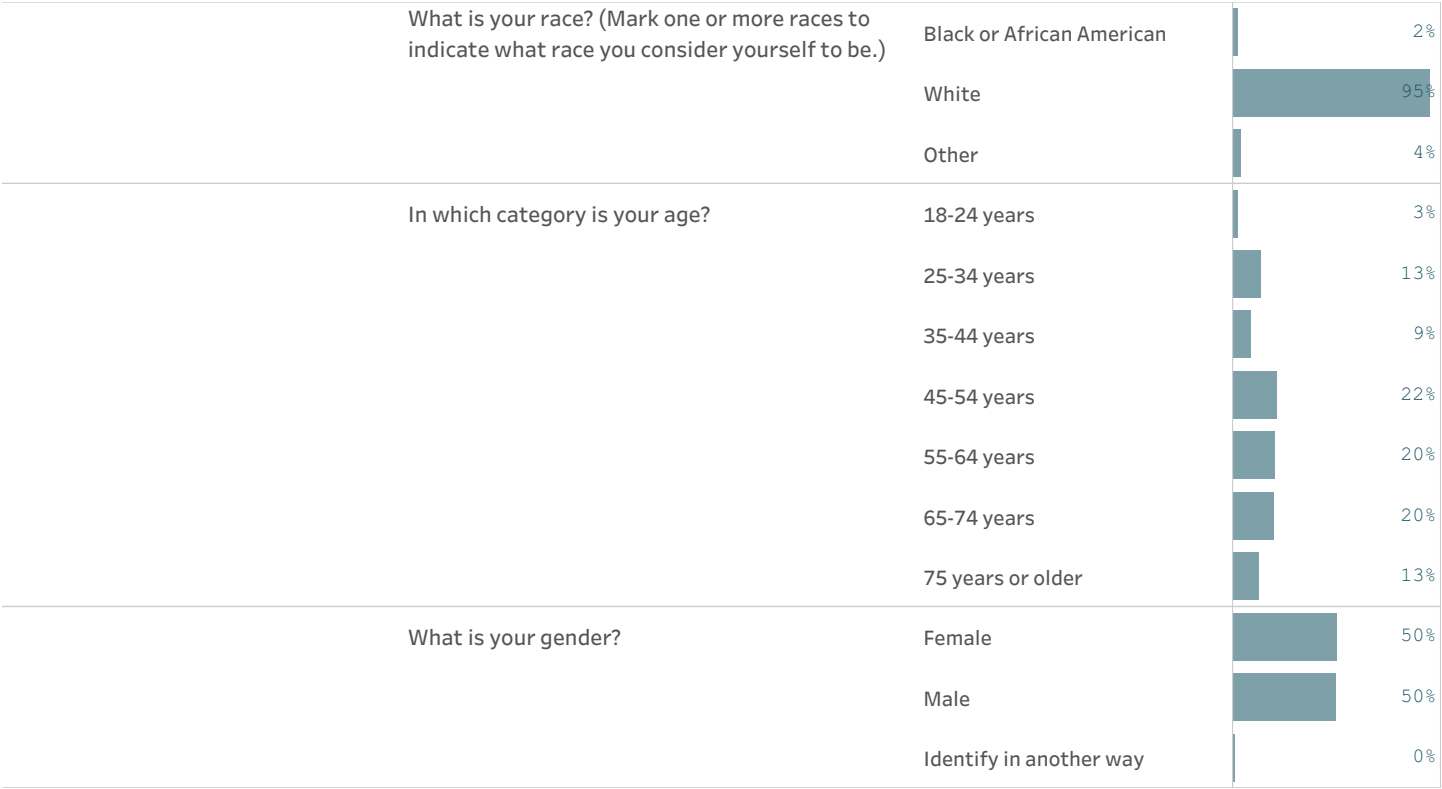
Please rate your level of support for each of the following City of Laguna Beach initiatives:				
	Strongly oppose			
Converting Lower Forest Avenue to a permanent pedestrian plaza	Strongly oppose			8%
Taking over Laguna Canyon Road from Caltrans in order to: Make pedestrian improvements	Strongly support			44%
	Somewhat support			35%
	Somewhat oppose			10%
	Strongly oppose			10%
Taking over Laguna Canyon Road from Caltrans in order to: Make bicycle improvements	Strongly support			43%
	Somewhat support			34%
	Somewhat oppose			10%
	Strongly oppose			12%
Taking over Laguna Canyon Road from Caltrans in order to: Make high occupancy vehicle traffic and transit improvements	Strongly support			45%
	Somewhat support			33%
	Somewhat oppose			12%
	Strongly oppose			10%
Taking over Laguna Canyon Road from Caltrans in order to: Underground overhead utilities	Strongly support			60%
	Somewhat support			26%
	Somewhat oppose			5%
	Strongly oppose			8%
Taking over Coast Highway from Caltrans (enhanced local control)	Strongly support			39%
	Somewhat support			46%
	Somewhat oppose			7%
	Strongly oppose			9%
Further streamline the Design Review process for rebuilding home	Strongly support			57%
	Somewhat support			33%
	Somewhat oppose			6%
	Strongly oppose			4%
Replacing Fire Station 4 in South Laguna Beach	Strongly support			16%
	Somewhat support			51%
	Somewhat oppose			19%
	Strongly oppose			14%
Adopting term limits for all City Commissions, Committees, and Boards	Strongly support			53%
	Somewhat support			38%

Please rate your level of support for each of the following City of Laguna Beach initiatives:			
Adopting term limits for all City Commissions, Committees, and Boards	Somewhat oppose		6%
	Strongly oppose		2%
Allowing year-round public use of the Irvine Bowl and City-owned Festival of the Arts Grounds	Strongly support		60%
	Somewhat support		32%
	Somewhat oppose		6%
	Strongly oppose		2%
Developing a Master Plan of parking for the City to	Strongly support		59%
	Somewhat support		30%
	Somewhat oppose		4%
	Strongly oppose		7%
Developing a Master Plan of parking for the City to: Build new parking facilities	Strongly support		41%
	Somewhat support		33%
	Somewhat oppose		13%
	Strongly oppose		12%
Developing a Master Plan of parking for the City to: Provide additional parking throughout town	Strongly support		43%
	Somewhat support		35%
	Somewhat oppose		11%
	Strongly oppose		10%
Purchasing additional properties for City and community serving facilities	Strongly support		29%
	Somewhat support		42%
	Somewhat oppose		19%
	Strongly oppose		10%
An additional community pool	Strongly support		27%
	Somewhat support		31%
	Somewhat oppose		23%
	Strongly oppose		19%
Are you interested in building an accessory dwelling unit on your property?	Yes		20%
	No		80%
If yes, for what purpose are you interested in building an accessory dwelling unit on your property?	To live in		32%
	To rent		31%
	Other		37%



In general, how many times do you:	Shop online	Less often or never		4%
Please rate your overall health.		Excellent		53%
		Very good		36%
		Good		9%
		Fair		2%
		Poor		1%
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:		Very positive		7%
		Somewhat positive		22%
		Neutral		46%
		Somewhat negative		20%
		Very negative		5%
How many years have you lived in Laguna Beach?		Less than 2 years		18%
		2-5 years		13%
		6-10 years		12%
		11-20 years		15%
		More than 20 years		42%
Which best describes the building you live in?		One family house detached from any other houses		68%
		Building with two or more homes (duplex, townhome, apa..		30%
		Mobile home		0%
		Other		2%
Do you rent or own your home?		Rent		36%
		Own		64%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?		Less than \$500		3%
		\$500 to \$999		6%
		\$1,000 to \$1,499		6%
		\$1,500 to \$1,999		7%
		\$2,000 to \$2,499		12%
		\$2,500 to \$2,999		12%
		\$3,000 to \$3,499		10%
		\$3,500 to \$3,999		6%
		\$4,000 to \$4,499		5%

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	\$4,500 to \$4,999	3%
	\$5,000 to \$5,499	7%
	\$5,500 to \$5,999	2%
	\$6,000 to \$6,499	2%
	\$6,500 to \$6,999	4%
	\$7,000 to \$7,499	1%
	\$7,500 to \$7,999	2%
	\$8,000 to \$8,499	1%
	\$8,500 to \$8,999	1%
	\$9,500 to \$9,999	2%
	\$10,000 or more	7%
Do any children 17 or under live in your household?	No	77%
	Yes	23%
Are you or any other members of your household aged 65 or older?	No	63%
	Yes	37%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000	6%
	\$25,000 to \$49,999	6%
	\$50,000 to \$99,999	12%
	\$100,000 to \$149,999	21%
	\$150,000 to \$199,999	8%
	\$200,000 to \$249,999	7%
	\$250,000 to \$299,999	8%
	\$300,000 to \$349,999	7%
	\$350,000 to \$399,999	3%
	\$400,000 to \$449,999	3%
	\$450,000 to \$499,999	2%
	\$500,000 or more	16%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino	95%
	Yes, I consider myself to be Spanish, Hispanic, or Latino	5%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native	1%
	Asian, Asian Indian, or Pacific Islander	3%



Full trends

This table contains the trends over time for the City of Laguna Beach. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2012 and 2021 surveys is greater than 4.6 percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2007	2012	2021
Please rate each of the following aspects of quality of life in Laguna Beach.	Laguna Beach as a place to live	97%	97%	96%
	Your neighborhood as a place to live	92%	94%	93%
	Laguna Beach as a place to raise children	75%	84%	82%
	Laguna Beach as a place to work	67%	62%	63%
	Laguna Beach as a place to visit			96%
	Laguna Beach as a place to retire	76%	84%	78%
	The overall quality of life	94%	97%	95%
	Sense of community	80%	88%	77%
Please rate each of the following characteristics as they relate to Laguna Beach as a whole.	Overall economic health			75%
	Overall quality of the transportation system			57%
	Overall design or layout of residential and commercial areas			73%
	Overall quality of the utility infrastructure			53%
	Overall feeling of safety			88%
	Overall quality of natural environment		93%	96%
	Overall quality of parks and recreation opportunities			95%
	Overall health and wellness opportunities			90%
	Overall opportunities for education, culture, and the arts			93%
	Residents' connection and engagement with their community			79%
Please indicate how likely or unlikely you are to do each of the	Recommend living in Laguna Beach to someone who asks		96%	88%

unlikely you are to do each of the following.	Remain in Laguna Beach for the next five years	96% 90%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	98% 99% 96%
	In Laguna Beach's downtown/commercial area during the day	97% 99% 91%
	From property crime	73% 79% 80%
	From violent crime	87% 93% 88%
	From fire, flood, or other natural disaster	55%
Please rate the job you feel the Laguna Beach community does at each of the following.	Making all residents feel welcome	77%
	Attracting people from diverse backgrounds	49%
	Valuing/respecting residents from diverse backgrounds	64%
	Taking care of vulnerable residents	63%
Please rate each of the following in the Laguna Beach community.	Overall quality of business and service establishments	66% 73%
	Variety of business and service establishments	55%
	Vibrancy of downtown/commercial area	69%
	Employment opportunities	37%
	Shopping opportunities	51% 49% 58%
	Cost of living	14%
	Overall image or reputation	87% 95% 87%
Please also rate each of the following in the Laguna Beach community.	Traffic flow on major streets	5% 21% 24%
	Ease of public parking	22%
	Ease of travel by car	14% 22% 29%
	Ease of travel by public transportation	46%
	Ease of travel by bicycle	23% 32% 27%
	Ease of walking	77% 78% 74%
	Well-planned residential growth	41%
	Well-planned commercial growth	29%
	Well-designed neighborhoods	56%

Please also rate each of the following in the Laguna Beach community.

Preservation of the historical or cultural character of the community	75%
Public places where people want to spend time	82%
Variety of housing options	41% 28%
Availability of affordable quality housing	8% 15% 14%
Overall quality of new development	49% 64% 40%
Overall appearance	90% 93% 83%
Cleanliness	91% 83%
Water resources	92%
Air quality	93% 88% 93%
Availability of paths and walking trails	78% 87%
Fitness opportunities	89%
Recreational opportunities	86% 88% 92%
Availability of affordable quality food	52%
Availability of affordable quality health care	38% 38% 55%
Availability of preventive health services	44% 59%
Availability of affordable quality mental health care	40%
Opportunities to attend cultural/arts/music activities	83% 77% 91%
Community support for the arts	96%
Availability of affordable quality childcare/preschool	52%
K-12 education	83% 89% 84%
Adult educational opportunities	67%
Sense of civic/community pride	83%
Neighborliness of residents	71%
Opportunities to participate in social events and activities	83% 78%
Opportunities to attend special events and festivals	87%
Opportunities to volunteer	85% 81%

Please also rate each of the following in the Laguna Beach community.	Opportunities to participate in community matters	76%	75%
	Openness and acceptance of the community toward people of diverse backgrounds	73%	60%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Laguna Beach for help or information	69%	61%
	Contacted Laguna Beach elected officials to express your opinion	27%	
	Attended a local public meeting	53%	31%
	Watched a local public meeting	48%	38%
	Volunteered your time to some group/activity	60%	43%
	Campaigned or advocated for a local issue, cause, or candidate	30%	
	Voted in your most recent local election	85%	81%
	Used public transportation instead of driving	53%	
	Carpooled with other adults or children instead of driving alone	56%	
	Walked or biked instead of driving	83%	
	Please rate the quality of each of the following services in Laguna Beach.	Public information services	62%
Economic development		47%	52%
Traffic enforcement		56%	57%
Traffic signal timing		47%	54%
Street repair		42%	57%
Street cleaning		65%	75%
Street lighting		59%	58%
Sidewalk maintenance		53%	57%
Bus or transit services		68%	67%
Land use, planning and zoning		35%	44%
Code enforcement		54%	50%
Affordable high-speed internet access		37%	
Garbage collection		91%	91%
Drinking water		59%	78%

Please rate the quality of each of the following services in Laguna Beach.	Sewer services	69%	76%	78%
	Storm water management	52%	63%	72%
	Power (electric and/or gas) utility		81%	64%
	Utility billing			71%
	Police/Sheriff services	79%	81%	83%
	Crime prevention	82%	83%	78%
	Animal control	78%	84%	86%
	Ambulance or emergency medical services	91%	96%	89%
	Fire services	93%	97%	94%
	Fire prevention and education	78%	86%	84%
	Emergency preparedness		60%	80%
	Preservation of natural areas		89%	89%
	Laguna Beach open space			88%
	Recycling	81%	89%	80%
	Yard waste pick-up	85%	90%	87%
	City parks	92%	96%	91%
	Recreation programs or classes	90%	94%	83%
	Recreation centers or facilities	78%	90%	80%
	Health services			68%
	Public library services	76%	88%	84%
Overall customer service by Laguna Beach employees	64%	80%	76%	
Please rate the following categories of Laguna Beach government performance.	The value of services for the taxes paid to Laguna Beach	52%	74%	56%
	The overall direction that Laguna Beach is taking	44%	65%	45%
	The job Laguna Beach government does at welcoming resident invo..	57%	65%	55%
	Overall confidence in Laguna Beach government			45%
	Generally acting in the best interest of the community			49%

Please rate the following categories of Laguna Beach government performance.	Being honest	46%
	Being open and transparent to the public	43%
	Informing residents about issues facing the community	51%
	Treating all residents fairly	47%
	Treating residents with respect	54%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Laguna Beach	72% 89% 70%
	The Federal Government	33% 36% 42%
Please rate how important, if at all, you think it is for the Laguna Beach community to focus on each of the following in the coming two years.	Overall economic health	87%
	Overall quality of the transportation system	84%
	Overall design or layout of residential and commercial areas	76%
	Overall quality of the utility infrastructure	93%
	Overall feeling of safety	83%
	Overall quality of natural environment	91%
	Overall quality of parks and recreation opportunities	83%
	Overall health and wellness opportunities	65%
	Overall opportunities for education, culture, and the arts	72%
	Residents' connection and engagement with their community	73%
In general, how many times do you:	Access the internet from your home	98%
	Access the internet from your cell phone	95%
	Visit social media sites	77%
	Use or check email	98%
	Share your opinions online	26%
	Shop online	75%
	Please rate your overall health.	89%
	What impact, if any, do you think the economy will have on your fa..	27% 22% 29%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Laguna Beach conducted a survey of 553 residents. Survey invitations were mailed to randomly selected households and data were collected from November 19th, 2021 to January 12th, 2022. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Laguna Beach. The open participation survey was identical to the probability sample survey with one small update; it included a question about where they heard about the survey. The open participation survey was open to all city residents and became available on December 29th, 2021. The survey remained open for two weeks and there were 1,290 responses.





























The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2019 American Community Survey estimates for adults in the City of Laguna Beach. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

































* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

































		Unweighted	Weighted	Target*
Age	18-34	3%	13%	16%
	35-54	21%	31%	30%
	55+	76%	56%	54%
Hispanic origin	No, not Spanish, Hispanic, or Latino	95%	95%	93%
	Yes, I consider myself to be Spanish, Hispana..	5%	5%	7%
Housing tenure	Own	84%	64%	64%
	Rent	16%	36%	36%
Housing type	Attached	17%	31%	31%
	Detached	83%	69%	69%
Race & Hispanic origin	Not white alone	17%	15%	15%
	White alone, not Hispanic or Latino	83%	85%	85%
Sex	Female	57%	52%	50%
	Male	43%	48%	50%
Sex/age	Female 18-34	2%	8%	8%
	Female 35-54	13%	16%	16%
	Female 55+	42%	27%	27%
	Male 18-34	1%	5%	8%
	Male 35-54	9%	15%	15%
	Male 55+	33%	28%	27%

Open participation survey results

































This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Laguna Beach.	Question	Rating	Percentage	
			Bar	Value
Laguna Beach as a place to live	Laguna Beach as a place to live	Excellent		54%
		Good		39%
		Fair		6%
		Poor		1%
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent		56%
		Good		36%
		Fair		6%
		Poor		2%
Laguna Beach as a place to raise children	Laguna Beach as a place to raise children	Excellent		36%
		Good		42%
		Fair		17%
		Poor		5%
Laguna Beach as a place to work	Laguna Beach as a place to work	Excellent		25%
		Good		34%
		Fair		25%
		Poor		16%
Laguna Beach as a place to visit	Laguna Beach as a place to visit	Excellent		63%
		Good		30%
		Fair		6%
		Poor		1%
Laguna Beach as a place to retire	Laguna Beach as a place to retire	Excellent		42%
		Good		30%
		Fair		17%
		Poor		11%
The overall quality of life	The overall quality of life	Excellent		49%
		Good		41%
		Fair		9%
		Poor		1%

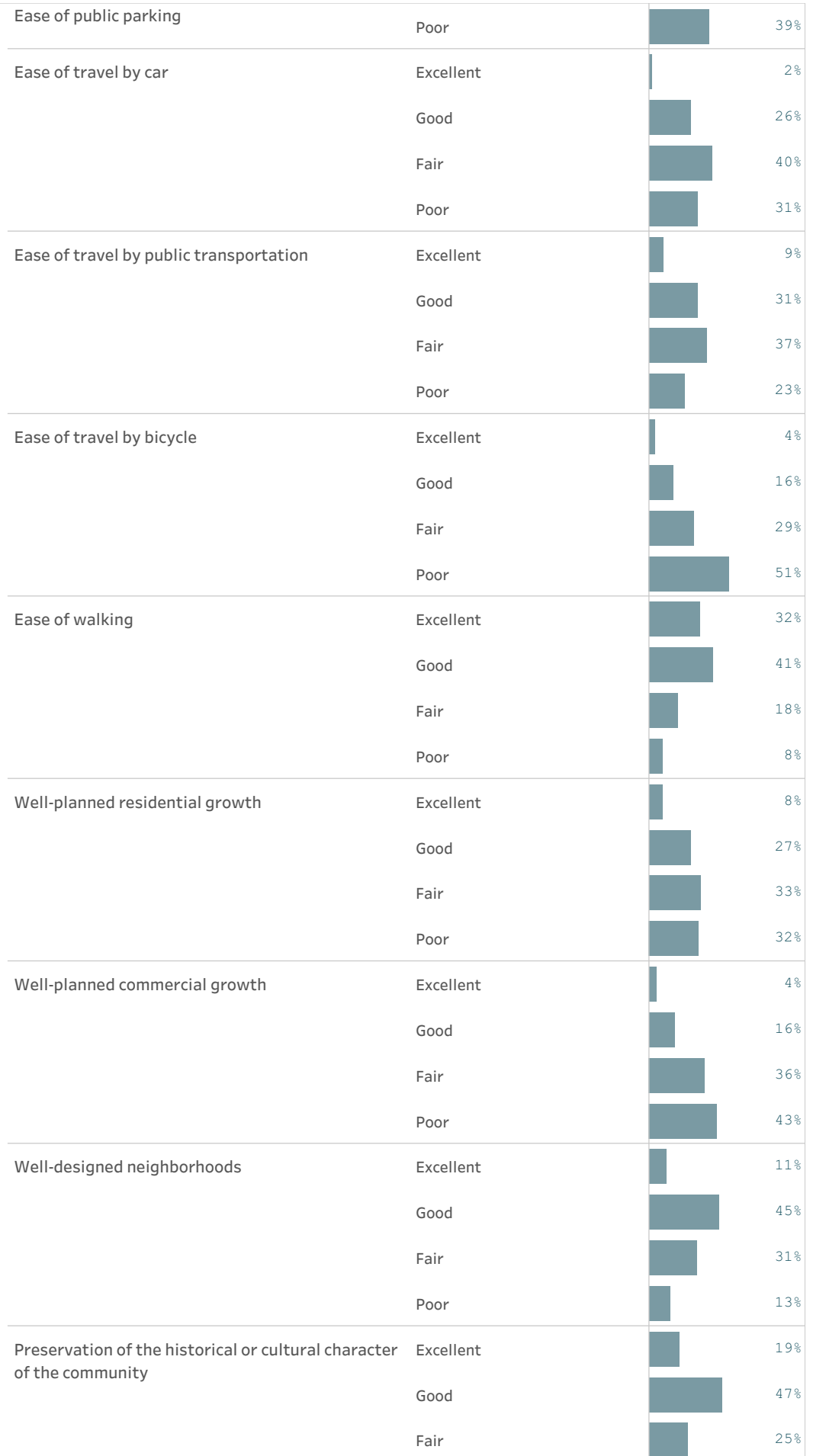
Please rate each of the following aspects of quality of life in Laguna Beach.	Sense of community	Excellent		29%
		Good		42%
		Fair		19%
		Poor		10%
Please rate each of the following characteristics as they relate to Laguna Beach as a whole.	Overall economic health	Excellent		23%
		Good		45%
		Fair		24%
		Poor		7%
Overall quality of the transportation system	Excellent		15%	
	Good		36%	
	Fair		32%	
	Poor		17%	
Overall design or layout of residential and commercial areas	Excellent		15%	
	Good		54%	
	Fair		24%	
	Poor		7%	
Overall quality of the utility infrastructure	Excellent		11%	
	Good		39%	
	Fair		34%	
	Poor		17%	
Overall feeling of safety	Excellent		37%	
	Good		48%	
	Fair		12%	
	Poor		3%	
Overall quality of natural environment	Excellent		65%	
	Good		29%	
	Fair		5%	
	Poor		1%	
Overall quality of parks and recreation opportunities	Excellent		54%	
	Good		36%	
	Fair		8%	
	Poor		2%	

Please rate each of the following characteristics as they relate to Laguna Beach as a whole.	Overall health and wellness opportunities	Excellent		40%
		Good		44%
		Fair		13%
		Poor		3%
	Overall opportunities for education, culture, and the arts	Excellent		49%
		Good		39%
		Fair		10%
		Poor		2%
	Residents' connection and engagement with their community	Excellent		26%
		Good		41%
		Fair		26%
		Poor		7%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Laguna Beach to someone who asks	Very likely		51%
		Somewhat likely		31%
		Somewhat unlikely		10%
		Very unlikely		8%
	Remain in Laguna Beach for the next five years	Very likely		69%
		Somewhat likely		18%
		Somewhat unlikely		9%
		Very unlikely		5%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		81%
		Somewhat safe		14%
		Neither safe nor unsafe		3%
		Somewhat unsafe		2%
		Very unsafe		1%
	In Laguna Beach's downtown/commercial area during the day	Very safe		66%
		Somewhat safe		25%
		Neither safe nor unsafe		4%
		Somewhat unsafe		4%
		Very unsafe		1%
From property crime	Very safe		36%	
	Somewhat safe		44%	

































Please rate how safe or unsafe you feel:	From property crime	Neither safe nor unsafe		9%
		Somewhat unsafe		9%
		Very unsafe		2%
	From violent crime	Very safe		65%
		Somewhat safe		26%
		Neither safe nor unsafe		5%
		Somewhat unsafe		4%
		Very unsafe		0%
	From fire, flood, or other natural disaster	Very safe		12%
Somewhat safe			44%	
Neither safe nor unsafe			16%	
Somewhat unsafe			21%	
Very unsafe			6%	
Please rate the job you feel the Laguna Beach community does at each of the following.	Making all residents feel welcome	Excellent		19%
		Good		44%
		Fair		27%
		Poor		11%
	Attracting people from diverse backgrounds	Excellent		11%
		Good		26%
		Fair		31%
		Poor		31%
	Valuing/respecting residents from diverse backgrounds	Excellent		17%
		Good		36%
		Fair		29%
		Poor		17%
	Taking care of vulnerable residents	Excellent		16%
		Good		38%
		Fair		31%
		Poor		15%
Please rate each of the following in the Laguna Beach community.	Overall quality of business and service establishments	Excellent		14%
		Good		48%
		Fair		29%

Please rate each of the following in the Laguna Beach community.	Overall quality of business and service establishments	Poor		8%
	Variety of business and service establishments	Excellent		11%
		Good		31%
		Fair		38%
		Poor		21%
	Vibrancy of downtown/commercial area	Excellent		17%
		Good		40%
		Fair		31%
		Poor		12%
	Employment opportunities	Excellent		5%
		Good		26%
		Fair		41%
		Poor		28%
	Shopping opportunities	Excellent		11%
		Good		32%
		Fair		40%
		Poor		16%
	Cost of living	Excellent		1%
		Good		11%
		Fair		36%
		Poor		52%
Overall image or reputation	Excellent		41%	
	Good		43%	
	Fair		15%	
	Poor		2%	
Please also rate each of the following in the Laguna Beach community.	Traffic flow on major streets	Excellent		2%
		Good		19%
		Fair		39%
		Poor		40%
	Ease of public parking	Excellent		2%
		Good		23%
		Fair		36%

Please also rate each of the following in the Laguna Beach community.



































































Please also rate each of the following in the Laguna Beach community.

































Preservation of the historical or cultural character of the community	Poor		9%
	Excellent		31%
	Good		48%
	Fair		17%
Public places where people want to spend time	Poor		4%
	Excellent		5%
	Good		19%
	Fair		35%
Variety of housing options	Poor		40%
	Excellent		3%
	Good		6%
	Fair		17%
Availability of affordable quality housing	Poor		74%
	Excellent		8%
	Good		30%
	Fair		35%
Overall quality of new development	Poor		27%
	Excellent		34%
	Good		43%
	Fair		19%
Overall appearance	Poor		4%
	Excellent		34%
	Good		44%
	Fair		17%
Cleanliness	Poor		5%
	Excellent		55%
	Good		37%
	Fair		7%
Water resources	Poor		2%
	Excellent		52%
	Good		40%
	Fair		6%

Please also rate each of the following in the Laguna Beach community.

Air quality	Poor		3%
Availability of paths and walking trails	Excellent		49%
	Good		38%
	Fair		10%
	Poor		3%
Fitness opportunities	Excellent		46%
	Good		41%
	Fair		10%
	Poor		2%
Recreational opportunities	Excellent		46%
	Good		42%
	Fair		10%
	Poor		2%
Availability of affordable quality food	Excellent		12%
	Good		32%
	Fair		34%
	Poor		22%
Availability of affordable quality health care	Excellent		11%
	Good		37%
	Fair		35%
	Poor		17%
Availability of preventive health services	Excellent		11%
	Good		39%
	Fair		35%
	Poor		15%
Availability of affordable quality mental health care	Excellent		8%
	Good		27%
	Fair		32%
	Poor		33%
Opportunities to attend cultural/arts/music activities	Excellent		48%
	Good		40%
	Fair		10%

































Please also rate each of the following in the Laguna Beach community.			
Opportunities to attend cultural/arts/music activities	Poor		3%
	Excellent		61%
	Good		31%
	Fair		7%
Community support for the arts	Poor		1%
	Excellent		8%
	Good		35%
	Fair		30%
Availability of affordable quality childcare/preschool	Poor		26%
	Excellent		45%
	Good		42%
	Fair		10%
K-12 education	Poor		4%
	Excellent		22%
	Good		45%
	Fair		26%
Adult educational opportunities	Poor		8%
	Excellent		32%
	Good		45%
	Fair		17%
Sense of civic/community pride	Poor		6%
	Excellent		23%
	Good		44%
	Fair		24%
Neighborhoodliness of residents	Poor		10%
	Excellent		26%
	Good		51%
	Fair		19%
Opportunities to participate in social events and activities	Poor		5%
	Excellent		42%
	Good		45%
	Fair		11%
Opportunities to attend special events and festivals			

Please also rate each of the following in the Laguna Beach community.	Opportunities to attend special events and festivals	Poor		2%
	Opportunities to volunteer	Excellent		36%
		Good		46%
		Fair		15%
		Poor		3%
Opportunities to participate in community matters	Excellent		27%	
	Good		44%	
	Fair		22%	
	Poor		7%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		17%	
	Good		38%	
	Fair		28%	
	Poor		16%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Laguna Beach for help or information	No		29%
		Yes		71%
	Contacted Laguna Beach elected officials to express your opinion	No		61%
		Yes		39%
	Attended a local public meeting	No		63%
		Yes		37%
	Watched a local public meeting	No		50%
		Yes		50%
	Volunteered your time to some group/activity	No		53%
		Yes		47%
	Campaigned or advocated for a local issue, cause, or candidate	No		61%
		Yes		39%
	Voted in your most recent local election	No		8%
		Yes		92%
	Used public transportation instead of driving	No		55%
		Yes		45%
	Carpooled with other adults or children instead of driving alone	No		44%
		Yes		56%
	Walked or biked instead of driving	No		18%

have done each of the following in the last 12 months.	Walked or biked instead of driving	Yes		82%
Please rate the quality of each of the following services in Laguna Beach.	Public information services	Excellent		24%
		Good		50%
		Fair		22%
		Poor		4%
	Economic development	Excellent		5%
		Good		36%
		Fair		39%
		Poor		20%
	Traffic enforcement	Excellent		11%
		Good		43%
Fair			31%	
Poor			15%	
Traffic signal timing	Excellent		8%	
	Good		40%	
	Fair		33%	
	Poor		19%	
Street repair	Excellent		10%	
	Good		45%	
	Fair		33%	
	Poor		12%	
Street cleaning	Excellent		24%	
	Good		52%	
	Fair		18%	
	Poor		6%	
Street lighting	Excellent		14%	
	Good		49%	
	Fair		27%	
	Poor		11%	
Sidewalk maintenance	Excellent		9%	
	Good		46%	
	Fair		26%	

































Please rate the quality of each of the following services in Laguna Beach.			
Sidewalk maintenance	Poor		18%
Bus or transit services	Excellent		16%
	Good		45%
	Fair		27%
	Poor		12%
Land use, planning and zoning	Excellent		6%
	Good		31%
	Fair		39%
	Poor		24%
Code enforcement	Excellent		9%
	Good		36%
	Fair		32%
	Poor		23%
Affordable high-speed internet access	Excellent		10%
	Good		25%
	Fair		22%
	Poor		43%
Garbage collection	Excellent		48%
	Good		44%
	Fair		8%
	Poor		1%
Drinking water	Excellent		33%
	Good		46%
	Fair		15%
	Poor		6%
Sewer services	Excellent		25%
	Good		51%
	Fair		17%
	Poor		8%
Storm water management	Excellent		17%
	Good		46%
	Fair		26%

Please rate the quality of each of the following services in Laguna Beach.

Storm water management	Poor		11%
Power (electric and/or gas) utility	Excellent		17%
	Good		48%
	Fair		24%
	Poor		11%
Utility billing	Excellent		16%
	Good		49%
	Fair		26%
	Poor		9%
Police/Sheriff services	Excellent		34%
	Good		47%
	Fair		14%
	Poor		5%
Crime prevention	Excellent		26%
	Good		50%
	Fair		17%
	Poor		6%
Animal control	Excellent		29%
	Good		56%
	Fair		11%
	Poor		4%
Ambulance or emergency medical services	Excellent		34%
	Good		52%
	Fair		11%
	Poor		3%
Fire services	Excellent		51%
	Good		43%
	Fair		4%
	Poor		1%
Fire prevention and education	Excellent		37%
	Good		45%
	Fair		16%

Please rate the quality of each of the following services in Laguna Beach.			
Fire prevention and education	Poor		3%
	Excellent		28%
Emergency preparedness	Good		50%
	Fair		16%
	Poor		6%
	Excellent		28%
Preservation of natural areas	Good		39%
	Fair		10%
	Poor		3%
	Excellent		48%
Laguna Beach open space	Good		37%
	Fair		10%
	Poor		2%
	Excellent		51%
Recycling	Good		51%
	Fair		17%
	Poor		7%
	Excellent		26%
Yard waste pick-up	Good		52%
	Fair		10%
	Poor		3%
	Excellent		34%
City parks	Good		42%
	Fair		10%
	Poor		2%
	Excellent		46%
Recreation programs or classes	Good		51%
	Fair		13%
	Poor		4%
	Excellent		32%
Recreation centers or facilities	Good		49%
	Fair		15%
	Excellent		31%

Please rate the quality of each of the following services in Laguna Beach.	Recreation centers or facilities	Poor		5%
	Health services	Excellent		16%
		Good		50%
		Fair		24%
		Poor		9%
Public library services	Excellent		36%	
	Good		46%	
	Fair		12%	
	Poor		5%	
Overall customer service by Laguna Beach employees	Excellent		25%	
	Good		47%	
	Fair		21%	
	Poor		7%	
Please rate the following categories of Laguna Beach government performance.	The value of services for the taxes paid to Laguna Beach	Excellent		10%
		Good		37%
		Fair		32%
		Poor		20%
	The overall direction that Laguna Beach is taking	Excellent		6%
		Good		32%
		Fair		36%
		Poor		26%
	The job Laguna Beach government does at welcoming resident involvement	Excellent		10%
		Good		32%
Fair			37%	
Poor			21%	
Overall confidence in Laguna Beach government	Excellent		7%	
	Good		33%	
	Fair		32%	
	Poor		28%	
Generally acting in the best interest of the community	Excellent		10%	
	Good		33%	
	Fair		31%	

































Please rate the following categories of Laguna Beach government performance.	Generally acting in the best interest of the community	Poor		26%
	Being honest	Excellent		11%
		Good		34%
		Fair		29%
		Poor		27%
	Being open and transparent to the public	Excellent		10%
		Good		29%
		Fair		30%
		Poor		30%
	Informing residents about issues facing the community	Excellent		14%
		Good		35%
		Fair		35%
		Poor		17%
	Treating all residents fairly	Excellent		11%
		Good		30%
		Fair		30%
Poor			30%	
Treating residents with respect	Excellent		13%	
	Good		36%	
	Fair		30%	
	Poor		21%	
Overall, how would you rate the quality of the services provided by each of the following?	The City of Laguna Beach	Excellent		16%
		Good		50%
		Fair		27%
		Poor		8%
	The Federal Government	Excellent		7%
		Good		37%
		Fair		35%
		Poor		21%
Please rate how important, if at all, you think it is for the Laguna Beach community to focus on each of the following in the coming two years.	Overall economic health	Essential		43%
		Very important		37%
		Somewhat important		18%

































Please rate how important, if at all, you think it is for the Laguna Beach community to focus on each of the following in the coming two years.

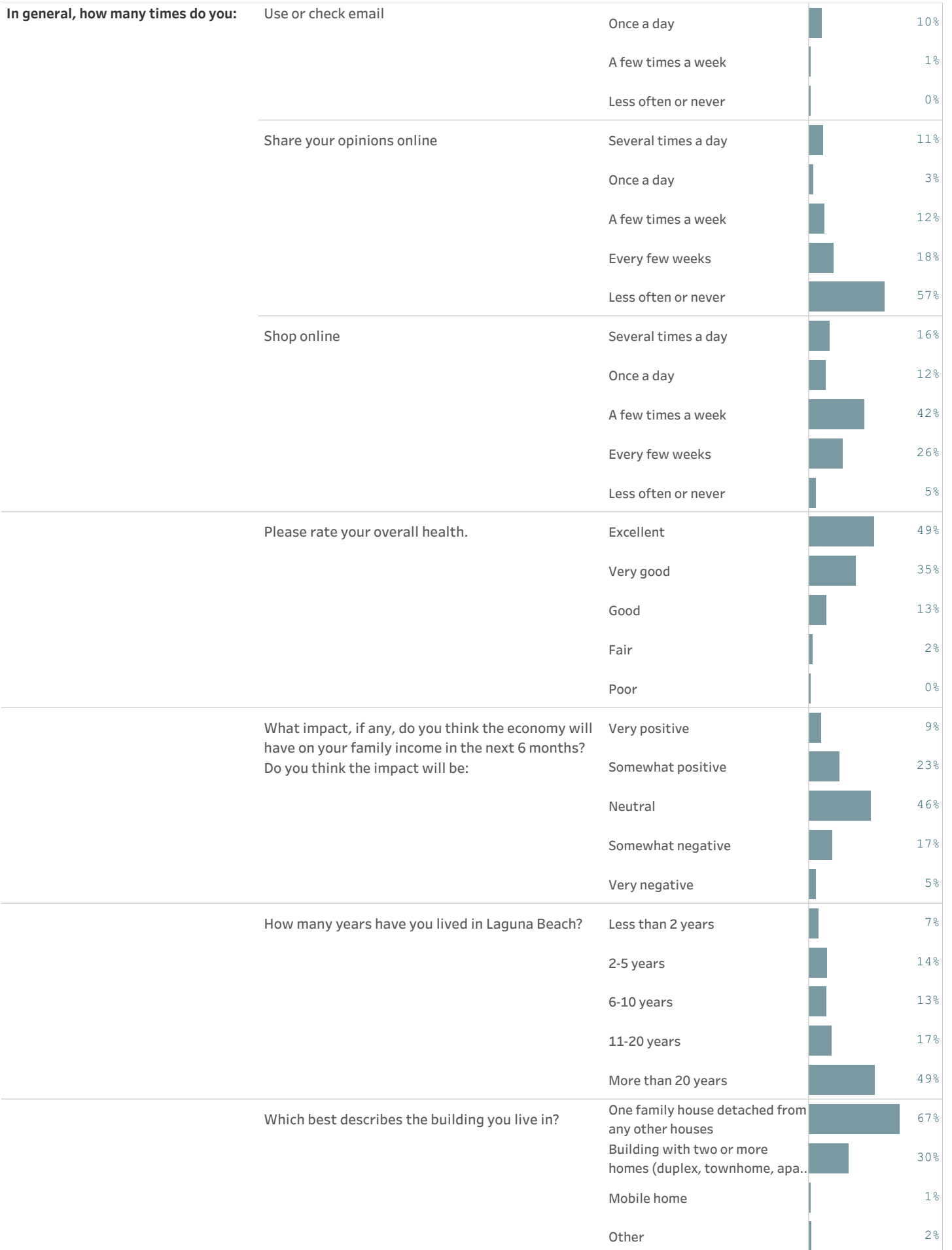
Overall economic health	Not at all important		2%
Overall quality of the transportation system	Essential		37%
	Very important		43%
	Somewhat important		19%
	Not at all important		1%
Overall design or layout of residential and commercial areas	Essential		32%
	Very important		37%
	Somewhat important		27%
	Not at all important		4%
Overall quality of the utility infrastructure	Essential		59%
	Very important		33%
	Somewhat important		7%
	Not at all important		1%
Overall feeling of safety	Essential		46%
	Very important		37%
	Somewhat important		15%
	Not at all important		3%
Overall quality of natural environment	Essential		56%
	Very important		33%
	Somewhat important		10%
	Not at all important		1%
Overall quality of parks and recreation opportunities	Essential		32%
	Very important		48%
	Somewhat important		19%
	Not at all important		1%
Overall health and wellness opportunities	Essential		20%
	Very important		40%
	Somewhat important		34%
	Not at all important		6%
Overall opportunities for education, culture, and the arts	Essential		25%
	Very important		42%
	Somewhat important		28%

































Please rate how important, if at all, you think it is for the Laguna Beach community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	Not at all important		4%
	Residents' connection and engagement with their community	Essential		28%
		Very important		44%
		Somewhat important		25%
		Not at all important		2%
Please indicate the general area of the City in which you live.	North Laguna		21%	
	Bluebird-Montage		16%	
	Central/Village		25%	
	Laguna Canyon		8%	
	Top of the World		8%	
	Wesley District		3%	
	Arch Beach Heights		8%	
	South Laguna		11%	
Please rate your level of support for each of the following City of Laguna Beach initiatives:	Converting Lower Forest Avenue to a permanent pedestrian plaza	Strongly support		66%
		Somewhat support		19%
		Somewhat oppose		7%
		Strongly oppose		8%
	Taking over Laguna Canyon Road from Caltrans in order to: Make pedestrian improvements	Strongly support		44%
		Somewhat support		34%
		Somewhat oppose		10%
		Strongly oppose		11%
	Taking over Laguna Canyon Road from Caltrans in order to: Make bicycle improvements	Strongly support		43%
		Somewhat support		33%
		Somewhat oppose		11%
		Strongly oppose		13%
	Taking over Laguna Canyon Road from Caltrans in order to: Make high occupancy vehicle traffic and transit improvements	Strongly support		39%
		Somewhat support		32%
		Somewhat oppose		13%
		Strongly oppose		16%
Taking over Laguna Canyon Road from Caltrans in order to: Underground overhead utilities	Strongly support		62%	
	Somewhat support		23%	
	Somewhat oppose		6%	

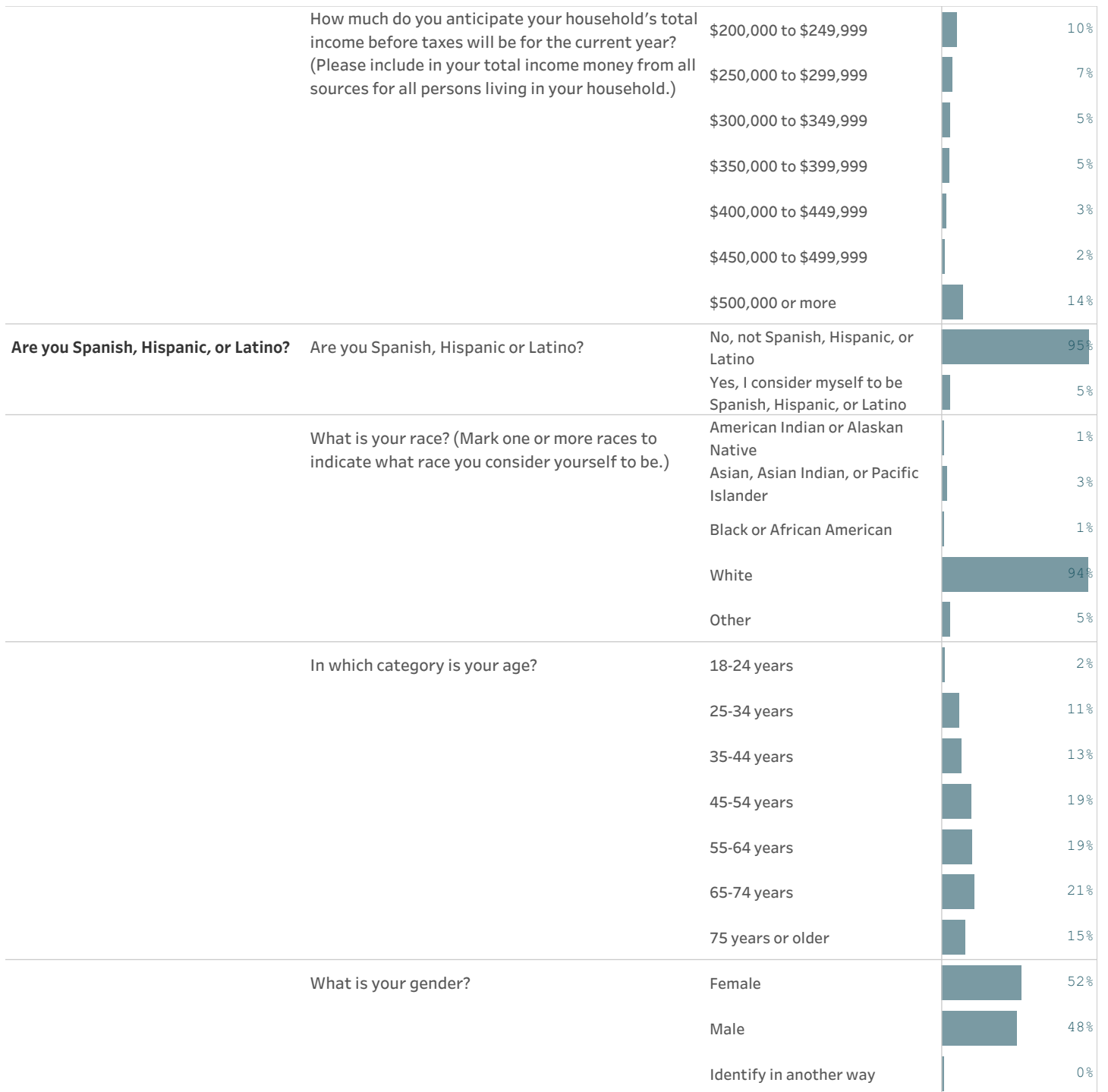
Please rate your level of support for each of the following City of Laguna Beach initiatives:

Taking over Laguna Canyon Road from Caltrans in order to: Underground overhead utilities	Strongly oppose		9%
Taking over Coast Highway from Caltrans (enhanced local control)	Strongly support		44%
	Somewhat support		36%
	Somewhat oppose		9%
	Strongly oppose		10%
Further streamline the Design Review process for rebuilding home	Strongly support		58%
	Somewhat support		28%
	Somewhat oppose		9%
	Strongly oppose		6%
Replacing Fire Station 4 in South Laguna Beach	Strongly support		23%
	Somewhat support		42%
	Somewhat oppose		20%
	Strongly oppose		15%
Adopting term limits for all City Commissions, Committees, and Boards	Strongly support		54%
	Somewhat support		34%
	Somewhat oppose		9%
	Strongly oppose		3%
Allowing year-round public use of the Irvine Bowl and City-owned Festival of the Arts Grounds	Strongly support		55%
	Somewhat support		37%
	Somewhat oppose		5%
	Strongly oppose		3%
Developing a Master Plan of parking for the City to	Strongly support		57%
	Somewhat support		32%
	Somewhat oppose		6%
	Strongly oppose		5%
Developing a Master Plan of parking for the City to: Build new parking facilities	Strongly support		41%
	Somewhat support		31%
	Somewhat oppose		13%
	Strongly oppose		16%
Developing a Master Plan of parking for the City to: Provide additional parking throughout town	Strongly support		43%
	Somewhat support		35%
	Somewhat oppose		11%

Please rate your level of support for each of the following City of Laguna Beach initiatives:	Developing a Master Plan of parking for the City to: Provide additional parking throughout town	Strongly oppose		11%
	Purchasing additional properties for City and community serving facilities	Strongly support		26%
		Somewhat support		43%
		Somewhat oppose		21%
		Strongly oppose		11%
An additional community pool	Strongly support		31%	
	Somewhat support		32%	
	Somewhat oppose		20%	
	Strongly oppose		17%	
Are you interested in building an accessory dwelling unit on your property?	Yes		25%	
	No		75%	
If yes, for what purpose are you interested in building an accessory dwelling unit on your property?	To live in		33%	
	To rent		35%	
	Other		33%	
Is Laguna Beach your primary residence?	Yes		96%	
	No		4%	
In general, how many times do you:	Access the internet from your home	Several times a day		93%
		Once a day		4%
		A few times a week		2%
		Every few weeks		0%
		Less often or never		1%
Access the internet from your cell phone	Several times a day		91%	
	Once a day		5%	
	A few times a week		2%	
	Every few weeks		0%	
	Less often or never		2%	
Visit social media sites	Several times a day		46%	
	Once a day		16%	
	A few times a week		13%	
	Every few weeks		5%	
	Less often or never		20%	
Use or check email	Several times a day		89%	



	Do you rent or own your home?	Rent		36%
		Own		64%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		3%
		\$500 to \$999		3%
		\$1,000 to \$1,499		5%
		\$1,500 to \$1,999		7%
		\$2,000 to \$2,499		12%
		\$2,500 to \$2,999		11%
		\$3,000 to \$3,499		12%
		\$3,500 to \$3,999		8%
		\$4,000 to \$4,499		8%
		\$4,500 to \$4,999		5%
		\$5,000 to \$5,499		5%
		\$5,500 to \$5,999		3%
		\$6,000 to \$6,499		5%
		\$6,500 to \$6,999		2%
		\$7,000 to \$7,499		2%
		\$7,500 to \$7,999		1%
		\$8,000 to \$8,499		0%
		\$8,500 to \$8,999		1%
		\$9,000 to \$9,499		1%
		\$9,500 to \$9,999		1%
\$10,000 or more		6%		
Do any children 17 or under live in your household?	No		77%	
	Yes		23%	
Are you or any other members of your household aged 65 or older?	No		56%	
	Yes		44%	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		4%	
	\$25,000 to \$49,999		6%	
	\$50,000 to \$99,999		14%	
	\$100,000 to \$149,999		19%	
	\$150,000 to \$199,999		11%	



Dear Laguna Beach Resident,

Please help shape the future of Laguna Beach! It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in Laguna Beach's 2021 Community Survey. You can go online and complete the **confidential survey** at:

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now. You can also wait a few days for the survey to arrive in the mail.

If you have any questions about the survey, please call 949-464-6673.

Thank you for helping create a better city!

Sincerely,



Shohreh Dupuis
City Manager

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November 2021

Dear City of Laguna Beach Resident:

Please help us shape the future of Laguna Beach! You have been selected at random to participate in the 2021 Laguna Beach Community Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important—especially since your household is one of only a small number being surveyed. Your feedback will help Laguna Beach make decisions that affect our city.

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<https://polco.us/xxplaceholder>

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Thank you for your time and participation!

Sincerely,

A handwritten signature in blue ink that reads "Shohreh Dupuis".

Shohreh Dupuis
City Manager



November 2021

Dear City of Laguna Beach Resident:

Here's another chance if you haven't already responded to the 2021 Laguna Beach Community Survey! **If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.**

Please help us shape the future of Laguna Beach! You have been selected at random to participate in the 2021 Laguna Beach Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important—especially since your household is one of only a small number being surveyed. Your feedback will help Laguna Beach make decisions that affect our city.

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Thank you for your time and participation!

Sincerely,

A handwritten signature in blue ink that reads "Shohreh Dupuis".

Shohreh Dupuis
City Manager

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Thank you for helping create a better city!

Sincerely,



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Dear Laguna Beach Resident,

Please help shape the future of Laguna Beach! Just a reminder—if you have not yet completed Laguna Beach’s 2021 Community Survey, please do so. **If you have completed it, thank you. Please do not respond twice.**

Your participation in this **confidential survey** is very important—your answers will help Laguna Beach make decisions that affect our community.

Please complete the survey online at:

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Thank you very much!

Sincerely,



Shohreh Dupuis
City Manager

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The City of Laguna Beach 2021 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Laguna Beach.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Laguna Beach as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Laguna Beach as a place to raise children.....	1	2	3	4	5
Laguna Beach as a place to work.....	1	2	3	4	5
Laguna Beach as a place to visit.....	1	2	3	4	5
Laguna Beach as a place to retire.....	1	2	3	4	5
The overall quality of life in Laguna Beach.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Laguna Beach as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Laguna Beach	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Laguna Beach	1	2	3	4	5
Overall design or layout of Laguna Beach's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Laguna Beach (water, sewer, storm water, electric, gas)	1	2	3	4	5
Overall feeling of safety in Laguna Beach.....	1	2	3	4	5
Overall quality of natural environment in Laguna Beach.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Laguna Beach.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Laguna Beach to someone who asks	1	2	3	4	5
Remain in Laguna Beach for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Laguna Beach's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Laguna Beach community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Laguna Beach community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Laguna Beach	1	2	3	4	5
Variety of business and service establishments in Laguna Beach.....	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Laguna Beach.....	1	2	3	4	5
Overall image or reputation of Laguna Beach	1	2	3	4	5

7. Please also rate each of the following in the Laguna Beach community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Laguna Beach.....	1	2	3	4	5
Ease of travel by public transportation in Laguna Beach.....	1	2	3	4	5
Ease of travel by bicycle in Laguna Beach.....	1	2	3	4	5
Ease of walking in Laguna Beach.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Laguna Beach.....	1	2	3	4	5
Overall appearance of Laguna Beach.....	1	2	3	4	5
Cleanliness of Laguna Beach.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Laguna Beach.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Laguna Beach (in-person, phone, email, or web) for help or information.....	1	2
Contacted Laguna Beach elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Laguna Beach.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Laguna Beach 2021 Community Survey

9. Please rate the quality of each of the following services in Laguna Beach.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Laguna Beach open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Laguna Beach employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Laguna Beach City government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Laguna Beach.....	1	2	3	4	5
The overall direction that Laguna Beach is taking.....	1	2	3	4	5
The job Laguna Beach government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Laguna Beach government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Laguna Beach	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Laguna Beach community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Laguna Beach	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Laguna Beach	1	2	3	4
Overall design or layout of Laguna Beach's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Laguna Beach (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Laguna Beach.....	1	2	3	4
Overall quality of natural environment in Laguna Beach.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Laguna Beach.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

13. Please indicate the general area of the City in which you live.

- North Laguna Central/Village Top of the World Arch Beach Heights
 Bluebird-Montage Laguna Canyon Wesley District South Laguna

14. Please rate your level of support for each of the following City of Laguna Beach initiatives:

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know</u>
Converting Lower Forest Avenue to a permanent pedestrian plaza.....	1	2	3	4	5
Taking over Laguna Canyon Road from Caltrans in order to:					
Make pedestrian improvements	1	2	3	4	5
Make bicycle improvements.....	1	2	3	4	5
Make high occupancy vehicle traffic and transit improvements	1	2	3	4	5
Underground overhead utilities	1	2	3	4	5
Taking over Coast Highway from Caltrans (enhanced local control).....	1	2	3	4	5
Further streamline the Design Review process for rebuilding homes	1	2	3	4	5
Replacing Fire Station 4 in South Laguna Beach	1	2	3	4	5
Adopting term limits for all City Commissions, Committees and Boards.....	1	2	3	4	5
Allowing year-round public use of the Irvine Bowl and City-owned Festival of the Arts Grounds.....	1	2	3	4	5
Developing a Master Plan of parking for the City to:					
Build new parking facilities.....	1	2	3	4	5
Provide additional parking throughout town	1	2	3	4	5
Purchasing additional properties for City and community serving facilities.....	1	2	3	4	5
An additional community pool.....	1	2	3	4	5

15a. Are you interested in building an accessory dwelling unit on your property?

- Yes → go to question 15b No → go to question 16

15b. If yes, for what purpose are you interested in building an accessory dwelling unit on your property?

- To live in To rent Other

16. Is Laguna Beach your primary residence?

- Yes No

The City of Laguna Beach 2021 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Laguna Beach?

- Less than 2 years
 11-20 years
 2-5 years
 More than 20 years
 6-10 years

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment, or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- | | |
|--|--|
| <input type="radio"/> Less than \$500 | <input type="radio"/> \$5,500 to \$5,999 |
| <input type="radio"/> \$500 to \$999 | <input type="radio"/> \$6,000 to \$6,499 |
| <input type="radio"/> \$1,000 to \$1,499 | <input type="radio"/> \$6,500 to \$6,999 |
| <input type="radio"/> \$1,500 to \$1,999 | <input type="radio"/> \$7,000 to \$7,499 |
| <input type="radio"/> \$2,000 to \$2,499 | <input type="radio"/> \$7,500 to \$7,999 |
| <input type="radio"/> \$2,499 to \$2,999 | <input type="radio"/> \$8,000 to \$8,499 |
| <input type="radio"/> \$3,000 to \$3,499 | <input type="radio"/> \$8,500 to \$8,999 |
| <input type="radio"/> \$3,500 to \$3,999 | <input type="radio"/> \$9,000 to \$9,499 |
| <input type="radio"/> \$4,000 to \$4,499 | <input type="radio"/> \$9,500 to \$9,999 |
| <input type="radio"/> \$4,500 to \$4,999 | <input type="radio"/> \$10,000 or more |
| <input type="radio"/> \$5,000 to \$5,499 | |

D8. Do any children 17 or under live in your household?

- No
 Yes

D9. Are you or any other members of your household aged 65 or older?

- No
 Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- | | |
|--|--|
| <input type="radio"/> Less than \$25,000 | <input type="radio"/> \$250,000 to \$299,999 |
| <input type="radio"/> \$25,000 to \$49,999 | <input type="radio"/> \$300,000 to \$349,999 |
| <input type="radio"/> \$50,000 to \$99,999 | <input type="radio"/> \$350,000 to \$399,999 |
| <input type="radio"/> \$100,000 to \$149,000 | <input type="radio"/> \$400,000 to \$449,999 |
| <input type="radio"/> \$150,000 to \$199,999 | <input type="radio"/> \$450,000 to \$499,999 |
| <input type="radio"/> \$200,000 to \$249,999 | <input type="radio"/> \$500,000 or more |

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic, or Latino
 Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian, or Pacific Islander
 Black or African American
 White
 Other

D13. In which category is your age?

- | | |
|-----------------------------------|---|
| <input type="radio"/> 18-24 years | <input type="radio"/> 55-64 years |
| <input type="radio"/> 25-34 years | <input type="radio"/> 65-74 years |
| <input type="radio"/> 35-44 years | <input type="radio"/> 75 years or older |
| <input type="radio"/> 45-54 years | |

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to: **National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**

