



# CITY OF HAYWARD

Hayward City Hall  
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## Cover Memo

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**DATE:** April 30, 2019

**TO:** Mayor and City Council

**FROM:** City Manager

### **SUBJECT**

Overview of the 2019 Resident Satisfaction Survey Results

### **RECOMMENDATION**

That the City Council receives and comments on the 2019 Resident Satisfaction Survey Results.

### **SUMMARY**

In April 2019, the City completed its sixth biennial Resident Satisfaction Survey, which was initially conducted in the fall of 2008. Updated with the help of a new City public opinion research consultant, the Survey questionnaire was distributed in English and Spanish to a representative sample of more than 600 respondents by email and telephone.

The resident satisfaction findings regarding quality of life and city services delivery are holding up well in context of local and regional population growth, rising housing costs, traffic congestion, crowding on commuter transit lines, and resident experiences with persistent homelessness. Strong majorities of respondents who reported having contact with City staff in the past 12 months were satisfied with the overall service received, timeliness, and courtesy shown. Finally, on the fiscal front, substantial majorities of residents share the general view that there is a need for additional funding to deliver the level of municipal services residents need or want.

This work session provides Council an opportunity to receive an overview of the Survey results and to ask questions about and comment on the Survey findings, methodology, and statistical validity and meaning of the responses.

### **ATTACHMENTS**

|               |                                      |
|---------------|--------------------------------------|
| Attachment I  | Staff Report                         |
| Attachment II | Resident Satisfaction Survey Results |

