

# **Clovis, 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 Clovis. 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 311 residents of the City of Clovis collected from September 16th, 2021 to November 4th, 2021. The margin of error around any reported percentage is 6% for all respondents and the response rate for the 2021 survey was 12%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Clovis.

### 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.

### 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, Clovis’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 Clovis residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Clovis’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 Clovis’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 Clovis 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 8 percentage points between the 2019 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 Clovis were eligible to participate in the survey. A list of all households within the zip codes serving Clovis 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 Clovis 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 Clovis boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the three areas. 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.

### Conducting the survey

The 2,700 randomly selected households received mailings beginning on September 16th, 2021 and the survey remained open for seven weeks. For 1,500 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 1,200 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.

The survey was available in English, Spanish and Hmong. All mailings contained paragraphs in all three languages, instructing participants on how to complete the survey in their preferred language.

About 1% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,669 households that received the invitations to participate, 311 completed the survey, providing an overall response rate of 12%. 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 Clovis survey is no greater than plus or minus 6 percentage points around any given percent reported for all respondents (311 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 Clovis. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on October 21st, 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 2017 American Community Survey estimates for adults in the City of Clovis. 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, housing tenure, and area. 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	10%	32%	33%
	35-54	26%	36%	36%
	55+	64%	32%	32%
Area	Area 1	28%	25%	25%
	Area 2	38%	31%	31%
	Area 3	34%	44%	44%
Hispanic origin	No, not Spanish, Hispanic, or Latino	83%	74%	74%
	Spanish, Hispanic, or Latino	17%	26%	26%
Housing tenure	Own	83%	61%	61%
	Rent	17%	39%	39%
Housing type	Attached	14%	24%	24%
	Detached	86%	76%	76%
Race & Hispanic origin	Not white alone	30%	43%	43%
	White alone, not Hispanic or Latino	70%	57%	57%
Sex	Female	59%	52%	52%
	Male	41%	48%	48%
Sex/age	Female 18-34	6%	16%	16%
	Female 35-54	16%	18%	18%
	Female 55+	38%	17%	17%
	Male 18-34	4%	16%	16%
	Male 35-54	10%	17%	17%
	Male 55+	26%	15%	15%

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 Clovis funded this research. Please contact Chad McCollum of the City of Clovis at [chadm@ci.clovis.ca.us](mailto:chadm@ci.clovis.ca.us) 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 2017 American Community Survey

## Highlights

### **The City's economy remains strong and continues to be a top priority for residents.**

As in previous years, the City's economy received high ratings for both quality and importance. Nearly 9 in 10 respondents indicated that the City's overall economic health was an essential or very important area of focus, and 82% said the same for economic development. About three-quarters of respondents gave excellent or good marks to Clovis' overall economic health, as well as the City's variety of business and service establishments, both of which were on par with national benchmarks and higher than custom benchmarks. A similar percentage positively reviewed the City's shopping opportunities (75%), Clovis as a place to work (78%), and the overall quality of business and service establishments (81%). The vibrancy of Clovis' Old Town/commercial area received favorable scores from 8 in 10. These ratings surpassed national and regional comparison communities, with the latter considered much higher than both sets of benchmarks.

When asked to consider their personal spending behaviors during the pandemic, most respondents indicated that they spent significantly or slightly less on entertainment and recreation (79%), restaurants and dining establishments (59%), and Fresno businesses (52%) than before the pandemic. On the other hand, online shopping increased during the pandemic, with about three-quarters of residents reporting that they spent at least slightly more in this category. Nearly half of residents noted increased spending at grocery stores as well. Residents reported spending roughly the same amount throughout the pandemic as they did prior to March 2020 when shopping at smaller local stores, larger box stores, and Clovis-based businesses.

### **Although residents value community design in Clovis, some aspects have declined since 2019, indicating a potential area of opportunity.**

About 8 in 10 residents were pleased with their neighborhood as a place to live and the City's overall appearance, on par with comparison communities nationwide and Clovis' past survey iterations. Ratings for code enforcement and land use, planning and zoning also held steady from previous survey results, with at least half of residents giving favorable reviews. At least 6 in 10 gave high marks to a number of new survey items, including the preservation of the historical or cultural character of the community, well-designed neighborhoods, well-planned residential growth, and well-planned commercial growth; many of these were higher than custom benchmark comparisons.

However, while still similar to national averages, ratings for several aspects of community design in 2021 declined since the previous survey iteration: overall design or layout of residential and commercial areas (66%), public places where people want to spend time (66%), overall quality of new development (61%), variety of housing options (49%), and availability of affordable quality housing (37%). Aspects for which ratings have decreased over time may be considered areas of focus for the City. In addition, when asked to consider which areas the City should invest in, about 7 in 10 residents rated both land use planning and affordable housing as essential or very important.

### **Ratings for safety and inclusivity in Clovis generally remain stable, with a few notable fluctuations.**

Safety continues to be residents' highest priority, with nearly all residents rating it an essential or important area for the City's focus (96%) and investment (97%). Most aspects of safety in the community remain strong and stable from prior years. About 9 in 10 residents reported feeling safe in their neighborhoods during the day, in Clovis' Old Town/commercial area during the day, and from natural disasters. A similar percentage gave high marks to the City's fire services and ambulance or emergency medical services. All of these were similar to the City's previous results. In addition, trends generally held steady for survey items relating to inclusivity, with about two-thirds positively reviewing Clovis' sense of community and neighborliness of residents. However, ratings for a few related items did change significantly since the 2019 survey. Evaluations of police services, crime prevention, and the community's openness and acceptance toward people of diverse backgrounds all decreased by more than 10%. In contrast, emergency preparedness ratings improved by about 15%, receiving a higher score in 2021 (66% excellent or good) than in any previous survey iterations.

### **Despite the challenges posed by the COVID-19 pandemic, residents give high marks to the City's educational and cultural opportunities.**

At least half of respondents offered positive evaluations for all survey items related to education, arts, and culture in Clovis. Over 50% favorably reviewed the community's support for the arts and the opportunities to attend cultural/arts/music activities, and about 6 in 10 gave excellent or good marks to the City's overall opportunities for education, culture, and the arts. Although ratings for these items were lower in 2021 than in 2019, which may be attributable to the COVID-19 pandemic and its corresponding event cancellations and facility closures, these items were all on par with peer comparison communities. In addition, residents praised the Clovis' K-12 education (78%) and adult educational opportunities (73%)—both of these ratings were higher than national averages, and either higher or much higher than comparable Western benchmark communities.

## 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).

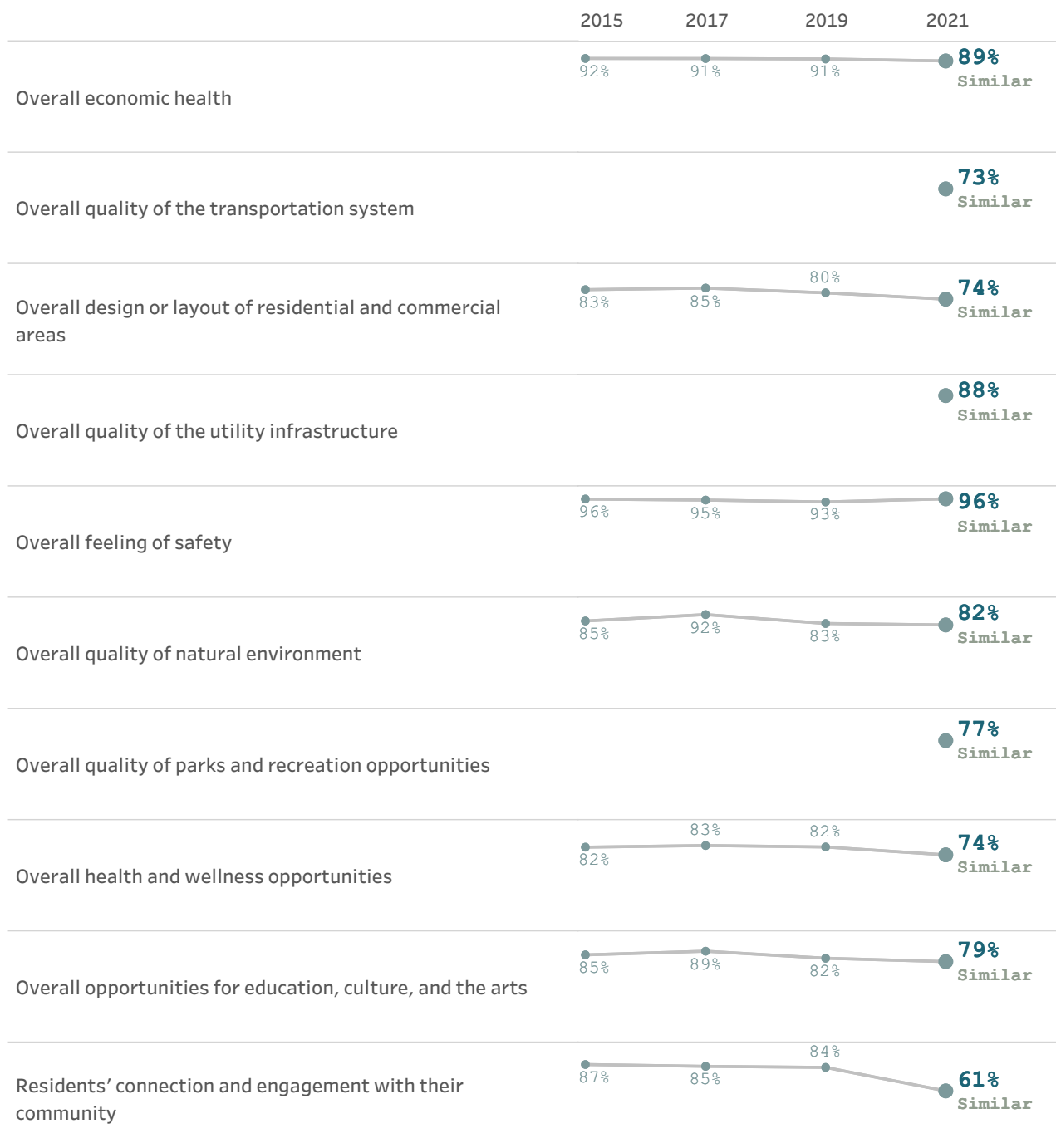
Please rate each of the following characteristics as they relate to Clovis as a whole.  
(% excellent or good)





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

(% essential or very important)



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

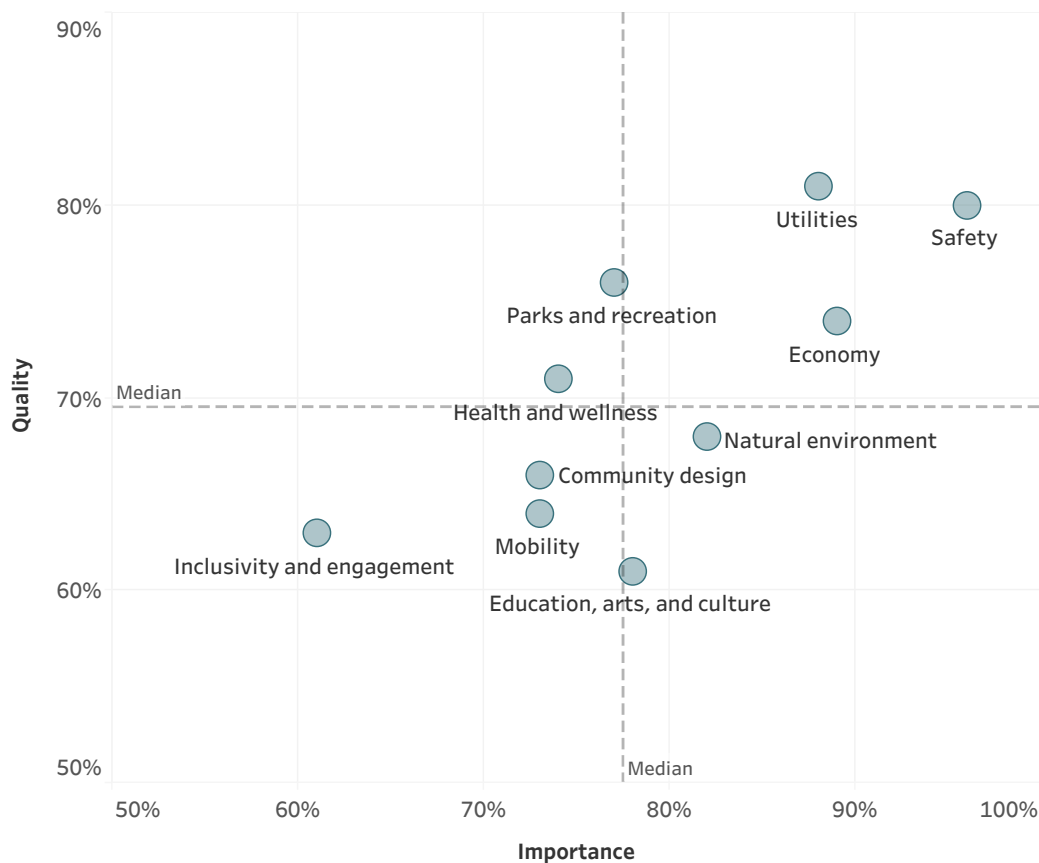
## Balancing performance and importance

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 69.2% or more of respondents were considered of “higher quality” and those with ratings lower than 69.2% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 77.9% or more of respondents. Services were rated as “less important” if they received a rating of less than 77.9%. This classification uses the median ratings for quality and importance to divide the services in half.

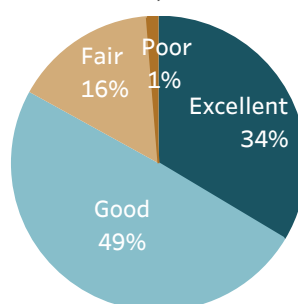
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings 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.



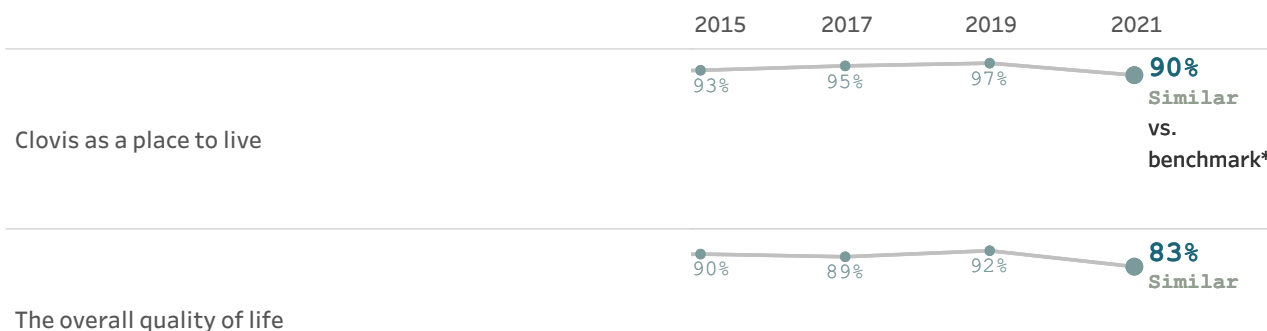
## Quality of life

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.

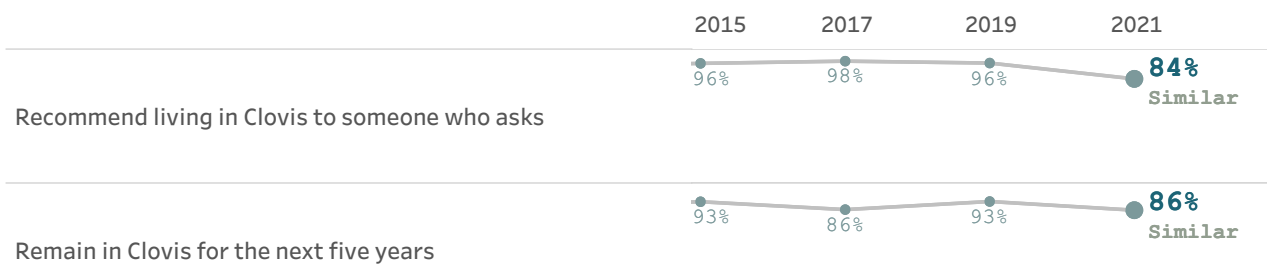
The overall quality of life in Clovis, 2021



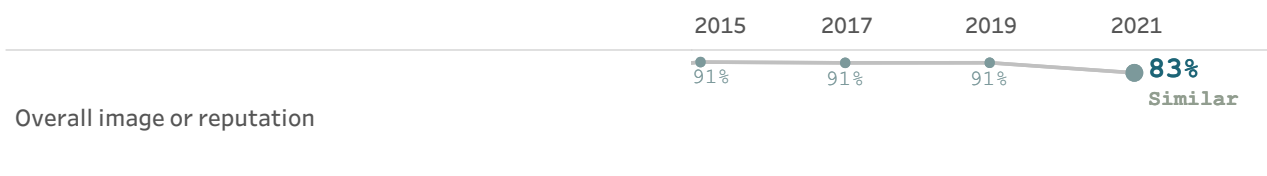
Please rate each of the following aspects of quality of life in Clovis.  
(% excellent or good)



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 Clovis community.  
(% excellent or good)

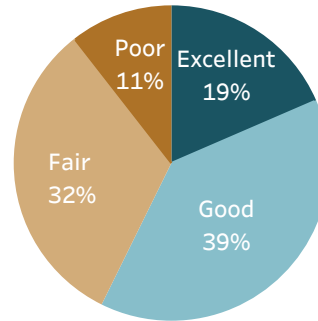


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

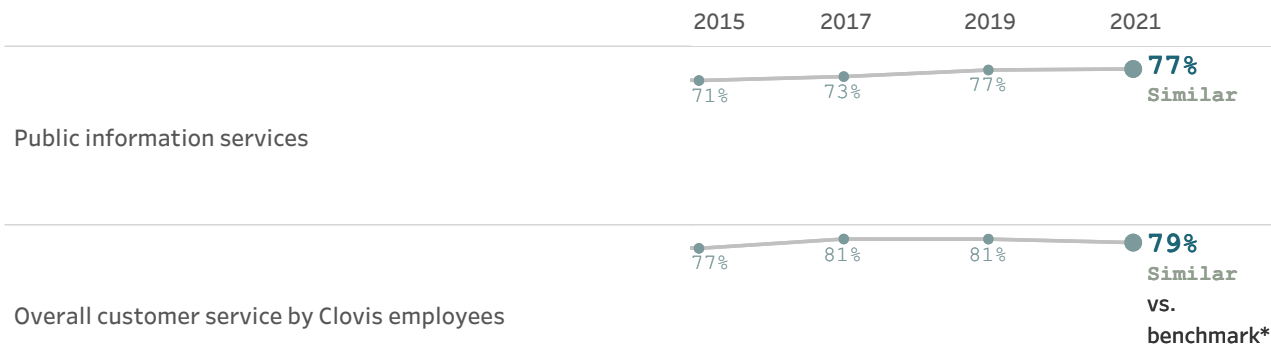
## Governance

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.

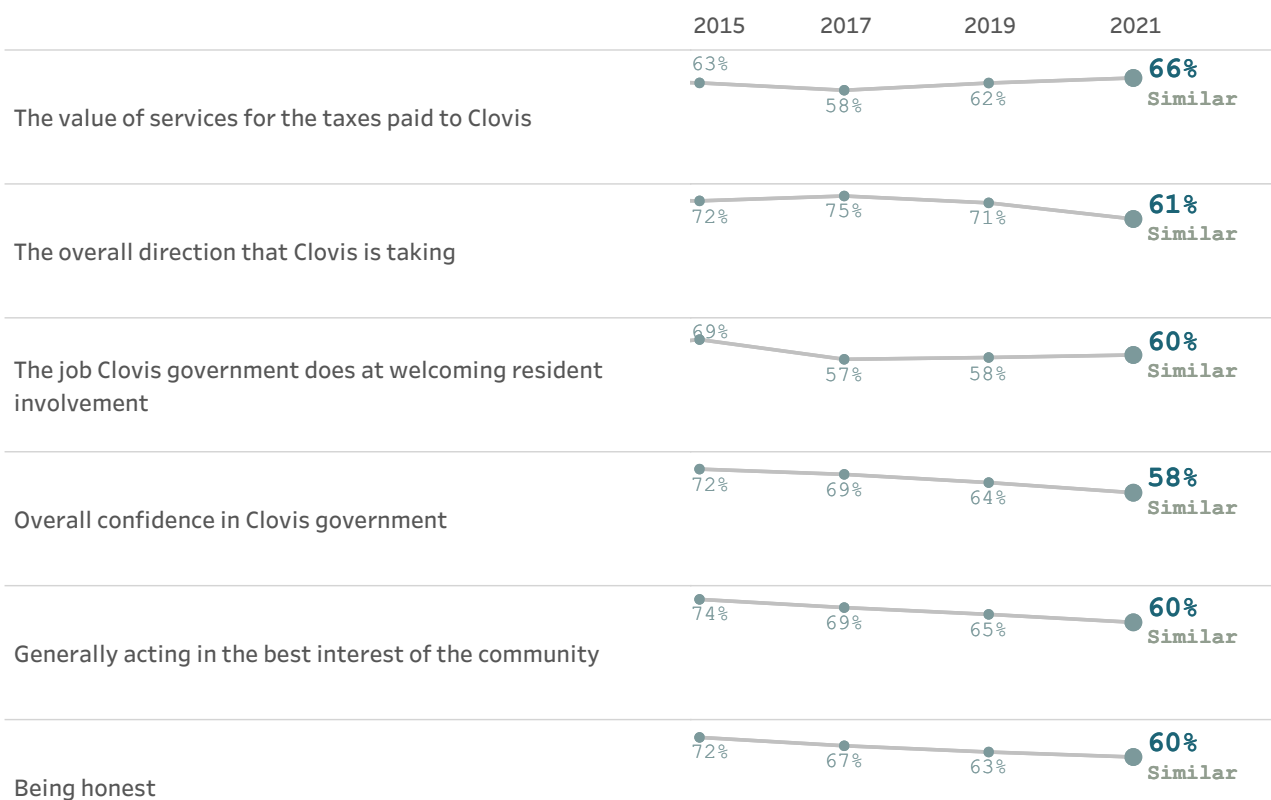
Overall confidence in Clovis government, 2021

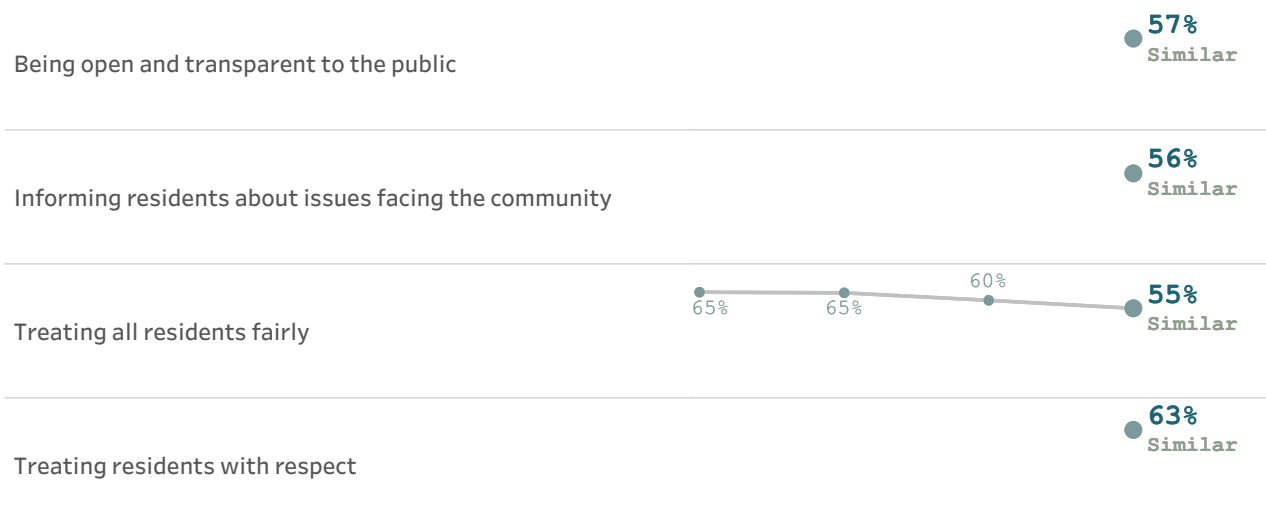


Please rate the quality of each of the following services in Clovis.  
(% excellent or good)

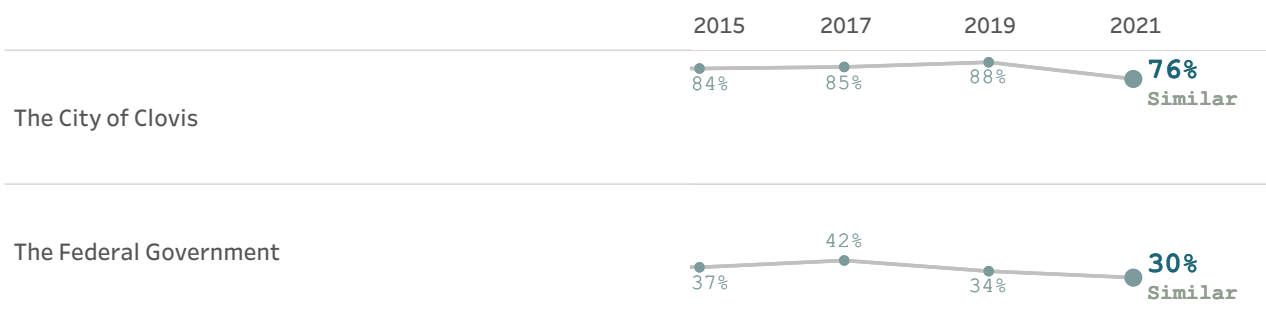


Please rate the following categories of Clovis government performance.  
(% excellent or good)





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

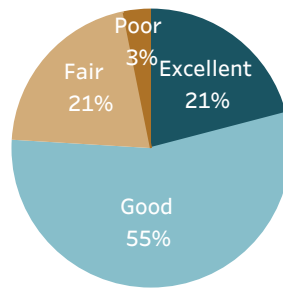


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

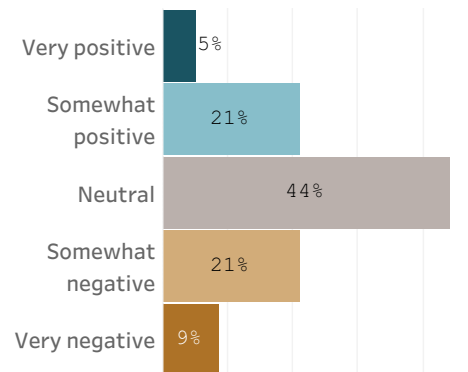
## Economy

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.

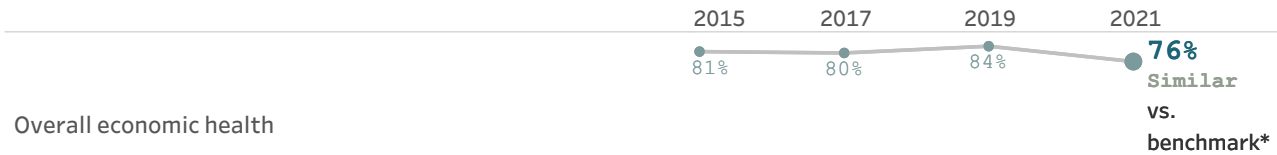
Overall economic health of Clovis, 2021



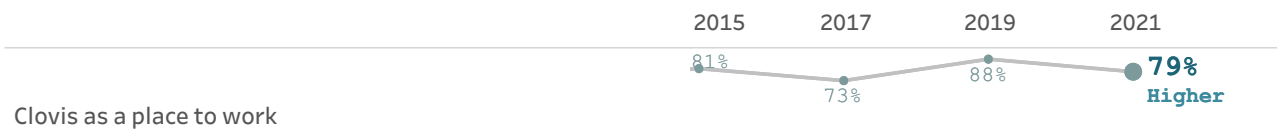
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



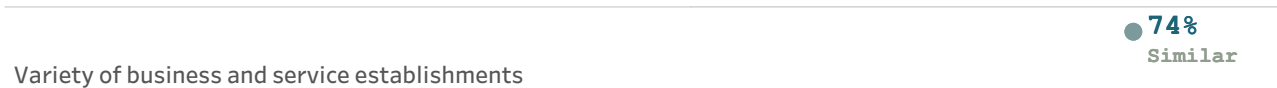
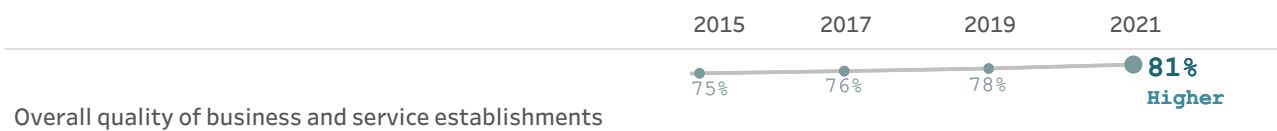
Please rate each of the following characteristics as they relate to Clovis as a whole.  
(% excellent or good)

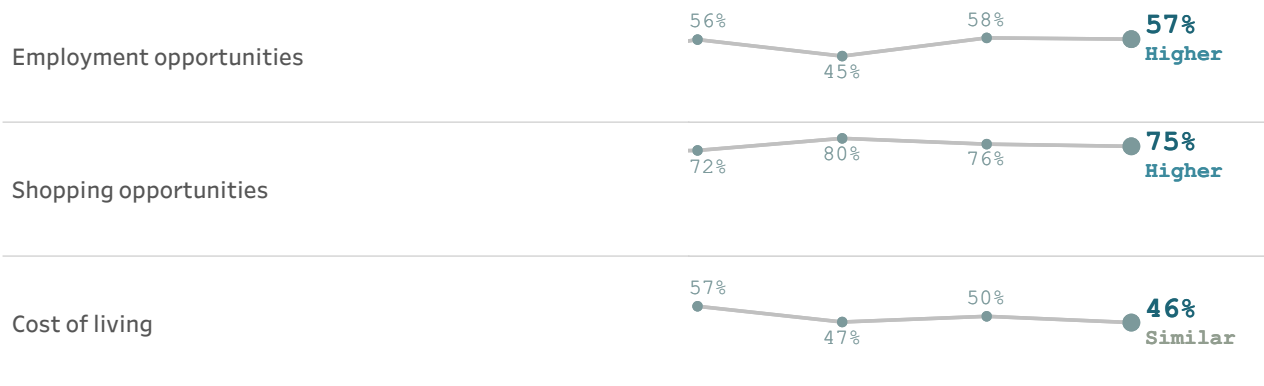


Please rate each of the following aspects of quality of life in Clovis.  
(% excellent or good)

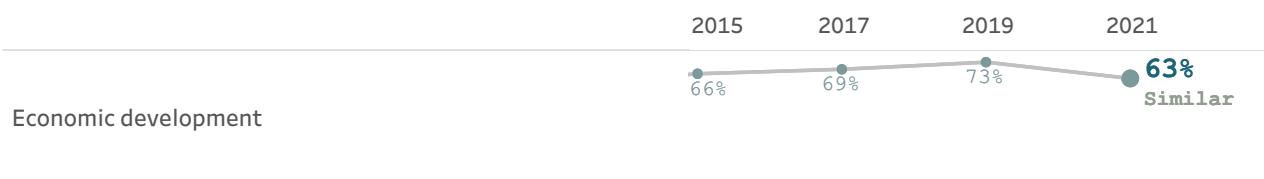


Please rate each of the following in the Clovis community.  
(% excellent or good)





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



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)

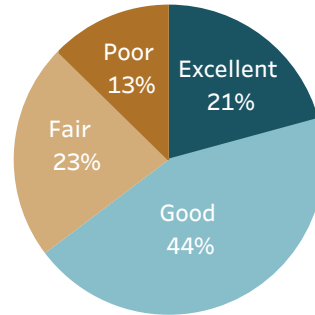


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

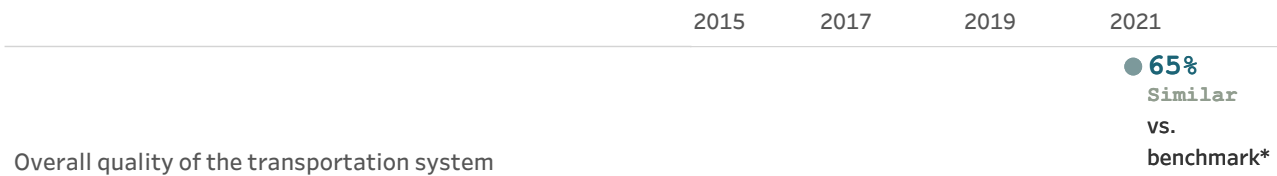
## Mobility

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.

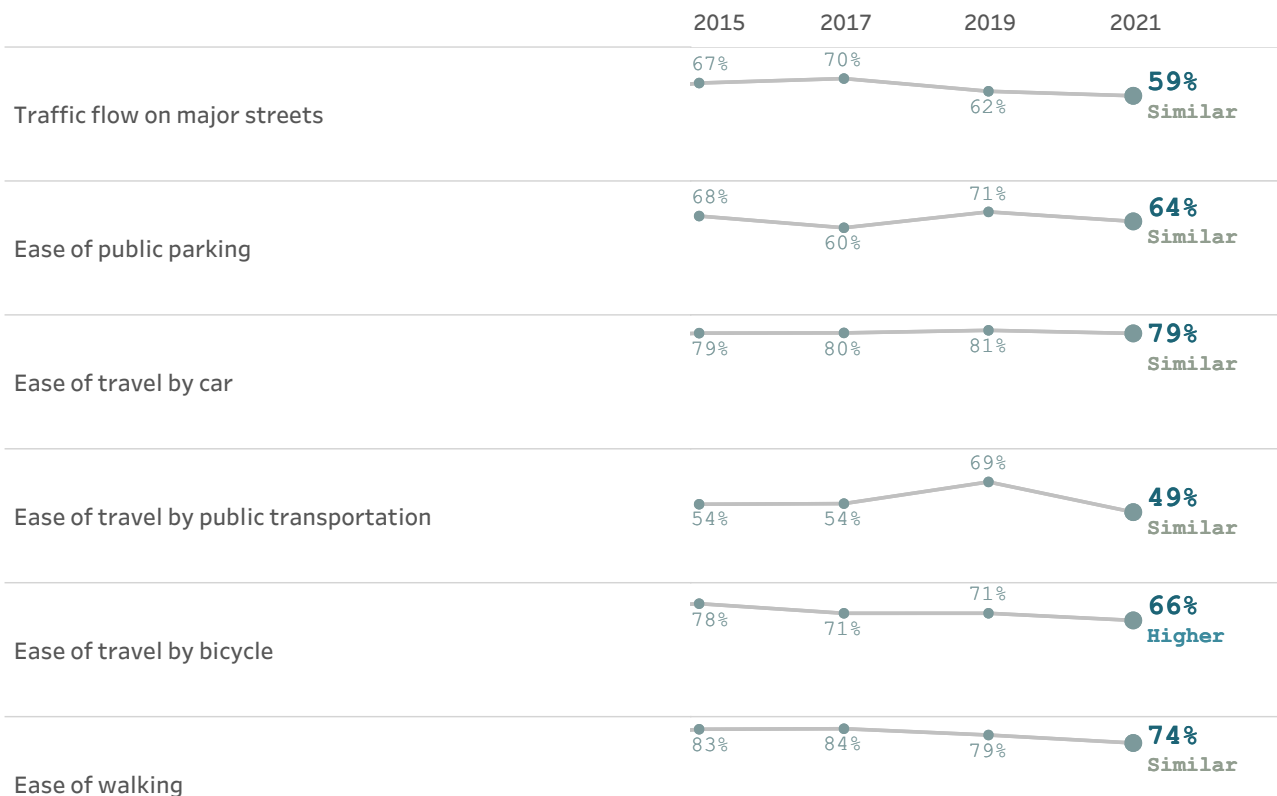
Overall quality of the transportation system in Clovis, 2021



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

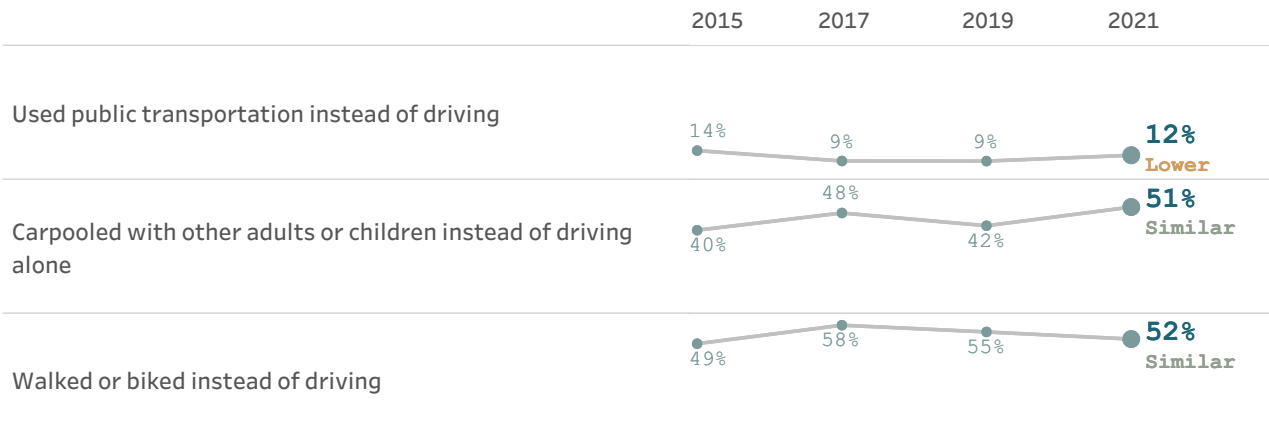


Please also rate each of the following in the Clovis community.  
(% excellent or good)





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



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

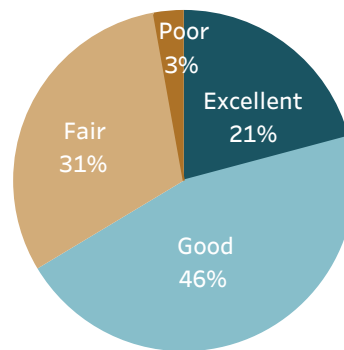


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

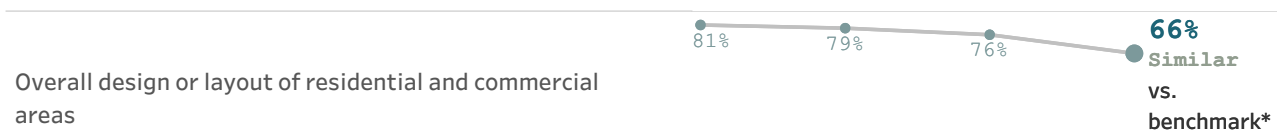
## Community design

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.

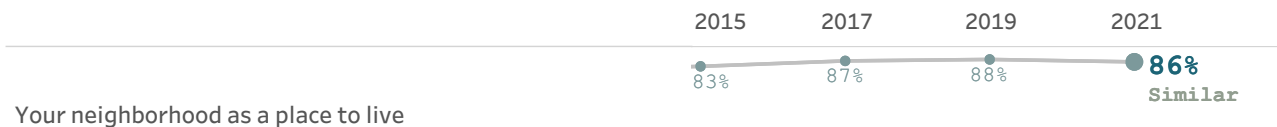
Overall design or layout of Clovis's residential and commercial areas, 2021



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



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

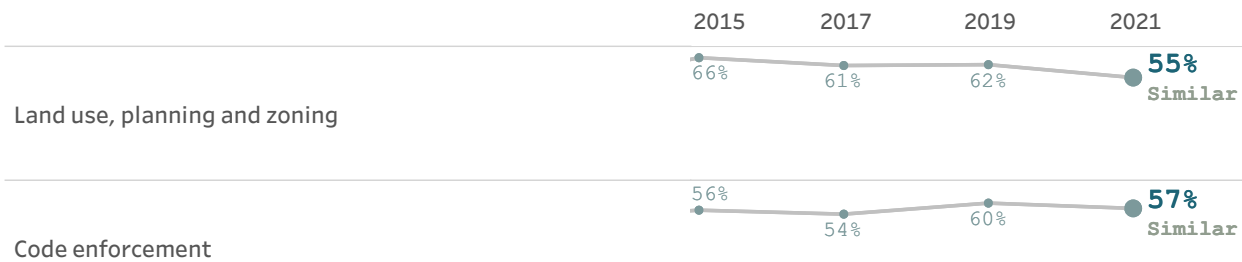


Please also rate each of the following in the Clovis community.  
(% excellent or good)





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

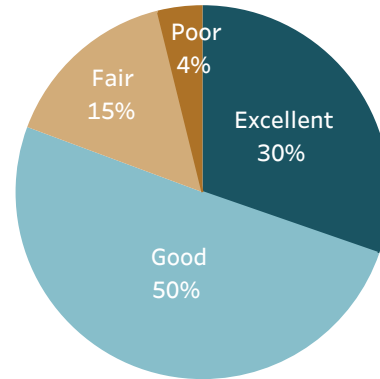


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

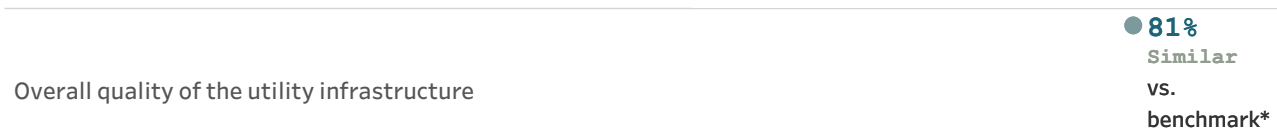
## Utilities

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.

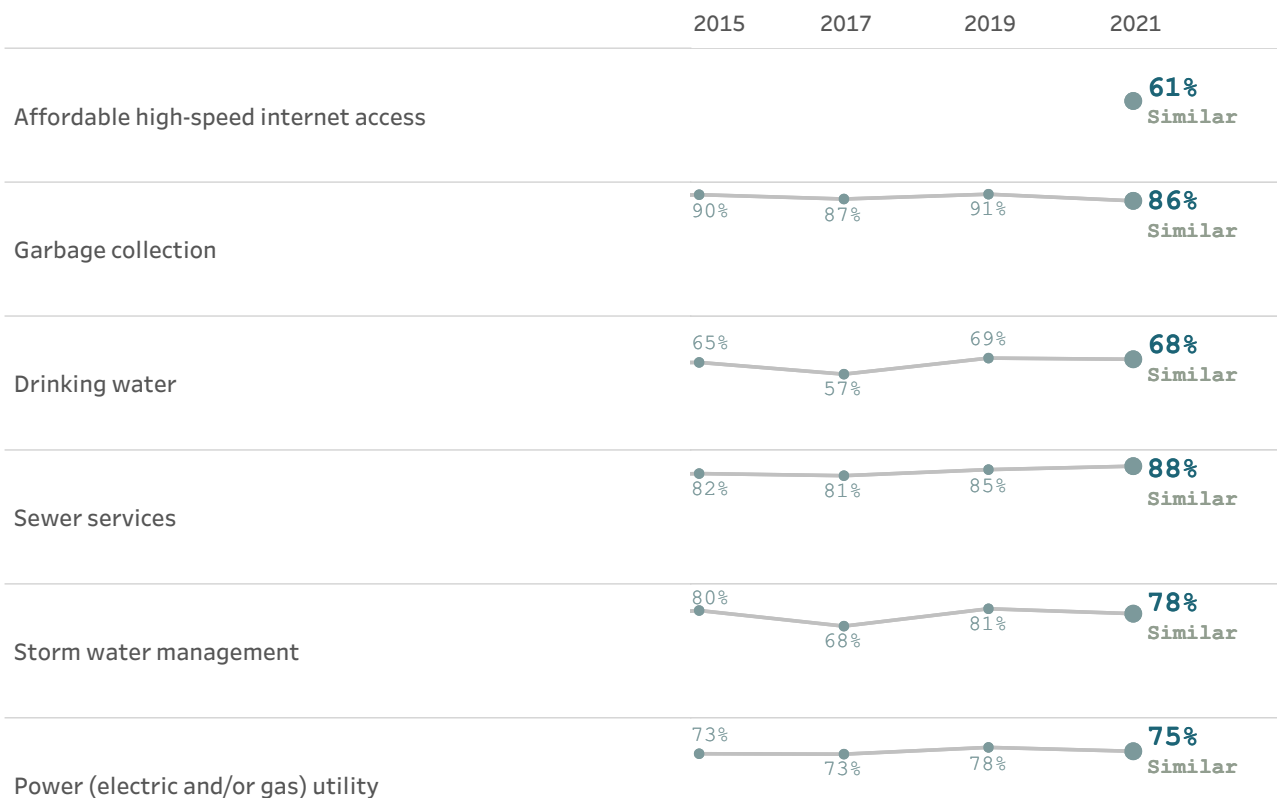
Overall quality of the utility infrastructure in Clovis, 2021



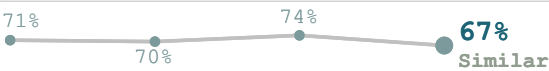
Please rate each of the following characteristics as they relate to Clovis as a whole.  
(% excellent or good)



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



Utility billing

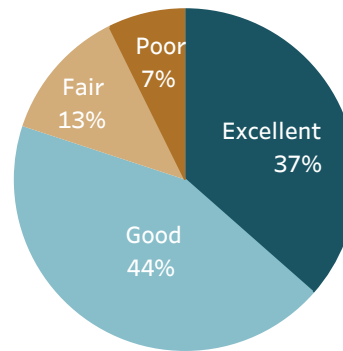


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

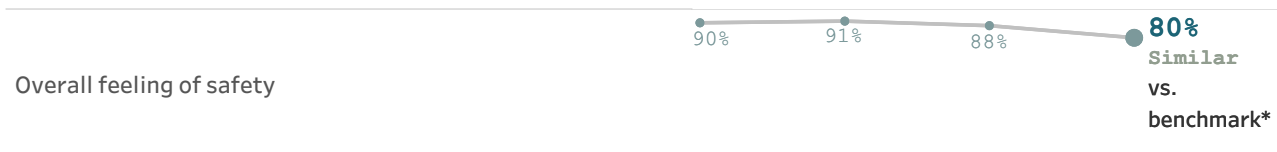
## Safety

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.

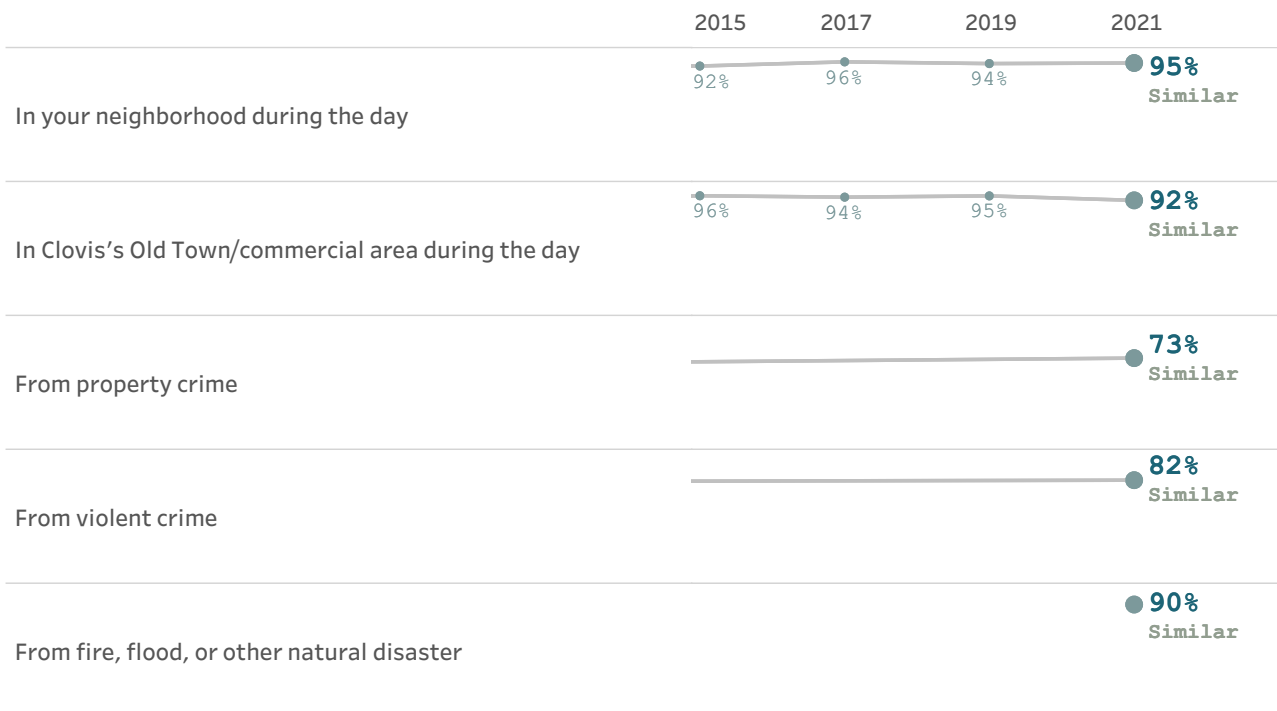
Overall feeling of safety in Clovis, 2021



Please rate each of the following characteristics as they relate to Clovis 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 Clovis.  
 (% excellent or good)

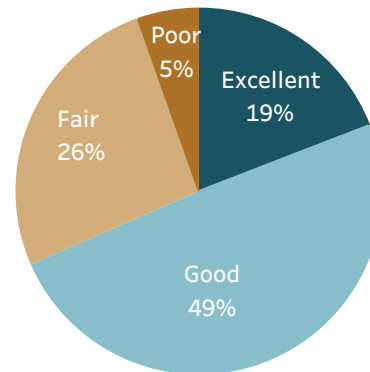


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

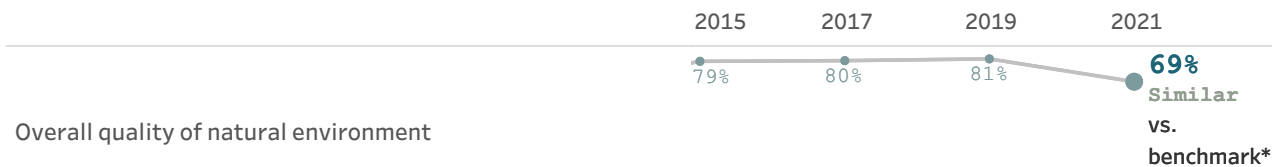
## Natural environment

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.

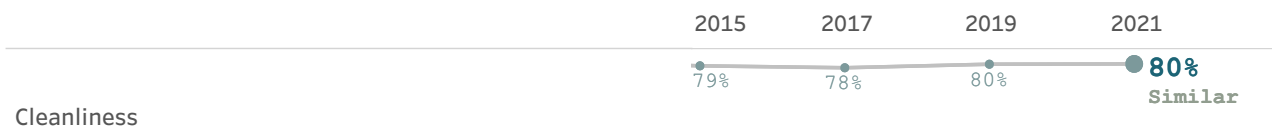
Overall quality of natural environment in Clovis, 2021



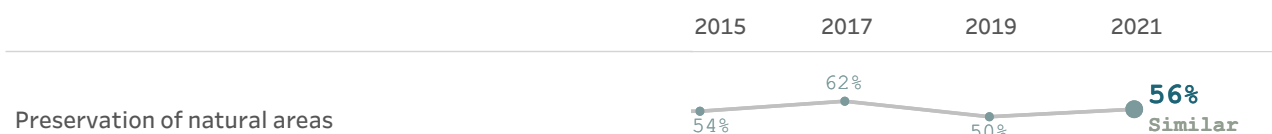
Please rate each of the following characteristics as they relate to Clovis as a whole.  
(% excellent or good)



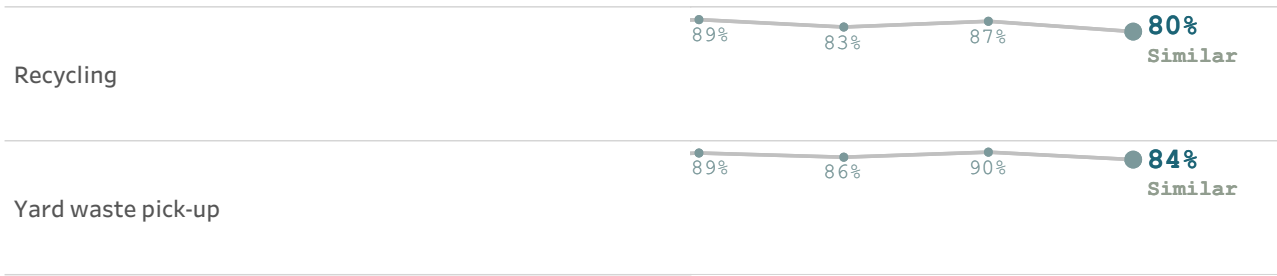
Please also rate each of the following in the Clovis community.  
(% excellent or good)



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







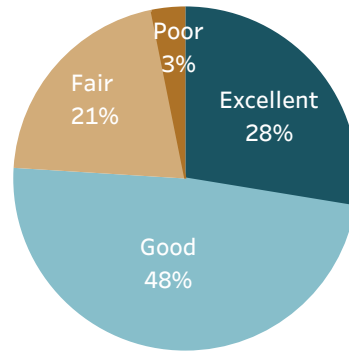
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

## Parks and recreation

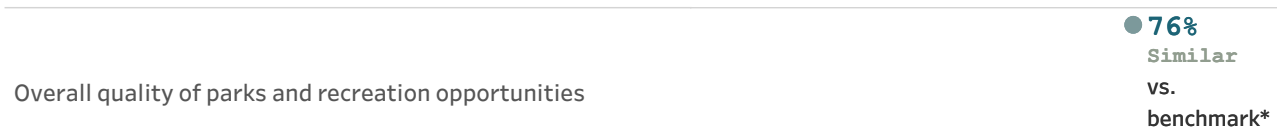
"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation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

- National Recreation and Park Association



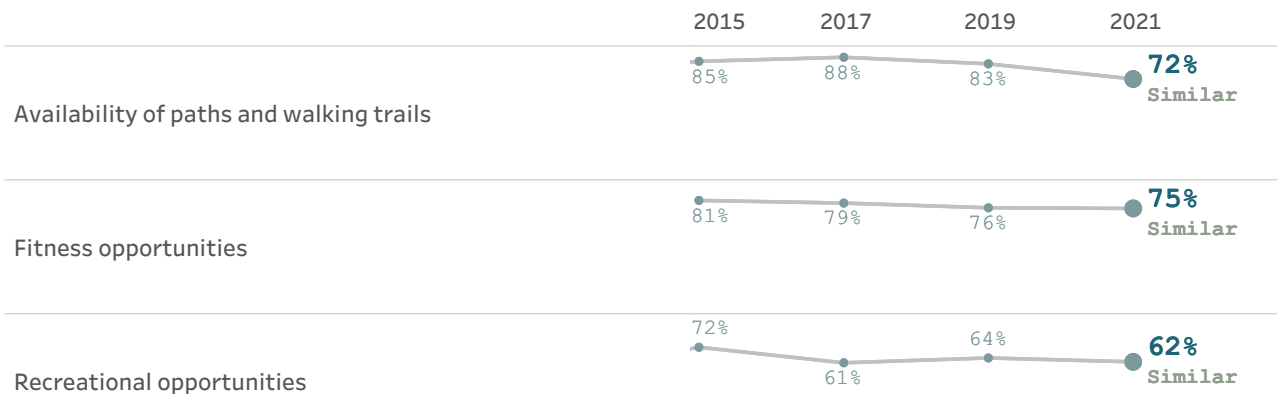
Please rate each of the following characteristics as they relate to Clovis as a whole.

(% excellent or good)



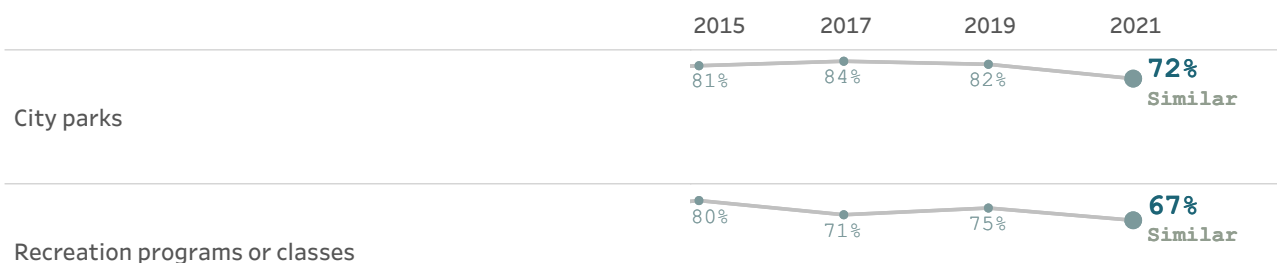
Please also rate each of the following in the Clovis community.

(% excellent or good)



Please rate the quality of each of the following services in Clovis.

(% excellent or good)



Recreation centers or facilities

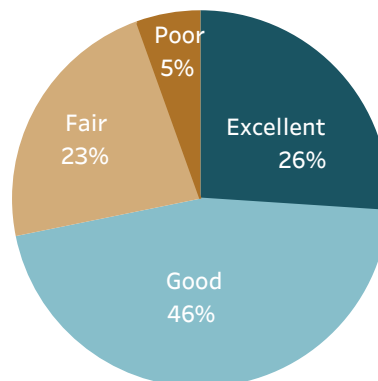


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

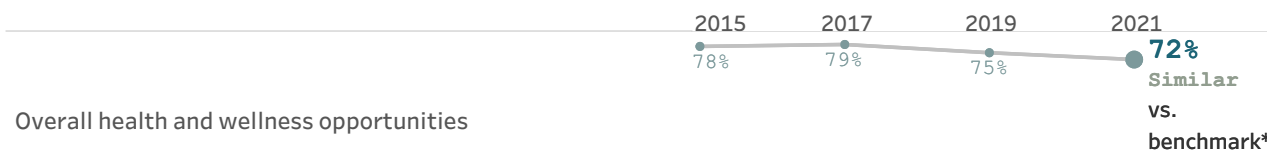
## Health and wellness

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.

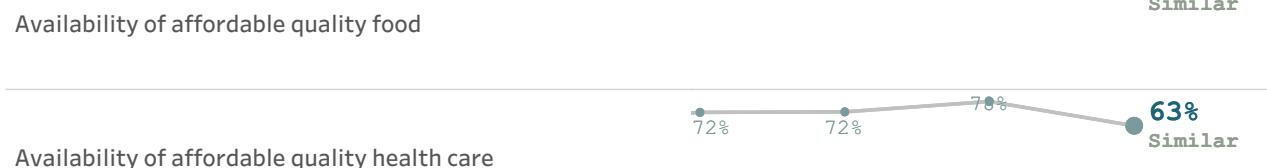
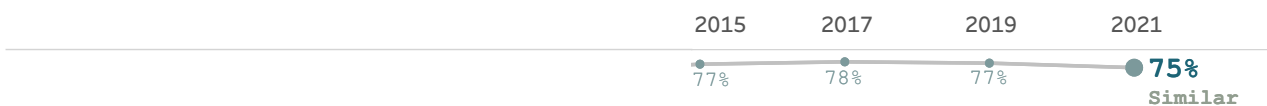
Overall health and wellness opportunities in Clovis, 2021



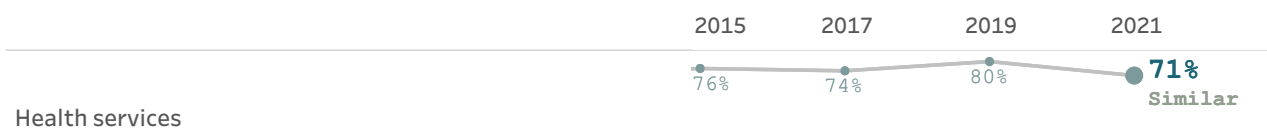
Please rate each of the following characteristics as they relate to Clovis as a whole.  
(% excellent or good)



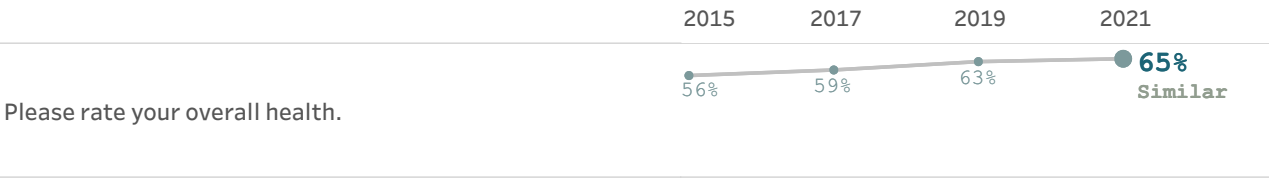
Please also rate each of the following in the Clovis community.  
(% excellent or good)



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



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

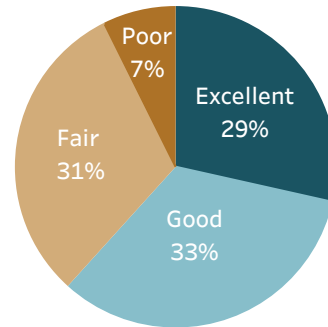


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

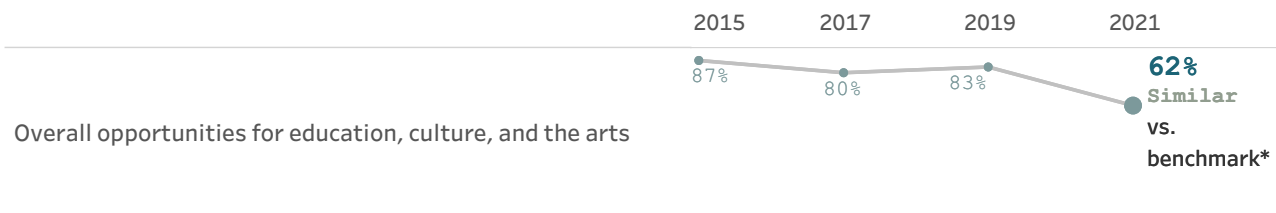
## Education, arts, and culture

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.

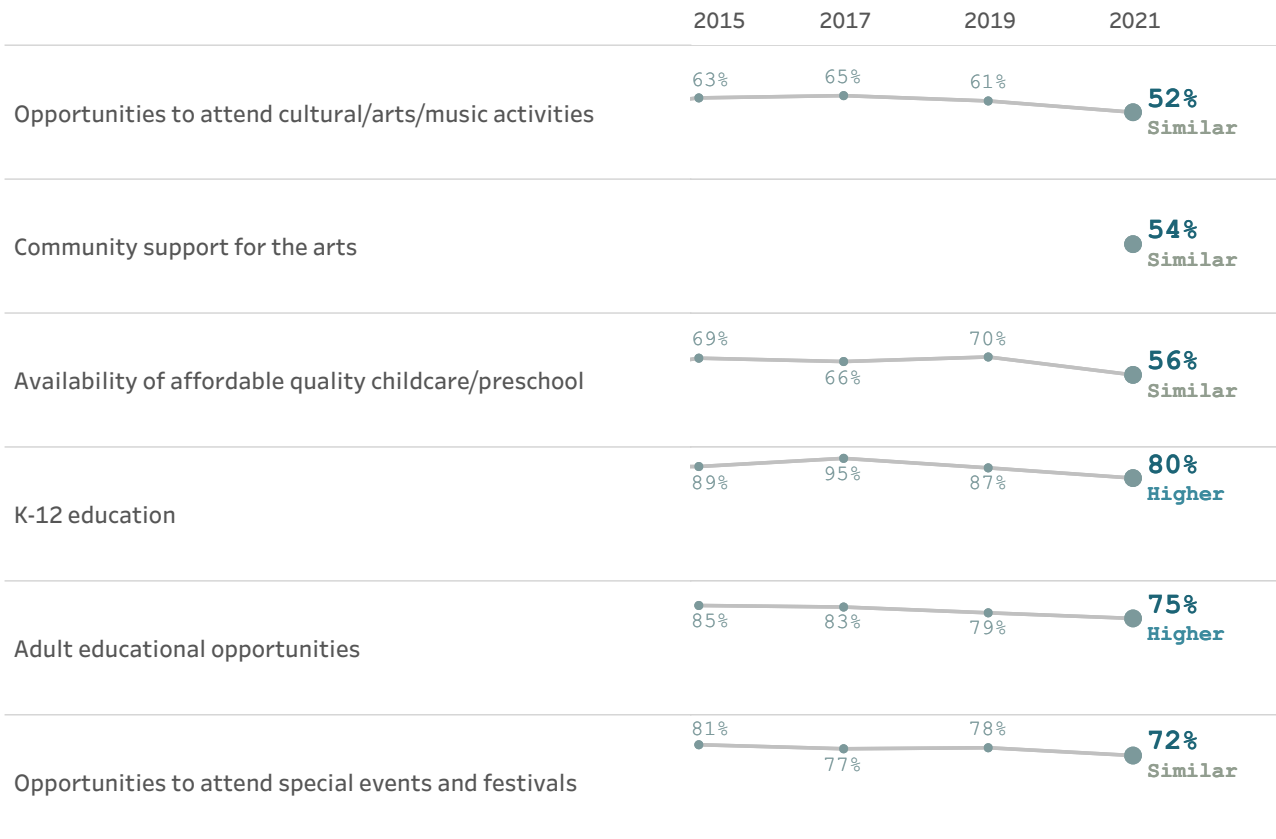
Overall opportunities for education, culture and the arts, 2021



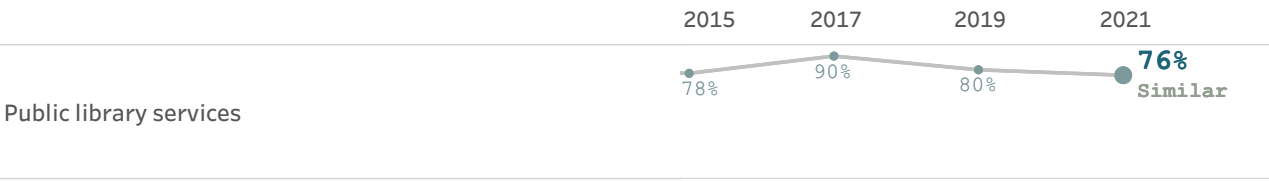
Please rate each of the following characteristics as they relate to Clovis as a whole.  
(% excellent or good)



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



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

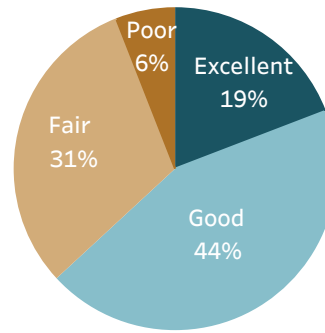


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

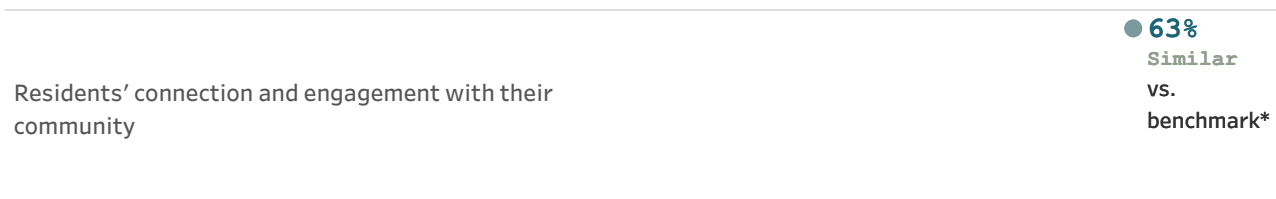
Residents' connection and engagement with their community, 2021

## Inclusivity and engagement

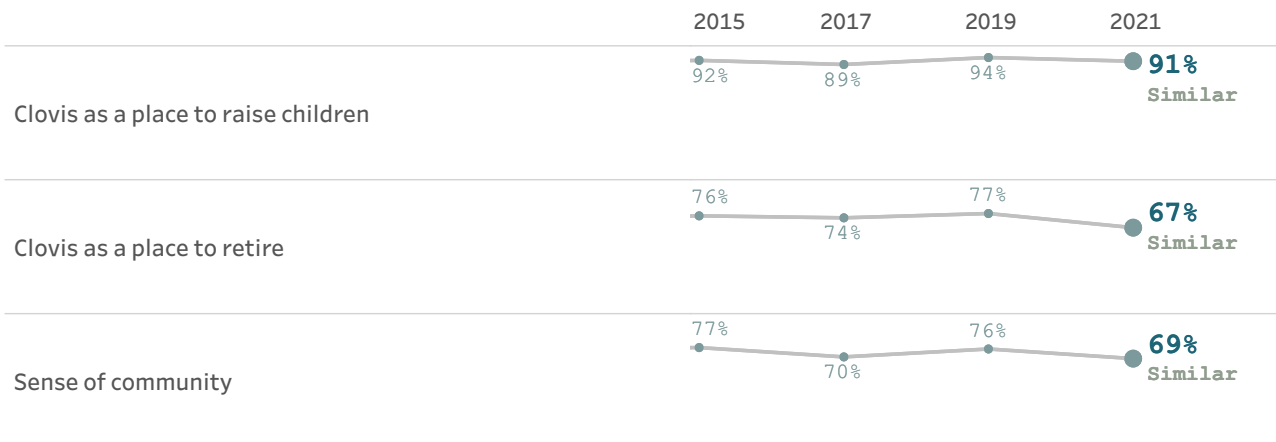
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



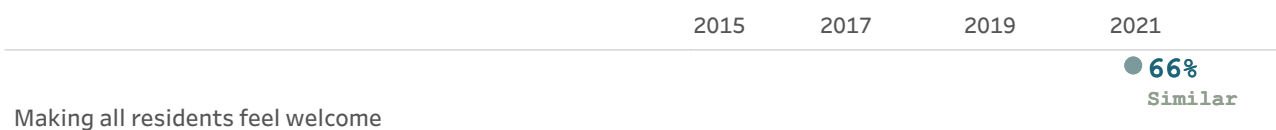
Please rate each of the following characteristics as they relate to Clovis as a whole.  
(% excellent or good)



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



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





Attracting people from diverse backgrounds	51% Similar
Valuing/respecting residents from diverse backgrounds	53% Similar
Taking care of vulnerable residents	58% Similar

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

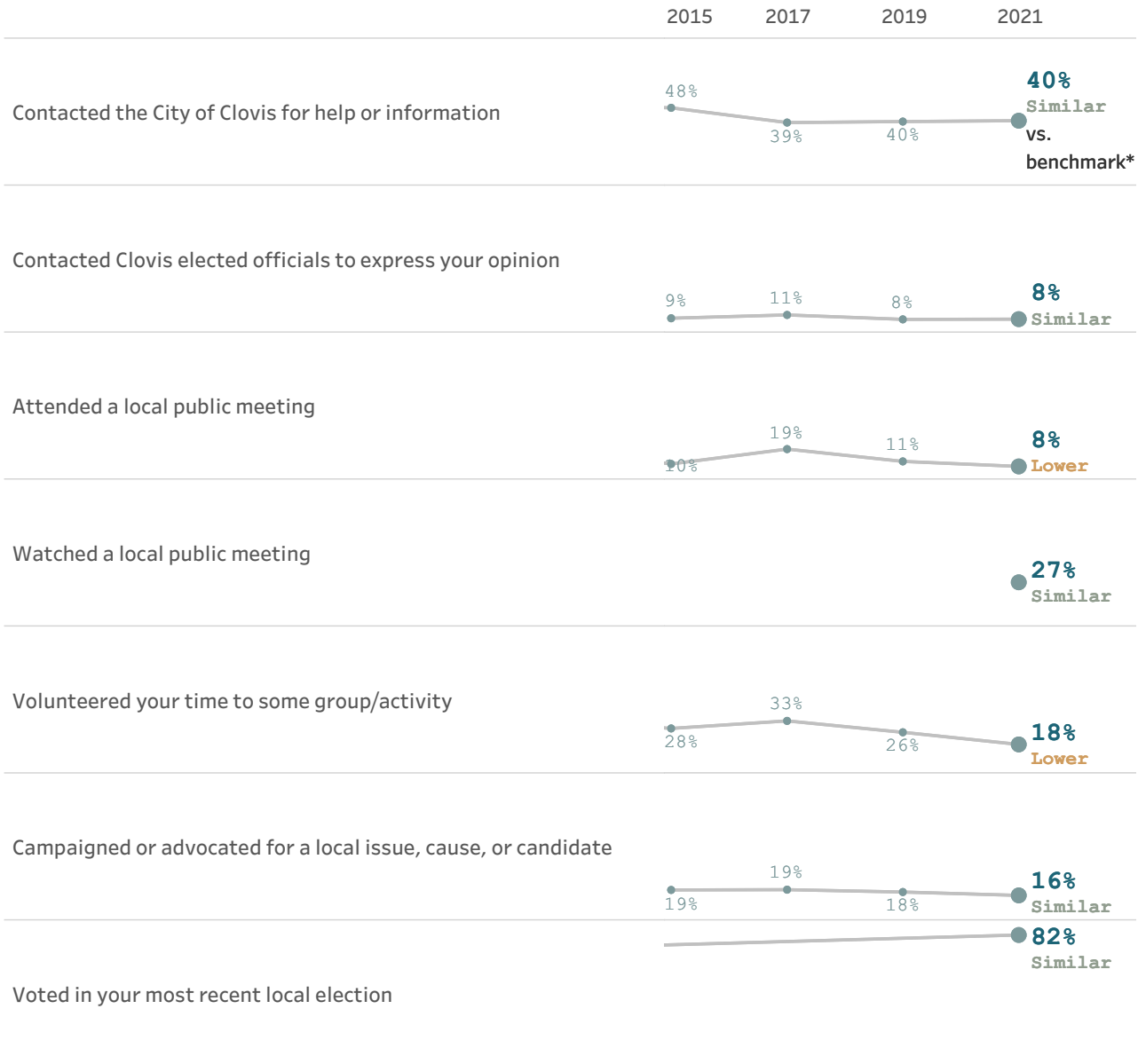


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

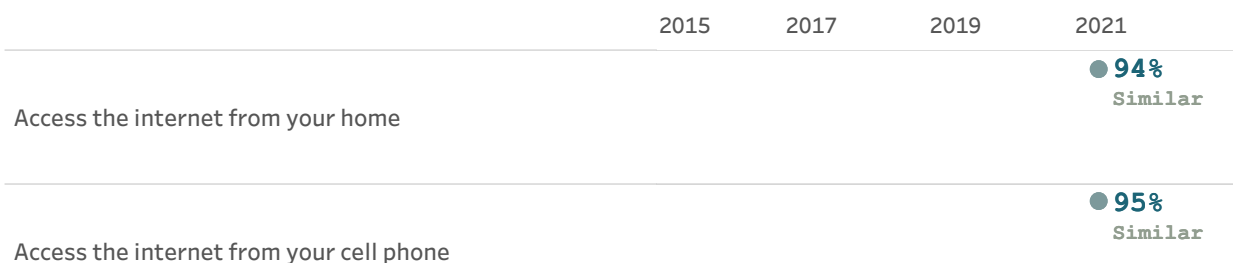
## Residents' participation levels

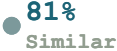



Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



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






























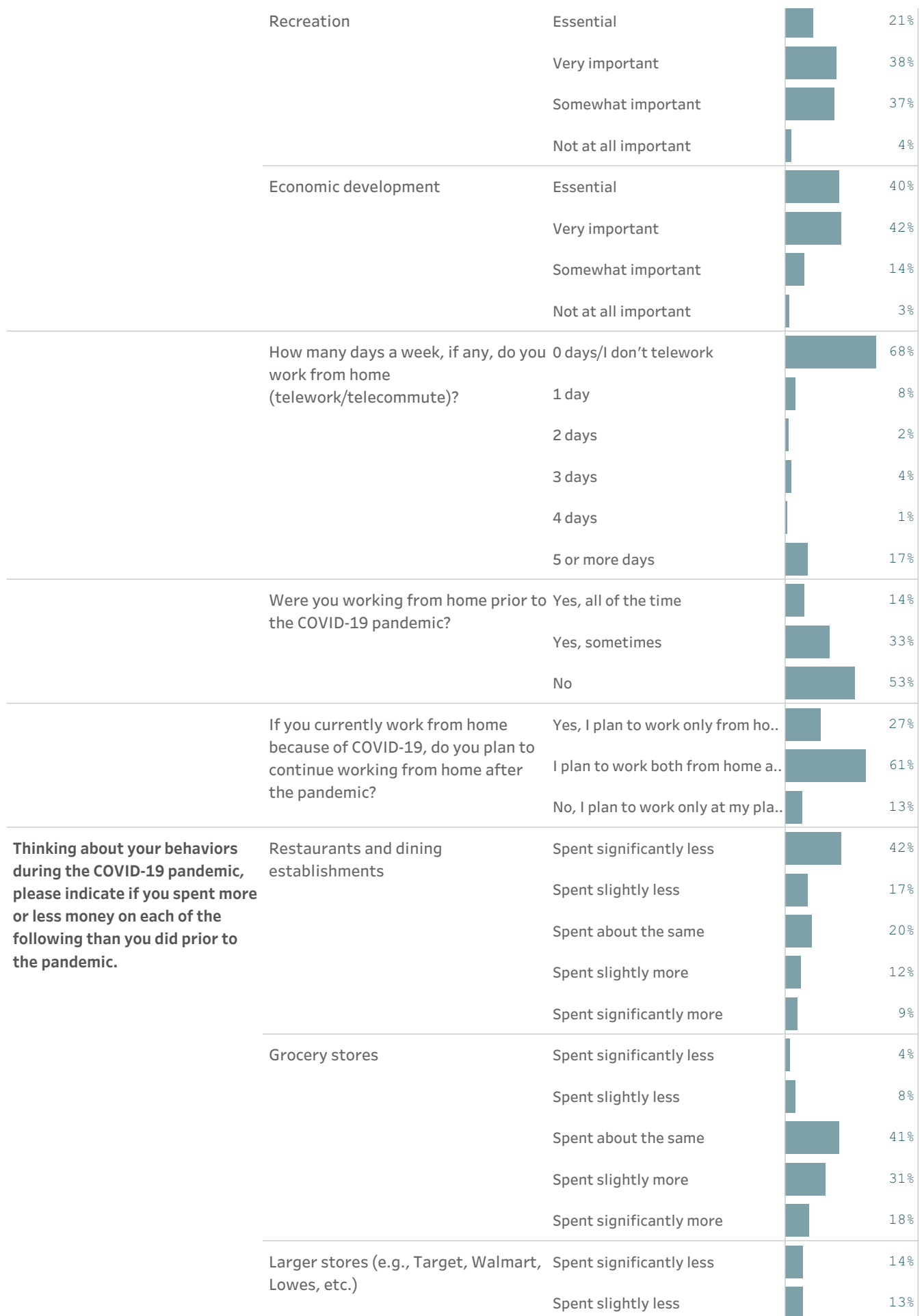
Visit social media sites	
Use or check email	
Share your opinions online	
Shop online	

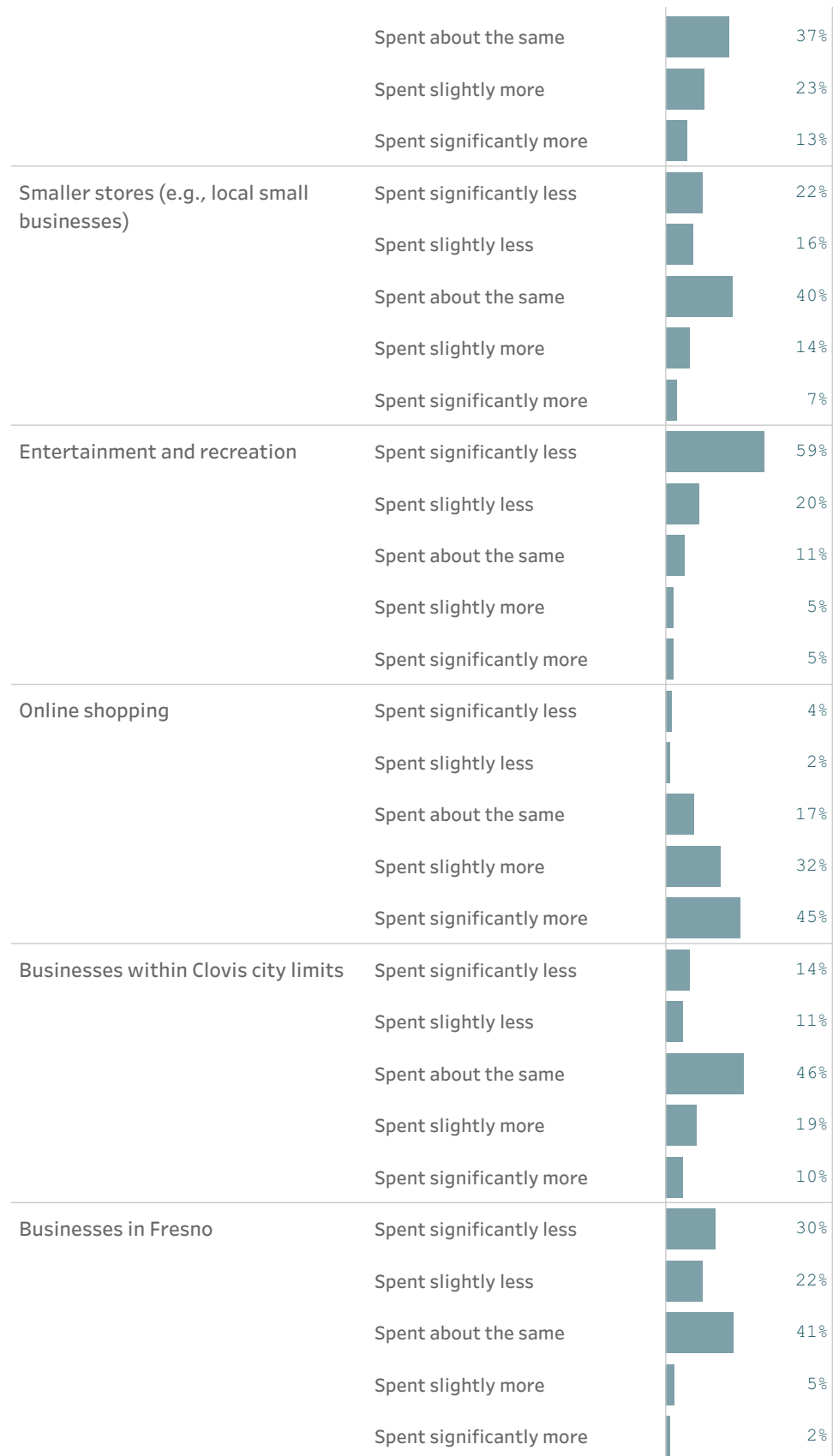
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## 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.

Please indicate how important, if at all, it is for the City of Clovis to invest in the following:	Public safety (police/fire)	Essential		67%
		Very important		30%
		Somewhat important		3%
Parks/trails		Essential		27%
		Very important		48%
		Somewhat important		24%
		Not at all important		1%
Street repair and maintenance		Essential		49%
		Very important		41%
		Somewhat important		10%
		Not at all important		0%
Senior services		Essential		29%
		Very important		49%
		Somewhat important		20%
		Not at all important		2%
Affordable housing		Essential		40%
		Very important		31%
		Somewhat important		17%
		Not at all important		12%
Land use planning		Essential		33%
		Very important		42%
		Somewhat important		23%
		Not at all important		1%
Public transportation		Essential		20%
		Very important		40%
		Somewhat important		34%
		Not at all important		6%





## National benchmark tables

This table contains the comparisons of Clovis's results to those from other communities. The first column shows the comparison of Clovis's rating to the benchmark. Clovis's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Clovis residents is statistically similar to or different than the benchmark. The second column is Clovis'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 Clovis'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 Clovis's result -- that is what percent of surveyed communities had a lower rating than Clovis.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Clovis.	Clovis as a place to live	Similar	90%	146	381	61
	Your neighborhood as a place to live	Similar	86%	151	313	52
	Clovis as a place to raise children	Similar	91%	122	382	68
	Clovis as a place to work	Higher	79%	49	365	86
	Clovis as a place to visit	Similar	63%	147	307	52
	Clovis as a place to retire	Similar	67%	192	367	47
	The overall quality of life	Similar	83%	175	423	58
	Sense of community	Similar	69%	71	315	77
Please rate each of the following characteristics as they relate to Clovis as a whole.	Overall economic health	Similar	76%	95	288	67
	Overall quality of the transportation system	Similar	65%	36	111	68
	Overall design or layout of residential and commercial areas	Similar	66%	80	282	71
	Overall quality of the utility infrastructure	Similar	81%	25	108	77
	Overall feeling of safety	Similar	80%	193	363	47
	Overall quality of natural environment	Similar	69%	226	292	22
	Overall quality of parks and recreation opportunities	Similar	76%	76	113	33
	Overall health and wellness opportunities	Similar	72%	140	283	50
	Overall opportunities for education, culture, and the arts	Similar	62%	127	286	55
	Residents' connection and engagement with their community	Similar	63%	30	109	73
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Clovis to someone who asks	Similar	84%	193	299	35
	Remain in Clovis for the next five years	Similar	86%	118	292	59
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	95%	204	348	41
	In Clovis's Old Town/commercial area during the day	Similar	92%	140	324	57

Please rate how safe or unsafe you feel:	From property crime	Similar	73%	81	119	32
	From violent crime	Similar	82%	77	119	35
	From fire, flood, or other natural disaster	Similar	90%	17	107	85
Please rate the job you feel the Clovis community does at each of the following.	Making all residents feel welcome	Similar	66%	66	113	42
	Attracting people from diverse backgrounds	Similar	51%	70	111	37
	Valuing/respecting residents from diverse backgrounds	Similar	53%	90	111	19
	Taking care of vulnerable residents	Similar	58%	60	109	45
Please rate each of the following in the Clovis community.	Overall quality of business and service establishments	Higher	81%	40	290	86
	Variety of business and service establishments	Similar	74%	21	108	81
	Vibrancy of Old Town/commercial area	Much higher	80%	16	272	94
	Employment opportunities	Higher	57%	44	319	86
	Shopping opportunities	Higher	75%	77	305	75
	Cost of living	Similar	46%	140	284	51
	Overall image or reputation	Similar	83%	87	360	76
Please also rate each of the following in the Clovis community.	Traffic flow on major streets	Similar	59%	102	336	69
	Ease of public parking	Similar	64%	105	259	59
	Ease of travel by car	Similar	79%	66	315	79
	Ease of travel by public transportation	Similar	49%	64	265	76
	Ease of travel by bicycle	Higher	66%	44	317	86
	Ease of walking	Similar	74%	97	317	69
	Well-planned residential growth	Similar	60%	38	111	66
	Well-planned commercial growth	Higher	62%	20	111	82
	Well-designed neighborhoods	Similar	69%	30	109	73
	Preservation of the historical or cultural character of the communi..	Similar	72%	23	107	79
	Public places where people want to spend time	Similar	66%	139	278	50
	Variety of housing options	Similar	49%	136	294	54
	Availability of affordable quality housing	Similar	38%	157	318	50
	Overall quality of new development	Similar	62%	67	311	78
	Overall appearance	Similar	81%	97	349	72
	Cleanliness	Similar	80%	123	319	61
	Water resources	Similar	48%	72	98	27



Please also rate each of the following in the Clovis community.	Air quality	Much lower	24%	272	272	0
	Availability of paths and walking trails	Similar	72%	113	322	65
	Fitness opportunities	Similar	75%	111	274	59
	Recreational opportunities	Similar	62%	183	305	40
	Availability of affordable quality food	Similar	75%	61	269	77
	Availability of affordable quality health care	Similar	63%	124	283	56
	Availability of preventive health services	Similar	65%	109	266	59
	Availability of affordable quality mental health care	Similar	44%	135	264	49
	Opportunities to attend cultural/arts/music activities	Similar	52%	163	302	46
	Community support for the arts	Similar	54%	61	108	44
	Availability of affordable quality childcare/preschool	Similar	56%	103	280	63
	K-12 education	Higher	80%	72	284	75
	Adult educational opportunities	Higher	75%	25	270	91
	Sense of civic/community pride	Similar	72%	20	108	82
	Neighborliness of residents	Similar	67%	116	278	58
	Opportunities to participate in social events and activities	Similar	62%	118	284	58
	Opportunities to attend special events and festivals	Similar	72%	74	291	74
	Opportunities to volunteer	Similar	65%	164	282	42
	Opportunities to participate in community matters	Similar	65%	112	286	61
	Openness and acceptance of the community toward people of dive..	Similar	51%	232	310	25
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Clovis for help or information	Similar	40%	255	338	24
	Contacted Clovis elected officials to express your opinion	Similar	8%	275	278	1
	Attended a local public meeting	Lower	8%	279	279	0
	Watched a local public meeting	Similar	27%	88	258	66
	Volunteered your time to some group/activity	Lower	18%	269	284	5
	Campaigned or advocated for a local issue, cause, or candidate	Similar	16%	213	267	20
	Voted in your most recent local election	Similar	82%	41	110	63
	Used public transportation instead of driving	Lower	12%	151	248	39
	Carpooled with other adults or children instead of driving alone	Similar	51%	43	273	84
	Walked or biked instead of driving	Similar	52%	180	277	35
Please rate the quality of each of the following	Public information services	Similar	77%	48	304	84

Please rate the quality of each of the following services in Clovis.

Economic development	Similar	63%	52	294	82
Traffic enforcement	Similar	68%	75	364	79
Traffic signal timing	Similar	54%	145	285	49
Street repair	Similar	57%	98	364	73
Street cleaning	Higher	79%	36	306	88
Street lighting	Similar	70%	53	346	84
Sidewalk maintenance	Similar	66%	87	311	72
Bus or transit services	Similar	51%	94	257	63
Land use, planning and zoning	Similar	55%	55	307	82
Code enforcement	Similar	57%	78	364	78
Affordable high-speed internet access	Similar	61%	22	106	80
Garbage collection	Similar	86%	99	340	71
Drinking water	Similar	68%	194	307	37
Sewer services	Similar	88%	39	309	87
Storm water management	Similar	78%	49	332	85
Power (electric and/or gas) utility	Similar	75%	127	224	43
Utility billing	Similar	67%	128	260	51
Police services	Similar	79%	173	415	58
Crime prevention	Similar	74%	123	363	66
Animal control	Similar	76%	49	327	85
Ambulance or emergency medical services	Similar	89%	178	324	45
Fire services	Similar	93%	124	357	65
Fire prevention and education	Similar	85%	64	296	78
Emergency preparedness	Similar	66%	127	296	57
Preservation of natural areas	Similar	56%	189	275	31
Clovis open space	Similar	57%	157	264	40
Recycling	Similar	80%	125	343	63
Yard waste pick-up	Similar	84%	55	288	81
City parks	Similar	72%	220	322	31
Recreation programs or classes	Similar	67%	166	316	47
Recreation centers or facilities	Similar	68%	149	289	48

Please rate the quality of each of the following services in Clovis.	Health services	Similar	71%	102	257	60
	Public library services	Similar	76%	267	329	18
	Overall customer service by Clovis employees	Similar	79%	134	378	64
Please rate the following categories of Clovis government performance.	The value of services for the taxes paid to Clovis	Similar	66%	58	385	85
	The overall direction that Clovis is taking	Similar	61%	122	332	63
	The job Clovis government does at welcoming resident involvement	Similar	60%	86	326	73
	Overall confidence in Clovis government	Similar	58%	92	287	68
	Generally acting in the best interest of the community	Similar	60%	109	290	62
	Being honest	Similar	60%	108	281	61
	Being open and transparent to the public	Similar	57%	52	110	53
	Informing residents about issues facing the community	Similar	56%	49	117	58
	Treating all residents fairly	Similar	55%	123	287	57
	Treating residents with respect	Similar	63%	57	108	48
Overall, how would you rate the quality of the services provided by each ..	The City of Clovis	Similar	76%	119	381	69
	The Federal Government	Similar	30%	268	271	1
Please rate how important, if at all, you think it is for the Clovis community to focus on each of the following in the coming two years.	Overall economic health	Similar	89%	121	265	54
	Overall quality of the transportation system	Similar	73%	50	107	54
	Overall design or layout of residential and commercial areas	Similar	74%	175	265	34
	Overall quality of the utility infrastructure	Similar	88%	32	106	70
	Overall feeling of safety	Higher	96%	26	265	90
	Overall quality of natural environment	Similar	82%	157	265	40
	Overall quality of parks and recreation opportunities	Similar	77%	85	107	21
	Overall health and wellness opportunities	Similar	74%	115	265	56
	Overall opportunities for education, culture, and the arts	Similar	79%	145	265	45
	Residents' connection and engagement with their community	Lower	61%	258	265	2
In general, how many times do you:	Access the internet from your home	Similar	94%	75	107	30
	Access the internet from your cell phone	Similar	95%	26	107	76
	Visit social media sites	Similar	81%	36	106	66
	Use or check email	Similar	96%	66	107	39
	Share your opinions online	Similar	28%	82	107	24
	Shop online	Similar	57%	46	107	57

Please rate your overall health.	Similar	65%	133	271	51
What impact, if any, do you think the economy will have on your fa..	Similar	26%	188	274	31

## Custom benchmark tables

This table contains the comparisons of Clovis's results to those from other Western communities with populations between 60,000-130,000 and a median household income of \$85,000 or less. The first column shows the comparison of Clovis's rating to the benchmark. Clovis's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Clovis residents is statistically similar to or different than the benchmark. The second column is Clovis'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 Clovis'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 Clovis's result -- that is what percent of surveyed communities had a lower rating than Clovis.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Clovis.	Clovis as a place to live	Higher	90%	4	22	86
	Your neighborhood as a place to live	Similar	86%	5	21	80
	Clovis as a place to raise children	Higher	91%	2	22	95
	Clovis as a place to work	Higher	79%	3	22	90
	Clovis as a place to visit	Similar	63%	8	19	63
	Clovis as a place to retire	Similar	67%	6	22	77
	The overall quality of life	Similar	83%	5	24	83
	Sense of community	Higher	69%	2	19	94
Please rate each of the following characteristics as they relate to Clovis as a whole.	Overall economic health	Higher	76%	3	18	88
	Overall quality of the transportation system	Higher	65%	2	8	87
	Overall design or layout of residential and commercial areas	Higher	66%	2	18	94
	Overall quality of the utility infrastructure	Higher	81%	1	8	100
	Overall feeling of safety	Higher	80%	4	19	84
	Overall quality of natural environment	Similar	69%	9	18	55
	Overall quality of parks and recreation opportunities	Similar	76%	3	8	75
	Overall health and wellness opportunities	Similar	72%	6	17	70
	Overall opportunities for education, culture, and the arts	Similar	62%	7	18	66
	Residents' connection and engagement with their community	Higher	63%	2	8	87
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Clovis to someone who asks	Similar	84%	7	19	68
	Remain in Clovis for the next five years	Similar	86%	5	19	78
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	95%	7	20	70
	In Clovis's Old Town/commercial area during the day	Higher	92%	2	19	94
	From property crime	Higher	73%	2	10	90

Please rate how safe or unsafe you feel:	From violent crime	Higher	82%	2	10	90
	From fire, flood, or other natural disaster	Higher	90%	2	8	87
Please rate the job you feel the Clovis community does at each of the following.	Making all residents feel welcome	Similar	66%	3	9	77
	Attracting people from diverse backgrounds	Similar	51%	4	8	62
	Valuing/respecting residents from diverse backgrounds	Similar	53%	5	8	50
	Taking care of vulnerable residents	Higher	58%	3	8	75
Please rate each of the following in the Clovis community.	Overall quality of business and service establishments	Higher	81%	2	18	94
	Variety of business and service establishments	Higher	74%	1	8	100
	Vibrancy of Old Town/commercial area	Much higher	80%	2	15	93
	Employment opportunities	Higher	57%	3	19	89
	Shopping opportunities	Higher	75%	4	18	83
	Cost of living	Similar	46%	6	17	70
	Overall image or reputation	Higher	83%	1	21	100
Please also rate each of the following in the Clovis community.	Traffic flow on major streets	Higher	59%	3	19	89
	Ease of public parking	Similar	64%	5	14	71
	Ease of travel by car	Higher	79%	2	19	94
	Ease of travel by public transportation	Similar	49%	7	18	66
	Ease of travel by bicycle	Higher	66%	3	19	89
	Ease of walking	Higher	74%	2	19	94
	Well-planned residential growth	Higher	60%	2	8	87
	Well-planned commercial growth	Higher	62%	1	8	100
	Well-designed neighborhoods	Higher	69%	3	9	77
	Preservation of the historical or cultural character of the communi..	Higher	72%	2	8	87
	Public places where people want to spend time	Similar	66%	6	17	70
	Variety of housing options	Similar	49%	4	17	82
	Availability of affordable quality housing	Similar	38%	5	18	77
	Overall quality of new development	Higher	62%	3	17	88
	Overall appearance	Higher	81%	3	19	89
	Cleanliness	Higher	80%	3	18	88
	Water resources	Similar	48%	4	7	57
	Air quality	Much lower	24%	18	18	5

<b>Please also rate each of the following in the Clovis community.</b>	Availability of paths and walking trails	Similar	72%	5	19	78
	Fitness opportunities	Similar	75%	5	17	76
	Recreational opportunities	Similar	62%	7	18	66
	Availability of affordable quality food	Similar	75%	2	16	93
	Availability of affordable quality health care	Similar	63%	5	18	77
	Availability of preventive health services	Similar	65%	5	17	76
	Availability of affordable quality mental health care	Similar	44%	8	17	58
	Opportunities to attend cultural/arts/music activities	Similar	52%	12	19	42
	Community support for the arts	Similar	54%	4	8	62
	Availability of affordable quality childcare/preschool	Higher	56%	1	17	100
	K-12 education	Much higher	80%	2	17	94
	Adult educational opportunities	Higher	75%	2	16	93
	Sense of civic/community pride	Higher	72%	1	8	100
	Neighborliness of residents	Similar	67%	4	18	83
	Opportunities to participate in social events and activities	Similar	62%	6	19	73
	Opportunities to attend special events and festivals	Higher	72%	3	17	88
	Opportunities to volunteer	Similar	65%	8	17	58
	Opportunities to participate in community matters	Similar	65%	6	17	70
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	51%	14	19	31
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Clovis for help or information	Similar	40%	14	19	31
	Contacted Clovis elected officials to express your opinion	Lower	8%	16	17	11
	Attended a local public meeting	Lower	8%	17	17	5
	Watched a local public meeting	Similar	27%	8	16	56
	Volunteered your time to some group/activity	Much lower	18%	17	17	5
	Campaigned or advocated for a local issue, cause, or candidate	Similar	16%	15	17	17
	Voted in your most recent local election	Similar	82%	4	8	62
	Used public transportation instead of driving	Lower	12%	13	17	29
	Carpooled with other adults or children instead of driving alone	Similar	51%	9	17	52
	Walked or biked instead of driving	Similar	52%	10	17	47
<b>Please rate the quality of each of the following services in Clovis.</b>	Public information services	Higher	77%	2	17	94
	Economic development	Higher	63%	2	19	94

Please rate the quality of each of the following services in Clovis.

Traffic enforcement	Higher	68%	2	20	95
Traffic signal timing	Similar	54%	5	18	77
Street repair	Higher	57%	2	21	95
Street cleaning	Higher	79%	1	19	100
Street lighting	Higher	70%	2	18	94
Sidewalk maintenance	Higher	66%	4	15	80
Bus or transit services	Similar	51%	6	17	70
Land use, planning and zoning	Higher	55%	2	19	94
Code enforcement	Higher	57%	3	20	90
Affordable high-speed internet access	Higher	61%	1	7	100
Garbage collection	Similar	86%	7	18	66
Drinking water	Similar	68%	10	16	43
Sewer services	Similar	88%	1	19	100
Storm water management	Higher	78%	2	17	94
Power (electric and/or gas) utility	Similar	75%	4	12	75
Utility billing	Similar	67%	5	18	77
Police services	Higher	79%	3	21	90
Crime prevention	Higher	74%	2	20	95
Animal control	Higher	76%	1	20	100
Ambulance or emergency medical services	Similar	89%	5	19	78
Fire services	Similar	93%	5	21	80
Fire prevention and education	Higher	85%	2	19	94
Emergency preparedness	Higher	66%	4	18	83
Preservation of natural areas	Similar	56%	10	19	52
Clovis open space	Similar	57%	8	17	58
Recycling	Higher	80%	4	18	83
Yard waste pick-up	Higher	84%	1	15	100
City parks	Similar	72%	6	17	70
Recreation programs or classes	Similar	67%	8	20	65
Recreation centers or facilities	Similar	68%	5	18	77
Health services	Similar	71%	4	16	81






























































Please rate the quality of each of the following services in Clovis.	Public library services	Similar	76%	15	21	30
	Overall customer service by Clovis employees	Similar	79%	4	20	85
Please rate the following categories of Clovis government performance.	The value of services for the taxes paid to Clovis	Higher	66%	1	21	100
	The overall direction that Clovis is taking	Similar	61%	6	20	75
	The job Clovis government does at welcoming resident involvement	Higher	60%	2	22	95
	Overall confidence in Clovis government	Higher	58%	3	19	89
	Generally acting in the best interest of the community	Higher	60%	3	18	88
	Being honest	Similar	60%	4	16	81
	Being open and transparent to the public	Higher	57%	2	9	88
	Informing residents about issues facing the community	Higher	56%	2	9	88
	Treating all residents fairly	Similar	55%	5	18	77
	Treating residents with respect	Similar	63%	2	8	87
Overall, how would you rate the quality of the services provided by each ..	The City of Clovis	Higher	76%	3	23	91
	The Federal Government	Similar	30%	16	17	11
Please rate how important, if at all, you think it is for the Clovis community to focus on each of the following in the coming two years.	Overall economic health	Similar	89%	9	16	50
	Overall quality of the transportation system	Similar	73%	4	8	62
	Overall design or layout of residential and commercial areas	Similar	74%	9	16	50
	Overall quality of the utility infrastructure	Similar	88%	3	8	75
	Overall feeling of safety	Similar	96%	3	16	87
	Overall quality of natural environment	Similar	82%	10	16	43
	Overall quality of parks and recreation opportunities	Similar	77%	5	8	50
	Overall health and wellness opportunities	Similar	74%	8	16	56
	Overall opportunities for education, culture, and the arts	Similar	79%	9	16	50
In general, how many times do you:	Residents' connection and engagement with their community	Similar	61%	15	16	12
	Access the internet from your home	Similar	94%	5	8	50
	Access the internet from your cell phone	Similar	95%	2	8	87
	Visit social media sites	Similar	81%	2	8	87
	Use or check email	Similar	96%	4	8	62
	Share your opinions online	Similar	28%	7	8	25
	Shop online	Similar	57%	3	8	75
	Please rate your overall health.	Similar	65%	6	17	70
































	What impact, if any, do you think the economy will have on your fa..	Similar	26%	9	17	52
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## 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.
































<b>Please rate each of the following aspects of quality of life in Clovis.</b>	Clovis as a place to live	Excellent		44%
		Good		45%
		Fair		10%
		Poor		1%
	Your neighborhood as a place to live	Excellent		41%
		Good		45%
		Fair		12%
		Poor		2%
	Clovis as a place to raise children	Excellent		47%
		Good		44%
		Fair		5%
		Poor		3%
	Clovis as a place to work	Excellent		38%
		Good		42%
		Fair		18%
		Poor		3%
	Clovis as a place to visit	Excellent		25%
		Good		38%
		Fair		30%
		Poor		7%
	Clovis as a place to retire	Excellent		28%
		Good		38%
		Fair		20%
		Poor		14%
	The overall quality of life	Excellent		34%
		Good		49%
		Fair		16%
		Poor		1%

<b>Please rate each of the following aspects of quality of life in Clovis.</b>	Sense of community	Excellent		31%
		Good		38%
		Fair		25%
		Poor		7%
<b>Please rate each of the following characteristics as they relate to Clovis as a whole.</b>	Overall economic health	Excellent		21%
		Good		55%
		Fair		21%
		Poor		3%
	Overall quality of the transportation system	Excellent		21%
		Good		44%
		Fair		23%
		Poor		13%
	Overall design or layout of residential and commercial areas	Excellent		21%
		Good		46%
		Fair		31%
		Poor		3%
	Overall quality of the utility infrastructure	Excellent		30%
		Good		50%
		Fair		15%
		Poor		4%
	Overall feeling of safety	Excellent		37%
		Good		44%
		Fair		13%
		Poor		7%
	Overall quality of natural environment	Excellent		19%
		Good		49%
		Fair		26%
		Poor		5%
	Overall quality of parks and recreation opportunities	Excellent		28%
		Good		48%
		Fair		21%

<b>Please rate each of the following characteristics as they relate to Clovis as a whole.</b>	Overall quality of parks and recreation opportunities	Poor		3%
	Overall health and wellness opportunities	Excellent		26%
		Good		46%
		Fair		23%
		Poor		5%
	Overall opportunities for education, culture, and the arts	Excellent		29%
		Good		33%
		Fair		31%
		Poor		7%
	Residents' connection and engagement with their community	Excellent		19%
		Good		44%
		Fair		31%
		Poor		6%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Clovis to someone who asks	Very likely		56%
		Somewhat likely		28%
		Somewhat unlikely		12%
		Very unlikely		4%
	Remain in Clovis for the next five years	Very likely		59%
		Somewhat likely		27%
		Somewhat unlikely		5%
		Very unlikely		9%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		69%
		Somewhat safe		26%
		Neither safe nor unsafe		1%
		Somewhat unsafe		3%
		Very unsafe		1%
	In Clovis's Old Town/commercial area during the day	Very safe		68%
		Somewhat safe		24%
		Neither safe nor unsafe		4%
		Somewhat unsafe		4%
	From property crime	Very safe		27%

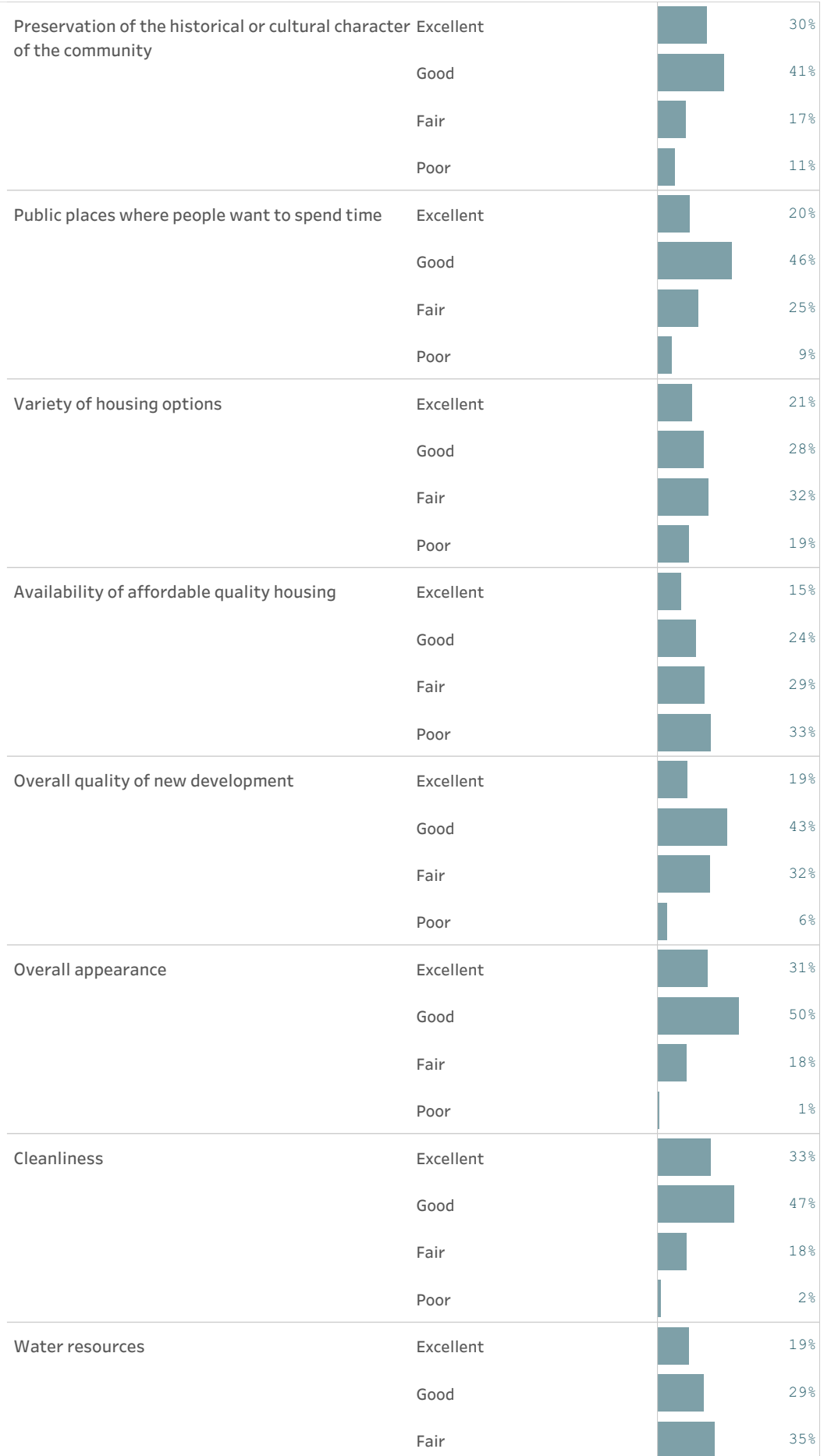
<b>Please rate how safe or unsafe you feel:</b>	From property crime	Somewhat safe		46%
		Neither safe nor unsafe		12%
		Somewhat unsafe		12%
		Very unsafe		4%
	From violent crime	Very safe		51%
		Somewhat safe		32%
		Neither safe nor unsafe		8%
		Somewhat unsafe		6%
		Very unsafe		2%
	From fire, flood, or other natural disaster	Very safe		60%
		Somewhat safe		30%
		Neither safe nor unsafe		8%
		Somewhat unsafe		2%
<b>Please rate the job you feel the Clovis community does at each of the following.</b>	Making all residents feel welcome	Excellent		25%
		Good		41%
		Fair		24%
		Poor		10%
	Attracting people from diverse backgrounds	Excellent		26%
		Good		25%
		Fair		29%
		Poor		21%
	Valuing/respecting residents from diverse backgrounds	Excellent		25%
		Good		28%
		Fair		22%
		Poor		25%
	Taking care of vulnerable residents	Excellent		20%
		Good		39%
		Fair		27%
		Poor		15%
<b>Please rate each of the following in the Clovis community.</b>	Overall quality of business and service establishments	Excellent		29%
		Good		52%

<b>Please rate each of the following in the Clovis community.</b>	Overall quality of business and service establishments	Fair		18%
		Poor		1%
	Variety of business and service establishments	Excellent		27%
		Good		47%
		Fair		23%
		Poor		3%
	Vibrancy of Old Town/commercial area	Excellent		38%
		Good		42%
		Fair		19%
		Poor		1%
	Employment opportunities	Excellent		23%
		Good		33%
		Fair		37%
		Poor		7%
	Shopping opportunities	Excellent		23%
		Good		52%
		Fair		17%
		Poor		8%
	Cost of living	Excellent		15%
		Good		31%
		Fair		29%
		Poor		25%
	Overall image or reputation	Excellent		33%
		Good		50%
		Fair		13%
		Poor		3%
<b>Please also rate each of the following in the Clovis community.</b>	Traffic flow on major streets	Excellent		15%
		Good		43%
		Fair		27%
		Poor		14%
	Ease of public parking	Excellent		19%
































Please also rate each of the following in the Clovis community.	Ease of public parking	Good		45%
		Fair		25%
		Poor		11%
	Ease of travel by car	Excellent		33%
		Good		46%
		Fair		16%
		Poor		5%
	Ease of travel by public transportation	Excellent		21%
		Good		28%
		Fair		27%
		Poor		24%
	Ease of travel by bicycle	Excellent		27%
		Good		39%
		Fair		32%
		Poor		2%
	Ease of walking	Excellent		26%
		Good		48%
		Fair		23%
		Poor		3%
	Well-planned residential growth	Excellent		19%
		Good		40%
		Fair		26%
		Poor		14%
	Well-planned commercial growth	Excellent		19%
		Good		44%
		Fair		26%
		Poor		12%
	Well-designed neighborhoods	Excellent		23%
		Good		46%
		Fair		25%
		Poor		6%

































































Please also rate each of the following in the Clovis community.

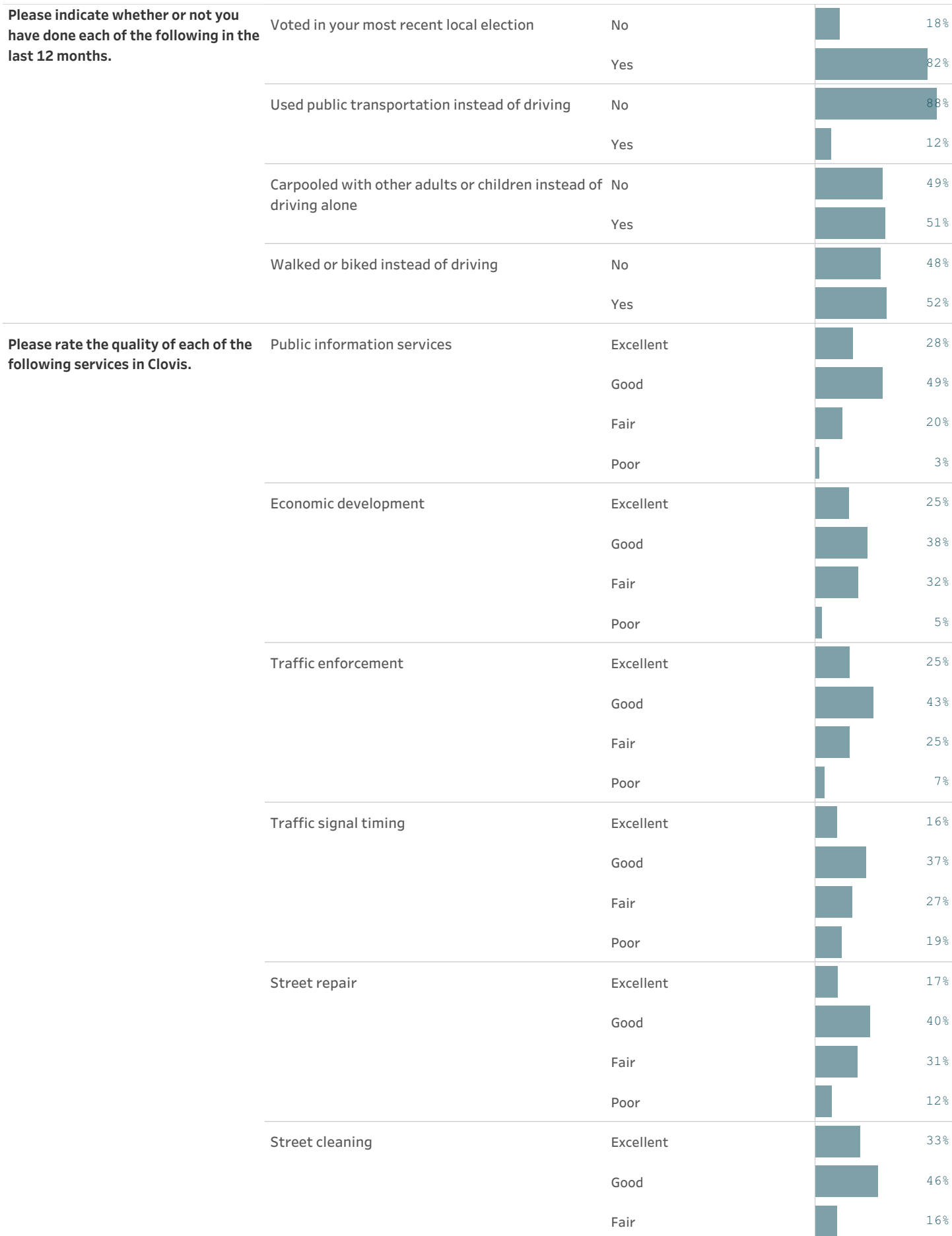

































Please also rate each of the following in the Clovis community.

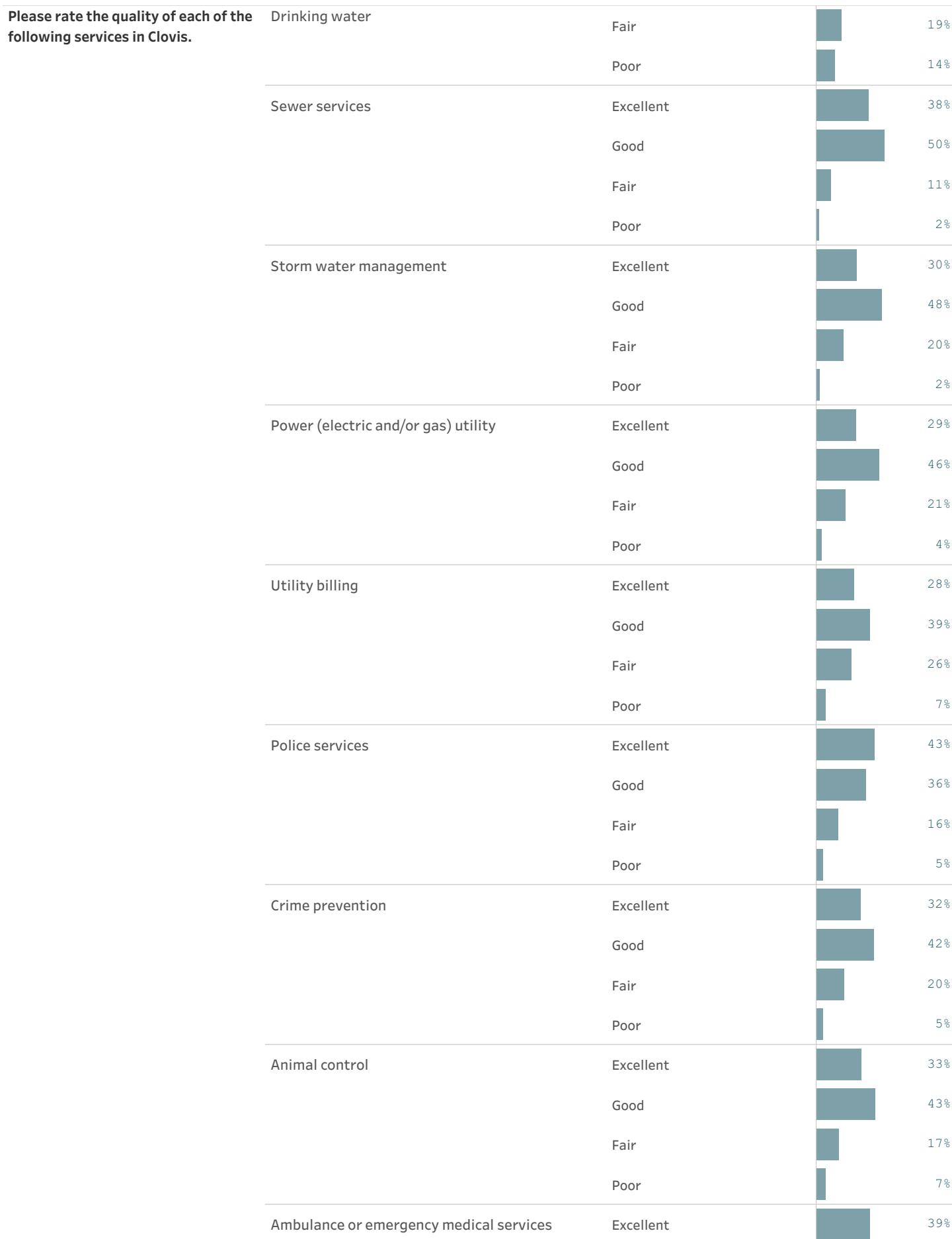
Water resources	Poor		17%
Air quality	Excellent		7%
	Good		16%
	Fair		30%
	Poor		46%
Availability of paths and walking trails	Excellent		34%
	Good		38%
	Fair		23%
	Poor		4%
Fitness opportunities	Excellent		28%
	Good		47%
	Fair		21%
	Poor		4%
Recreational opportunities	Excellent		22%
	Good		40%
	Fair		30%
	Poor		8%
Availability of affordable quality food	Excellent		28%
	Good		46%
	Fair		19%
	Poor		6%
Availability of affordable quality health care	Excellent		25%
	Good		39%
	Fair		27%
	Poor		10%
Availability of preventive health services	Excellent		24%
	Good		41%
	Fair		30%
	Poor		5%
Availability of affordable quality mental health care	Excellent		20%
	Good		24%

<b>Please also rate each of the following in the Clovis community.</b>	Availability of affordable quality mental health care	Fair		27%
		Poor		29%
	Opportunities to attend cultural/arts/music activities	Excellent		18%
		Good		33%
		Fair		35%
		Poor		13%
	Community support for the arts	Excellent		21%
		Good		32%
		Fair		27%
		Poor		20%
	Availability of affordable quality childcare/preschool	Excellent		26%
		Good		30%
		Fair		23%
		Poor		21%
	K-12 education	Excellent		48%
		Good		31%
		Fair		15%
		Poor		6%
	Adult educational opportunities	Excellent		31%
		Good		43%
		Fair		21%
		Poor		4%
	Sense of civic/community pride	Excellent		30%
		Good		42%
		Fair		25%
		Poor		4%
	Neighborliness of residents	Excellent		19%
		Good		48%
		Fair		27%
		Poor		6%
	Opportunities to participate in social events and activities	Excellent		18%

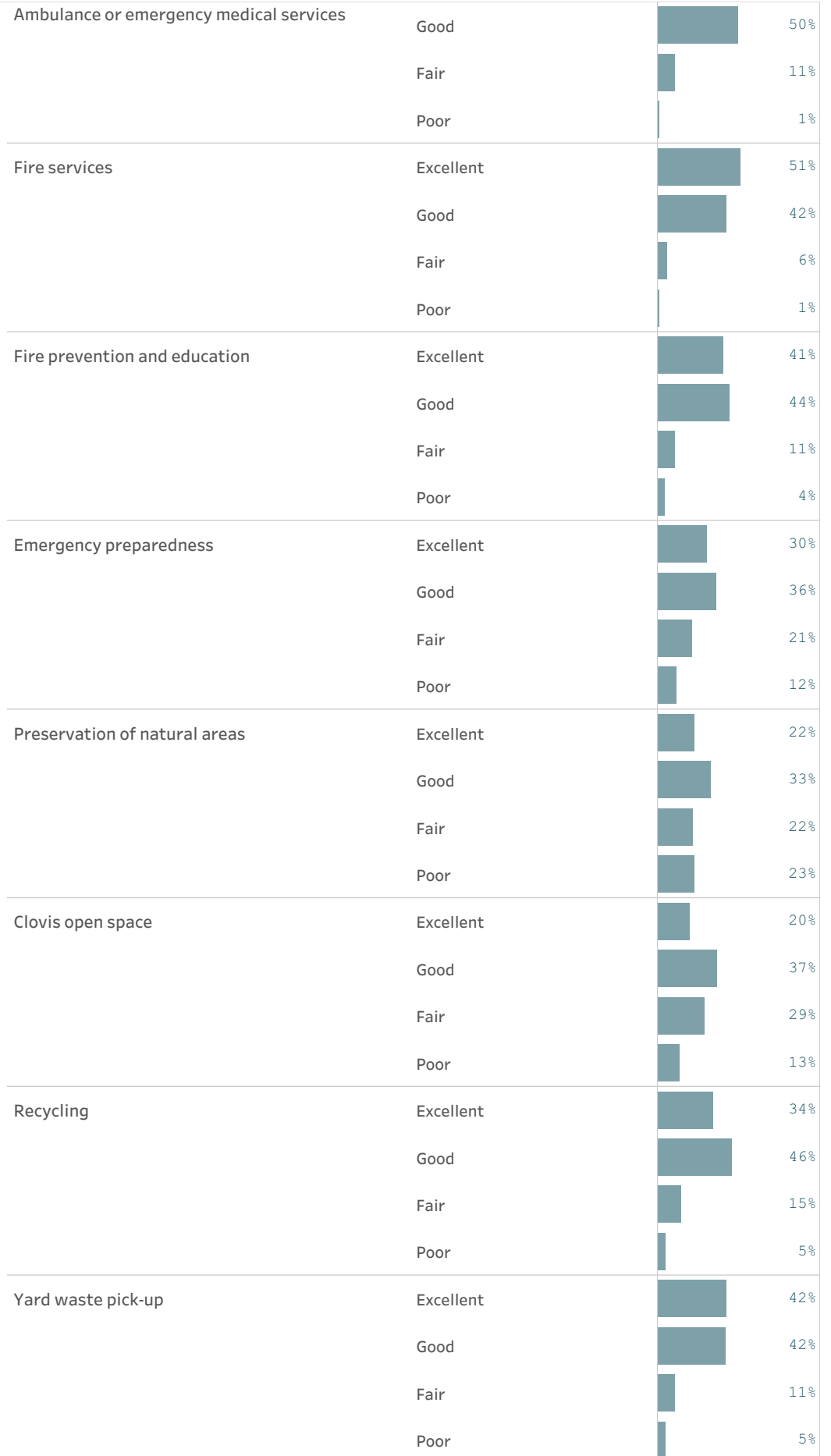
<b>Please also rate each of the following in the Clovis community.</b>	Opportunities to participate in social events and activities	Good		44%
		Fair		32%
		Poor		6%
	Opportunities to attend special events and festivals	Excellent		29%
		Good		44%
		Fair		22%
		Poor		6%
	Opportunities to volunteer	Excellent		22%
		Good		43%
		Fair		26%
		Poor		9%
	Opportunities to participate in community matters	Excellent		22%
		Good		43%
		Fair		25%
		Poor		10%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		21%
		Good		30%
		Fair		26%
		Poor		23%
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Clovis for help or information	No		59%
		Yes		41%
	Contacted Clovis elected officials to express your opinion	No		92%
		Yes		8%
	Attended a local public meeting	No		92%
		Yes		8%
	Watched a local public meeting	No		72%
		Yes		28%
	Volunteered your time to some group/activity	No		82%
		Yes		18%
	Campaigned or advocated for a local issue, cause, or candidate	No		84%
		Yes		16%


































Please rate the quality of each of the following services in Clovis.	Street cleaning	Poor		6%
	Street lighting	Excellent		30%
		Good		39%
		Fair		25%
		Poor		6%
	Sidewalk maintenance	Excellent		19%
		Good		47%
		Fair		24%
		Poor		11%
	Bus or transit services	Excellent		22%
		Good		29%
		Fair		32%
		Poor		17%
	Land use, planning and zoning	Excellent		22%
		Good		33%
		Fair		31%
		Poor		14%
	Code enforcement	Excellent		19%
		Good		38%
		Fair		34%
		Poor		10%
	Affordable high-speed internet access	Excellent		20%
		Good		41%
		Fair		28%
		Poor		11%
	Garbage collection	Excellent		41%
		Good		45%
		Fair		12%
		Poor		2%
	Drinking water	Excellent		27%
		Good		41%

































































**Please rate the quality of each of the following services in Clovis.**



































































Please rate the quality of each of the following services in Clovis.	City parks	Excellent		27%
		Good		45%
		Fair		24%
		Poor		4%
	Recreation programs or classes	Excellent		27%
		Good		41%
		Fair		24%
		Poor		8%
	Recreation centers or facilities	Excellent		23%
		Good		46%
		Fair		24%
		Poor		8%
	Health services	Excellent		25%
		Good		46%
		Fair		22%
		Poor		7%
	Public library services	Excellent		34%
		Good		42%
		Fair		18%
		Poor		6%
	Overall customer service by Clovis employees	Excellent		35%
		Good		44%
		Fair		14%
		Poor		6%
Please rate the following categories of Clovis government performance.	The value of services for the taxes paid to Clovis	Excellent		21%
		Good		45%
		Fair		25%
		Poor		9%
	The overall direction that Clovis is taking	Excellent		19%
		Good		42%
		Fair		28%

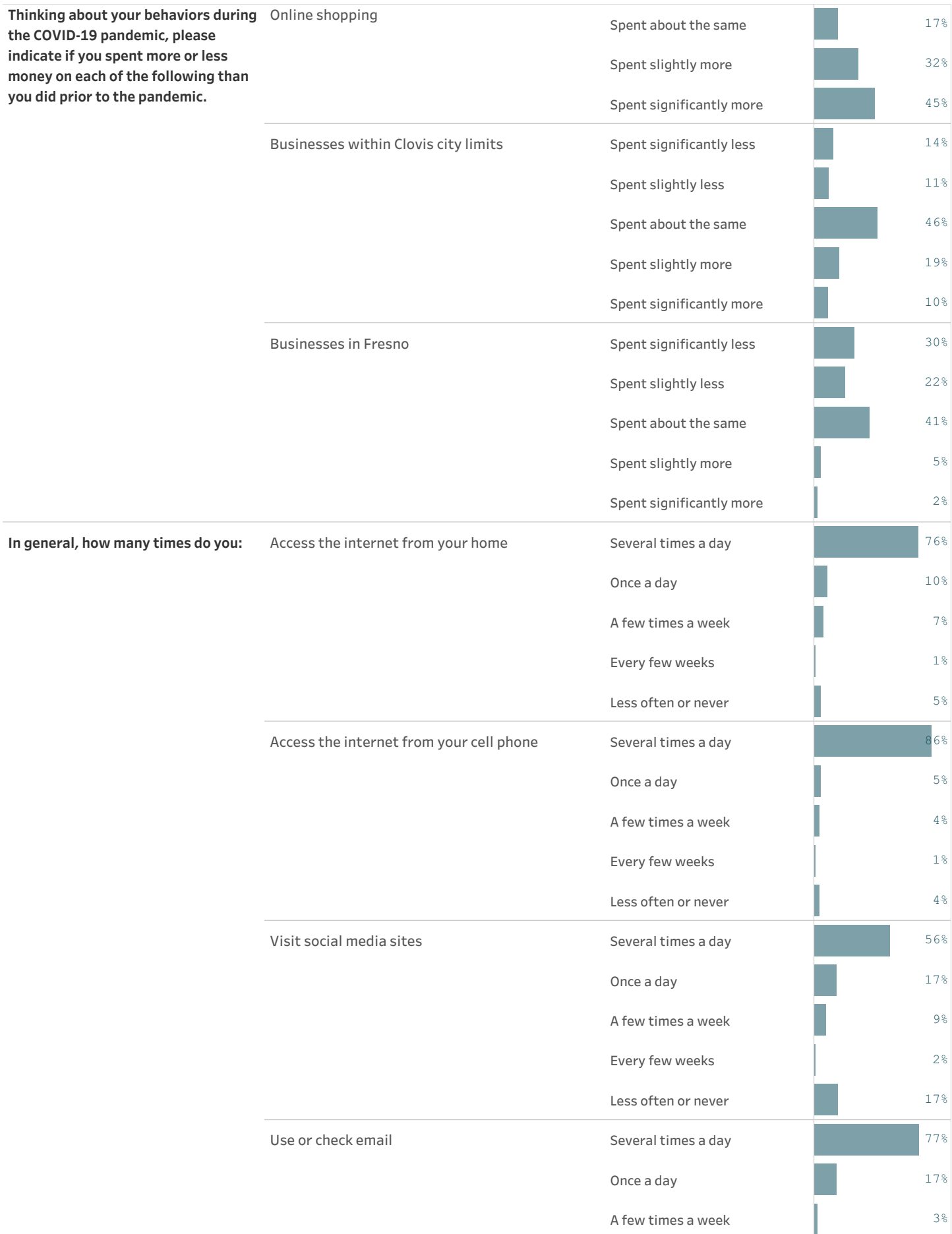
Please rate the following categories of Clovis government performance.	The overall direction that Clovis is taking	Poor		11%
	The job Clovis government does at welcoming resident involvement	Excellent		21%
		Good		39%
		Fair		24%
		Poor		16%
	Overall confidence in Clovis government	Excellent		19%
		Good		39%
		Fair		32%
		Poor		11%
	Generally acting in the best interest of the community	Excellent		21%
		Good		39%
		Fair		28%
		Poor		12%
	Being honest	Excellent		22%
		Good		37%
		Fair		27%
		Poor		13%
	Being open and transparent to the public	Excellent		21%
		Good		35%
		Fair		26%
		Poor		17%
	Informing residents about issues facing the community	Excellent		17%
		Good		40%
		Fair		28%
		Poor		15%
	Treating all residents fairly	Excellent		25%
		Good		30%
		Fair		30%
		Poor		14%
	Treating residents with respect	Excellent		26%
		Good		37%

<b>Please rate the following categories of Clovis government performance.</b>	Treating residents with respect	Fair		29%
		Poor		8%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Clovis	Excellent		30%
		Good		46%
		Fair		21%
		Poor		3%
	The Federal Government	Excellent		7%
		Good		22%
		Fair		29%
		Poor		42%
<b>Please rate how important, if at all, you think it is for the Clovis community to focus on each of the following in the coming two years.</b>	Overall economic health	Essential		48%
		Very important		41%
		Somewhat important		10%
		Not at all important		1%
	Overall quality of the transportation system	Essential		31%
		Very important		42%
		Somewhat important		25%
		Not at all important		2%
	Overall design or layout of residential and commercial areas	Essential		32%
		Very important		42%
		Somewhat important		21%
		Not at all important		5%
	Overall quality of the utility infrastructure	Essential		54%
		Very important		35%
		Somewhat important		11%
		Not at all important		0%
	Overall feeling of safety	Essential		64%
		Very important		32%
		Somewhat important		4%
		Not at all important		0%
	Overall quality of natural environment	Essential		34%

Please rate how important, if at all, you think it is for the Clovis community to focus on each of the following in the coming two years.	Overall quality of natural environment	Very important		48%
		Somewhat important		17%
		Not at all important		1%
	Overall quality of parks and recreation opportunities	Essential		26%
		Very important		51%
		Somewhat important		23%
		Not at all important		0%
	Overall health and wellness opportunities	Essential		34%
		Very important		40%
		Somewhat important		23%
		Not at all important		3%
	Overall opportunities for education, culture, and the arts	Essential		31%
		Very important		48%
		Somewhat important		18%
		Not at all important		4%
	Residents' connection and engagement with their community	Essential		19%
		Very important		42%
		Somewhat important		34%
		Not at all important		5%
Please indicate how important, if at all, it is for the City of Clovis to invest in the following:	Economic development	Essential		40%
		Very important		42%
		Somewhat important		14%
		Not at all important		3%
	Public safety (police/fire)	Essential		67%
		Very important		30%
		Somewhat important		3%
	Parks/trails	Essential		27%
		Very important		48%
		Somewhat important		24%
		Not at all important		1%
	Street repair and maintenance	Essential		49%
































Please indicate how important, if at all, it is for the City of Clovis to invest in the following:	Street repair and maintenance	Very important	<div></div>	41%
		Somewhat important	<div></div>	10%
		Not at all important	<div></div>	0%
	Senior services	Essential	<div></div>	29%
		Very important	<div></div>	49%
		Somewhat important	<div></div>	20%
		Not at all important	<div></div>	2%
	Affordable housing	Essential	<div></div>	40%
		Very important	<div></div>	31%
		Somewhat important	<div></div>	17%
		Not at all important	<div></div>	12%
	Land use planning	Essential	<div></div>	33%
		Very important	<div></div>	42%
		Somewhat important	<div></div>	23%
		Not at all important	<div></div>	1%
	Public transportation	Essential	<div></div>	20%
		Very important	<div></div>	40%
		Somewhat important	<div></div>	34%
		Not at all important	<div></div>	6%
	Recreation	Essential	<div></div>	21%
		Very important	<div></div>	38%
		Somewhat important	<div></div>	37%
		Not at all important	<div></div>	4%
How many days a week, if any, do you work from home (telework/telecommute)?	0 days/I don't telework	<div></div>	68%	
	1 day	<div></div>	8%	
	2 days	<div></div>	2%	
	3 days	<div></div>	4%	
	4 days	<div></div>	1%	
	5 or more days	<div></div>	17%	
Were you working from home prior to the COVID-19 pandemic?	Yes, all of the time	<div></div>	14%	
	Yes, sometimes	<div></div>	33%	

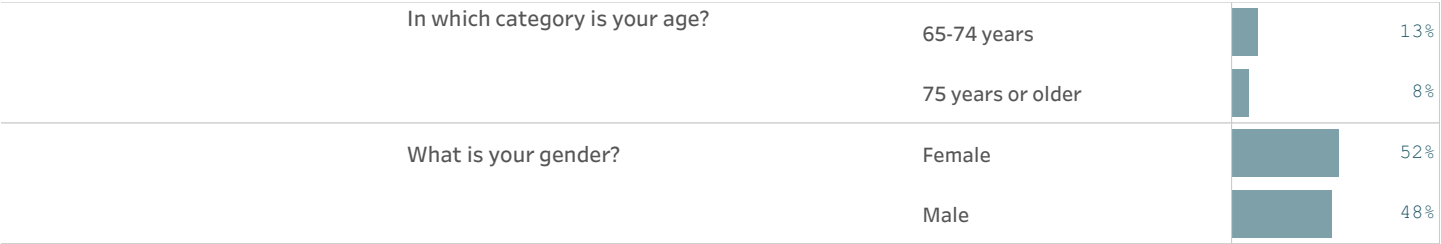
Thinking about your behaviors during the COVID-19 pandemic, please indicate if you spent more or less money on each of the following than you did prior to the pandemic.	Were you working from home prior to the COVID-19 pandemic?	No		53%
	If you currently work from home because of COVID-19, do you plan to continue working from home after the pandemic?	Yes, I plan to work only from home		27%
		I plan to work both from home and my place of business		61%
		No, I plan to work only at my place of business		13%
	Restaurants and dining establishments	Spent significantly less		42%
		Spent slightly less		17%
		Spent about the same		20%
		Spent slightly more		12%
		Spent significantly more		9%
	Grocery stores	Spent significantly less		4%
		Spent slightly less		8%
		Spent about the same		41%
		Spent slightly more		31%
		Spent significantly more		18%
	Larger stores (e.g., Target, Walmart, Lowes, etc.)	Spent significantly less		14%
		Spent slightly less		13%
		Spent about the same		37%
		Spent slightly more		23%
		Spent significantly more		13%
	Smaller stores (e.g., local small businesses)	Spent significantly less		22%
		Spent slightly less		16%
		Spent about the same		40%
		Spent slightly more		14%
		Spent significantly more		7%
	Entertainment and recreation	Spent significantly less		59%
		Spent slightly less		20%
		Spent about the same		11%
		Spent slightly more		5%
		Spent significantly more		5%
	Online shopping	Spent significantly less		4%
		Spent slightly less		2%



In general, how many times do you:	Use or check email	Less often or never	<div></div>	4%
	Share your opinions online	Several times a day	<div></div>	12%
		Once a day	<div></div>	4%
		A few times a week	<div></div>	12%
		Every few weeks	<div></div>	16%
		Less often or never	<div></div>	56%
	Shop online	Several times a day	<div></div>	15%
		Once a day	<div></div>	7%
		A few times a week	<div></div>	34%
		Every few weeks	<div></div>	33%
		Less often or never	<div></div>	10%
	Please rate your overall health.	Excellent	<div></div>	23%
		Very good	<div></div>	42%
		Good	<div></div>	26%
		Fair	<div></div>	8%
Poor		<div></div>	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	<div></div>	5%	
	Somewhat positive	<div></div>	21%	
	Neutral	<div></div>	44%	
	Somewhat negative	<div></div>	21%	
	Very negative	<div></div>	9%	
How many years have you lived in Clovis?	Less than 2 years	<div></div>	9%	
	2-5 years	<div></div>	18%	
	6-10 years	<div></div>	14%	
	11-20 years	<div></div>	18%	
	More than 20 years	<div></div>	40%	
Which best describes the building you live in?	One family house detached from any other houses	<div></div>	73%	
	Building with two or more homes (duplex, townhome, apa..	<div></div>	24%	
	Mobile home	<div></div>	0%	
	Other	<div></div>	2%	
Do you rent or own your home?	Rent	<div></div>	36%	



Do you rent or own your home?	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		4%
	\$500 to \$999		14%
	\$1,000 to \$1,499		24%
	\$1,500 to \$1,999		28%
	\$2,000 to \$2,499		14%
	\$2,500 to \$2,999		9%
	\$3,000 to \$3,499		3%
	\$3,500 or more		4%
Do any children 17 or under live in your household?	No		67%
	Yes		33%
Are you or any other members of your household aged 65 or older?	No		71%
	Yes		29%
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		11%
	\$25,000 to \$49,999		24%
	\$50,000 to \$74,999		13%
	\$75,000 to \$99,999		13%
	\$100,000 to \$149,999		19%
	\$150,000 or more		21%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		74%
	Yes, I consider myself to be Spanish, Hispanic, or Latino		26%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		5%
	Asian, Asian Indian, or Pacific Islander		9%
	Black or African American		5%
	White		80%
	Other		11%
In which category is your age?	18-24 years		13%
	25-34 years		19%
	35-44 years		17%
	45-54 years		18%
	55-64 years		11%



## Full trends

This table contains the trends over time for the City of Clovis. 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 2019 and 2021 surveys is greater than 8 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.

		2013	2015	2017	2019	2021
<b>Please rate each of the following aspects of quality of life in Clovis.</b>	Clovis as a place to live	90%	93%	95%	97%	90%
	Your neighborhood as a place to live	80%	83%	87%	88%	86%
	Clovis as a place to raise children	90%	92%	89%	94%	91%
	Clovis as a place to work	76%	81%	73%	88%	79%
	Clovis as a place to visit		68%	68%	73%	63%
	Clovis as a place to retire	73%	76%	74%	77%	67%
	The overall quality of life	88%	90%	89%	92%	83%
	Sense of community	77%	77%	70%	76%	69%
<b>Please rate each of the following characteristics as they relate to Clovis as a whole.</b>	Overall economic health	81%	80%	84%		76%
	Overall quality of the transportation system					65%
	Overall design or layout of residential and commercial areas	81%	79%	76%		66%
	Overall quality of the utility infrastructure					81%
	Overall feeling of safety	90%	91%	88%		80%
	Overall quality of natural environment	65%	79%	80%	81%	69%
	Overall quality of parks and recreation opportunities					76%
	Overall health and wellness opportunities	78%	79%	75%		72%
	Overall opportunities for education, culture, and the arts	87%	80%	83%		62%
	Residents’ connection and engagement with their community					63%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Clovis to someone who asks	94%	96%	98%	96%	84%
	Remain in Clovis for the next five years	89%	93%	86%	93%	86%
<b>Please rate how safe or unsafe you feel.</b>	In your neighborhood during the day	93%	92%	96%	94%	95%

<b>Please rate how safe or unsafe you feel:</b>	In Clovis's Old Town/commercial area during the day	92%	96%	94%	95%	92%
	From property crime	69%				73%
	From violent crime	81%				82%
	From fire, flood, or other natural disaster					90%
<b>Please rate the job you feel the Clovis community does at each of the following.</b>	Making all residents feel welcome					66%
	Attracting people from diverse backgrounds					51%
	Valuing/respecting residents from diverse backgrounds					53%
	Taking care of vulnerable residents					58%
<b>Please rate each of the following in the Clovis community.</b>	Overall quality of business and service establishments	71%	75%	76%	78%	81%
	Variety of business and service establishments					74%
	Vibrancy of Old Town/commercial area		72%	70%	73%	80%
	Employment opportunities	42%	56%	45%	58%	57%
	Shopping opportunities	70%	72%	80%	76%	75%
	Cost of living		57%	47%	50%	46%
	Overall image or reputation	81%	91%	91%	91%	83%
<b>Please also rate each of the following in the Clovis community.</b>	Traffic flow on major streets	56%	67%	70%	62%	59%
	Ease of public parking		68%	60%	71%	64%
	Ease of travel by car	75%	79%	80%	81%	79%
	Ease of travel by public transportation		54%	54%	69%	49%
	Ease of travel by bicycle	72%	78%	71%	71%	66%
	Ease of walking	75%	83%	84%	79%	74%
	Well-planned residential growth					60%
	Well-planned commercial growth					62%
	Well-designed neighborhoods					69%
	Preservation of the historical or cultural character of the community					72%
	Public places where people want to spend time		71%	78%	78%	66%
	Variety of housing options	73%	75%	63%	65%	49%
	Availability of affordable quality housing	60%	61%	51%	51%	38%

Please also rate each of the following in the Clovis community.	Overall quality of new development	77%	76%	72%	71%	62%
	Overall appearance	81%	81%	83%	85%	81%
	Cleanliness	82%	79%	78%	80%	80%
	Water resources					48%
	Air quality	29%	28%	25%	32%	24%
	Availability of paths and walking trails	76%	85%	88%	83%	72%
	Fitness opportunities		81%	79%	76%	75%
	Recreational opportunities	54%	72%	61%	64%	62%
	Availability of affordable quality food	71%	77%	78%	77%	75%
	Availability of affordable quality health care	66%	72%	72%	78%	63%
	Availability of preventive health services	64%	73%	64%	79%	65%
	Availability of affordable quality mental health care		61%	46%	60%	44%
	Opportunities to attend cultural/arts/music activities	52%	63%	65%	61%	52%
	Community support for the arts					54%
	Availability of affordable quality childcare/preschool	52%	69%	66%	70%	56%
	K-12 education	88%	89%	95%	87%	80%
	Adult educational opportunities		85%	83%	79%	75%
	Sense of civic/community pride					72%
	Neighborliness of residents		61%	65%	69%	67%
	Opportunities to participate in social events and activities	69%	74%	72%	70%	62%
	Opportunities to attend special events and festivals		81%	77%	78%	72%
	Opportunities to volunteer	69%	76%	69%	75%	65%
	Opportunities to participate in community matters	64%	72%	66%	66%	65%
	Openness and acceptance of the community toward people of diver..	60%	58%	59%	64%	51%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Clovis for help or information	50%	48%	39%	40%	40%
	Contacted Clovis elected officials to express your opinion		9%	11%	8%	8%
	Attended a local public meeting	19%	10%	19%	11%	8%
	Watched a local public meeting					27%

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Volunteered your time to some group/activity	33%	28%	33%	26%	18%
	Campaigned or advocated for a local issue, cause, or candidate	19%	19%	18%	16%	
	Voted in your most recent local election	74%				82%
	Used public transportation instead of driving	14%	9%	9%	12%	
	Carpooled with other adults or children instead of driving alone	40%	48%	42%	51%	
	Walked or biked instead of driving	49%	58%	55%	52%	
<b>Please rate the quality of each of the following services in Clovis.</b>	Public information services	74%	71%	73%	77%	77%
	Economic development	59%	66%	69%	73%	63%
	Traffic enforcement	74%	77%	76%	80%	68%
	Traffic signal timing	52%	55%	53%	61%	54%
	Street repair	56%	64%	62%	58%	57%
	Street cleaning	80%	83%	81%	84%	79%
	Street lighting	70%	75%	75%	76%	70%
	Sidewalk maintenance	61%	67%	69%	70%	66%
	Bus or transit services	64%	72%	66%	70%	51%
	Land use, planning and zoning	50%	66%	61%	62%	55%
	Code enforcement	51%	56%	54%	60%	57%
	Affordable high-speed internet access					61%
	Garbage collection	87%	90%	87%	91%	86%
	Drinking water	64%	65%	57%	69%	68%
	Sewer services	80%	82%	81%	85%	88%
	Storm water management	73%	80%	68%	81%	78%
	Power (electric and/or gas) utility	73%	73%	78%	75%	
	Utility billing	71%	70%	74%	67%	
	Police services	90%	93%	96%	92%	79%
	Crime prevention	80%	83%	85%	86%	74%
	Animal control	68%	74%	74%	69%	76%
	Ambulance or emergency medical services	94%	94%	97%	95%	89%

<b>Please rate the quality of each of the following services in Clovis.</b>	Fire services	95% 97% 97% 95% 93%
	Fire prevention and education	81% 86% 88% 81% 85%
	Emergency preparedness	58% 59% 58% 51% 66%
	Preservation of natural areas	54% 54% 62% 50% 56%
	Clovis open space	60% 58% 60% 57%
	Recycling	85% 89% 83% 87% 80%
	Yard waste pick-up	85% 89% 86% 90% 84%
	City parks	78% 81% 84% 82% 72%
	Recreation programs or classes	71% 80% 71% 75% 67%
	Recreation centers or facilities	67% 74% 64% 74% 68%
	Health services	72% 76% 74% 80% 71%
	Public library services	81% 78% 90% 80% 76%
	Overall customer service by Clovis employees	81% 77% 81% 81% 79%
<b>Please rate the following categories of Clovis government performance.</b>	The value of services for the taxes paid to Clovis	65% 63% 58% 62% 66%
	The overall direction that Clovis is taking	74% 72% 75% 71% 61%
	The job Clovis government does at welcoming resident involvement	61% 69% 57% 58% 60%
	Overall confidence in Clovis government	72% 69% 64% 58%
	Generally acting in the best interest of the community	74% 69% 65% 60%
	Being honest	72% 67% 63% 60%
	Being open and transparent to the public	57%
	Informing residents about issues facing the community	56%
	Treating all residents fairly	65% 65% 60% 55%
	Treating residents with respect	63%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Clovis	84% 84% 85% 88% 76%
	The Federal Government	38% 37% 42% 34% 30%
<b>Please rate how important, if at all, you think it is for the Clovis community to focus on each of the following in the coming two years.</b>	Overall economic health	92% 91% 91% 89%
	Overall quality of the transportation system	73%
	Overall design or layout of residential and commercial areas	83% 85% 80% 74%

Please rate how important, if at all, you think it is for the Clovis community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure	88%
	Overall feeling of safety	96% 95% 93% 96%
	Overall quality of natural environment	85% 92% 83% 82%
	Overall quality of parks and recreation opportunities	77%
	Overall health and wellness opportunities	82% 83% 82% 74%
	Overall opportunities for education, culture, and the arts	85% 89% 82% 79%
	Residents' connection and engagement with their community	87% 85% 84% 61%
In general, how many times do you:	Access the internet from your home	94%
	Access the internet from your cell phone	95%
	Visit social media sites	81%
	Use or check email	96%
	Share your opinions online	28%
	Shop online	57%
	Please rate your overall health.	56% 59% 63% 65%
	What impact, if any, do you think the economy will have on your fa..	27% 25% 36% 34% 26%



## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the City of Clovis conducted a survey of 311 residents. Survey invitations were mailed to randomly selected households and data were collected from September 16th, 2021 to November 4th, 2021. 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 Clovis. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on October 21st, 2021. The survey remained open for two weeks and there were 124 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 2017 American Community Survey estimates for adults in the City of Clovis. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. 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	17%	32%	33%
	35-54	52%	36%	36%
	55+	31%	32%	32%
Area	Area 1	34%	25%	25%
	Area 2	42%	31%	31%
	Area 3	25%	44%	44%
Hispanic origin	No, not Spanish, Hispanic, or Latino	83%	74%	74%
	Yes, I consider myself to be Spanish, Hispa..	17%	26%	26%
Housing tenure	Own	88%	61%	61%
	Rent	12%	39%	39%
Housing type	Attached	7%	24%	24%
	Detached	93%	76%	76%
Race & Hispanic origin	Not white alone	31%	43%	43%
	White alone, not Hispanic or Latino	69%	57%	57%
Sex	Female	67%	52%	52%
	Male	33%	48%	48%
Sex/age	Female 18-34	10%	16%	16%
	Female 35-54	35%	18%	18%
	Female 55+	22%	17%	17%
	Male 18-34	7%	16%	16%
	Male 35-54	16%	17%	17%
	Male 55+	9%	15%	15%

































## 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.

	In which area of Clovis do you live? (Refer to map above.)	Area 1		25%
		Area 2		31%
		Area 3		44%
		I don't live in Clovis		1%
Please rate each of the following aspects of quality of life in Clovis.	Clovis as a place to live	Excellent		52%
		Good		44%
		Fair		4%
	Your neighborhood as a place to live	Excellent		46%
		Good		45%
		Fair		6%
		Poor		2%
	Clovis as a place to raise children	Excellent		49%
		Good		46%
		Fair		2%
		Poor		3%
	Clovis as a place to work	Excellent		39%
		Good		49%
		Fair		11%
		Poor		2%
	Clovis as a place to visit	Excellent		32%
		Good		45%
		Fair		21%
		Poor		3%
	Clovis as a place to retire	Excellent		28%
		Good		48%
		Fair		18%
		Poor		5%
	The overall quality of life	Excellent		40%

































Please rate each of the following aspects of quality of life in Clovis.	The overall quality of life	Good		50%
		Fair		9%
		Poor		1%
	Sense of community	Excellent		28%
		Good		44%
		Fair		25%
		Poor		4%
Please rate each of the following characteristics as they relate to Clovis as a whole.	Overall economic health	Excellent		26%
		Good		52%
		Fair		16%
		Poor		6%
	Overall quality of the transportation system	Excellent		15%
		Good		50%
		Fair		18%
		Poor		17%
	Overall design or layout of residential and commercial areas	Excellent		33%
		Good		48%
		Fair		13%
		Poor		6%
	Overall quality of the utility infrastructure	Excellent		34%
		Good		43%
		Fair		14%
		Poor		9%
	Overall feeling of safety	Excellent		47%
		Good		44%
		Fair		8%
		Poor		2%
	Overall quality of natural environment	Excellent		33%
		Good		44%
		Fair		20%
		Poor		2%
	Overall quality of parks and recreation opportunities	Excellent		37%



























Please rate each of the following characteristics as they relate to Clovis as a whole.	Overall quality of parks and recreation opportunities	Good		33%
		Fair		26%
		Poor		4%
	Overall health and wellness opportunities	Excellent		38%
		Good		42%
		Fair		15%
		Poor		4%
	Overall opportunities for education, culture, and the arts	Excellent		31%
		Good		42%
		Fair		20%
		Poor		6%
	Residents' connection and engagement with their community	Excellent		19%
		Good		51%
		Fair		21%
		Poor		8%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Clovis to someone who asks	Very likely		58%
		Somewhat likely		39%
		Somewhat unlikely		1%
		Very unlikely		2%
	Remain in Clovis for the next five years	Very likely		56%
		Somewhat likely		26%
		Somewhat unlikely		15%
		Very unlikely		3%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		67%
		Somewhat safe		31%
		Neither safe nor unsafe		1%
		Somewhat unsafe		0%
		Very unsafe		1%
	In Clovis's Old Town/commercial area during the day	Very safe		72%
		Somewhat safe		25%
		Neither safe nor unsafe		1%
		Somewhat unsafe		1%

Please rate how safe or unsafe you feel:	From property crime	Very safe		33%
		Somewhat safe		49%
		Neither safe nor unsafe		11%
		Somewhat unsafe		6%
		Very unsafe		1%
	From violent crime	Very safe		58%
		Somewhat safe		28%
		Neither safe nor unsafe		9%
		Somewhat unsafe		3%
		Very unsafe		1%
	From fire, flood, or other natural disaster	Very safe		56%
		Somewhat safe		20%
		Neither safe nor unsafe		19%
		Somewhat unsafe		5%
		Very unsafe		0%
Please rate the job you feel the Clovis community does at each of the following.	Making all residents feel welcome	Excellent		38%
		Good		37%
		Fair		13%
		Poor		13%
	Attracting people from diverse backgrounds	Excellent		21%
		Good		44%
		Fair		17%
		Poor		19%
	Valuing/respecting residents from diverse backgrounds	Excellent		27%
		Good		35%
		Fair		18%
		Poor		20%
	Taking care of vulnerable residents	Excellent		17%
		Good		42%
		Fair		34%
		Poor		7%
Please rate each of the following in the Clovis community	Overall quality of business and service establishments	Excellent		37%

<b>Please rate each of the following in the Clovis community.</b>	Overall quality of business and service establishments	Good		36%
		Fair		25%
		Poor		2%
	Variety of business and service establishments	Excellent		36%
		Good		42%
		Fair		17%
		Poor		4%
	Vibrancy of Old Town/commercial area	Excellent		38%
		Good		48%
		Fair		13%
		Poor		2%
	Employment opportunities	Excellent		7%
		Good		61%
		Fair		20%
		Poor		11%
	Shopping opportunities	Excellent		28%
		Good		49%
		Fair		15%
		Poor		8%
	Cost of living	Excellent		4%
		Good		43%
		Fair		35%
		Poor		17%
	Overall image or reputation	Excellent		47%
		Good		35%
		Fair		13%
		Poor		5%
<b>Please also rate each of the following in the Clovis community.</b>	Traffic flow on major streets	Excellent		16%
		Good		50%
		Fair		30%
		Poor		4%
	Ease of public parking	Excellent		23%

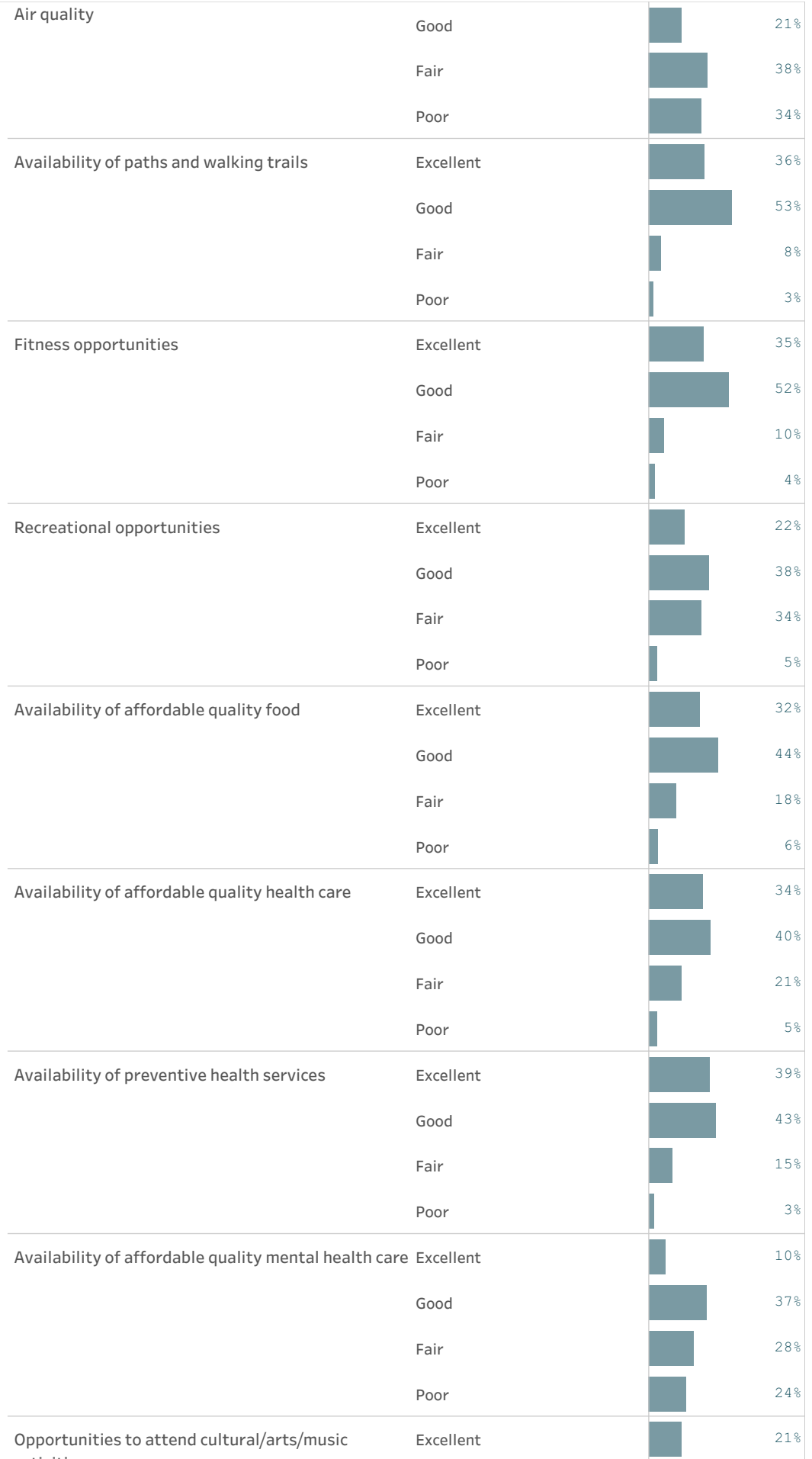
Please also rate each of the following in the Clovis community.

































Ease of public parking	Good		56%
	Fair		19%
	Poor		3%
Ease of travel by car	Excellent		37%
	Good		43%
	Fair		18%
	Poor		1%
Ease of travel by public transportation	Excellent		27%
	Good		23%
	Fair		18%
	Poor		32%
Ease of travel by bicycle	Excellent		23%
	Good		36%
	Fair		31%
	Poor		10%
Ease of walking	Excellent		31%
	Good		39%
	Fair		22%
	Poor		7%
Well-planned residential growth	Excellent		32%
	Good		37%
	Fair		22%
	Poor		9%
Well-planned commercial growth	Excellent		17%
	Good		52%
	Fair		21%
	Poor		10%
Well-designed neighborhoods	Excellent		33%
	Good		43%
	Fair		17%
	Poor		7%
Preservation of the historical or cultural character of the community	Excellent		30%

Please also rate each of the following in the Clovis community.	Preservation of the historical or cultural character of the community	Good		53%
		Fair		11%
		Poor		5%
	Public places where people want to spend time	Excellent		26%
		Good		49%
		Fair		21%
		Poor		4%
	Variety of housing options	Excellent		8%
		Good		49%
		Fair		23%
		Poor		21%
	Availability of affordable quality housing	Excellent		4%
		Good		34%
		Fair		25%
		Poor		37%
	Overall quality of new development	Excellent		15%
		Good		65%
		Fair		15%
		Poor		5%
	Overall appearance	Excellent		36%
		Good		54%
		Fair		8%
		Poor		1%
	Cleanliness	Excellent		50%
		Good		35%
		Fair		13%
		Poor		2%
	Water resources	Excellent		17%
		Good		39%
		Fair		28%
		Poor		17%
	Air quality	Excellent		7%


































































Please also rate each of the following in the Clovis community.



































Please also rate each of the following in the Clovis community.	Opportunities to attend cultural/arts/music activities	Good		42%
		Fair		24%
		Poor		13%
	Community support for the arts	Excellent		23%
		Good		40%
		Fair		26%
		Poor		11%
	Availability of affordable quality childcare/preschool	Excellent		10%
		Good		44%
		Fair		17%
		Poor		29%
	K-12 education	Excellent		49%
		Good		27%
		Fair		21%
		Poor		4%
	Adult educational opportunities	Excellent		26%
		Good		48%
		Fair		23%
		Poor		2%
	Sense of civic/community pride	Excellent		43%
		Good		38%
		Fair		16%
		Poor		3%
	Neighborliness of residents	Excellent		31%
		Good		39%
		Fair		26%
		Poor		4%
	Opportunities to participate in social events and activities	Excellent		34%
		Good		46%
		Fair		17%
		Poor		3%
	Opportunities to attend special events and festivals	Excellent		48%

































<b>Please also rate each of the following in the Clovis community.</b>	Opportunities to attend special events and festivals	Good	<div></div>	39%
		Fair	<div></div>	11%
		Poor	<div></div>	1%
	Opportunities to volunteer	Excellent	<div></div>	30%
		Good	<div></div>	38%
		Fair	<div></div>	27%
		Poor	<div></div>	5%
	Opportunities to participate in community matters	Excellent	<div></div>	32%
		Good	<div></div>	35%
		Fair	<div></div>	29%
		Poor	<div></div>	4%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent	<div></div>	25%
		Good	<div></div>	35%
		Fair	<div></div>	22%
		Poor	<div></div>	17%
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Clovis for help or information	No	<div></div>	57%
		Yes	<div></div>	43%
	Contacted Clovis elected officials to express your opinion	No	<div></div>	91%
		Yes	<div></div>	9%
	Attended a local public meeting	No	<div></div>	78%
		Yes	<div></div>	22%
	Watched a local public meeting	No	<div></div>	57%
		Yes	<div></div>	43%
	Volunteered your time to some group/activity	No	<div></div>	66%
		Yes	<div></div>	34%
	Campaigned or advocated for a local issue, cause, or candidate	No	<div></div>	84%
		Yes	<div></div>	16%
	Voted in your most recent local election	No	<div></div>	7%
		Yes	<div></div>	93%
	Used public transportation instead of driving	No	<div></div>	92%
		Yes	<div></div>	8%
	Carpooled with other adults or children instead of driving alone	No	<div></div>	49%































Please indicate whether or not you have done each of the following in the last 12 months.	Carpooled with other adults or children instead of driving alone	Yes		51%
	Walked or biked instead of driving	No		35%
		Yes		65%
Please rate the quality of each of the following services in Clovis.	Public information services	Excellent		20%
		Good		52%
		Fair		26%
		Poor		2%
	Economic development	Excellent		13%
		Good		57%
		Fair		22%
		Poor		8%
	Traffic enforcement	Excellent		30%
		Good		48%
		Fair		19%
		Poor		4%
	Traffic signal timing	Excellent		18%
		Good		36%
		Fair		34%
		Poor		11%
	Street repair	Excellent		11%
		Good		37%
		Fair		37%
		Poor		15%
	Street cleaning	Excellent		30%
		Good		46%
		Fair		20%
		Poor		5%
	Street lighting	Excellent		36%
		Good		46%
		Fair		16%
		Poor		2%
	Sidewalk maintenance	Excellent		23%

Please rate the quality of each of the following services in Clovis.	Sidewalk maintenance	Good		50%
		Fair		22%
		Poor		6%
	Bus or transit services	Excellent		33%
		Good		35%
		Fair		15%
		Poor		16%
	Land use, planning and zoning	Excellent		12%
		Good		41%
		Fair		36%
		Poor		11%
	Code enforcement	Excellent		15%
		Good		46%
		Fair		25%
		Poor		13%
	Affordable high-speed internet access	Excellent		37%
		Good		33%
		Fair		20%
		Poor		11%
	Garbage collection	Excellent		49%
		Good		41%
		Fair		9%
		Poor		0%
	Drinking water	Excellent		36%
		Good		34%
		Fair		22%
		Poor		8%
	Sewer services	Excellent		42%
		Good		50%
		Fair		6%
		Poor		2%
	Storm water management	Excellent		23%






















Please rate the quality of each of the following services in Clovis.

Storm water management	Good		47%
	Fair		15%
	Poor		16%
Power (electric and/or gas) utility	Excellent		31%
	Good		48%
	Fair		18%
	Poor		3%
Utility billing	Excellent		30%
	Good		40%
	Fair		28%
	Poor		3%
Police services	Excellent		58%
	Good		28%
	Fair		12%
	Poor		2%
Crime prevention	Excellent		44%
	Good		42%
	Fair		10%
	Poor		3%
Animal control	Excellent		36%
	Good		41%
	Fair		10%
	Poor		13%
Ambulance or emergency medical services	Excellent		53%
	Good		42%
	Fair		4%
	Poor		1%
Fire services	Excellent		68%
	Good		30%
	Fair		2%
Fire prevention and education	Excellent		45%
	Good		44%

































Please rate the quality of each of the following services in Clovis.	Fire prevention and education	Fair		10%
		Poor		1%
Emergency preparedness	Excellent			33%
	Good			39%
	Fair			20%
	Poor			8%
Preservation of natural areas	Excellent			28%
	Good			35%
	Fair			22%
	Poor			16%
Clovis open space	Excellent			25%
	Good			37%
	Fair			27%
	Poor			12%
Recycling	Excellent			33%
	Good			46%
	Fair			16%
	Poor			5%
Yard waste pick-up	Excellent			52%
	Good			36%
	Fair			12%
	Poor			0%
City parks	Excellent			45%
	Good			35%
	Fair			15%
	Poor			6%
Recreation programs or classes	Excellent			33%
	Good			45%
	Fair			18%
	Poor			4%
Recreation centers or facilities	Excellent			33%
	Good			36%

Please rate the quality of each of the following services in Clovis.	Recreation centers or facilities	Fair		23%
		Poor		8%
	Health services	Excellent		40%
		Good		36%
		Fair		18%
		Poor		6%
	Public library services	Excellent		40%
		Good		52%
		Fair		8%
		Poor		1%
	Overall customer service by Clovis employees	Excellent		47%
		Good		34%
		Fair		18%
		Poor		1%
Please rate the following categories of Clovis government performance.	The value of services for the taxes paid to Clovis	Excellent		22%
		Good		44%
		Fair		26%
		Poor		9%
	The overall direction that Clovis is taking	Excellent		22%
		Good		52%
		Fair		22%
		Poor		4%
	The job Clovis government does at welcoming resident involvement	Excellent		23%
		Good		41%
		Fair		27%
		Poor		8%
	Overall confidence in Clovis government	Excellent		22%
		Good		41%
		Fair		26%
		Poor		12%
	Generally acting in the best interest of the community	Excellent		26%
		Good		38%



































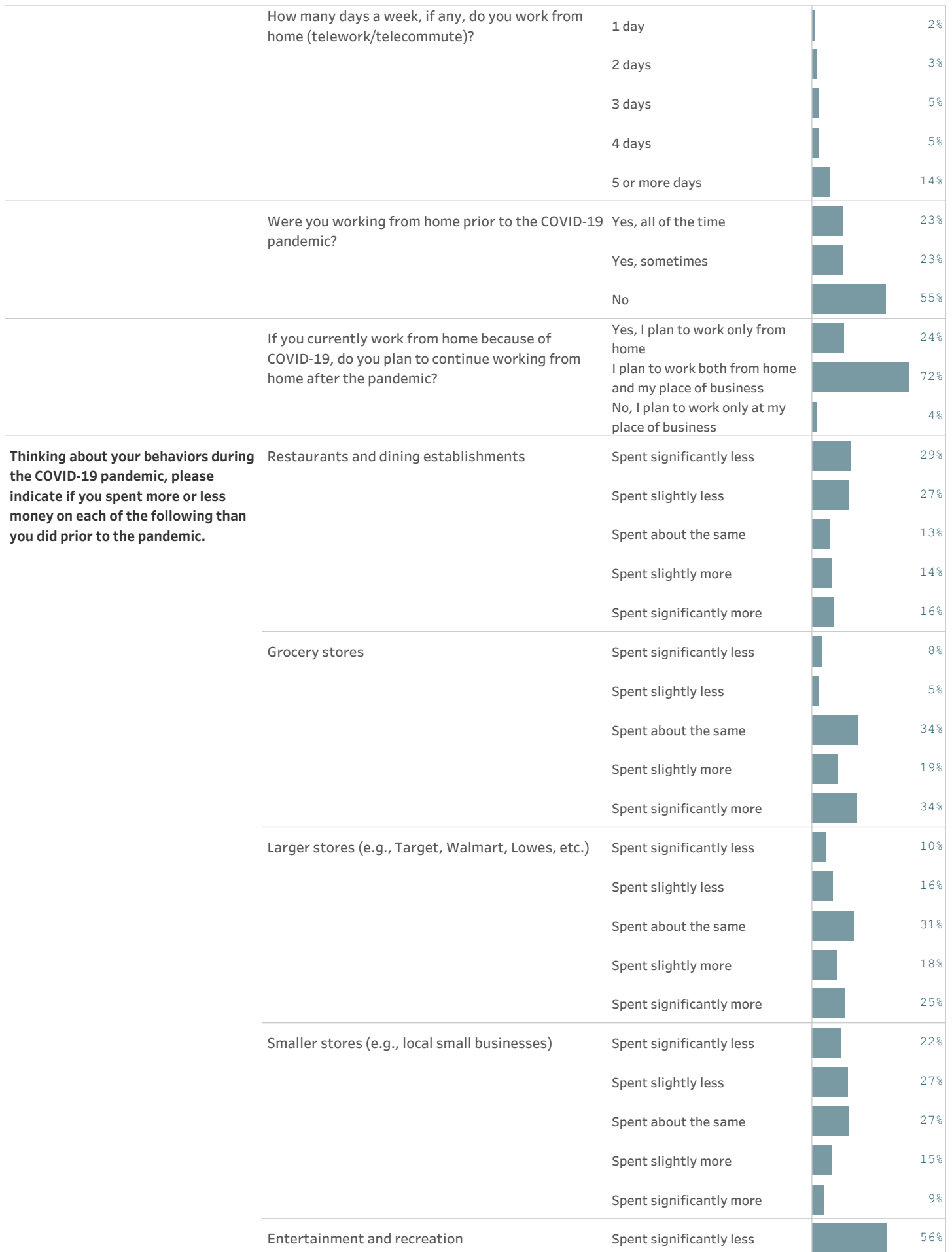
<b>Please rate the following categories of Clovis government performance.</b>	Generally acting in the best interest of the community	Fair		29%
		Poor		7%
	Being honest	Excellent		27%
		Good		37%
		Fair		25%
		Poor		10%
	Being open and transparent to the public	Excellent		29%
		Good		35%
		Fair		30%
		Poor		5%
	Informing residents about issues facing the community	Excellent		29%
		Good		38%
		Fair		23%
		Poor		10%
	Treating all residents fairly	Excellent		31%
		Good		35%
		Fair		15%
		Poor		18%
	Treating residents with respect	Excellent		35%
		Good		41%
		Fair		21%
		Poor		4%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Clovis	Excellent		38%
		Good		46%
		Fair		13%
		Poor		3%
	The Federal Government	Excellent		6%
		Good		22%
		Fair		42%
		Poor		30%
<b>Please rate how important, if at all, you think it is for the Clovis community to focus on each of the following in the coming business year.</b>	Overall economic health	Essential		52%
		Very important		42%

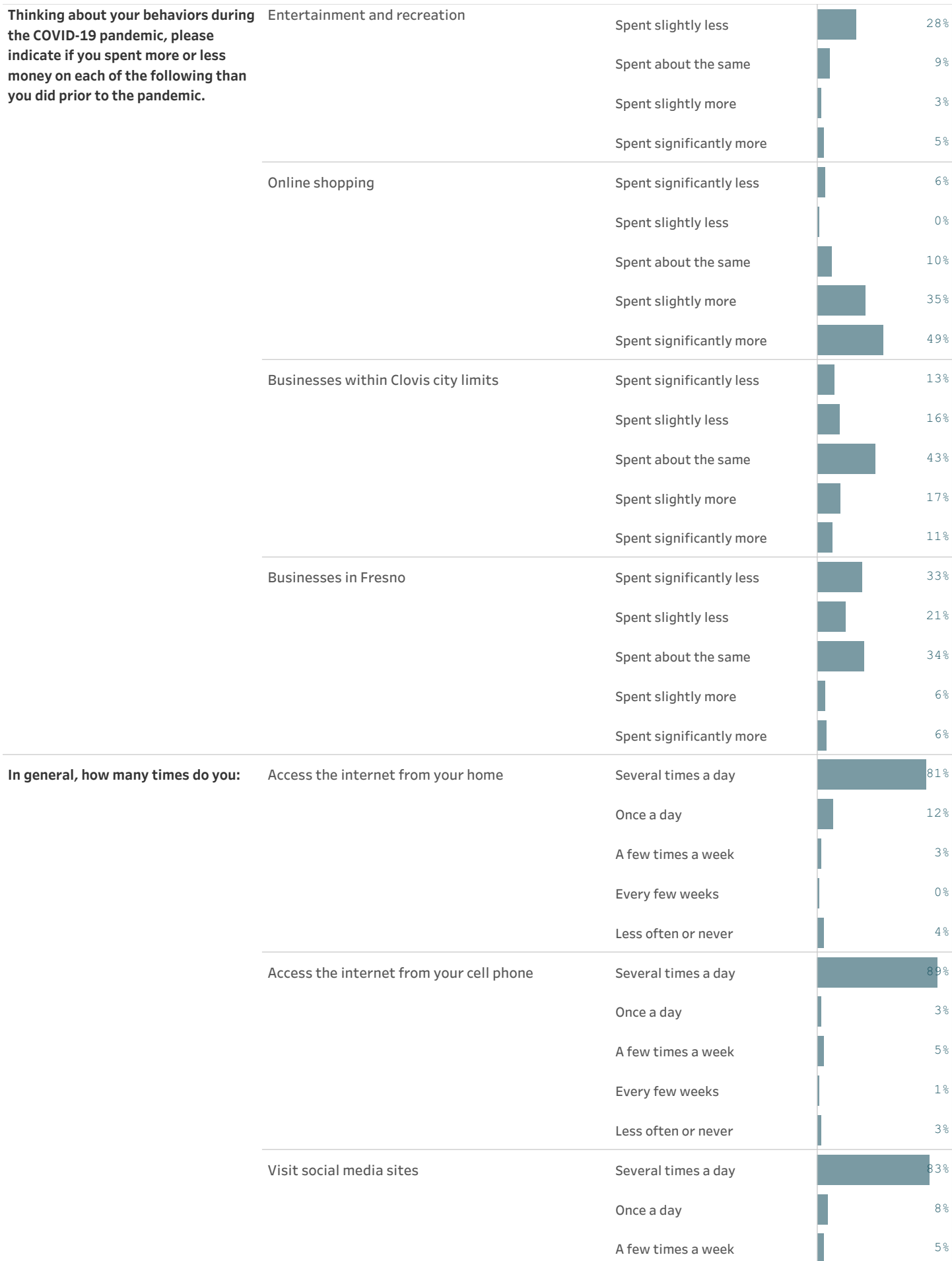
**Please rate how important, if at all, you think it is for the Clovis community to focus on each of the following in the coming two years.**

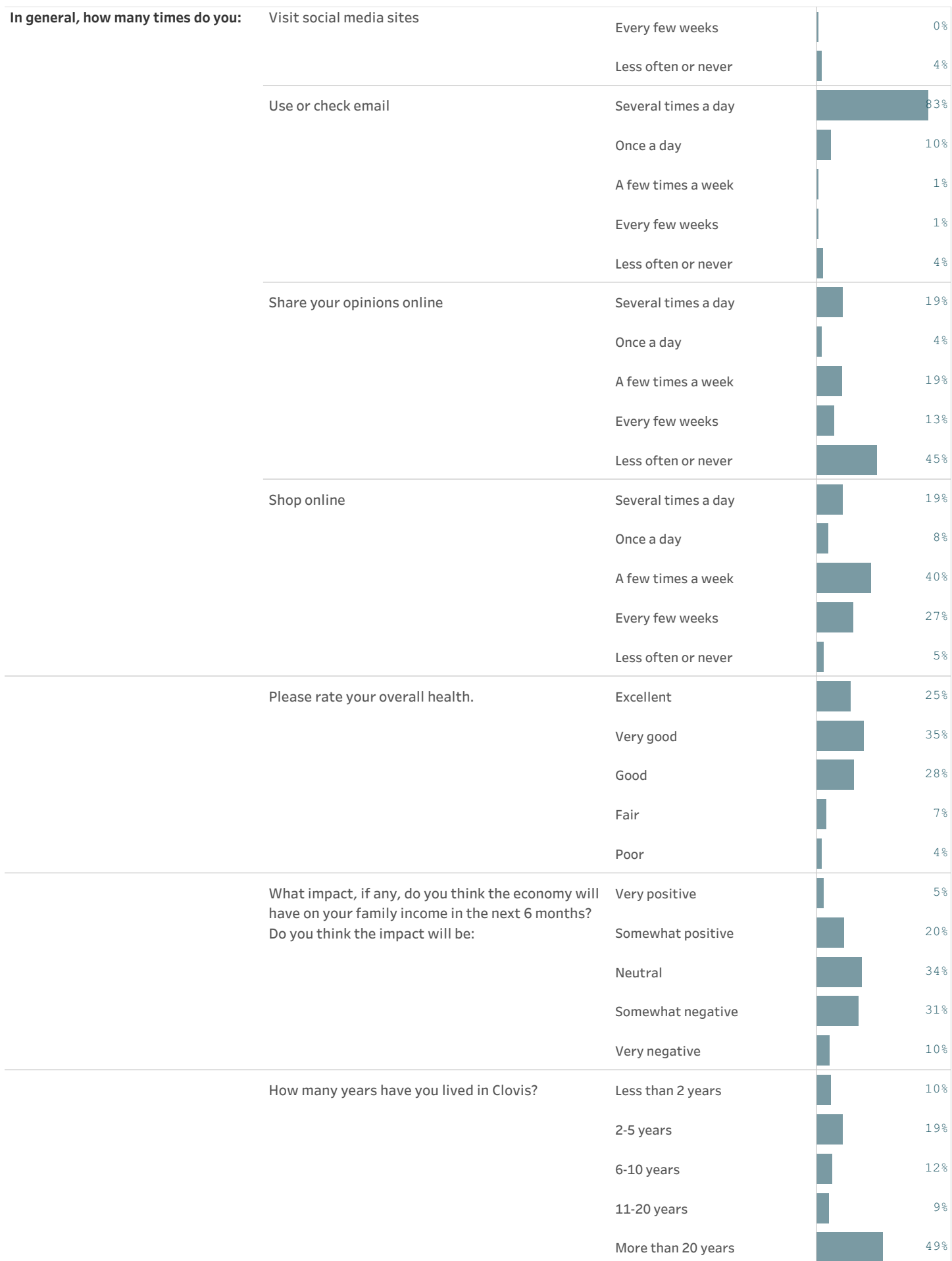
Overall economic health	Somewhat important		5%
	Not at all important		1%
Overall quality of the transportation system	Essential		33%
	Very important		47%
	Somewhat important		20%
Overall design or layout of residential and commercial areas	Essential		43%
	Very important		42%
	Somewhat important		15%
Overall quality of the utility infrastructure	Essential		64%
	Very important		30%
	Somewhat important		7%
Overall feeling of safety	Essential		82%
	Very important		17%
	Somewhat important		1%
Overall quality of natural environment	Essential		46%
	Very important		38%
	Somewhat important		16%
Overall quality of parks and recreation opportunities	Essential		45%
	Very important		45%
	Somewhat important		10%
Overall health and wellness opportunities	Essential		48%
	Very important		35%
	Somewhat important		17%
	Not at all important		1%
Overall opportunities for education, culture, and the arts	Essential		44%
	Very important		42%
	Somewhat important		14%
	Not at all important		0%
Residents' connection and engagement with their community	Essential		30%
	Very important		47%
	Somewhat important		22%
	Not at all important		1%

































**Please indicate how important, if at all, it is for the City of Clovis to invest in the following:**

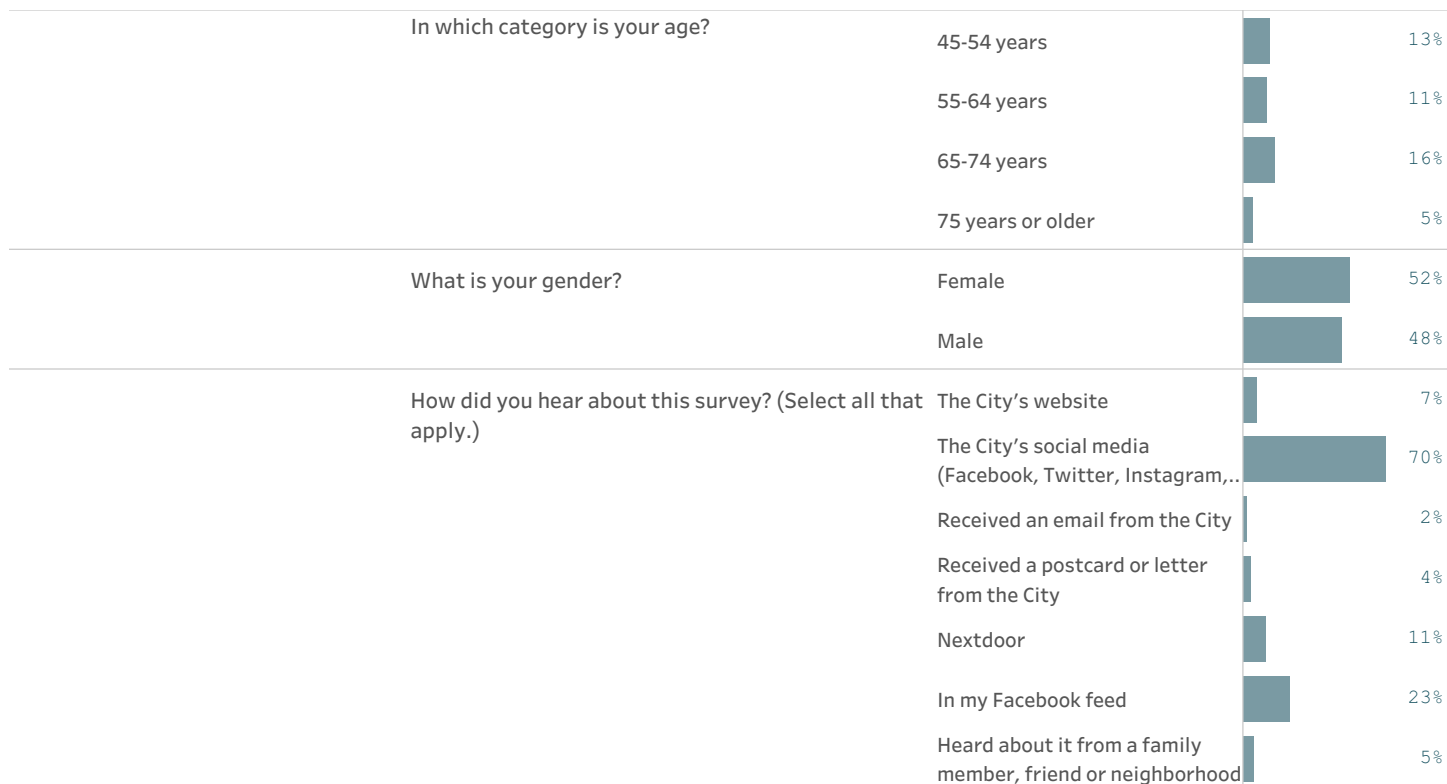
Economic development	Essential		49%
	Very important		41%
	Somewhat important		10%
Public safety (police/fire)	Essential		76%
	Very important		18%
	Somewhat important		6%
Parks/trails	Essential		34%
	Very important		49%
	Somewhat important		17%
Street repair and maintenance	Essential		67%
	Very important		30%
	Somewhat important		3%
Senior services	Essential		28%
	Very important		46%
	Somewhat important		21%
	Not at all important		5%
Affordable housing	Essential		40%
	Very important		27%
	Somewhat important		30%
	Not at all important		3%
Land use planning	Essential		39%
	Very important		46%
	Somewhat important		15%
Public transportation	Essential		32%
	Very important		37%
	Somewhat important		26%
	Not at all important		6%
Recreation	Essential		22%
	Very important		50%
	Somewhat important		26%
	Not at all important		2%
How many days a week, if any, do you work from home (telework/telecommute)?	0 days/I don't telework		71%







	Which best describes the building you live in?	One family house detached from any other houses		75%
		Building with two or more homes (duplex, townhome, apa..		24%
		Other		1%
	Do you rent or own your home?	Rent		39%
		Own		61%
<b>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)?</b>	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		10%
		\$500 to \$999		10%
		\$1,000 to \$1,499		34%
		\$1,500 to \$1,999		25%
		\$2,000 to \$2,499		9%
		\$2,500 to \$2,999		4%
		\$3,000 to \$3,499		3%
		\$3,500 or more		4%
	Do any children 17 or under live in your household?	No		59%
		Yes		41%
	Are you or any other members of your household aged 65 or older?	No		71%
		Yes		29%
	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		5%
		\$25,000 to \$49,999		22%
		\$50,000 to \$74,999		17%
		\$75,000 to \$99,999		26%
		\$100,000 to \$149,999		15%
		\$150,000 or more		16%
<b>Are you Spanish, Hispanic, or Latino?</b>	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		74%
		Yes, I consider myself to be Spanish, Hispanic, or Latino		26%
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		3%
		Asian, Asian Indian, or Pacific Islander		9%
		White		79%
		Other		18%
	In which category is your age?	18-24 years		1%
		25-34 years		31%
		35-44 years		23%





# The City of Clovis 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 Clovis.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Clovis.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clovis.....	1	2	3	4	5
Overall design or layout of Clovis's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Clovis (water, sewer, storm water, electric, gas) .....	1	2	3	4	5
Overall feeling of safety in Clovis .....	1	2	3	4	5
Overall quality of natural environment in Clovis.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Clovis .....	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 Clovis to someone who asks.....	1	2	3	4	5
Remain in Clovis 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 Clovis's Old Town/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 Clovis 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 Clovis 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 Clovis.....	1	2	3	4	5
Variety of business and service establishments in Clovis .....	1	2	3	4	5
Vibrancy of Old Town/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 Clovis.....	1	2	3	4	5
Overall image or reputation of Clovis .....	1	2	3	4	5

**7. Please also rate each of the following in the Clovis 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 Clovis.....	1	2	3	4	5
Ease of travel by public transportation in Clovis.....	1	2	3	4	5
Ease of travel by bicycle in Clovis.....	1	2	3	4	5
Ease of walking in Clovis.....	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 Clovis.....	1	2	3	4	5
Overall appearance of Clovis.....	1	2	3	4	5
Cleanliness of Clovis.....	1	2	3	4	5
Water resources (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 Clovis.....	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 Clovis (in-person, phone, email, or web) for help or information.....	1	2
Contacted Clovis 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 Clovis.....	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 Clovis 2021 Community Survey

## 9. Please rate the quality of each of the following services in Clovis.

	<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 services .....	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
Clovis 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 Clovis employees (police, receptionists, planners, etc.) .....	1	2	3	4	5

## 10. Please rate the following categories of Clovis 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 Clovis .....	1	2	3	4	5
The overall direction that Clovis is taking.....	1	2	3	4	5
The job Clovis government does at welcoming resident involvement .....	1	2	3	4	5
Overall confidence in Clovis 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 Clovis.....	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 Clovis 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 Clovis.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clovis.....	1	2	3	4
Overall design or layout of Clovis's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Clovis (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Clovis.....	1	2	3	4
Overall quality of natural environment in Clovis.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Clovis.....	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 how important, if at all, it is for the City of Clovis to invest in the following:**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Public safety (police/fire).....	1	2	3	4
Parks/trails.....	1	2	3	4
Street repair and maintenance.....	1	2	3	4
Senior services.....	1	2	3	4
Affordable housing.....	1	2	3	4
Land use planning.....	1	2	3	4
Public transportation.....	1	2	3	4
Recreation.....	1	2	3	4
Economic development.....	1	2	3	4

**14a. How many days a week, if any, do you work from home (telework/telecommute)?**

☐ 0 days/I don't telework (go to Q15)   ☐ 1 day   ☐ 2 days   ☐ 3 days   ☐ 4 days   ☐ 5 or more days

**14b. Were you working from home prior to the COVID-19 pandemic?**

☐ Yes, all of the time   ☐ Yes, sometimes   ☐ No

**14c. If you currently work from home because of COVID-19, do you plan to continue working from home after the pandemic?**

☐ Yes, I plan to work only from home  
☐ I plan to work both from home and my place of business  
☐ No, I plan to work only at my place of business

**15. Thinking about your behaviors during the COVID-19 pandemic, please indicate if you spent more or less money on each of the following than you did prior to the pandemic.**

	<u>Spent significantly less</u>	<u>Spent slightly less</u>	<u>Spent about the same</u>	<u>Spent slightly more</u>	<u>Spent significantly more</u>	<u>Don't know</u>
Restaurants and dining establishments.....	1	2	3	4	5	6
Grocery stores.....	1	2	3	4	5	6
Larger stores (e.g., Target, Walmart, Lowes, etc.).....	1	2	3	4	5	6
Smaller stores (e.g., local small businesses).....	1	2	3	4	5	6
Entertainment and recreation.....	1	2	3	4	5	6
Online shopping.....	1	2	3	4	5	6
Businesses within Clovis city limits.....	1	2	3	4	5	6
Businesses in Fresno.....	1	2	3	4	5	6

# The City of Clovis 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 Clovis?

- ☐ Less than 2 years  
☐ 2-5 years  
☐ 6-10 years  
☐ 11-20 years  
☐ More than 20 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)?

- ☐ Less than \$500
 ☐ \$2,000 to \$2,499  
☐ \$500 to \$999
 ☐ \$2,500 to \$2,999  
☐ \$1,000 to \$1,499
 ☐ \$3,000 to \$3,499  
☐ \$1,500 to \$1,999
 ☐ \$3,500 or more

## 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.)

- ☐ Less than \$25,000
 ☐ \$75,000 to \$99,999  
☐ \$25,000 to \$49,999
 ☐ \$100,000 to \$149,999  
☐ \$50,000 to \$74,999
 ☐ \$150,000 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?

- ☐ 18-24 years
 ☐ 55-64 years  
☐ 25-34 years
 ☐ 65-74 years  
☐ 35-44 years
 ☐ 75 years or older  
☐ 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**