

City of Antioch  
"Quality of Life"  
Updated E-Survey

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# Survey's Purpose

- Solicit input from the community at large to determine immediate focus areas to improve the quality of life in the City of Antioch
- Provide a communication vehicle for citizens who could not attend the forum on July 20, 2006
- Provide for ongoing input following post the July 20, 2006 forum through today's forum
- Set the stage for future conversation on ideas, issues and measuring progress towards "quality of life" vision for the City

# Survey Design, Administration

- CTMSurveys E-Listen System
- Five Narrative Questions
- Access points: e-mail, intranet, media, Contra Costa Times, UCBN, dialogues
- Complete confidentiality
- Distinguish clear signals and themes in the data
- Focus on the critical few areas first towards the greater vision of quality of life...

# Response Rate as of July 20, 2006

- 98 respondents
- 31 pages of data
- 292 recommendations across 5 questions
- At the conclusion of forum #1, we agreed to continue accepting suggestions through July 31, 2006
- But, something happened...

# Response Rate as of September 15, 2006

- 235 respondents
- 101 pages of information (small fonts)
- 700 plus forms of issue identification, concerns and probable solutions to the various narrative questions posed in the survey
- Augmentations included from reviewing various conversations on web sites, e-mails, correspondence, conversations with the consultant.

# Question #1

- We wish to improve the quality of life (making the City of Antioch a better place to live). What should we focus on right away and over the next 3 to 5 years to achieve this goal?

*Note: Consultant attempts to quantify and segment the issues into defined categories; therefore, valuable suggestions should not be overlooked even though they did not meet the quantity of response criteria for the theme areas noted in next pages...*

# Q1: Common Theme Areas

- Lower Crime (105)
- Making the city a safer place to live by increasing police presence in problem crime areas and supporting their needs for more staffing (58)
- Zero tolerance for criminal behavior (22)
- Strict Code Enforcement of problem housing situations--residents, landlords, rentals, Section 8 situations—(61)
- Appropriate ratio of Section 8 housing (27)

# Q1 Common Theme Areas (Continued)

- Cleaning up the downtown area; enhance potential of downtown waterfront area (37)
- Improved sports facilities, fields, community centers (19)
- Increase activities for youth over 10 years old
- Transportation issues—Highway 4 widening; limited north-south access in streets to handle volume of traffic (24)
- Manage the overcrowding in the schools (19)
- Appropriate economic development (14)

# Question #2

- Regarding the service you receive from the City of Antioch, what do we do well in your opinion?

# Q2: Common Theme Areas

- Programs at Prewett Water Park
- Community events—4<sup>th</sup> of July, Rivertown Jamboree, Christmas parade, Concerts, Leisure Services Center General responsiveness of police department
- Basic services and responsiveness are perceived okay with City Staff
- Police volunteer groups—removing junk vehicles, RVs, policing un-kept front yards

## Q2: Services Received Continued

- Trend to move to a proactive City—survey and this process noted and well received City Council's choices for growth; perception of heading in right direction
- Camponil Project; Golf Course Restaurant

# Question #3

- Regarding the services you receive from the City of Antioch, where do we need to improve? What suggestions do you have for making these improvements to better serve your needs?

# Q3: Compelling Common Themes

- Aggressive enforcement of no loitering rules— Deer Valley Plaza, Lone Tree, Knollcrest Park, patrol shopping centers
- Hiring of more police officers; strategic presence in high crime areas
- Revitalizing downtown; attract more businesses
- Enforcing municipal codes
- Keeping streets clean; paved; weekly recycling
- Build more turf fields for youth activities

# Question #4

- How can we measure whether or not we are making progress in making the City of Antioch a better place to live?

# Q4: Common Themes

- More Town Hall Meetings
- Community wide surveys each year—more forums; collaborative community task forces to tackle social issues
- Follow-up surveys, collect data
- Make crime statistics, accessible, current, measure and report successes, police logs.
- When civic pride improves

# Q4: Common Themes

- Reduction in crime, increased housing prices, people wanting in, a place of destination
- Vision of people feeling safe when going to a movie, shopping, respectful atmosphere, businesses staying open
- Clean and nicely landscaped, great schools, attract business and shopping opportunities
- Pass enforceable ordinances to control visual blight

# Question #5

- Anything you want the Mayor, the City Council, City Staff or Facilitator to Know?

# Q5: Common Themes

- Increase fines/accountability in rental home inspection programs
- Make Antioch a place people want to raise their families, with top-notch schools, a vibrant downtown and safe streets
- Community wants to help; give them ideas on how to do this
- Stated appreciation to City Council and Mayor—belief interests are pure in wanting same goals to improve quality of life

# Q5: Common Themes

- Curb the City's increasing crime rate
- Build a community center
- All weather fields for year round soccer use
- Concentrate on engaging small businesses
- Implement rental license program
- Downtown revitalization (boat ramps)
- A clear plan of action from this feedback and forums

# "The Conversation"

*"A conversation is a meeting of the minds with different memories and habits. When minds meet, they just don't exchange facts: they transform them, reshape them, draw different implications from them, engage in new trains of thought. Conversation doesn't just reshuffle the cards: it creates new cards"*

*Bienati/Zeldin*

# Supplementary ideas offered post forum #1 (various feedback sources)

- "The C.A.T (Community Action Team) of the police department should give a presentation of what they have encountered when dealing with problem housing. How many were market rate rentals v. Section 8 housing? With regard to Section 8, how many homes are under investigation and what action is currently being taken by the Housing Authority?"

# Supplementary ideas offered post forum #1 (various feedback sources)

- Has there been any progress in hiring more police officers?
- Updates on out-fitting Deer Valley Plaza with security cameras
- Implementing and strictly enforcing a curfew for youth 18 and under
- Stricter guidelines for holding parents/guardians accountable for the behavior of their children. Fines, community service, etc...

# Supplementary ideas offered post forum #1 (various feedback sources)

- "With regard to Section 8, the HA making it mandatory that landlords attending training seminars within the first 30 days of renting their property to a Section 8 tenant. The seminar would instruct them on their responsibility to their tenants and the community. If the landlord fails to attend, their payment from the HA would be abated (stopped) until they complete the training class."

# Supplementary ideas offered post forum #1 (various feedback sources)

- “Due to the crisis in our community, the HA should send out a letter informing their participants that disruptive behavior in their perspective community will not be tolerated and complaints made against them will be vigorously investigated which may result in termination of housing assistance.”

# Supplementary ideas offered post forum #1 (various feedback sources)

- **Community Court** - this consists of youth and adults who function as a court to determine misdemeanor offenses involving youthful offenders. Cases could be heard once a month on Saturday and punishment would range from fines to community service. For example, if a kid was caught shoplifting in Albertson's, he or she would be required to stand outside of the store with a large sign that says " I shoplifted \_\_\_\_\_ from Albertsons! This should be researched by the city attorneys office for feasibility.

# Supplementary ideas offered post forum #1 (various feedback sources)

**Antioch Community Pride Day** - The City could make this an annual event at one of our large area parks such as Contra Loma that would consist of clowns, games, car shows, etc...This would instill civic pride and bring the community together in a fun-filled, family-oriented environment. Food would be donated by area businesses

# Supplementary ideas offered post forum #1 (various feedback sources)

- The Housing Authority should acknowledge, in writing all complaints received. This should be done in a letter to the individual who filed the complaint, the HA authority could simply state "***this letter is to acknowledge receipt of your complaint and the matter is currently under investigation.***" This procedure would maintain privacy issues and provide the resident with assurance that their concerns are being addressed.

# Supplementary ideas offered post forum #1 (various feedback sources)

- Move the Southeast Antioch police substation from the Water Park to the large parking lot between Longs Drugs and the Regal Cinema.
- Apply for the grant recently received by the Brentwood Police Department that provided their officers with access to web-based surveillance cameras placed in designated areas throughout the city such as Deer Valley Plaza, Knoll park, the Sycamore Area, etc...

# City Manager, Jim Jakel

- Actions taken from ideas and suggestions offered by the attendees of Forum #1, July 20, 2006.

# Actions Taken from Forum #1

- Chief Hyde to present data from the CAT team formed and operating since 1<sup>st</sup> forum
- Ron Bernal of Community Development staff will present today the draft rental inspection program for community input
- Crime statistics are now available on the City website
- Work has begun to amend the municipal code to place requirements for garbage service both on tenants and property owners

# Actions Taken from Forum #1

- Officials from the AUSD, Congresswoman Tauscher's office and the County Housing Authority are all present for the 2<sup>nd</sup> forum
- Staff is developing a new pick-up program for appliances and large household items in conjunction with our waste hauler
- We are working to coordinate street sweeping with trash pickup days
- We will integrate the consideration and evaluation of speed bumps into local street reconstruction projects

# Actions Taken from First Forum

- Will work with the waste hauler to increase publicity for the two free annual clean-up days
- County Housing Authority preparing statistical report on contacts in the Antioch office related to Section 8
- Any questions?

# Next Phases prior to first break...

- Report from Chief Hyde

# Followed by...

- Then, we tackle issue #1: *What are the problem housing issues we have in the City impacting our quality of life vision and how do we resolve them?*
  - ▶ Neighborhood Improvement Services Overview from Denise Skaggs
  - ▶ Rental Inspection Program Overview from Ron Bernal
  - ▶ Housing Authority Comment and Reactions

# Followed by...

- Short Break
- Open conversation on problem housing issues
- Open conversation on creating an environment shared responsibility among the community to meet our vision of "improved quality of life."
- Comments, thoughts by City Council

# Issue #1:

- What solutions can you offer to improve the Code Enforcement and Rental Inspection Program requirements to create a shared responsibility with the landlords, the City and the Community?

# Remember the Ground Rules

- Keep suggestions very brief and on the subject question
- Respect the fact that others deserve an opportunity to offer input—we must manage our time together. Facilitator may need to cease conversations based on time, focus and quality of input
- If suggestion on an issue has already been offered then consider yielding the floor to another contributor to offer additional ideas and insights
- Solutions are preferred to problems
- Respect viewpoints and perceptions
- If we cannot give you the time to offer input today I will make my website access available for your needs
- Let's focus on the laws of incremental success given our resources to fix the problems/issues at hand!

# Issue #2:

- How do we create an environment where we can foster more community involvement, a shared responsibility and commitment, to meet our vision of “improved quality of life?”

# Thoughts from the City Council

# Directions to City Staff and Next Steps....

Tina and I wish to thank you for the gift and your time, feedback and commitment to the City of Antioch.

Together, we can make a difference!