

COMMUNITY ISSUES

**APPENDIX E.
COMMUNITY ATTITUDE
SURVEY**



January 11, 1993

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APPENDIX E. COMMUNITY ATTITUDE SURVEY

To gather information from a broad cross-section of Calabasas residents on issues that will affect the General Plan, a community attitude survey was conducted. The survey was a mail-out/mail-back questionnaire and was sent to approximately 1,200 residents. The surveys were mailed out later September of 1992. Responses were due October 23, 1992.

The results of the community attitude survey are presented in this appendix.

- Community Attitude Survey Results

**COMMUNITY ATTITUDE SURVEY
CITY OF CALABASAS**

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I. INTRODUCTION TO THE SURVEY

This report presents an analysis of the results of a Community Attitude Survey sponsored by the City of Calabasas. The purpose of the survey was to gather information from Calabasas residents on a wide range of issues related to the City's general plan revision. Major themes covered in the survey include community image, land use and urban design, housing and population growth, economic conditions, and community services.

Organization of the Survey

The basic form of the survey was a mail-out/mail-back questionnaire delivered to a carefully chosen representative sample of the community. Each packet contained an introductory letter from the mayor of Calabasas and a stamped return envelope addressed to Urban Research Associates. A total of 1200 survey forms were mailed to Calabasas households in late-September 1992. A total of 399 survey forms or 33 percent of the total were returned to Urban Research Associates.

Information from the completed questionnaires was coded and entered into a computerized data base by the staff of Urban Research Associates. Analysis of the data was based on frequency counts of individual questions and cross tabulations of pairs of related questions. This latter procedure made it possible to identify differing response rates between identifiable subgroups of the population.

Sampling Procedure

Because time and expense limitations made it impractical to include every Calabasas household in the survey, participating households were chosen through a sampling process. The sample households were identified from parcel address maps obtained from the City. Care was taken to assure that the sample was randomly distributed across all residential areas of Calabasas. Supplemental addresses for apartment and condominium complexes were obtained through field identification in areas where the parcel address maps lacked sufficient detail. The intent of the sampling procedure was to obtain a representative cross-section of the Calabasas population while avoiding systematic bias. A carefully constructed sample insures that no household has a greater likelihood than any other of showing up in the sample, and that no class of households is present in numbers that differ from the proportion of all Calabasas households contained in that class. Constructing a sample

according to these conditions makes it possible to estimate the views of the entire population within a small range of error based on responses obtained from only a portion of the community.

Interpretation of the Results

In statistical terms, frequencies drawn from the 399 responses have an accuracy of +/-5 percentage points with a 95 percent confidence level. This means that in 95 percent of the cases, the sample results fall within +/-5 percentage points of the results which would be obtained from surveying the entire population. At this level of confidence it is unlikely that large differences will exist between the views of the full population and those of the sample.

Beyond statistical probability measures, confidence in extending the survey results to the entire population rests on obtaining an unbiased response to the survey. In anticipation of this, efforts were made to encourage fuller participation by including a letter from the mayor and by sending out follow-up postcard reminders. The response rate of 33 percent is considered normal for a community survey of this type. To keep the response rate in perspective, it should be pointed out that municipal elections in California and elsewhere often fail to achieve the 33 percent participation level reached in the survey. The survey was designed to encourage participation, but no practical means exists to compel those who choose not to share their views to do otherwise.

Profile of the Responding Households

The respondents represent a broad cross-section of the community. Approximately 70 percent live in single family dwellings. This total is only slightly higher than the 64 percent single family dwellings reported in the 1990 Census for the Calabasas region. The remainder of the respondents included those residing in condominiums (12.4 percent), apartments (10.4 percent), and mobile homes (6.8 percent).

The recent growth of Calabasas is reflected in the length of time respondents have lived in the community. One-half of those surveyed indicated that they have lived in Calabasas for seven years or less. Both long-term residents and

newcomers expect to stay in Calabasas, with more than 80 percent indicating that they see themselves still living in the community five years from now.

The ages of the residents of the responding households is somewhat older than that of the broader community. The median age of all residents in the 399 households is 39 years compared with a median age of 33 years reported by the 1990 Census. Slightly more than one-third of the households contained at least one child, while 14 percent contained one or more members over 65 years of age.

The ethnic/racial background of the survey respondents also reflects the general ethnic and racial homogeneity of the Calabasas population. An overwhelming 94 percent of the respondents indicated that their household contained one or more individuals whose ethnic/racial background was non-Hispanic white. Fewer than 10 percent of the responding households contained individuals identified as ethnic or racial minorities. This result is not surprising since only 12 percent of the population was identified as minority by the 1990 Census.

The median annual household income of the respondents was approximately \$93,000, considerably higher than the median income of \$66,000 reported for the Calabasas area by the 1990 Census. Part of that difference is undoubtedly due to income growth and inflation over the past two years. However, it is also likely that upper income households are overrepresented among those responding to the survey.

Along with generally high incomes, Calabasas residents responding to the survey also were unusually well-educated. Three-quarters of all the responding households contained at least one member who had completed a four-year college degree.

Organization of The Report

A number of factors need to be taken into account when interpreting the results of a survey such as this. At the most fundamental level, the raw data can be viewed as frequency counts and percentages which provide a profile of community-wide views. That information is reported along with the actual wording of the questions at the end of this report. Beyond that, it is often possible to look beneath community-wide proportions and find explanations for

the variation in responses. Such variations can be related to demographic factors such as income, household type, age, and the like. In many cases, further understanding of all sides of a given issue can be gained by cross-tabulating one variable with another. In all cases where this is done, the results have been tested for statistical significance to insure a high probability that differences of opinion between groups within the sample reflect differences that actually exist within the larger community.

II. COMMUNITY GROWTH AND CHANGE ISSUES

Calabasas residents were asked a variety of questions concerning issues of community identify, growth, and change. Because Calabasas has grown dramatically over the past decades, with additional growth a distinct possibility into the foreseeable future, the survey was designed particularly to identify attitudes toward growth related issues, including community identity, future size, changing housing mix, and environmental protection.

Community Satisfaction

Calabasas residents are largely satisfied with the existing quality of life in the community. Approximately one-third of the residents view life in Calabasas as very satisfactory, while another sixty percent judge the community as satisfactory. Perspectives do vary, however, depending on the length of time residents have lived in the Calabasas area.

- * Those who have lived in Calabasas for less than five years are twice as likely to be very satisfied as those who have lived in the Calabasas area for longer than five years.
- * More than one-half of the longer-term residents expressed a belief that the quality of life in Calabasas has diminished over the past five years.

These differences based on length of residence are not surprising given the magnitude of growth and change in the community in recent years.

Community Fragmentation

One set of issues being addressed in the general plan revision is whether Calabasas is excessively fragmented by the lack of through streets and the large number of gated residential communities. In general, most residents are concerned about excessive fragmentation.

- * Approximately one-third of the respondents agree with the view that Calabasas is a highly fragmented community, while another sixty percent see it as somewhat fragmented with a moderate sense of community.

- * Residents on the southeast periphery in Calabasas Highlands and the northwest periphery in Malibu Canyon were the most likely to see the community as highly fragmented.
- * Fully two-thirds of the respondents believe that it is very important for the City to adopt policies designed to strengthen the identity of Calabasas as a unified community.
- * Residents of gated communities were just as likely as non-gated community residents to support the need for community unity.

Growth and Change

Following more than a decade of rapid growth, with the promise of more growth to come in the near future, Calabasas residents express a definite interest in controlling future growth and change in the community. Traffic, overcrowding and crime lead the list of resident concerns over continued growth. As a result, residents express widespread sentiments in favor of limiting future growth and change in the community.

- * Four out of every five respondents favor future growth rates that are slower than those of recent years.
- * One of every two respondents would like to see the population of Calabasas remain at the current level with no additional growth.
- * One out of three respondents would like to see growth continue until Calabasas is about fifty percent larger than its present size.

Housing

Resident growth concerns are also linked to the possibility that continued growth might change the character of the community by increasing the proportion of higher density housing.

- * One-half of the respondents believe that there are too many apartments in the community, while one-in-three believe there are too many townhomes and condominiums.

- * More than 80 percent of all respondents indicated that the need for small lots was not an important issue to be addressed by Calabasas planners.
- * Only one resident in ten believes that there should be more apartments in the housing mix of Calabasas in the future.

Despite high housing costs in the community, housing affordability is not a major concern for most Calabasas households. The lack of support for higher density housing was accompanied by a general lack of concern over housing affordability among most Calabasas residents.

One-half of all respondents reported that they were paying about what they could afford for housing.

- * Another 35 percent indicated that they could pay more if they had to.
- * Less than twenty percent of the community believes that the need for affordable housing is a very important issue.

When housing affordability concerns are voiced, they are more likely to come from renters than from homeowners.

- * One-fourth of all renters indicated that they were paying more than they could afford, compared with only ten percent of all home owners.
- * One-half of all renters believe that affordable housing is a very important planning issue.
- * Housing programs for first-time home buyers were supported by two-thirds of all renters, versus only fifteen percent of owners.

One change likely to gain substantial support among Calabasas households would be the development of additional housing for senior citizens.

- * One-third of all residents indicated the belief that there was not enough senior housing.
- * The proportion favoring more senior housing increased to 40 percent for households where one or more members was over age 55.

Interestingly, one-third of all respondents also believe that there are too many gated communities in the housing mix of Calabasas.

Open Space and Environmental Protection

When asked about future growth, Calabasas residents are more likely to identify the drawbacks of urbanization rather than loss of environmental amenities as major concerns. Nevertheless, explicit questions about open space preservation and environmental protection do elicit strong support from residents.

- * Approximately 90 percent of the respondents view open space preservation and hillside protection as very important issue for the general plan.
- * One-in-four believes that past hillside grading has not been sensitive to environmental and scenic concerns.
- * Approximately 80 percent of all respondents support limitations on hillside grading and the protection of oak trees.
- * Large majorities support landscaping programs and sign control for implementing the Scenic Corridor Ordinance.

III. ECONOMIC DEVELOPMENT ISSUES

Shopping and employment are the two most important aspects of local economic planning for a small community such as Calabasas. The availability of local shopping opportunities affects the community in a number of conflicting ways. To many residents, the choice of shopping destination often involves a tradeoff between the convenience of local shops versus the greater variety and choice available in larger centers. To some residents, increased local shopping opportunities may also raise concerns over increased congestion and traffic. At the same time, retail sales tax receipts represent a needed source of revenue for local government, one that will expand with the growth of shopping opportunities in the community.

Employment raises a separate series of issues for the community. In a bedroom community such as Calabasas, the availability of local jobs permits some residents to forego lengthy commutes. Local employment opportunities may be especially important for those whose mobility is restricted due to family, school or other commitments or because of limited availability of transportation. At the same time, the growth of commercial and industrial land uses may be seen as altering the character of the community while leading to negative effects such as increased congestion or pollution. One way to minimize the impacts associated with commercial and industrial growth while increasing local jobs is to encourage home occupations.

Retailing and Services

The small size of the retail sector in Calabasas is reflected in the shopping behavior of residents. The general lack of local outlets for higher order shopping goods like furniture, appliances, home improvement items and clothing causes shoppers to travel elsewhere when making those types of purchases.

- * Three-quarters of all households obtain most of their groceries in Calabasas.
- * Only fifteen percent of all households report that they do most of their restaurant eating in Calabasas.

- * Less than four percent of the households report that they shop for furniture, appliances, home improvement and clothing in Calabasas. Three-quarters of the households do most of their shopping for those items in the San Fernando Valley.

Despite clear evidence of limited shopping opportunities in Calabasas, residents are divided over the future direction of retailing in the community. Households are split almost evenly between those who agree that there is a need for additional retail stores and services and those who disagree that there is a need. Lack of consensus is underscored by the fact that substantial numbers of residents are either strongly for or strongly against more retailing.

Even among those who would like to see additional retailing, broad consensus is lacking over which services are needed.

- * A majority of households would like to see additional quality restaurants in the community.
- * One-third of the households indicated that a movie theater was needed.
- * Other possibilities, such as department stores, home improvement center, health club, and discount stores were viewed favorably by only one-fifth of the households or less.

Employment Opportunities

Residents are divided over the need for additional employment opportunities in Calabasas. If employment growth is to occur, retail and office jobs are generally preferred over industrial jobs.

- * Almost one-half of all respondents chose the "no development" option when asked what types of development would be appropriate in the freeway corridor.
- * Residents are divided almost evenly on whether they agree or disagree that there is a need for additional office and retail jobs.

- * Community sentiment is strongly opposed to industrial jobs. Almost ninety percent of the community either disagrees or strongly disagrees that there is a need for such jobs.

Household income level plays only a minor part in influencing whether a respondent will be for or against additional employment opportunities.

- * Income differences were not significant with respect to the need for retail and office jobs, with roughly equal proportions of all income groups on each side of the issue.
- * Income does seem to play a role in the opposition to industrial employment. Less than ten percent of the households with incomes over \$45,000 agreed that there was need for industrial jobs. The percentage favorable to industrial jobs rose to 28 percent for households with incomes between \$30,000 and \$45,000 and to almost 40 percent for households with incomes under \$30,000.

Office and retail jobs are clearly more acceptable to the vast majority of Calabasas residents. However, a mix of employment opportunities that also included industrial jobs would offer some benefits to the relatively small minority of Calabasas households with low and moderate incomes.

IV. LOCAL SERVICES

Calabasas residents are satisfied with the quality of many of the local municipal and non-municipal services they receive. This is especially true for sheriff and fire services, trash removal, and animal control, where majorities approaching 90 percent or more find the quality of the services they receive to be either satisfactory or very satisfactory. Nor are residents particularly eager to see services such as fire or sheriff changed from County contract services to City services. Less than 10 percent of the residents believe that the City should provide those services if that results in higher costs. The remainder are roughly divided between those satisfied with the existing arrangement and those who would switch to City services provided the costs were no higher than at present.

At the same time, a substantial portion of Calabasas residents are dissatisfied with the recreation and cultural services available in the community. This is especially true for senior services, recreation programs, library services and cable TV where approximately one-half of the residents find the quality of service to be unsatisfactory.

Dissatisfaction extends to the broad question of how residents believe their interests are considered by City government. Overall, only about one of every two residents believe that the interests of their area of Calabasas are adequately represented by City government. Dissatisfaction was voiced most strongly by residents of Saratoga Hills and Malibu Canyon, where fifty-nine percent and thirty-three percent respectively believe their interests were not represented on most issues. Highest levels of satisfaction were found in Calabasas Park South, Calabasas Park Lake Area, and Mulwood where 60 percent or more of the households indicated that they were adequately represented on most issues.

Recreation and Cultural Services

Dissatisfaction with cultural and recreation services is widespread among a broad cross-section of the Calabasas population. This is true even for age-related recreational services that are likely to appeal only to a minority of Calabasas households.

- * Eighty percent of all respondents rate the recreational facilities for teens as fair or poor. Seventy percent rate the facilities for youths as fair or poor.
- * High levels of dissatisfaction with youth and teen facilities are voiced by respondents with children as well as those who do not have children.
- * Eighty percent of all respondents rate recreational and cultural facilities for seniors as either fair or poor, a level of dissatisfaction that varies little between household with members over age sixty-five and those without.
- * Forty-six percent of all respondents state that recreation programs are unsatisfactory and an overwhelming eighty-five percent would like to see improvements made.

It is apparent from the survey that Calabasas residents would like to see improvements in the recreational and cultural opportunities of their young city. Among the improvements most often cited were parks and facilities, a community center, and cultural facilities like museums and theaters.

What is not so apparent, though, is the extent to which residents expect the City to provide for expanded services. When asked what should be the appropriate mix of public and private recreation in the community, three-quarters of the residents preferred a balance between City and private recreation. Only fifteen percent favored a strong reliance on City facilities and programs.

One obvious area where the City can play a vital role is in communicating information about the services that exist within the City. More than one-half of all residents indicated that current City efforts toward that end were unsatisfactory.

Traffic Concerns

Dissatisfaction with traffic conditions in the City also runs high among Calabasas residents. Overall, thirty-nine percent of those responding to the survey described traffic control in the community as unsatisfactory.

Specific concerns that were most likely to be judged very serious include traffic problems along Mulholland Drive and Las Virgenes Road and the use of residential neighborhood streets by through traffic. In each of these cases, one-third or more of the residents rated the problem as very serious.

Other traffic problems seem to affect the residents of some areas more than others.

- * One-half the residents of Calabasas Highlands were either somewhat or strongly concerned that narrow canyon roads might restrict emergency access.
- * Sixty-five percent of the respondents from Malibu Canyon and one-half the respondents from the Calabasas Park Lake area were concerned about the use of residential neighborhood streets by through traffic.
- * Residents of Saratoga Hills were much more likely than other residents to be concerned with east/west travel and limited connections between various areas within Calabasas.

The need for additional public transportation was viewed as very serious or somewhat serious by almost 63 percent of the households. That proportion increases to 73 percent among households with one or more members over age 65. Highest levels of concern over the lack of public transportation were found in Malibu Canyon, Saratoga Hills and Lost Hills.

One other issue--insufficient bike paths--cuts across all areas of Calabasas. Seventy percent of Calabasas residents view the shortage of bike paths as a somewhat or very serious problem, with similar levels of concern expressed by residents from most regions of Calabasas.

VI. SUMMARY OF FINDINGS

Community Growth and Change Issues

- * Calabasas residents are satisfied with the quality of life in the community, but they are concerned about the impacts of continued growth.
- * Residents are supportive of policies that will strengthen the identity of Calabasas as a unified community.
- * Residents are concerned about urban problems such as crime and traffic which they see linked to continued rapid growth of the community.
- * There is strong interest in limiting the rate and magnitude of future growth in the community.
- * Housing affordability issues such as first-time buyer programs are much more important to the minority of the community who rent their dwellings than to the majority who are homeowners.
- * There is very little community support for apartments and higher density housing.
- * Housing for seniors is one change which is supported by many Calabasas residents.
- * Residents express strong support for policies designed to protect the environment including open space preservation, hillside protection, grading restrictions, oak tree protection and sign ordinances.

Economic Development Issues

- * Residents make their basic purchases locally, but travel to the San Fernando Valley for most of their higher-order shopping needs.

- * The community is divided over the need for additional shopping opportunities in Calabasas. Substantial numbers of residents are strongly for and strongly against the need for additional retail stores.
- * The need for additional quality restaurants is one area where residents are likely to be in agreement.
- * Residents are not overly concerned about the need for additional employment opportunities in Calabasas.
- * Opposition is strongest to the growth of industrial jobs; office and retail jobs are considered more acceptable. Low and moderate income households view industrial jobs more favorably than do higher income households.

Local Service Issues

- * Residents are satisfied with the quality of major local services such as sheriff and fire.
- * Residents are very dissatisfied with the quality of recreation, cultural and age-specific services including senior services, youth and teen recreation programs, library services, and cable TV.
- * Residents cite specific needs for additional park facilities, a community center, museums and theaters.
- * The City is not expected to provide for all the cultural and recreation needs of the community. A balance of public and private efforts is preferred.
- * Many Calabasas residents are also dissatisfied with traffic conditions in the 'community. Problems include major streets such as Mulholland Highway and Las Virgenes Road as well as local streets where through traffic disrupts neighborhoods.

SURVEY QUESTIONNAIRE AND RESPONSES

COMMUNITY ATTITUDE SURVEY

CITY OF CALABASAS

1. How would you describe the quality of life in Calabasas today?

Very satisfactory	131	32.9%
Satisfactory	246	61.8
Unsatisfactory	21	5.3
Total	398	100.0%
No Response	1	

2. How would you compare the quality of life in Calabasas today with five years ago?

Improved	32	8.0%
About the Same	91	22.9
Declined	159	40.1
Not here 5 years ago	115	29.0
Total	397	100.0%
No Response	2	

3. Which of the following best describes the residential land use pattern of Calabasas?

Highly fragmented; not a unified community	121	31.2%
Somewhat fragmented; moderate sense of community	235	60.6
Not fragmented; a unified community	32	8.2
Total	388	100.0%
No Response	11	

4. How important is it for the City to adopt policies designed to strengthen the identity of Calabasas as a unified community?

Very important	264	67.1%
Somewhat important	106	27.0
Not very important	23	5.9
Total	393	100.0%
No Response	6	

5. How would you describe the character of your neighborhood?

Rural, with few improvements	17	4.3%
Rural, with some improvements	105	26.9
Suburban Los Angeles	195	49.9
Exclusive enclave	56	14.3
No discernable character	18	4.6
Total	391	100.0%
No Response	8	

6. Would you like to see the character of your neighborhood protected?

Yes	384	98.5%
No	6	1.5
Total	390	100.0%
No Response	9	

7. Please rate the importance of each of the following land use and design issues to be addressed in the future planning of the City.

	<u>Very Important</u>		<u>Somewhat Important</u>		<u>Not Very Important</u>		<u>Total</u>	<u>No Resp.</u>
Open space preservation	357	90.8%	32	8.2%	4	1.0%	393	6
Residential code enforcement	287	73.8	88	22.6	14	3.6	389	10
Historic preservation	243	62.5	111	28.5	35	9.0	389	10
Public parks	271	69.7	93	23.9	25	6.4	389	10
Sign guidelines	222	58.1	127	33.3	33	8.6	382	17
Hillside protection	346	88.7	41	10.5	3	0.8	390	9

8. Please rate the following approaches to open space protection?

	<u>Strongly Support</u>		<u>Somewhat Support</u>		<u>No Support</u>		<u>Total</u>	<u>No Resp.</u>
Annexation of undeveloped areas	192	55.8%	112	32.6	40	11.6%	344	55
Protection of oak trees	298	76.4	86	22.1	6	1.5	390	9
Limitations on hillside grading	324	83.9	59	15.3	3	0.8	386	13
Density transfers	143	51.3	99	35.4	37	13.3	279	120
Purchase of development rights	119	37.4	124	39.0	75	23.6	318	81
Purchase of property by conservation groups	207	57.3	119	33.0	35	9.7	361	38

9. Do you agree that the grading of hillsides in the past has been done in a manner that is sensitive to environmental and scenic concerns?

Yes in nearly all instances	42	11.1%
Yes in some instances; no in others	235	61.8
No in nearly all instances	103	27.1
Total	380	100.0%
No Response	19	

10. How would you describe the freeway corridor through Calabasas?

Very attractive	29	7.6%
Somewhat attractive	154	40.4
Unattractive	147	38.6
Very unattractive	51	13.4
Total	381	100.0%
No Response	18	

11. The City recently adopted a Scenic Corridor Ordinance that identifies and protects scenic areas of the City. What issues would you like to see addressed in the implementation of the Ordinance?
(Select any that apply)

Sign control	266	66.7%
Design control of adjacent properties	202	50.6
Landscaping programs	310	77.7
Increased setbacks for development	238	59.6
Review of building design	203	50.9

12. What is your opinion of the housing mix in the City of Calabasas?

	<u>Not Enough</u>		<u>About Right</u>		<u>Too Many</u>		<u>Total</u>	<u>No Resp.</u>
Single family residences	55	14.8%	267	72.0%	49	13.2%	371	28
Townhomes/Condos	21	5.5	217	57.6	139	36.9	377	22
Apartments	19	5.3	153	42.7	186	52.0	358	41
Mobile homes	16	5.0	178	55.2	128	39.8	322	77
Senior housing	104	33.8	173	56.2	31	10.0	308	91
Gated communities	50	13.4	204	54.7	119	31.9	373	26

13. Which of these conditions, if any, do you view as a problem in your neighborhood at the present time?

	<u>Very Serious</u>		<u>Somewhat Serious</u>		<u>Not Very Serious</u>		<u>Total</u>	<u>No Resp.</u>
General housing maintenance	28	8.4%	68	20.3%	239	71.3%	335	64
Yard maintenance	32	9.6	80	24.0	222	66.5	334	65
Outside storage of inoperable vehicles, appliances or "junk"	41	12.2	60	17.9	235	69.9	336	63
On-street parking	43	12.5	90	26.3	210	61.2	343	56
Recreational vehicle parking	29	8.7	67	20.1	237	71.2	333	66
Crime, gangs, graffiti, drugs	51	14.8	117	34.0	176	51.2	344	55
Limited access to gated areas	22	7.2	49	16.1	233	76.7	304	95
Traffic speed	117	32.7	125	34.9	116	32.4	358	41
Freeway noise	46	13.6	75	22.3	216	64.1	337	62

14. Please rate the importance of each of the following housing issues to be addressed in future planning of the City:

	<u>Very Important</u>		<u>Somewhat Important</u>		<u>Not Very Important</u>		<u>Total</u>	<u>No Resp.</u>
Need for more affordable housing	64	17.2%	89	23.9%	219	58.9%	372	27
Need for more upscale housing	53	14.6	106	29.2	204	56.2	363	36
Need for small lots	11	3.2	47	13.6	288	83.2	346	53
Need for large lots	80	22.7	128	36.4	144	40.9	352	47
Need for programs to help first-time home buyers	83	23.4	118	33.2	154	43.4	355	44
Protecting neighborhood quality	360	92.5	22	5.7	7	1.8	389	10
Reducing neighborhood noise	209	56.2	119	32.0	44	11.8	372	27

15. Do you view any of the following as a problem with respect to the construction of large homes or mansions on hillsides?

	Serious Problem		Somewhat Problem		Not a Problem		Total	No Resp.
Degradation of the slopes	202	57.2%	103	29.2%	48	13.6%	353	46
Excessive grading of slopes	221	62.6	93	26.3	39	11.1	353	46
Excessive lot coverage	160	46.6	120	35.0	63	18.4	343	56
Obstruction of views	193	55.1	100	28.6	57	16.3	350	49
Use of septic tanks	140	42.4	103	31.2	87	26.4	330	69

16. What level of population growth do you believe is appropriate for Calabasas in the future?

Slower than the growth of recent years	317	81.3%
About the same as the growth of recent years	67	17.2
Faster than the growth of recent years	6	1.5
Total	390	100.0%
No Response	9	

17. The current population of Calabasas has been estimated to be about 27,000. What would you like to see the population of Calabasas at in 20 years?

About the same as today	194	50.8%
40,000 (similar in size to Rancho Palos Verdes)	130	34.0
50,000 (similar in size to Camarillo)	37	9.7
70,000 (similar in size to Carlsbad)	8	2.1
100,000 (similar in size to Thousand Oaks)	4	1.0
Other	9	2.4
Total	382	100.0%
No Response	17	

18. What, if any, would be your major concerns if Calabasas continues to grow as it has in recent years?

Traffic	166	41.6%
Overcrowded City	77	19.3
Crime	74	18.5
Overcrowded Schools	38	9.5
Loss of Open Land	37	9.3
Noise	36	9.0
Pollution	32	8.0
Loss of Rural Atmosphere	25	6.3
Taxes	18	4.5
Access to Freeway / Parks	13	3.3
Law Enforcement Presence	8	2.0
Lower Home Value	7	1.8
Strain on Public Services	6	1.5

**19. Where do you obtain most of the following goods and services?
(Please select one of the following places for each category)**

Groceries

Thousand Oaks	2	0.5%
Westlake Village	7	1.9
Agoura Hills	39	10.5
Calabasas	273	73.8
San Fernando Valley	42	11.4
Other	7	1.9
Total	370	100.0%
No Response	29	

Appliances

Thousand Oaks	13	3.5%
Westlake Village	6	1.6
Agoura Hills	17	4.6
Calabasas	5	1.4
San Fernando Valley	301	81.8
Other	26	7.1
Total	368	100.0%
No Response	31	

Clothing

Thousand Oaks	32	8.9%
Westlake Village	4	1.1
Agoura Hills	2	0.6
Calabasas	8	2.2
San Fernando Valley	278	77.0
Other	37	10.2
Total	361	100.0%
No Response	38	

Furniture

Thousand Oaks	11	3.1%
Westlake Village	3	0.9
Agoura Hills	7	2.0
Calabasas	5	1.5
San Fernando Valley	250	72.7
Other	68	19.8
Total	344	100.0%
No Response	55	

Home Improvement

Thousand Oaks	27	7.6%
Westlake Village	3	0.8
Agoura Hills	30	8.5
Calabasas	12	3.4
San Fernando Valley	255	71.8
Other	28	7.9
Total	355	100.0%
No Response	44	

Restaurants		
Thousand Oaks	6	1.9%
Westlake Village	11	3.5
Agoura Hills	24	7.6
Calabasas	47	14.8
San Fernando Valley	184	58.0
Other	45	14.2
Total	317	100.0%
No Response	82	

20. Do you agree or disagree that there is a need for new retail stores and services in Calabasas?

Strongly agree	77	19.8%
Agree	121	31.1
Disagree	108	27.8
Strongly disagree	83	21.3
Total	389	100.0%
No Response	10	

21. Which, if any, of the following additional stores and services are needed? (Check any that apply)

Automotive services	36	9.0%
Upscale department store & shops	90	22.6
Small specialty stores	119	29.8
Home improvement center	86	21.6
Quality restaurants	229	57.4
Fast-food restaurants	27	6.8
Grocery store	102	25.6
Movie theater	146	36.6
Large discount store	50	12.5
Commercial recreation	35	8.8
Health club	82	20.6
Specialty retail	10	2.5
Recycling center	3	0.8

22. Do you agree or disagree that there is a need for more of the following types of jobs in Calabasas?

	<u>Strongly Agree</u>		<u>Agree</u>		<u>Disagree</u>		<u>Strongly Disagree</u>		<u>Total</u>	<u>No Resp.</u>
Industrial	17	5.0%	28	8.3%	105	31.3%	186	55.4%	336	63
Office	61	17.4	107	30.6	99	28.3	83	23.7	350	49
Retail/service	57	16.2	126	35.8	94	26.7	75	21.3	352	47

23. What type of development, if any, should the City encourage along the freeway corridor?

Industrial	3	0.8%
Office/Business park	34	9.1
Retail	11	3.0
Mixed business uses	116	31.0
Residential	2	0.5
Mixed business and residential	40	10.7
No development	168	44.9
Total	374	100.0%
No Response	27	

24. What is the proper role of city government in promoting local economic development?

Local government has little or no reason to be involved	36	10.1%
Local government can assist private businesses when necessary, but most initiatives should come from private investors	144	40.5
Local government should do all it can to promote appropriate economic development	176	49.4
Total	356	100.0%
No Response	43	

25. How would you describe the quality of each of the following local services?

	Very Satisfactory		Satisfactory		Not Satisfactory		Total	No Resp.
Police protection	127	34.5%	197	53.5%	44	12.0%	368	31
Fire protection	182	49.3	182	49.3	5	1.4	369	30
Animal control	111	31.3	206	58.0	38	10.7	355	44
Local parks	60	17.5	170	49.7	112	32.7	342	57
Recreation programs	24	7.7	143	46.1	143	46.1	310	89
Senior Center	16	7.0	86	37.4	128	55.7	230	169
Library services	40	12.3	113	34.8	172	52.9	325	74
Cable TV	24	6.7	149	41.9	183	51.4	356	43
Dial-A-Ride	21	11.4	119	64.7	44	23.9	184	215
Traffic control	35	9.6	187	51.2	143	39.2	365	34
Street maintenance	56	15.4	227	62.4	81	22.3	364	35
Trash collection & disposal	117	31.4	241	64.6	15	4.0	373	26
Sewers	72	21.6	246	73.7	16	4.8	334	65
Code enforcement	47	15.8	206	69.4	44	14.8	297	102
Overall City government	54	16.4	239	72.6	36	10.9	329	70

26. Should the city continue to contract with Los Angeles County for fire and sheriff services?

City should continue to contract for services	173	49.2%
City should provide services if costs are the same	149	42.3
City should provide services even if costs are higher	30	8.5
Total	352	100.0%
No Response	47	

27. Please indicate whether you view any of the following as serious problems in Calabasas:

		<u>Very Serious</u>		<u>Somewhat Serious</u>		<u>Not Very Serious</u>	<u>Total</u>	<u>No Resp.</u>
Traffic problems along Mulholland Dr & Las Virgenes Rd	119	33.2%	166	46.4%	73	20.4%	358	41
Use of residential neighborhood streets by through traffic	132	36.8	110	30.6	117	32.6	359	40
Insufficient bike paths	108	30.2	149	41.6	101	28.2	358	41
Need for additional public transportation	85	24.6	133	38.4	128	37.0	346	53
Shortage of rideshare programs	44	14.4	116	38.0	145	47.5	305	94
Limited access between various areas within Calabasas	76	21.6	133	37.8	143	40.6	352	47
East/West travel in Calabasas	81	23.8	133	39.0	127	37.2	341	58

28. Are you concerned that narrow canyon roads may restrict emergency access in your area of Calabasas?

Strongly concerned	45	11.8%
Somewhat concerned	108	28.3
Not concerned	229	59.9
Total	382	100.0%
No Response	17	

29. Please rate the quality of recreation and cultural facilities in Calabasas for each of the following groups:

	<u>Excellent</u>		<u>Good</u>		<u>Fair</u>		<u>Poor</u>		<u>Total</u>	<u>No Resp.</u>
Families	21	7.1%	87	29.7%	96	32.8%	89	30.4%	293	106
Youths (5-14)	14	5.3	60	22.6	103	38.9	88	33.2	265	134
Teenagers (15-19)	7	2.8	45	17.7	97	38.2	105	41.3	254	145
Adults	11	3.8	66	22.7	119	40.9	95	32.6	291	108
Senior citizens	10	4.0	38	15.0	98	38.7	107	42.3	253	146

30. Would you like to see improvements or additions to the cultural and recreational facilities in Calabasas?

Yes	308	85.3%
No	53	14.7
Total	361	100.0%
No Response	38	

31. If yes, what?

Park and Facilities	61	15.3%
Community Center	60	15.0
Cultural : museums and theaters	42	10.5
Make the private tennis club public	16	4.0
Library	13	3.3
Bicycle Paths	8	2.0
Restaurants	8	2.0
Golf Course	4	1.0

32. What mix of public and private recreation do you believe is appropriate for Calabasas?

Strong reliance on City facilities and programs	52	14.7%
Balance between City and private recreation	265	74.8
Strong reliance on private facilities and programs	37	10.5
Total	354	100.0%
No Response	45	

33. What is your opinion of current City efforts to communicate available services, current civic events and other noticing?

Very satisfactory	28	7.6%
Satisfactory	140	38.3
Unsatisfactory	144	39.3
Very unsatisfactory	54	14.8
Total	366	100.0%
No Response	33	

34. What area of Calabasas do you live in (please refer to the map)?

Area 1/Malibu Canyon	58	15.0%
Area 2/Saratoga Hills	19	4.9
Area 3/Lost Hills	55	14.2
Area 4/Calabasas Park North	11	2.8
Area 5/Calabasas Park South	36	9.3
Area 6/Calabasas Highlands	32	8.3
Area 7/Calabasas Park Lake Area	65	17.0
Area 8/Mulwood	110	28.5
Total	386	100.0%
No Response	13	

35. Do you believe that the interests of your area of Calabasas are adequately represented in City government?

Yes on most issues	158	48.9%
Yes on only some issues	104	32.2
No on most issues	61	18.9
Total	323	100.0%
No Response	76	

36. Which best describes your current housing unit? (Select one)

Single family home	278	70.4%
Townhome/condominium	49	12.4
Apartment	41	10.4
Mobile home	27	6.8
Group quarters	0	0.0
Other	0	0.0
Total	395	100.0%
No Response	4	

37. Do you live in a gated community?

Yes	51	12.9%
No	344	87.1
Total	395	100.0%
No Response	4	

38. Please indicate whether you own or rent your dwelling?

Own	338	85.6%
Rent	57	14.4
Total	395	100.0%
No Response	4	

39. How many years have you lived in the Calabasas area?

Average: 9.8 years
Median: 7
Range: 43

40. How many years have you lived in your present dwelling?

Average: 8.5 years
Median: 6
Range: 43

41. Do you expect to still be living in Calabasas five years from now?

Definitely yes	137	35.2%
Probably yes	180	46.3
Probably not	56	14.4
Definitely not	16	4.1
Total	389	100.0%
No Response	10	

42. What is the amount of your monthly rent/mortgage payment?

Under \$500	45	12.1%
\$500 - 749	47	12.7
\$750 - 1,000	48	12.9
\$1,000 - 1,499	72	19.4
\$1,500 - 1,999	43	11.6
\$2,000 - 2,499	40	10.8
\$2,500 - 2,999	24	6.5
\$3,000 - 3,499	19	5.1
\$3,500 - 3,999	14	3.8
\$4,000 or more	19	5.1
Total	371	100.0%
No Response	28	

43. Which statement best describes your present housing costs?

I could afford to pay more if I had to	135	35.9%
I am paying about what I can afford	193	51.3
I am paying more than I can afford	48	12.8
Total	376	100.0%
No Response	23	

44. How many people live in your household?

Average: 2.8 persons
 Median: 2
 Range: 7

45. Please indicate the number of residents in your household by age category:

Age	Age	Age	Age	Age	Age	Age	Age	Age
<u>0-4</u>	<u>5-9</u>	<u>10-14</u>	<u>15-19</u>	<u>20-29</u>	<u>30-39</u>	<u>40-54</u>	<u>55-64</u>	<u>65+</u>
69	79	58	50	124	161	304	146	77

**46. Please indicate the ethnic/racial background of members of your household:
 (Check any that apply; total exceeds 100 percent because some households indicated more than one category)**

White (non-Hispanic)	375	94.0%
Hispanic/Latino	13	3.3
Black/African-American	2	0.5
Asian/Pacific Islander	14	3.5
Native American Indian	0	0.0
Other	5	1.3

47. Which of the following best describes the last grade attended in school for the household member with the most education?

Grade school	1	0.3%
Some high school	2	0.5
Completed high school	17	4.3
Some college	55	14.1
Two year college degree	26	6.7
Four year college degree	117	29.9
Graduate/professional degree	173	44.2
Total	391	100.0%
No Response	8	

48. Please indicate the category which includes your annual household income so that we can better interpret the survey results (your responses will remain confidential):

Under \$14,999	2	0.5%
\$15,000-19,999	5	1.3
\$20,000-29,999	21	5.7
\$30,000-44,999	39	10.5
\$45,000-59,999	41	11.1
\$60,000-79,999	50	13.5
\$80,000-99,999	42	11.4
\$100,000-149,999	77	20.8
\$150,000-199,999	38	10.3
\$200,000 or more	55	14.9
Total	370	100.0%
No Response	29	