Survey Results: City Communications

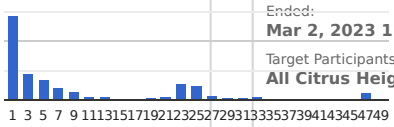
🏛️ Survey Info - This survey was sent on behalf of the City of Citrus Heights to the FlashVote community for Citrus Heights, CA.

These FlashVote results are shared with local officials

395
Total Participants
393 of 723 initially invited (54%)
2 others
Margin of error: ± 5%

Applied Filter:
Locals only
Participants for filter:
370

Response Time (hours)

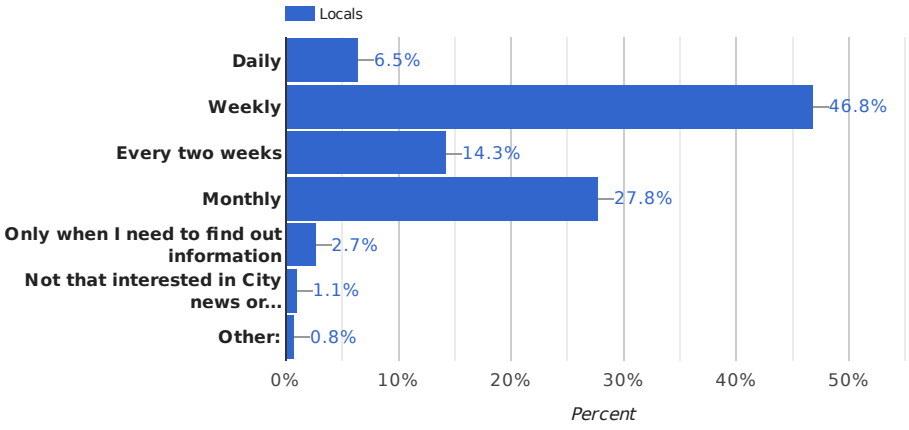


Started:
Feb 28, 2023 11:00am PST
Ended:
Mar 2, 2023 11:00am PST
Target Participants:
All Citrus Heights

Q1 About how often would you like to get news or updates from the City of Citrus Heights?

(370 responses by)

Options	Locals (370)
Daily	6.5% (24)
Weekly	46.8% (173)
Every two weeks	14.3% (53)
Monthly	27.8% (103)
Only when I need to find out information	2.7% (10)
Not that interested in City news or updates	1.1% (4)
Other:	0.8% (3)



Whenever there's news to share

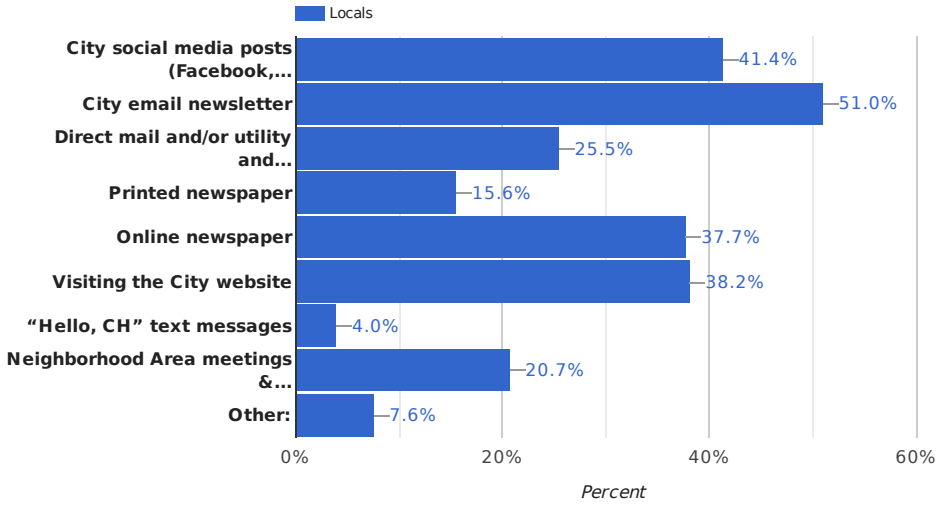
Immediately, under dire circumstances when information could save lives; otherwise, Monthly.

As often as there is news

Q2 In the last 12 months, which of the following, if any, have you used to get information about the City of Citrus Heights government? (Choose all that apply, if any)

(353 responses by)

Options	Locals (353)
City social media posts (Facebook, Twitter, Linkedin, Instagram)	41.4% (146)
City email newsletter	51.0% (180)
Direct mail and/or utility and garbage bill inserts	25.5% (90)
Printed newspaper	15.6% (55)
Online newspaper	37.7% (133)
Visiting the City website	38.2% (135)
“Hello, CH” text messages	4.0% (14)
Neighborhood Area meetings & correspondence	20.7% (73)
Other:	7.6% (27)





LinkedIn

nextdoor.com

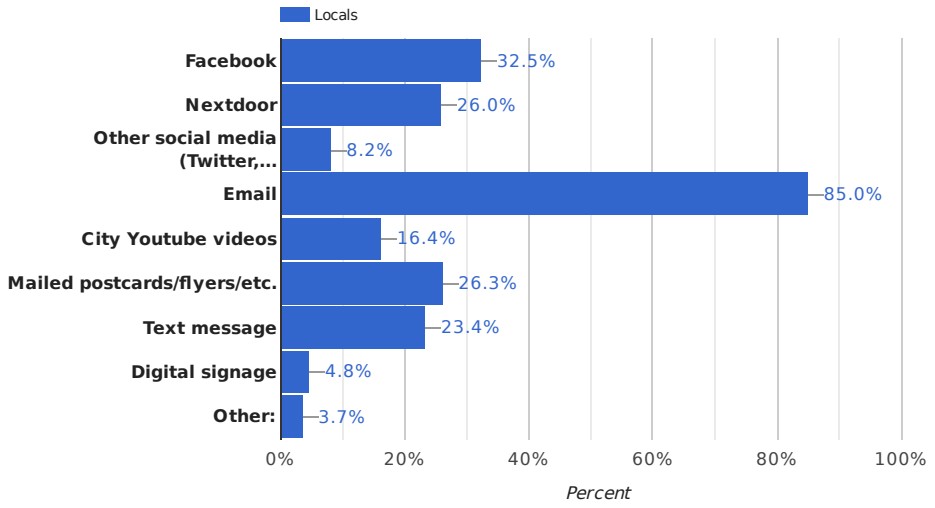
Nextdoor - CHPD

city council meetings
NextDoor
Anything that affects my neighborhood.
Chamber of commerce events
Next door
KCRA
nextdoor.com
Messenger
Not sure
Sue Frost
City Council meetings
Citrus Heights Sentinel, Citrus Heights Live
Watch council meetings on cable tv
Next Door
Citrus Heights Sentinel
none
Flash vote notifications
Chamber meeting
CH sentential
Neighbors
CH Collaborative
Pona and city council meetings
Next door

Q3 How would you most like to receive information from the City of Citrus Heights? (You can choose up to FOUR, if any)

(354 responses by)

Options	**Locals** (354)
Facebook	32.5% (115)
Nextdoor	26.0% (92)
Other social media (Twitter, Linkedin, Instagram)	8.2% (29)
Email	85.0% (301)
City Youtube videos	16.4% (58)
Mailed postcards/flyers/etc.	26.3% (93)
Text message	23.4% (83)
Digital signage	4.8% (17)
Other:	3.7% (13)



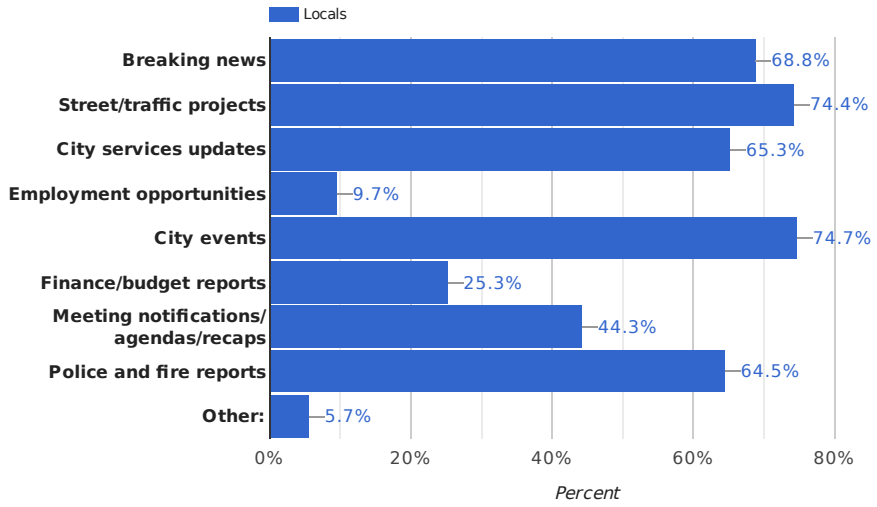


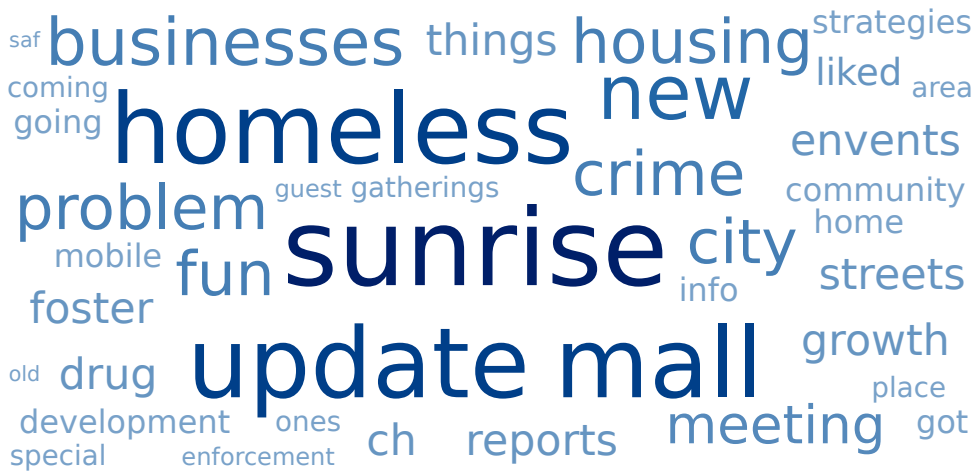
online news media
Urgent situations via social media and email
Citrus heights sental
Online newspaper
Not anything I'd be charged for.
Email or text message to check city website about specific topic
Neighborhood meetings
sentinal
I steer clear of the SOCIAL MEDIA for the most part. Too many opinions and big mouths!!!
Have the city council members and staff speak at our neighborhood association meetings.
Please use non-social media methods. People need to get off their phones.

Q4 Which of the following topics, if any, are you most interested in receiving information about from the City of Citrus Heights? (You can choose up to FIVE, if any)

(352 responses by)

Options	Locals (352)
Breaking news	68.8% (242)
Street/traffic projects	74.4% (262)
City services updates	65.3% (230)
Employment opportunities	9.7% (34)
City events	74.7% (263)
Finance/budget reports	25.3% (89)
Meeting notifications/agendas/recaps	44.3% (156)
Police and fire reports	64.5% (227)
Other:	5.7% (20)





Housing problems, homelessness problem

Monthly update on the rebuild of Sunrise Mall, with timelines.

What is being done about homeless

Fun envents/things to do in CH to foster community gatherings and have fun!
Development and growth of the city.
Update on crime investigations
Homeless strategies
housing element
I liked going to neighborhood meetings at the Mobile Home meeting place. Got to have special guest
New businesses that opened and ones that closed
Info on Homelessness
Sunrise Mall, Update
New businesses
Homeless and drug enforcement off the streets
Sunrise project!?!?
New businesses coming to city
All of the above
Sunrise mall; notices affecting area bounded by Sunrise, Twin Oaks, Auburn & Old Auburn
Crime reports

Q5 Any other comments or suggestions about what the City of Citrus Heights could do differently to better give you the information you want and need?

(51 responses by)



get votes before spending tax money on things like fireworks, picnics.
Business news
If this involves anything from the city council they need to have earlier meetings. Once a month no later than 2pm. I assume most of them are glorified paper pushers or retired and should be able to manage 1 afternoon meeting monthly.
This survey pretty much covers it. People nowadays are connected to everything by their phones and computers. Send me a monthly ema about what's happening and what's new, and I'm happy.
Where current reliable expired drug drop off locations. I tried for over a yr to find a place to dispose of some prescription drugs I stopped taking. I looked on line to find places to drop them off, but every place I actually visited no longer took them, or the box was locked. So I went to city hall & the receptionist couldn't find any more information than I already had &

suggested to try the police dept. So I walked over to the PD & the dispatcher I talked to didn't know where to refer me either. Both staff were helpful & pleasant, but they just didn't have good information. So I ended up throwing the drugs in the garbage, although I know you shouldn't do that. I've also been looking for a place to respectfully dispose of old flags, but none of the places I contacted were disposing old flags. I'm sure the last 2 yr of covid had a lot if not all of the reasons for that, but there should be a more respectful place to store old flags than in the garage. I will not pitch.

Buildings should be bird safe....so birds will not fly into windows and be injured or die. People and companies should plant native plants and trees to save water and help our wildlife.

continue on with doing your best to keep we, the C.H. citizens, aware of what's going on in our city and government.

I cannot recall any other suggestions for now.

n/a

Anything? Very little info is being sent out.

Would like to see San Juan repaved...it's awful

Honestly I think you're doing pretty good already

Is there a way to electronically participate in City Planning meetings? Is there a link to watch previous meetings? Thank You, Roger Johnson

Not that I can think of right now. Really like the new crew that helps keep our city clean. I have noticed. And the new trash cans and benches.

Nothing at this time. The current communications are very good.

when are they (no idea who "they" are) will fix Madison Ave? It's the worst Avenue for our cars.....

not at this time

Better, clearer communication

No

regarding text message alerts . . . only if it is urgent information

Thanks for this survey... and asking. Overall, you do a great job keeping me knowledgeable about my community.

Crime reports in Citrus Heights. Antelope Road repairs. Garbage clean up on Rsvl Road. Free taxpreration for Seniors like Roseville has at Maidu and Rsvl Library.

Not at this time - Keep up the good work!

Very happy with the city.

No comments/issues.

Just keep up the great job you’re doing! Thank you!

Partnering with local parks and schools.

There were 6 police cars in the court across from mine on Feb 26. Officers had their guns drawn as they were moving toward a house. I would really like to know why they were there and the outcome, but so far I haven’t been able to find this out. We need current police logs.

Let us know when city projects are being done around our homes prior to work starting. A targeted email would be nice.

Nothing that I can think of right now, sorry

I’m not sure if the City website has RSS feeds, but those would be useful as I use Feedly to read the news..

More info about the city’s services to the homeless

I appreciate receiving information about Citrus Heights. Thank you

Feature different departments and highlight their responsibilites and duties so we feel better connected to the City

Bring business opportunities that other areas like Folsom and Roseville provide, simple as a Whole Food Market that would not only attract Fair Oaks and Orangevale tax dollars but young people that use Whole Foods.

We used to get a monthly City Newsletter which had all of the City contact numbers...while cost prohibitive, maybe a quarterly mailing would work?

I had no idea you guys sent out info via text messages!

If there's a major event, infrastructure issue (streets being paved, traffic light system, red light cameras installed, etc)- mailers in a postcard form would be a great heads up for those of us that don't live on the internet.

Roads still need lots of work. Cleanup along creeks. Traffic speed control.
I appreciate all city news and updates. Thank you
I am happy with how the city is sharing information and receiving information from us citizens.
Plant more trees, I noticed the free on ramp is now covered in cement. Please plant trees, instead
need a user fiendly website; keep neighborhood associations as a focus for information so people would attend meetings
Can’t think of anything right now
Perhaps a bulletin board, like the one on Greenback Lane, Folsom for the city of Folsom's upcoming events. That sign is well placed and very effective.
Nothing at this time
reports on how the city is addressing the homeless
I would not be having a 80k fireworks patriotic display and music event. This money could have been used differently for actual vets or our vet center promotion or local business grants. Bring back red white and blue parade would have been cheaper. I’m embarrassed by this future fireworks stunt.
I miss some of the reliable council members like Steve Miller, but wish him well in his new position with San Jaun.
Fix the roads
In behalf of neighborhood associations I would like the city to do a better job of promoting them. Mention in your news letters who will be speaking the next month at their meetings. Mention the service that the associations have performed for both the community and the city. Mention up coming community events that associations have planned. Example; CHASEN will be having a barbecue celebrating National Night Out in August. Sue Frost and Assemblyman Hoover host community meetings which allows us not only to listen to their comments, but also ask questions. Why not have members of the city council, police chief and city manager provide the same opportunities for the residents of the city?

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