

THE NCS™

The National Community Survey™

Beaumont, CA

*Community Livability Report
2020*



POWERED BY POLCO

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The National Community Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Beaumont. The phrase “livable community” is used here to evoke 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.

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 & Engagement



The Community Livability Report provides the opinions of a representative sample of 649 residents of the City of Beaumont. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2020 survey was 26%. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

Overview of Results

Residents appreciate many aspects of living in Beaumont.

About three quarters of respondents or more positively rated their overall quality of life in Beaumont, Beaumont as a place to live, and their neighborhood as a place to live. About 8 in 10 would recommend living in Beaumont to someone who asked and planned to remain in Beaumont for the next five years. Ratings for the overall quality of new development, well-designed neighborhoods, variety of housing options and availability of affordable quality housing tended to be positive and similar to national benchmark comparisons. Further, overall ratings in a number of pillars including Safety, Utilities, Natural Environment, Inclusivity and Engagement, and Participation were largely on par with benchmark jurisdictions around the country.

Mobility-related services and traffic flow are areas of high importance to residents and of opportunity.

A number of mobility-related aspects of the community received ratings similar to those observed elsewhere across the country (ease of travel by bicycle, walking and public transportation, public parking, bus or transit services, traffic signal timing, street cleaning, and sidewalk maintenance). Over half of Beaumont residents reported that they carpooled, walked or biked instead of driving. When asked about areas where the City should invest resources in the next five years, 9 in 10 indicated that it was essential or very important to invest in local street and traffic flow improvements while over 8 in 10 indicated the freeway interchange improvements were essential or very important. Residents gave evaluations that were lower than national benchmarks for traffic flow on major streets, ease of travel by car, and traffic enforcement; they also indicated that mobility, traffic and street infrastructure and quality were top priorities for the City in the coming years. When asked, in their own words, to identify the top needs or priorities for Beaumont residents most often cited issues having to do with mobility, street infrastructure, street quality, and traffic.

Residents are healthy and prioritize opportunities for Health and Wellness.

Over 6 in 10 residents considered themselves to be in very good to excellent health. They walked and biked at similar rates to their peers around the country and indicated that overall Health and Wellness was a priority for the community. When asked about the overall health and wellness opportunities in Beaumont, less than half of residents gave positive scores. In addition, health services and the availability of preventative health services were lower than the U.S. benchmarks. Similarly, the overall quality of parks and recreation opportunities along with availability of paths and walking trails, recreation programs, classes, centers or facilities, and fitness opportunities lagged behind comparison jurisdictions. Over 6 in 10 residents supported park and community center improvements as essential or very important areas for investing City resources in the next five years.

Beaumont's Economy is a high priority for residents, especially in the current climate.

When asked about the overall economic health of Beaumont, about 9 in 10 residents rated it as essential or very important. Ratings for economic development, the overall quality of business and service establishments, and the cost of living in Beaumont were all on par with ratings observed in other local governments across the nation. Residents' perception of their own personal economic future was also similar to those in other benchmark communities. This suggests that Beaumont entered this period of economic uncertainty with a stable economic foundation. The challenge, possibly highlighted by the COVID-19 crisis, is indicated by other areas in the facet of Economy which were rated lower than the benchmarks. These included the variety of business and service establishments, the vibrancy of the downtown/commercial area, shopping opportunities, Beaumont as a place to work and visit, and employment opportunities. Further, about half of residents indicated they were experiencing housing cost stress, compared to other communities across the nation, this was one of the highest rates of housing cost stress in NRC's database.

Facets of Livability

Ratings of importance were compared to ratings of quality to help guide City staff and officials with decisions on future resource allocation and strategic planning areas. When competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what facets are deemed most important to residents' quality of life, but which among the most important are perceived to be of relatively lower quality in your community. It is these facets of community livability – more important facets perceived as being of lower quality – to which attention needs to be paid first.

		QUALITY		
		LOWER	SIMILAR	HIGHER
IMPORTANCE	HIGHER	<ul style="list-style-type: none"> • Community Design • Health and Wellness 		
	SIMILAR	<ul style="list-style-type: none"> • Economy • Mobility • Utilities • Parks and Recreation • Education, Arts and Culture 	<ul style="list-style-type: none"> • Safety • Natural Environment 	
	LOWER		<ul style="list-style-type: none"> • Inclusivity and Engagement 	

FIGURE 1: QUALITY OF FACETS OF LIVABILITY- SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall economic health of Beaumont	↓	47%
Overall quality of the transportation system in Beaumont	↓↓	42%
Overall design or layout of Beaumont's residential and commercial areas	↓	43%
Overall quality of the utility infrastructure in Beaumont	↓	54%
Overall feeling of safety in Beaumont	↔	67%
Quality of overall natural environment in Beaumont	↔	67%
Overall quality of parks and recreation opportunities	↓	63%
Overall health and wellness opportunities in Beaumont	↓	48%
Overall opportunities for education, culture, and the arts	↓↓	32%
Residents' connection and engagement with their community	↔	45%

FIGURE 2: IMPORTANCE OF FACETS OF LIVABILITY- SUMMARY

Percent essential or very important	Comparison to benchmark	2020 rating
Overall economic health of Beaumont	↔	93%
Overall quality of the transportation system in Beaumont	↔	78%
Overall design or layout of Beaumont's residential and commercial areas	↑	86%
Overall quality of the utility infrastructure in Beaumont	↔	89%
Overall feeling of safety in Beaumont	↔	94%
Quality of overall natural environment in Beaumont	↔	81%
Overall quality of parks and recreation opportunities	↔	82%
Overall health and wellness opportunities in Beaumont	↑	83%
Overall opportunities for education, culture, and the arts	↔	78%
Residents' connection and engagement with their community	↓	66%

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.

OVERALL QUALITY OF LIFE

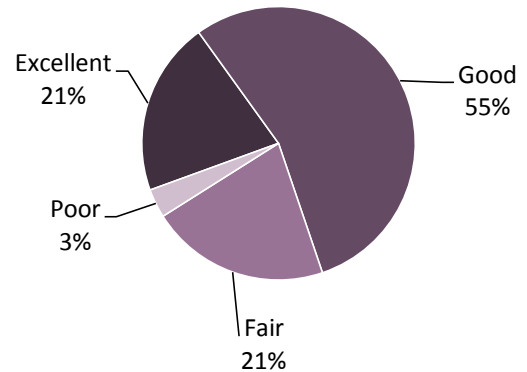


FIGURE 3: QUALITY OF LIFE IN BEAUMONT

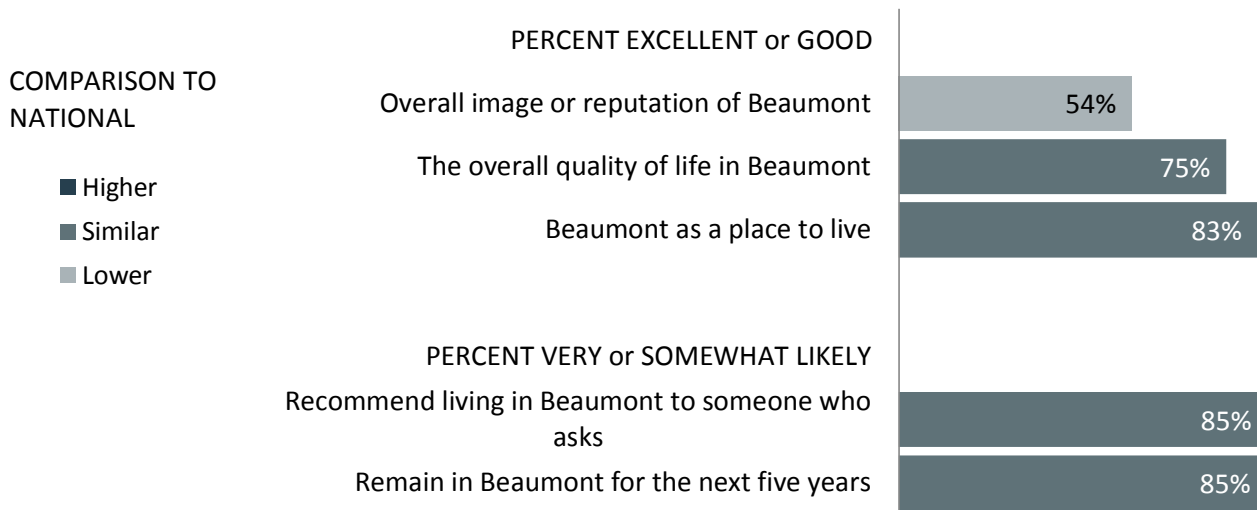


FIGURE 4: QUALITY OF LIFE IN BEAUMONT - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall image or reputation of Beaumont	↓	54%
The overall quality of life in Beaumont	↔	75%
Beaumont as a place to live	↔	83%

FIGURE 5: RECOMMEND BEAUMONT - SUMMARY

Percent very or somewhat likely	Comparison to benchmark	2020 rating
Recommend living in Beaumont to someone who asks	↔	85%
Remain in Beaumont for the next five years	↔	85%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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 GOVERNMENT

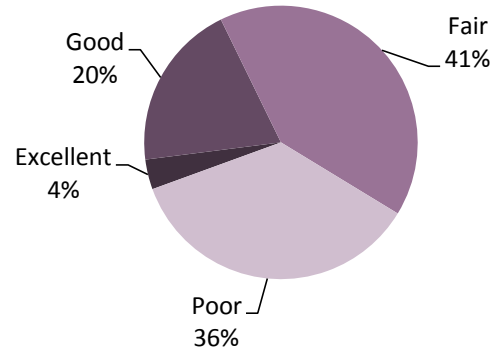


FIGURE 6: GOVERNMENT PERFORMANCE AND SERVICES

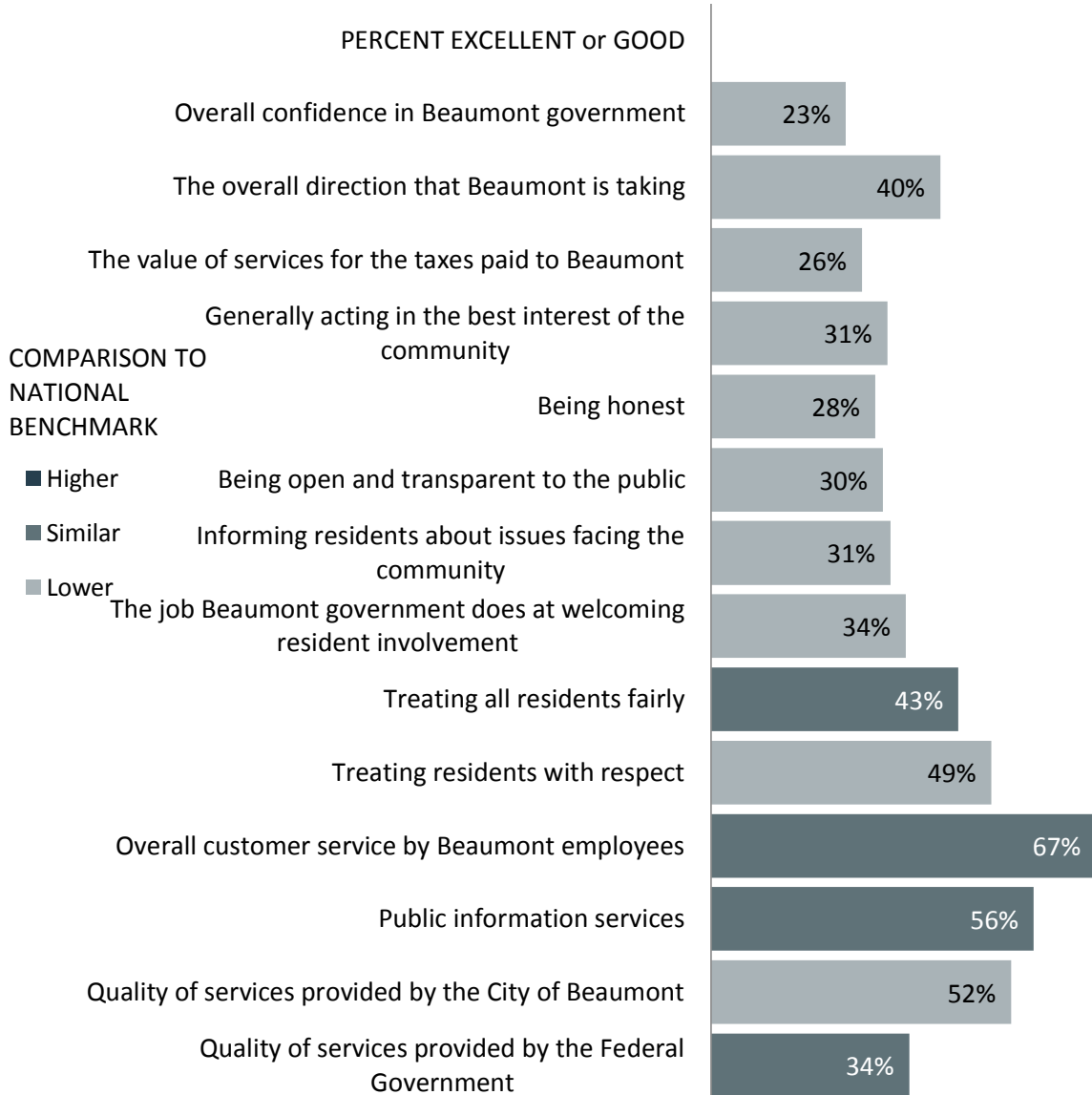


FIGURE 7: GOVERNMENT PERFORMANCE AND SERVICES - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall confidence in Beaumont government	↓	23%
The overall direction that Beaumont is taking	↓	40%
The value of services for the taxes paid to Beaumont	↓	26%
Generally acting in the best interest of the community	↓	31%
Being honest	↓	28%
Being open and transparent to the public	↓↓	30%
Informing residents about issues facing the community	↓	31%
The job Beaumont government does at welcoming resident involvement	↓	34%
Treating all residents fairly	↔	43%
Treating residents with respect	↓	49%
Overall customer service by Beaumont employees	↔	67%
Public information services	↔	56%
Quality of services provided by the City of Beaumont	↓	52%
Quality of services provided by the Federal Government	↔	34%

Legend

↑↑ Much higher

↑ Higher

↔ Similar

↓ Lower

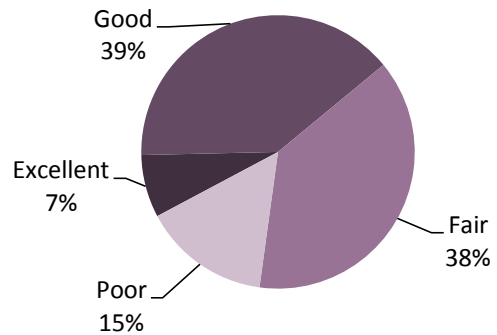
↓↓ Much lower

* Not available

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



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

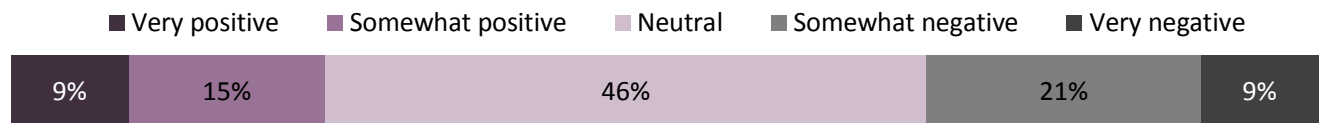


FIGURE 8: ECONOMIC HEALTH



FIGURE 9: ECONOMIC HEALTH - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall economic health of Beaumont	↓	47%
Economic development	↔	50%
Overall quality of business and service establishments in Beaumont	↔	60%
Variety of business and service establishments in Beaumont	↓	46%
Vibrancy of downtown/commercial area	↓	29%
Shopping opportunities	↓	37%
Beaumont as a place to visit	↓	37%
Beaumont as a place to work	↓	36%
Employment opportunities	↓	24%
Cost of living in Beaumont	↔	34%

FIGURE 10: ECONOMIC IMPACT - SUMMARY

Percent very or somewhat positive	Comparison to benchmark	2020 rating
Economy will have positive impact on income	↔	24%

FIGURE 11: HOUSING COST - SUMMARY

Percent for whom housing costs are NOT 30% or more of household income	Comparison to benchmark	2020 rating
NOT experiencing housing costs stress	↓	50%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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.

THE OVERALL QUALITY OF THE TRANSPORTATION SYSTEM

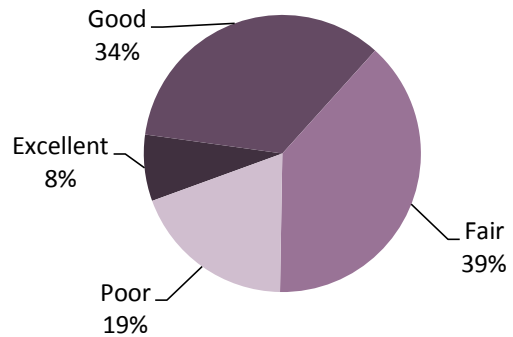


FIGURE 12: MOBILITY IN BEAUMONT

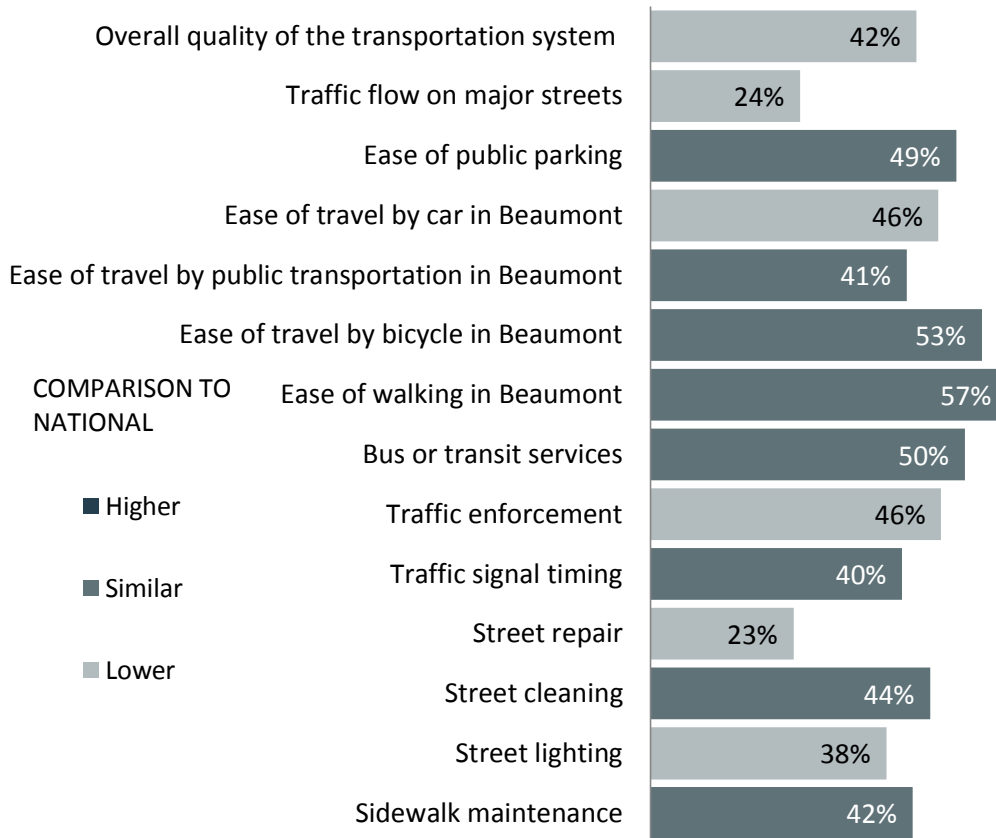


FIGURE 13: USE OF ALTERNATIVE TRANSPORTATION MODES

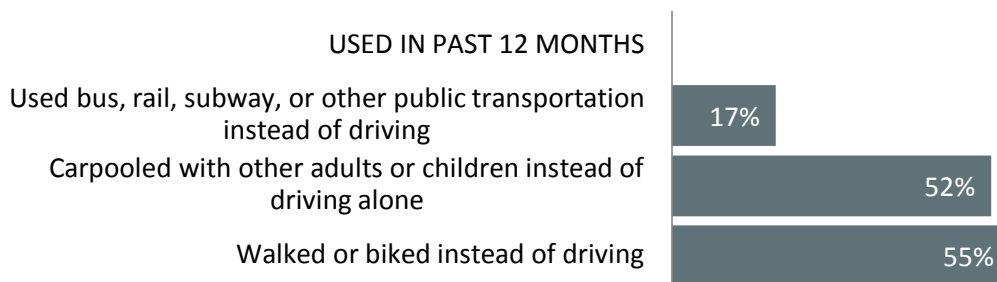


FIGURE 14: MOBILITY IN BEAUMONT - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall quality of the transportation system in Beaumont	↓↓	42%
Traffic flow on major streets	↓	24%
Ease of travel by car in Beaumont	↓	46%
Ease of travel by public transportation in Beaumont	↔	41%
Ease of travel by bicycle in Beaumont	↔	53%
Ease of walking in Beaumont	↔	57%
Ease of public parking	↔	49%
Bus or transit services	↔	50%
Traffic enforcement	↓	46%
Traffic signal timing	↔	40%
Street repair	↓	23%
Street cleaning	↔	44%
Street lighting	↓	38%
Sidewalk maintenance	↔	42%
Overall quality of the transportation system in Beaumont	↓↓	42%

FIGURE 15: USE OF ALTERNATIVE TRANSPORTATION MODES - SUMMARY

Percent who did this in past 12 months	Comparison to benchmark	2020 rating
Used bus, rail, subway, or other public transportation instead of driving	↔	17%
Carpooled with other adults or children instead of driving alone	↔	52%
Walked or biked instead of driving	↔	55%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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.

THE OVERALL DESIGN OR LAYOUT OF RESIDENTIAL AND COMMERCIAL AREAS

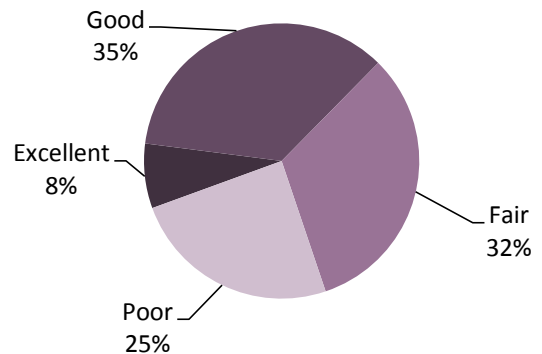


FIGURE 16: COMMUNITY DESIGN

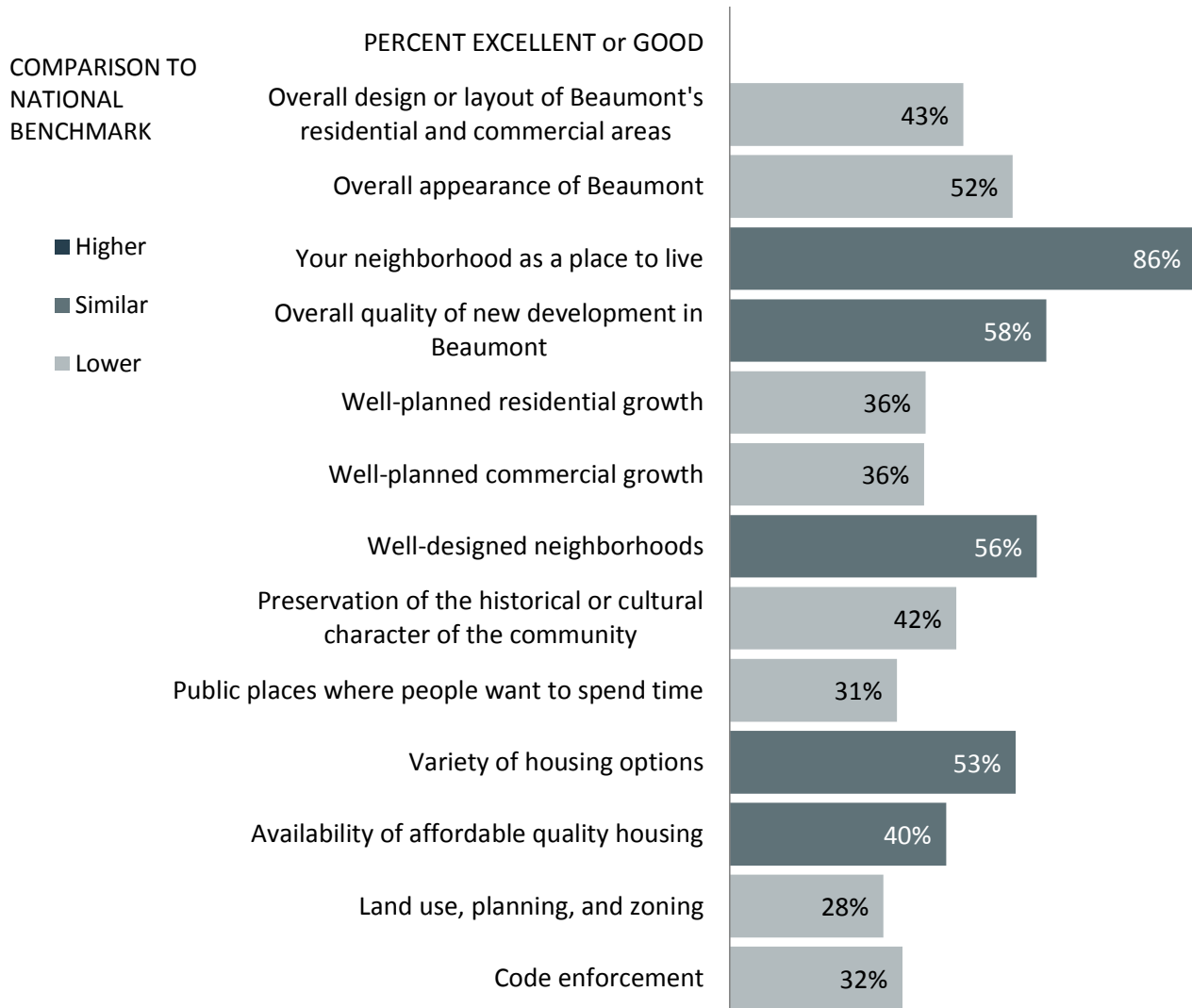


FIGURE 17: COMMUNITY DESIGN - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall design or layout of Beaumont's residential and commercial areas	↓	43%
Overall appearance of Beaumont	↓	52%
Your neighborhood as a place to live	↔	86%
Overall quality of new development in Beaumont	↔	58%
Well-planned residential growth	↓	36%
Well-planned commercial growth	↓	36%
Well-designed neighborhoods	↔	56%
Preservation of the historical or cultural character of the community	↓	42%
Public places where people want to spend time	↓↓	31%
Variety of housing options	↔	53%
Availability of affordable quality housing	↔	40%
Land use, planning, and zoning	↓	28%
Code enforcement	↓	32%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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.

THE OVERALL QUALITY OF THE UTILITY INFRASTRUCTURE

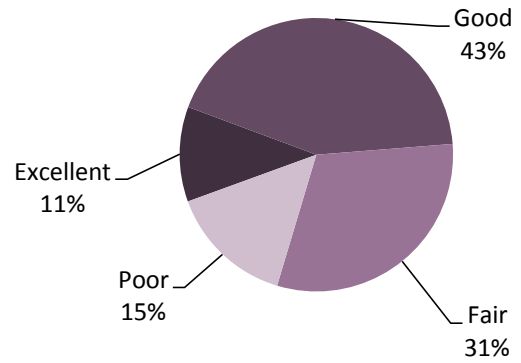


FIGURE 18: UTILITES

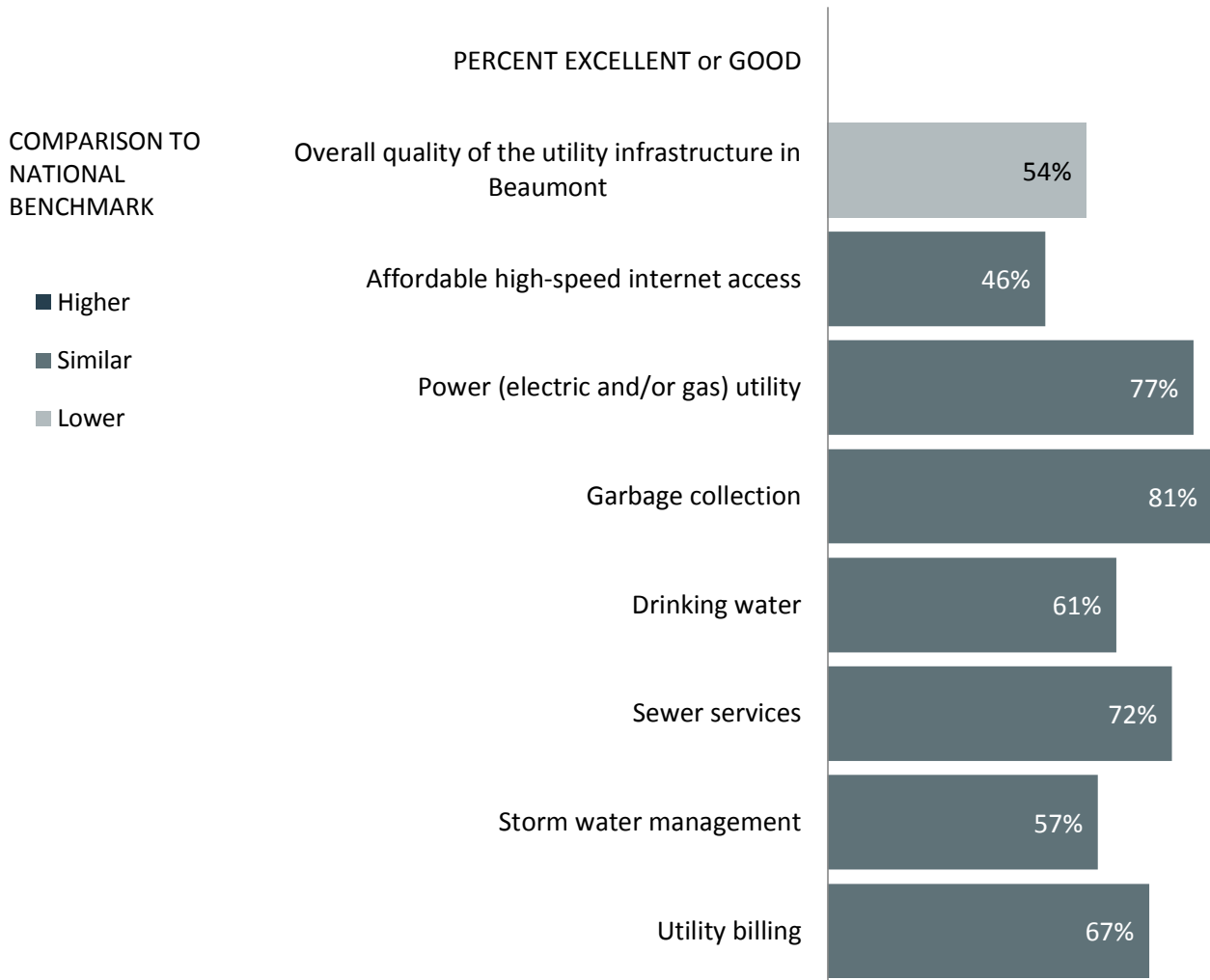


FIGURE 19: UTILITES - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall quality of the utility infrastructure in Beaumont	↓	54%
Affordable high-speed internet access	↔	46%
Power (electric and/or gas) utility	↔	77%
Garbage collection	↔	81%
Drinking water	↔	61%
Sewer services	↔	72%
Storm water management	↔	57%
Utility billing	↔	67%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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

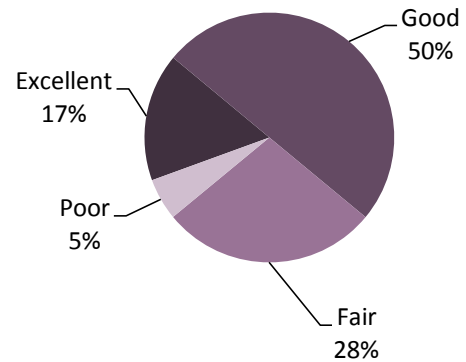


FIGURE 20: SAFETY IN BEAUMONT

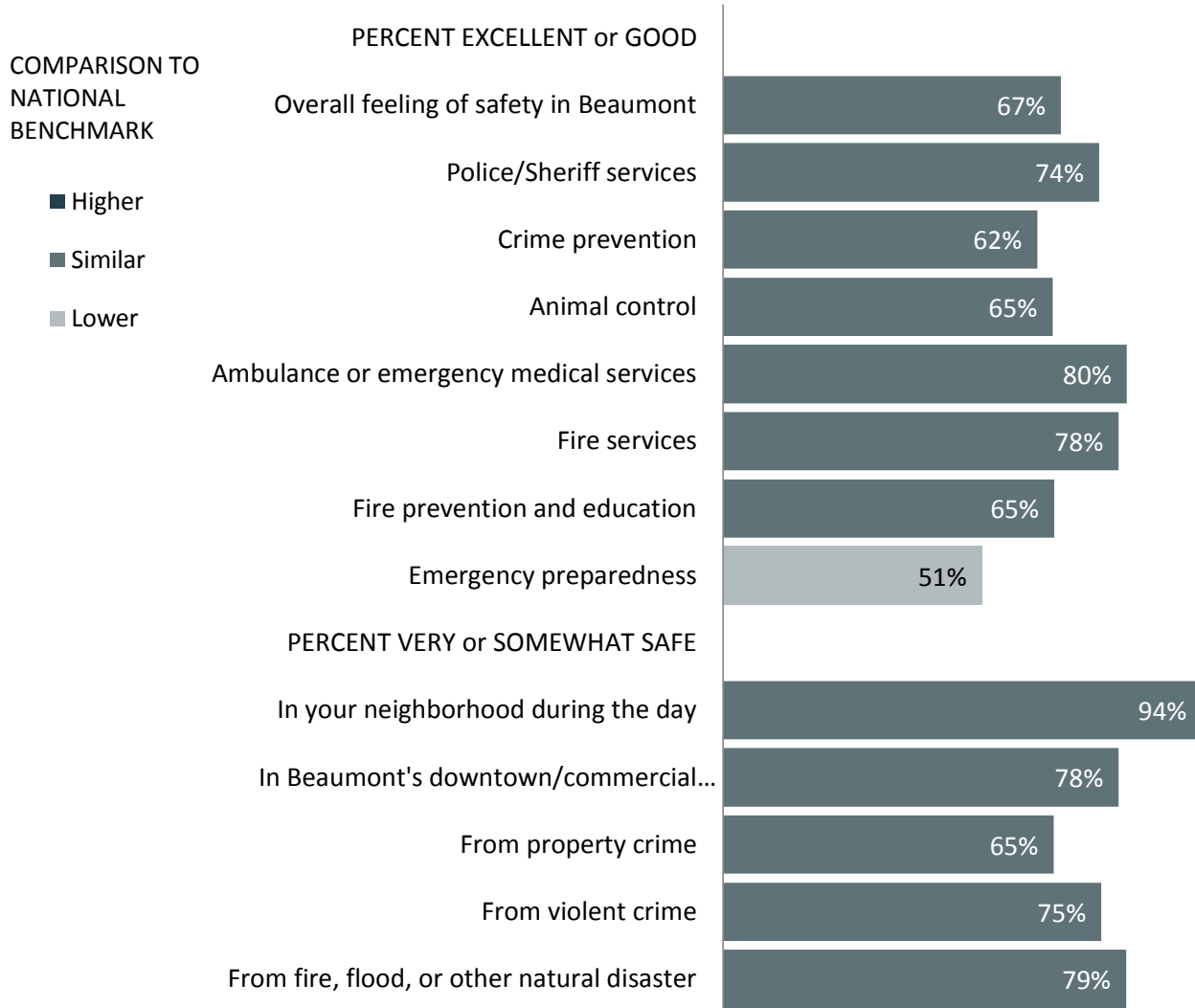


FIGURE 21: SAFETY-RELATED SERVICES - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall feeling of safety in Beaumont	↔	67%
Police/Sheriff services	↔	74%
Crime prevention	↔	62%
Animal control	↔	65%
Ambulance or emergency medical services	↔	80%
Fire services	↔	78%
Fire prevention and education	↔	65%
Emergency preparedness	↓	51%

FIGURE 22: FEELINGS OF SAFETY- SUMMARY

Percent who feel very or somewhat safe	Comparison to benchmark	2020 rating
In your neighborhood during the day	↔	94%
In Beaumont's downtown/commercial area during the day	↔	78%
From property crime	↔	65%
From violent crime	↔	75%
From fire, flood, or other natural disaster	↔	79%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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

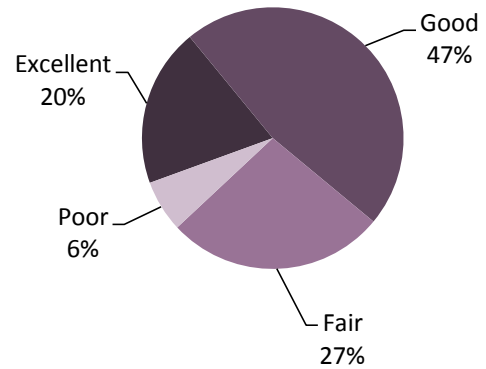


FIGURE 23: NATURAL ENVIRONMENT

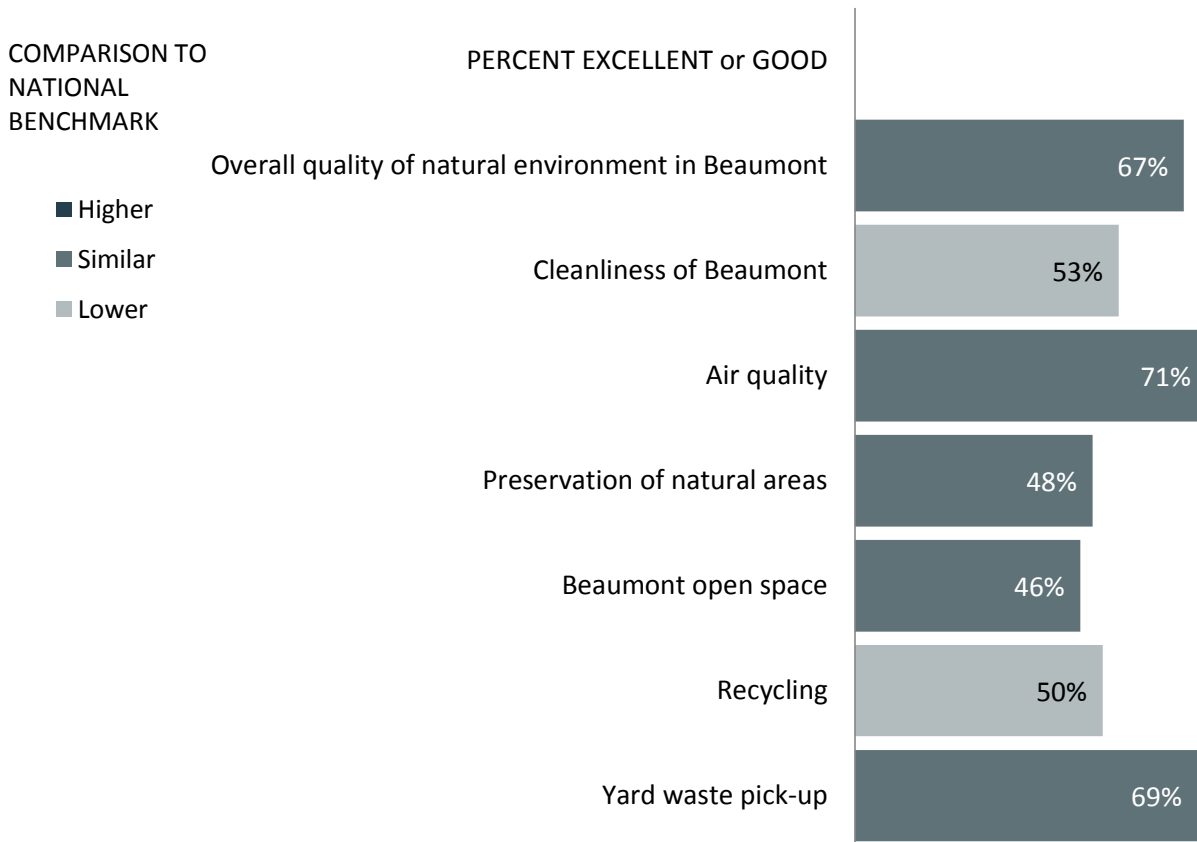


FIGURE 24: NATURAL ENVIRONMENT - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall quality of natural environment in Beaumont	↔	67%
Cleanliness of Beaumont	↓	53%
Air quality	↔	71%
Preservation of natural areas	↔	48%
Beaumont open space	↔	46%
Recycling	↓	50%
Yard waste pick-up	↔	69%

Legend

↑↑ Much higher

↑ Higher

↔ Similar

↓ Lower

↓↓ Much lower

* Not available

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

THE OVERALL QUALITY OF THE PARKS AND RECREATION OPPORTUNITIES

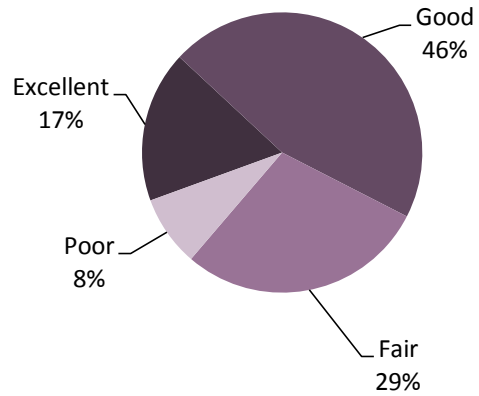


FIGURE 25: PARKS AND RECREATION

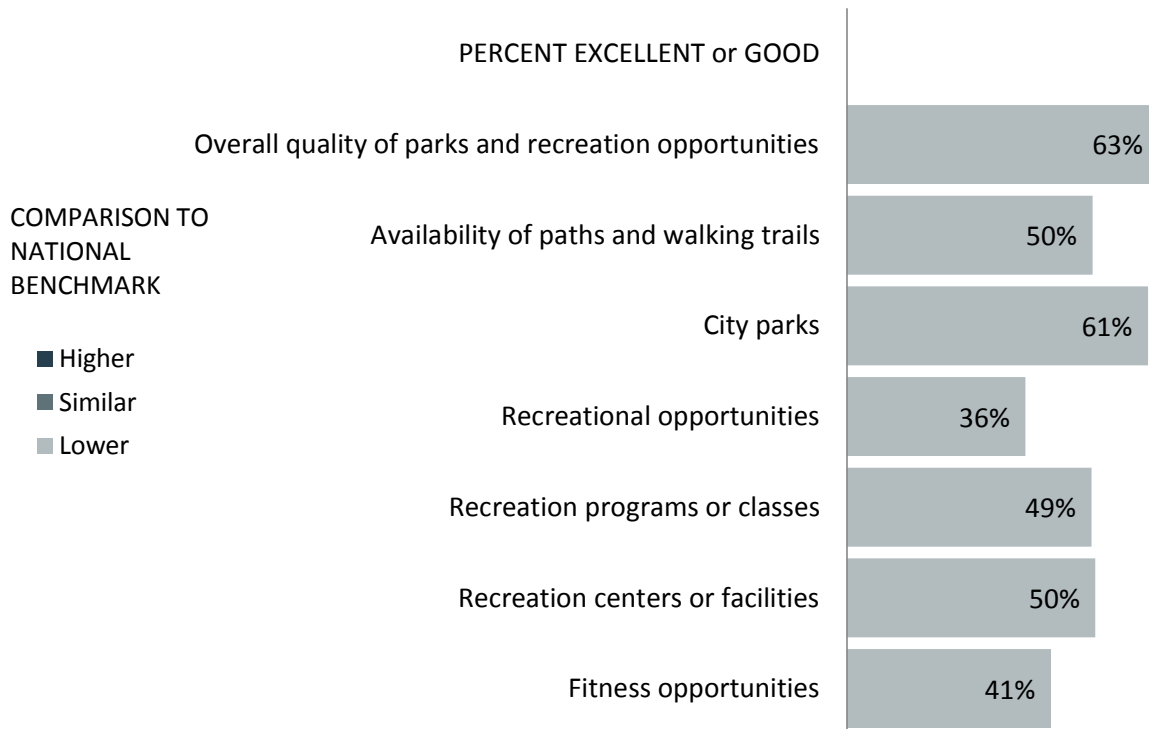


FIGURE 26: PARKS AND RECREATION - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall quality of parks and recreation opportunities	↓	63%
Availability of paths and walking trails	↓	50%
City parks	↓	61%
Recreational opportunities	↓	36%
Recreation programs or classes	↓	49%
Recreation centers or facilities	↓	50%
Fitness opportunities	↓↓	41%

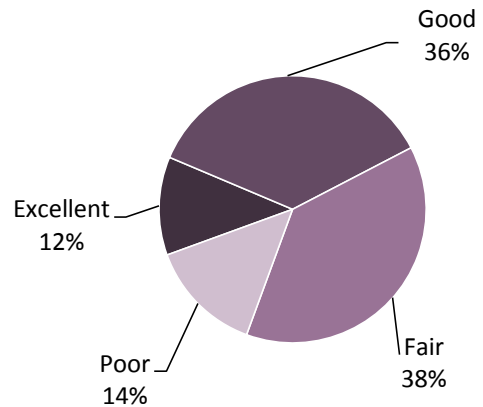
Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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.

HEALTH AND WELLNESS OPPORTUNITIES



Would you say that your health in general is:



FIGURE 27: HEALTH AND WELLNESS

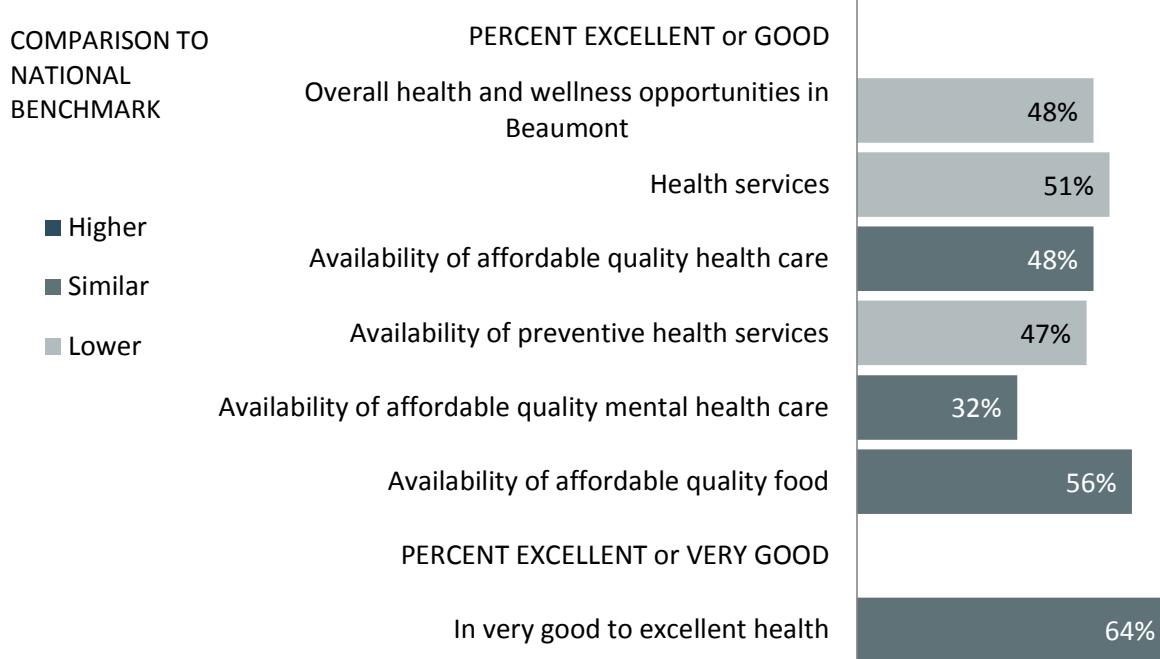


FIGURE 28: HEALTH AND WELLNESS - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall health and wellness opportunities in Beaumont	↓	48%
Health services	↓	51%
Availability of affordable quality health care	↔	48%
Availability of preventive health services	↓	47%
Availability of affordable quality mental health care	↔	32%
Availability of affordable quality food	↔	56%
In very good to excellent health	↔	64%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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

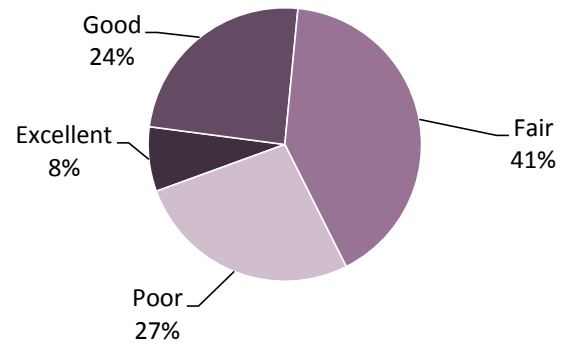


FIGURE 29: EDUCATION, ARTS AND CULTURE

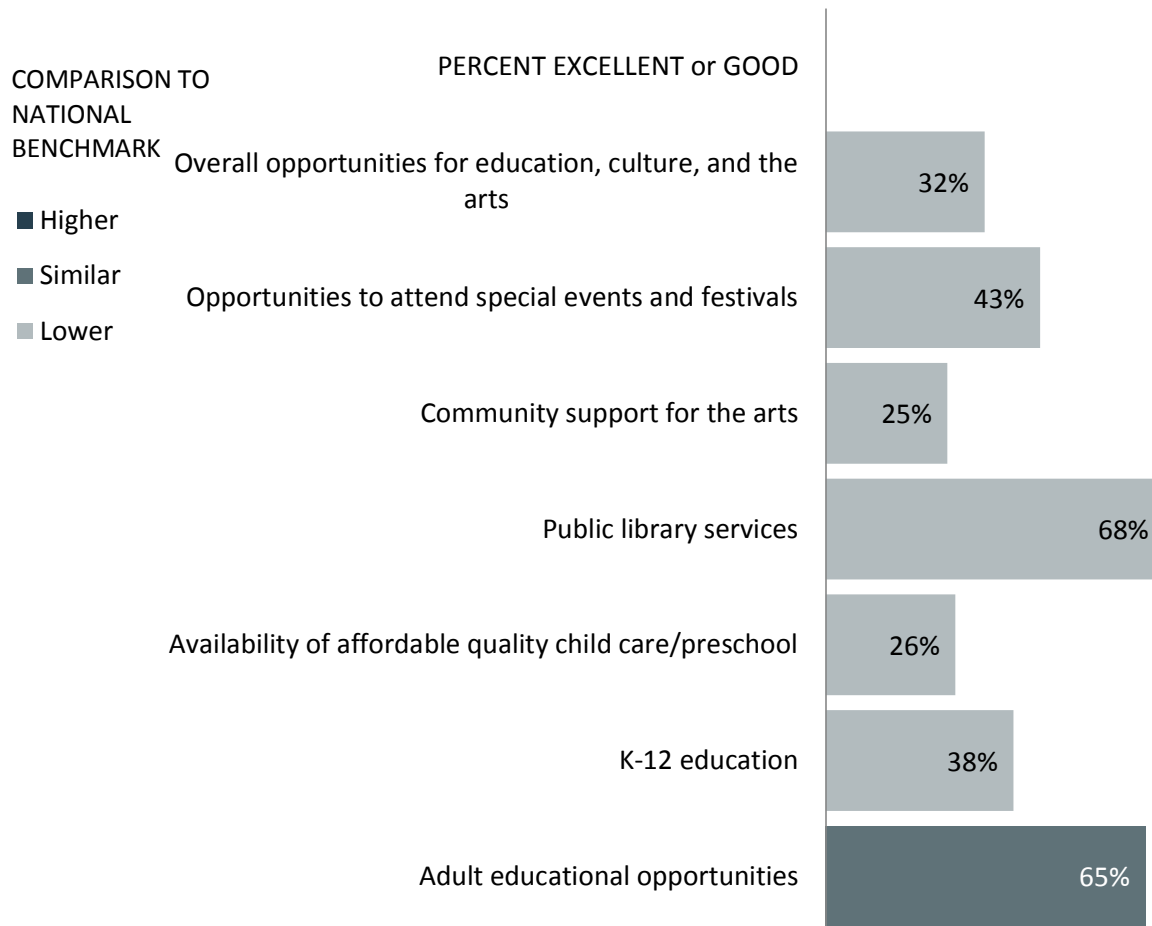


FIGURE 30: EDUCATION, ARTS AND CULTURE - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Overall opportunities for education, culture, and the arts	↓↓	32%
Opportunities to attend special events and festivals	↓	43%
Community support for the arts	↓↓	25%
Public library services	↓	68%
Availability of affordable quality child care/preschool	↓	26%
K-12 education	↓↓	38%
Adult educational opportunities	↔	65%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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.

RESIDENTS' CONNECTION AND ENGAGEMENT WITH THEIR COMMUNITY

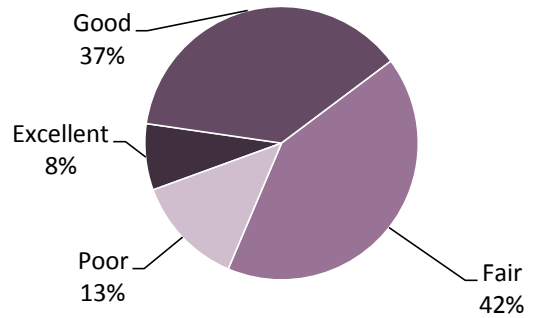


FIGURE 31: INCLUSIVITY & ENGAGEMENT

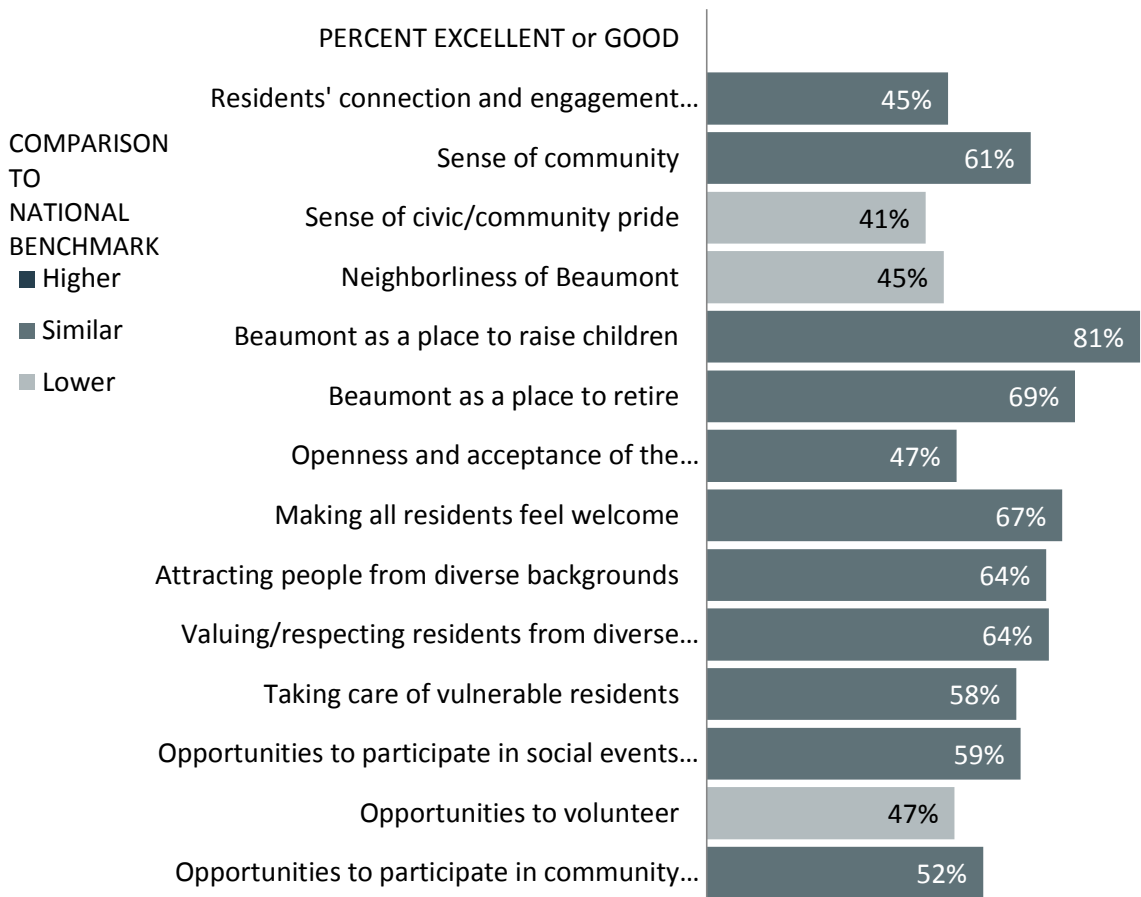


FIGURE 32: INCLUSIVITY & ENGAGEMENT - SUMMARY

Percent excellent or good	Comparison to benchmark	2020 rating
Residents' connection and engagement with their community	↔	45%
Sense of community	↔	61%
Sense of civic/community pride	↓	41%
Neighborliness of Beaumont	↓	45%
Beaumont as a place to raise children	↔	81%
Beaumont as a place to retire	↔	69%
Openness and acceptance of the community toward people of diverse backgrounds	↔	47%
Making all residents feel welcome	↔	67%
Attracting people from diverse backgrounds	↔	64%
Valuing/respecting residents from diverse backgrounds	↔	64%
Taking care of vulnerable residents	↔	58%
Opportunities to participate in social events and activities	↔	59%
Opportunities to volunteer	↓	47%
Opportunities to participate in community matters	↔	52%

Legend

↑↑ Much higher

↑ Higher

↔ Similar

↓ Lower

↓↓ Much lower

* Not available

FIGURE 33: RESIDENTS' PARTICIPATION LEVELS

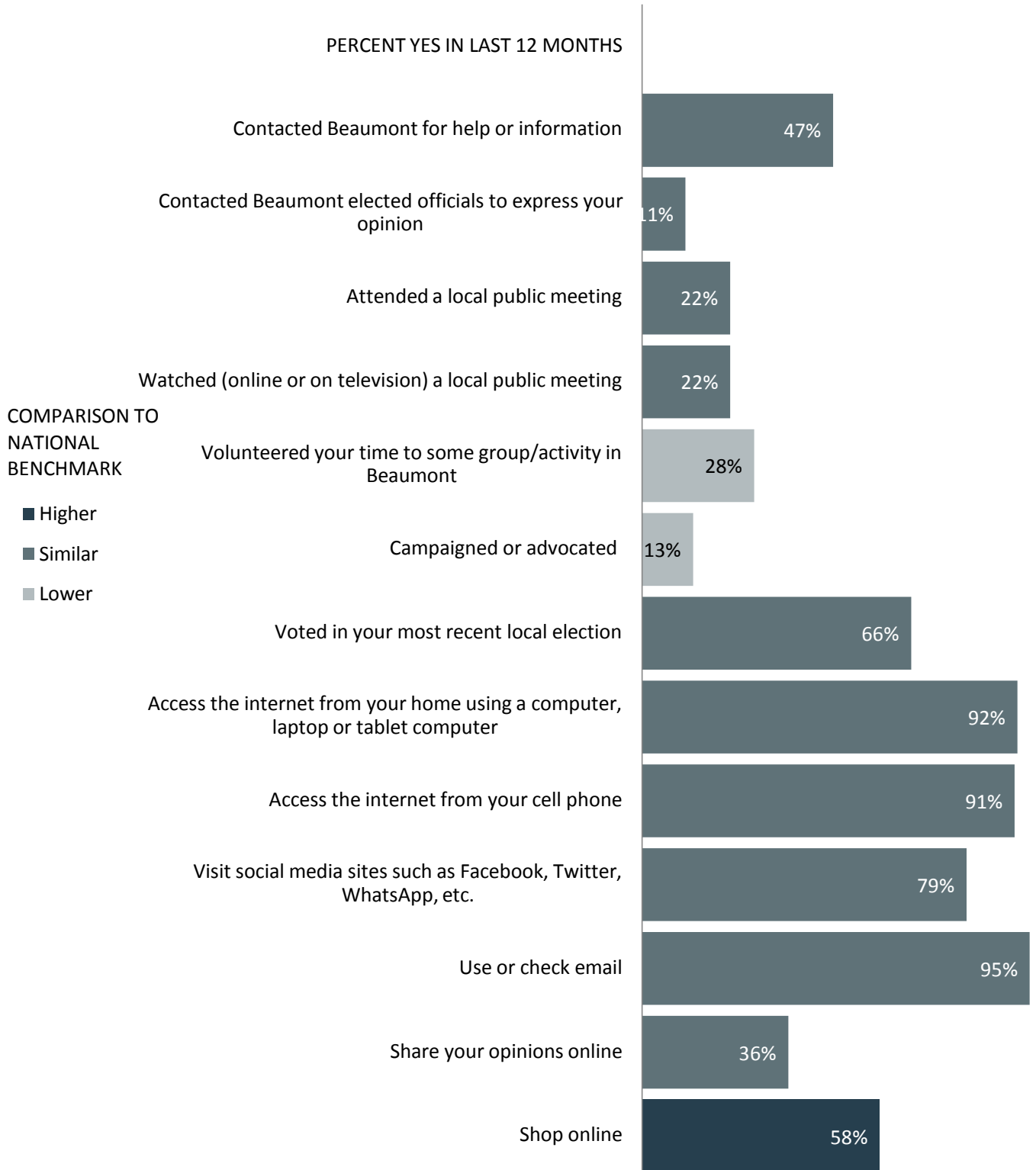


FIGURE 34: RESIDENTS’ PARTICIPATION IN LAST 12 MONTHS- SUMMARY

Percent who had done each in last 12 months	Comparison to benchmark	2020 rating
Contacted Beaumont for help or information	↔	47%
Contacted Beaumont elected officials to express your opinion	↔	11%
Attended a local public meeting	↔	22%
Watched (online or on television) a local public meeting	↔	22%
Volunteered your time to some group/activity in Beaumont	↓	28%
Campaigned or advocated for an issue, cause or candidate	↓	13%
Voted in your most recent local election	↔	66%

FIGURE 35: RESIDENTS’ GENERAL USE OF TECHNOLOGY- SUMMARY

Percent who report doing each at least a few times a week	Comparison to benchmark	2020 rating
Access the internet from your home using a computer, laptop or tablet computer	↔	92%
Access the internet from your cell phone	↔	91%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	↔	79%
Use or check email	↔	95%
Share your opinions online	↔	36%
Shop online	↑	58%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

Special Topics

FIGURE 36: SOURCES OF INFORMATION

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:

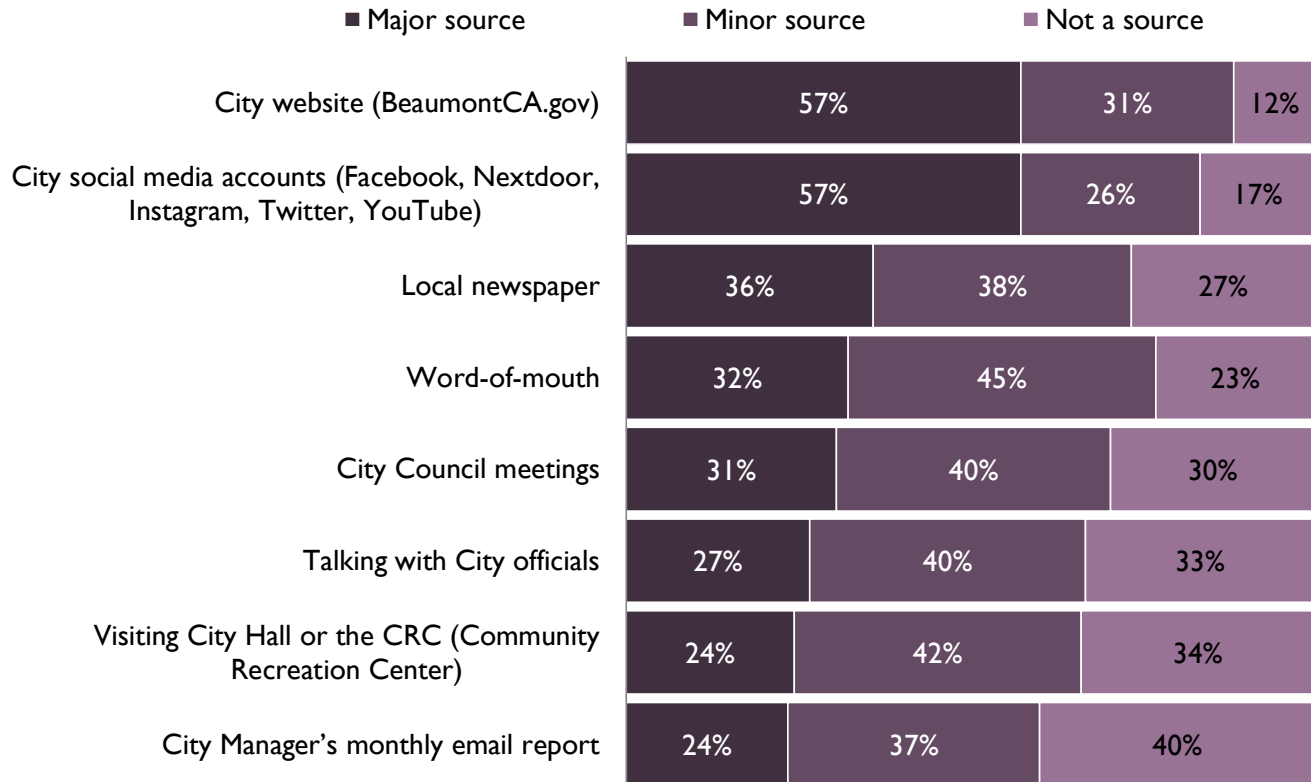
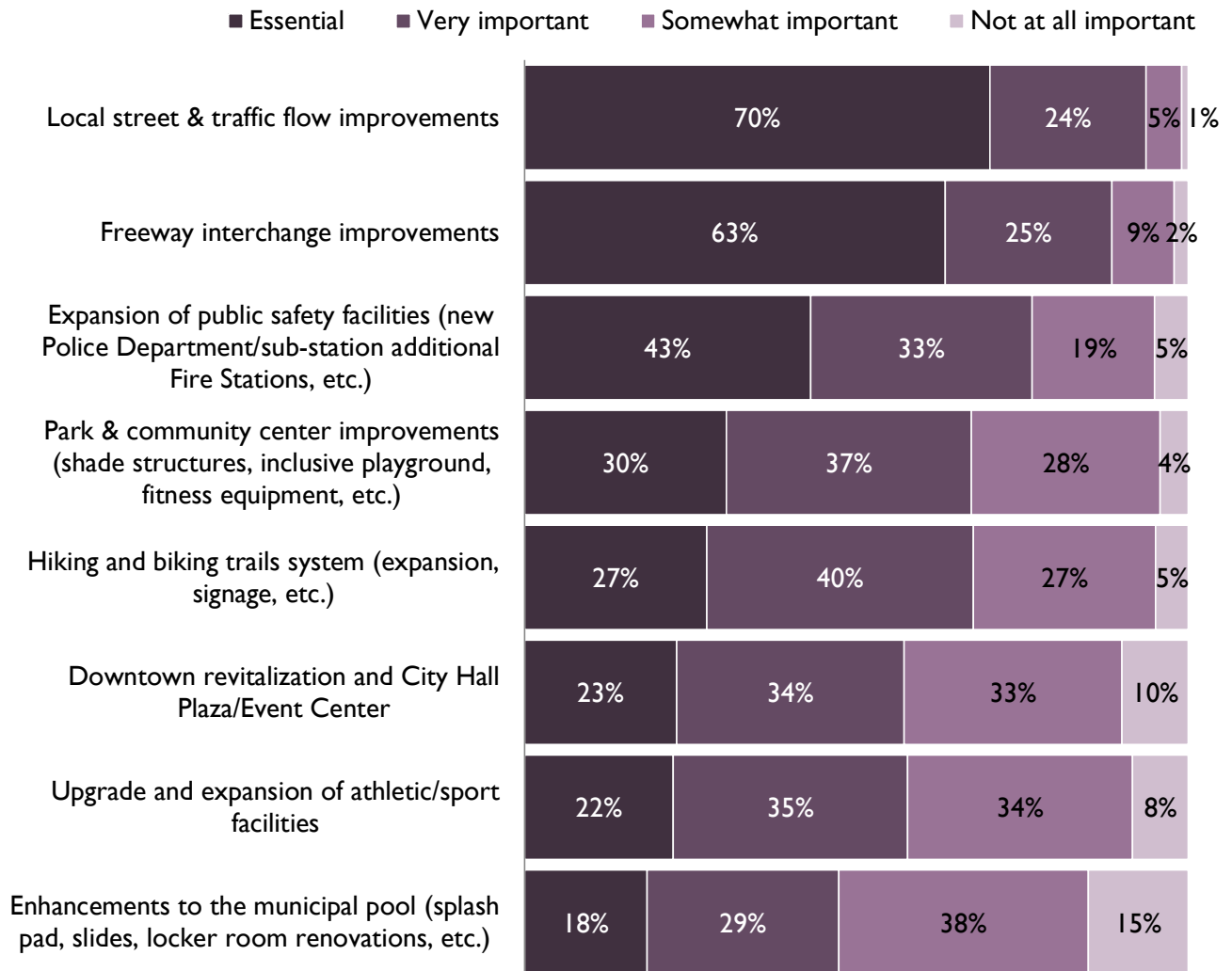


FIGURE 37: CAPITAL PROJECTS

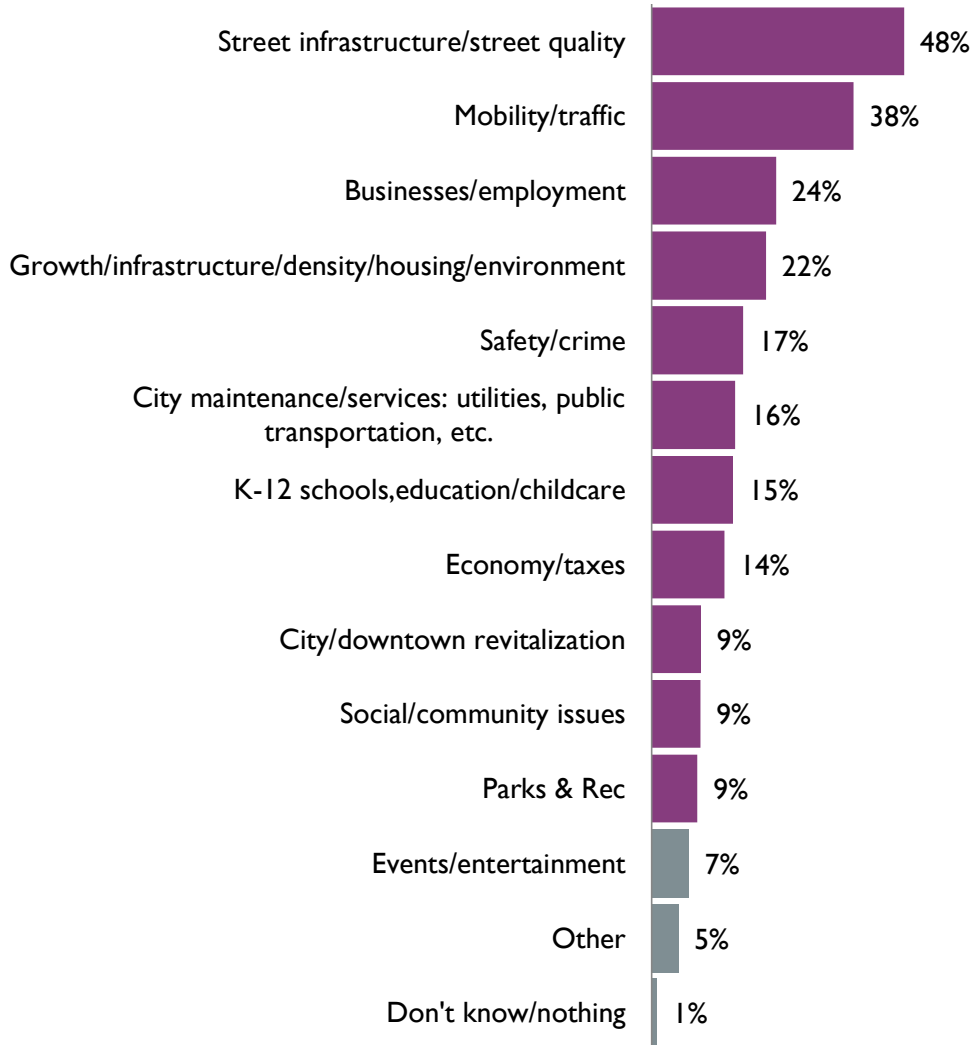
Please rate how important, if at all, you think it is for the City to invest resources in each of the following capital projects over the next five years:



Beaumont also added an open-ended question to the survey. The results for this question and a full set of responses are available under separate cover. Eight in 10 respondents prioritized streets and mobility in the next five years. Employment and businesses were a priority as well along with issues related to growth, density, housing, environment and infrastructure. The table below summarizes the results of the question.

FIGURE 38: NEEDS/PRIORITIES FOR THE CITY

What do you see as the top three needs or priorities for the City of Beaumont?



Total may exceed 100% as respondents could select more than one option.