



Laguna Niguel

CITY NEWS

JANUARY 2010

CITY SCORES HIGH ON RESIDENT SATISFACTION SURVEY

The results of the 2009 Resident Satisfaction Survey show that the overwhelming majority of Laguna Niguel residents are highly satisfied with City services. True North Research conducted the telephone survey of 400 randomly selected Laguna Niguel households between October 28 and November 2. The survey sought input from residents to gauge their perceptions of City performance, to measure resident satisfaction with specific City services, and to identify opportunities for improvement.

Survey participants were asked a series of questions regarding quality of life, overall City service performance, public safety, public works, recreation and community services, community planning and appearance, communication, and the accessibility and responsiveness of the City Council and City Staff. Similar surveys were conducted in 2005 and 2007. The main findings of the 2009 Resident Satisfaction Survey are detailed below.

PUBLIC SAFETY SERVICES

To begin, residents were asked to rate their level of satisfaction with the City's Public Safety Services. At least 9 out of 10 respondents stated that they were satisfied with every service surveyed. Residents were most satisfied with the City's efforts to provide fire protection services (99%), provide emergency medical services (99%), and maintain a low crime rate (98%).

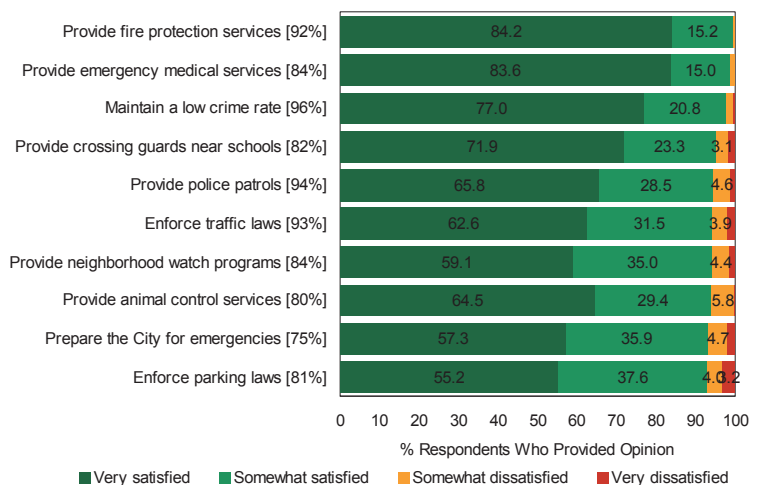
GENERAL CITY PERCEPTIONS & OVERALL CITY PERFORMANCE

Almost every resident (99%) rated the quality of life in the City as either excellent or good. The vast majority (94%) indicated they were satisfied with the City's overall performance. Residents were generally satisfied with every City service, with most services receiving satisfaction ratings of over 90%. Public safety and the small town feel of the community were the most frequently cited factors that shaped the respondents' opinions about the quality of life in the City.

"The vast majority of Laguna Niguel Residents indicated they were satisfied with the City's efforts to provide municipal services."

Source: 2009 Laguna Niguel Resident Satisfaction Survey

Satisfaction with Public Safety Services

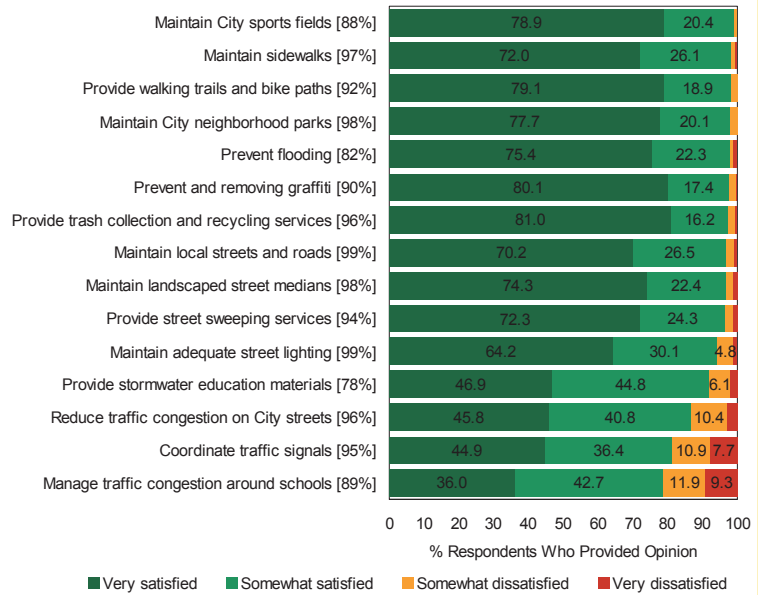


PUBLIC WORKS SERVICES

Next, residents were asked to rate their level of satisfaction with the City's Public Works Services. Residents were generally satisfied with every service surveyed. Residents were most satisfied with the City's efforts to maintain sports fields (99%), maintain sidewalks (98%), provide walking trails and bike paths (98%) and maintain neighborhood parks (98%).

From 2007 and 2009, the City saw significant improvement in resident satisfaction for providing stormwater education materials (11% improvement) and managing congestion around schools (6% improvement).

Satisfaction with Public Works Services

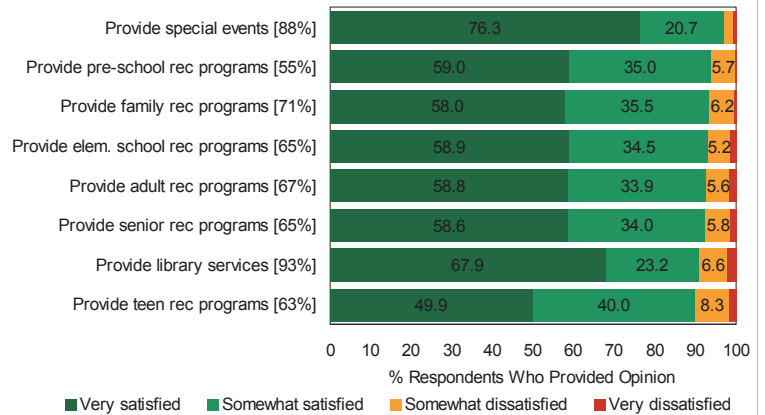


RECREATION & COMMUNITY SERVICES

Residents were also asked to rate their level of satisfaction with the City's Recreation and Community Services. At least 9 out of 10 respondents indicated that they were satisfied with every service surveyed.

Residents were most satisfied with the City's efforts to provide special events (97%), provide preschool-age recreation programs (94%), provide family recreation programs (94%), and provide elementary school-age recreation programs (94%).

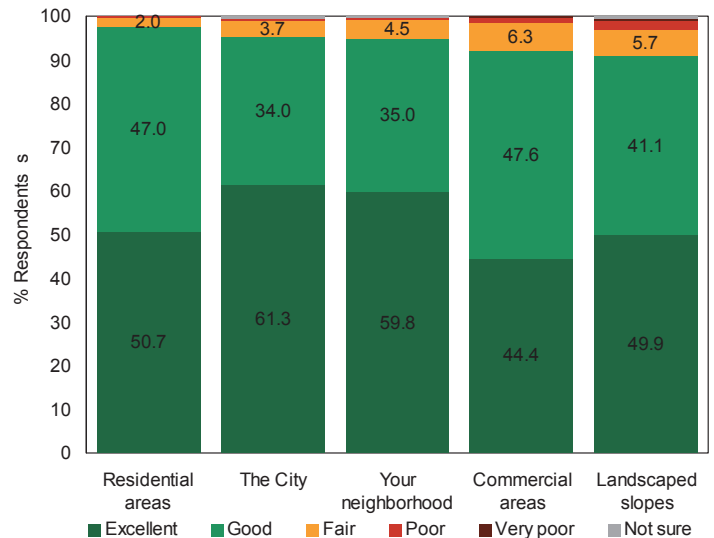
Satisfaction with Recreation & Community Services



COMMUNITY PLANNING & APPEARANCE

In addition to resident satisfaction with specific City services, the survey also gauged residents' opinions about the City's aesthetic qualities. Ninety-one percent (91%) of respondents rated the overall appearance of the City as excellent or good. Respondents were most satisfied with residential areas in general, with 98% of respondents rating their appearance as excellent or good. From 2007 to 2009, the City saw significant improvement in resident satisfaction for landscaped slopes along major City streets (7% improvement), shopping and commercial areas (7% improvement), and residential areas in general (6% improvement).

Satisfaction with Community Planning and Appearance



COMMUNICATION

Moreover, residents were asked to rate their level of satisfaction with the City's efforts to communicate with residents through newsletters, the Internet, and other means. Overall satisfaction with the City's efforts has increased significantly since the baseline study in 2005. Whereas 73% of residents were satisfied with the City's communication efforts in 2005, the number of satisfied residents rose to 85% in 2009. Visits to the City's website also increased over the past four years, with 41% of residents in 2009 indicating that they had visited the site in the past 12 months.

The results of the survey demonstrate that the City has made great strides in providing City-resident communication. The City will continue its efforts to enhance City-resident information flow and to better understand residents' concerns, perceptions, and needs.

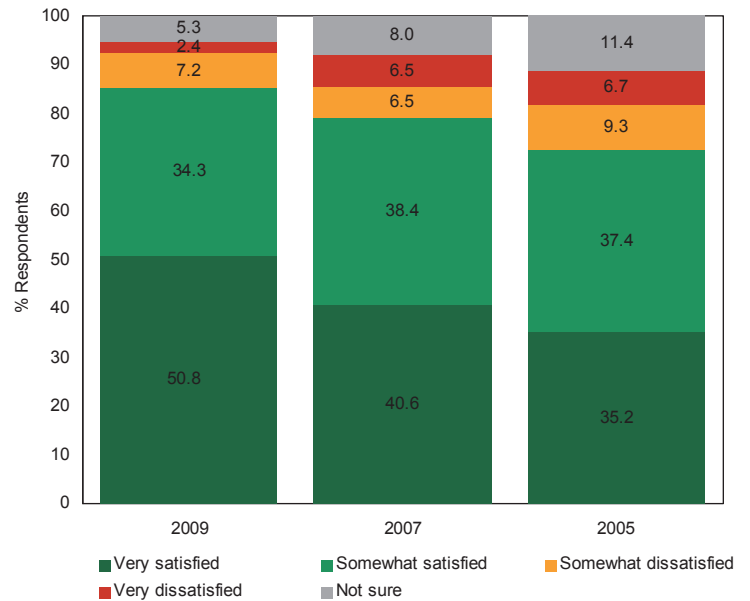


CITY COUNCIL & STAFF

Finally, Laguna Niguel residents generally have very favorable impressions of both the City Council and City Staff. Of those with an opinion, 93% indicated that the City Council is fiscally responsible, 91% indicated that the Council is responsive to residents' needs, 87% indicated that the Council is accessible to residents, and 85% indicated that the Council listens to residents when making decisions. From 2007 and 2009, there was a notable increase in the percentage of respondents who indicated that the City Council listens to residents when making decisions (8% improvement) and is responsive to residents' needs (6% improvement).

Residents were also asked to rate their level of satisfaction with City Staff. Of those with an opinion, 99% indicated that City Staff is courteous and professional, 97% indicated that City Staff is helpful, and 96% indicated that City Staff is accessible.

Satisfaction with Communication



OPPORTUNITIES FOR IMPROVEMENT

One of the main purposes of the Resident Satisfaction Survey is to identify opportunities for improvement. Remarkably, when asked what the City could change to make Laguna Niguel a better place to live, a large number of residents (45%) responded with Don't Know, Can't Think Of Anything, or No Changes Are Desired.

Notwithstanding the high level of satisfaction with City services, the survey identified the following areas as the greatest opportunities to improve resident satisfaction. These improvement opportunities will receive special attention during the development of budgets and work programs in the future.

PUBLIC SAFETY SERVICES

- ✓ Enforce parking laws
- ✓ Prepare the City for emergencies
- ✓ Providing animal control services

PUBLIC WORKS SERVICES

- ✓ Manage traffic congestion around schools
- ✓ Coordinate traffic signals
- ✓ Reduce traffic congestion on City streets

RECREATION & COMMUNITY SERVICES

- ✓ Recreation program for teens
- ✓ Library services
- ✓ Recreation programs for seniors



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Laguna Niguel, CA 92677

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CONCLUSION

If the survey results were viewed as a report card on the City's performance, the City received straight A's for all but a few service areas. According to True North Research, Laguna Niguel scored within the top 5% of California cities in terms of resident satisfaction with service performance. Nevertheless, the survey results will be used in the City's on-going effort to improve performance and to plan future programs and services.

The participation of our residents in this survey is greatly appreciated by the City Council and City Staff. The survey will be conducted once every two years to continue to seek input from residents regarding the quality of City services and to identify ways to improve resident satisfaction.

LAGUNA NIGUEL CITY COUNCIL

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