



PRESS RELEASE

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July 19, 2023

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PLEASANTON PRESENTS 2023 COMMUNITY SURVEY RESULTS

Pleasanton, CA – Pleasanton is pleased to present the results of its most recent community survey. Conducted in May and June 2023, the interviews were conducted by Fairbank, Maslin, Maullin, Metz & Associates (FM3), a public opinion research and strategy group.

“We value the insights gained by regularly checking how our residents feel about the services they receive to ensure their satisfaction. Our aim is to maintain the best quality of service for the Pleasanton community,” said Gerry Beaudin, Pleasanton City Manager. “By conducting surveys, we can identify any areas where there might be room for improvement toward making Pleasanton an even better place.”

Pleasanton provides a multitude of public services, from police and fire protection to the library, recreational activities, and park and open space development and maintenance. The City also provides for the delivery of water and sewer services, planning and zoning services, as well as street maintenance and traffic engineering.

The primary objective of the statistically valid survey was to determine community satisfaction and overall public opinion regarding City services. The survey also addressed topics such as resident perceptions of the overall quality of life in Pleasanton, top concerns facing Pleasanton, and contact with City departments and facilities.

Notable survey results include:

- 91% of residents rate quality of life as excellent or good and 89% say the same for the city as a place to raise children
- 93% of residents feel safe as well
- 78% of residents rate the City’s service provision as excellent or good, and 80%

- of respondents who interacted with City staff were satisfied with customer service
- Respondents are split on infrastructure planning ratings, though 73% are satisfied with the quality of development in the city more broadly
 - Top priorities residents value include water quality, fire protection, street maintenance, 9-1-1 response, keeping City buildings in good condition, sewer services, and programs for youth and seniors.

“Our residents confirmed in our latest community survey, Pleasanton is a great place to live and to raise children,” said Karla Brown, Pleasanton Mayor. “The high levels of satisfaction and public opinion are a testament to the commitment of City leaders to make Pleasanton an outstanding place for all.”

The City of Pleasanton 2023 Community Survey Report is available [here](#).

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