

Outreach Results

City of Norwalk 2020-2024 Consolidated Plan **Community Needs Survey**

October 22, 2019



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Background

The City of Norwalk conducted a community and stakeholder survey to gather input for the City's 2020-2025 Consolidated Plan. The survey was open from September 19 through September 29, 2019. A total of 879¹ people responded. About 78% elected to respond in English and about 22% elected to respond in Spanish.

The survey consisted of 24 questions which were used to identify key issues and concerns and gauge the public's perspective on several topics. Those topics include housing, community facilities, homeless housing, neighborhood improvements and community service needs. The survey also inquired about fair housing, the demand for a range of housing types and sizes, and the challenges of homeownership.

Themes

This report summarizes the responses to each question. While each individual question is informative, the following themes emerge from the responses overall.

Housing

- Norwalk needs **more housing stock**; new housing should include a mixture of senior housing and larger 3-bedroom units for families
- About 63% of the Spanish-language respondents and more than 50% of the English-language respondents indicated that **senior housing** is Extremely Important
- Potential buyers need assistance for entry into **homeownership**
- Existing homeowners need help with **maintenance and improvements**

Affordability

- **Affordable rental housing** received a high rate (58%) of Extremely Important responses to the housing needs question
- **Jobs and housing** make up a secondary theme throughout survey responses; opportunities for new businesses and more jobs are viewed as part of the solution to affordability

Youth and Seniors

- Under community facilities, 60% of English-language and about 55% of Spanish-speaking respondents consider **Youth Centers** to be Extremely Important
- 56% of English-language respondents and 47% of Spanish-language respondents consider **Parks and Recreational Facilities** to be Extremely Important
- 67% selected Extremely Important for **Safe Routes to School** under neighborhood improvement needs

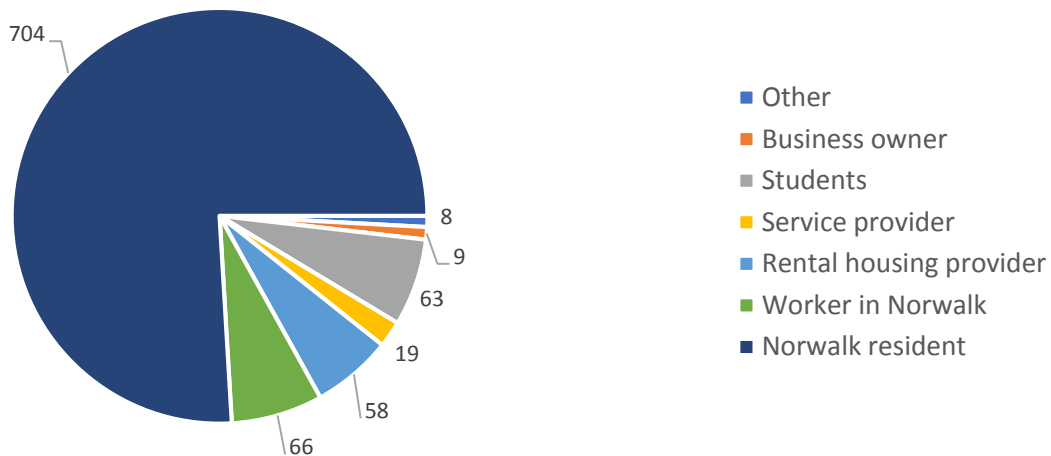
Disabled

- Among Spanish-language respondents, 63% indicated that housing for disabled persons is Extremely Important

¹ 879 people took the survey. However, the total numbers from one question to another may not add up to 879. This occurs for two reasons. First, respondents could skip questions. Second, some questions allow respondents to enter multiple options. For example, in some places people could choose up to three options.

Demographic information

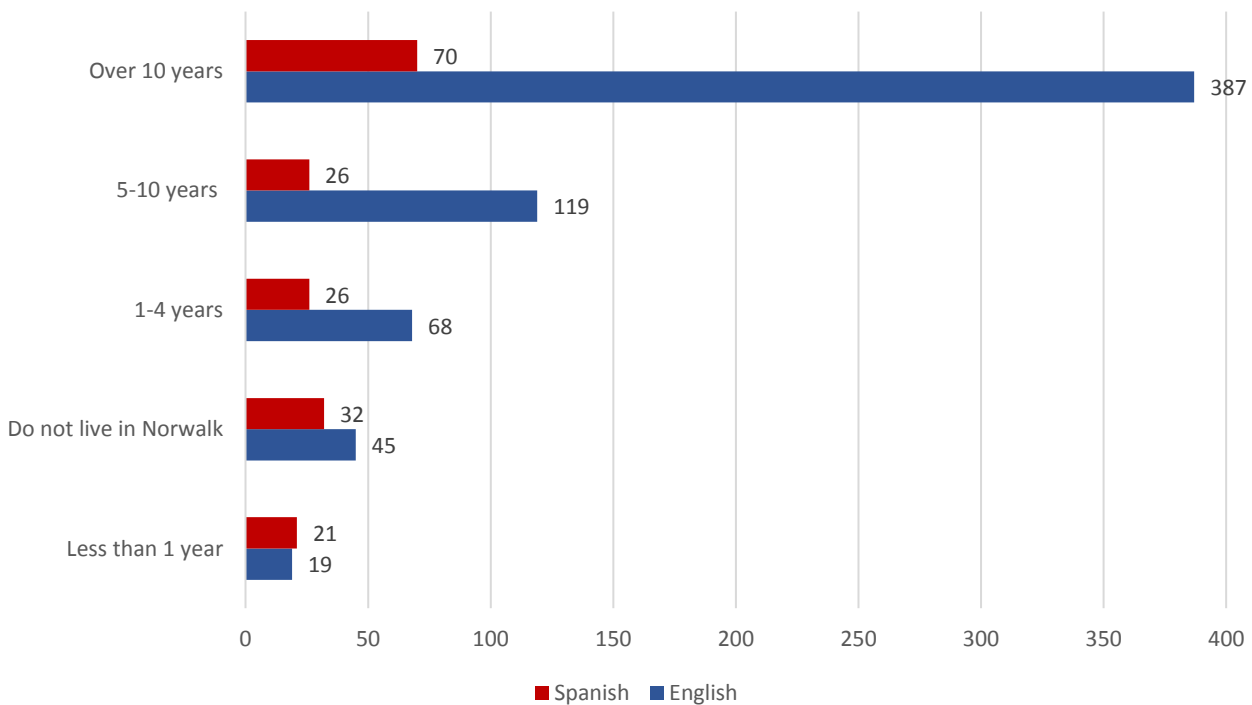
Who are the respondents?



Most respondents (704) are Norwalk residents, which includes 579 English-language respondents and 125 Spanish-language respondents. Those who selected “Other” include residents from nearby communities, an educator and a member of the Norwalk Chamber of Commerce.

How long have respondents lived in Norwalk?

Most residents have lived in Norwalk for more than 10 years.

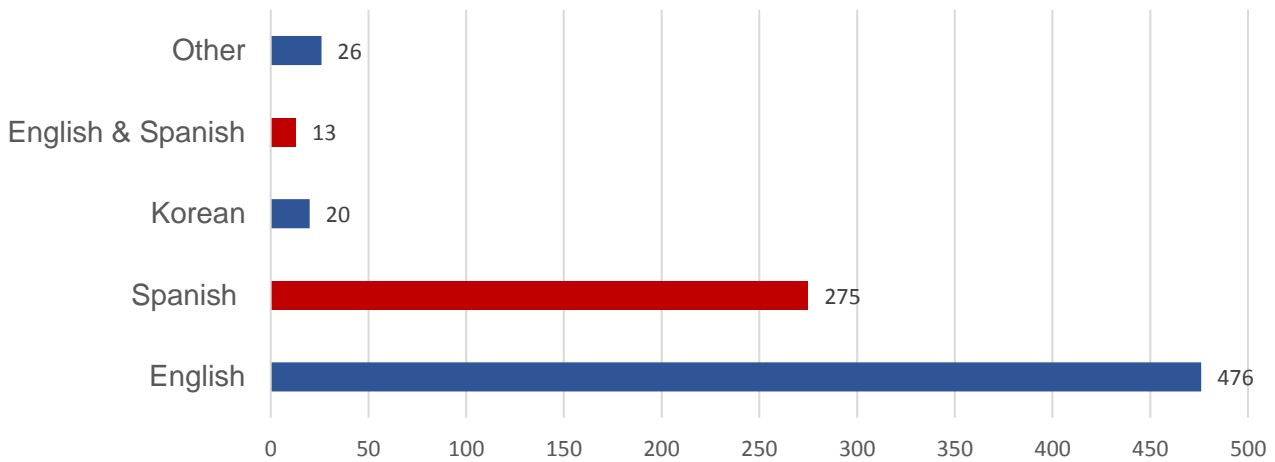


What is the primary language spoken at home?

In response to this question, respondents could choose English, Spanish or Other. Many people typed Korean and bilingual (English and Spanish) in the “Other” box and they have been pulled out as stand-alone categories.

Languages included in the “Other” category

- Vietnamese
- Chinese
- Arabic
- Cambodian
- Koremish
- Mandarin
- Peluge
- Pilipino
- Tagalog

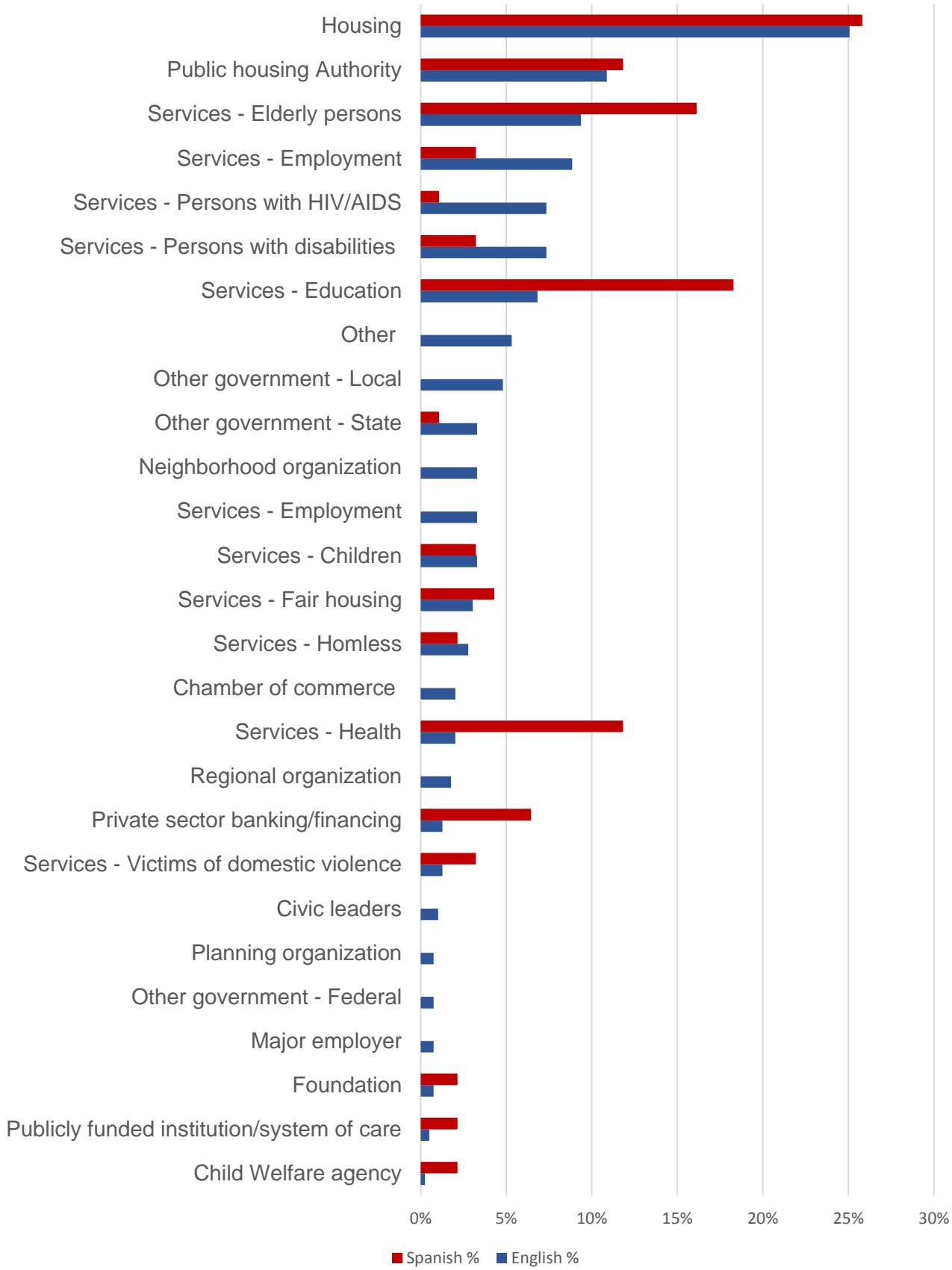


What types of organizations are represented among respondents?

When asked if they were affiliated with organizations, 572 people responded in English and 155 people responded in Spanish.

The overall profile of organizational affiliations was consistent between the English- and Spanish-language. However, there were a few notable differences between the English- and Spanish-language rates of responses that are highlighted in the table below.

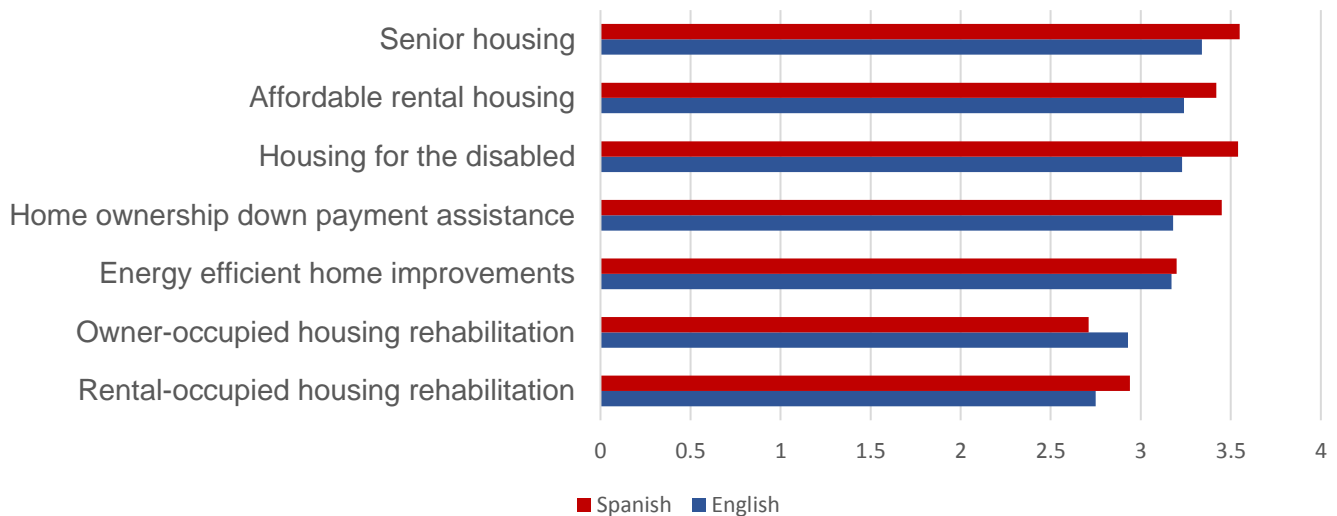
	Spanish-Language	English-Language
Respondents affiliated with educational organizations	18%	7%
Respondents affiliated with services for elderly	16%	9%
Respondents affiliated with health services	12%	2%
Respondents affiliated with private sector banking/financing	4%	1%



Housing Needs

What types of housing are most needed among respondents?

This question invited participants to identify what housing needs were important to them. The 749 respondents could select “least important,” “important” or “extremely important.” Then a weighted average was calculated with higher numbers indicating a higher level of importance. The top weighted responses are senior housing, affordable rental housing and housing for the disabled, which indicate a need to produce additional housing stock. When the Spanish-language results are viewed independently, these three priorities are also at the top, but housing for the disabled is a slightly higher priority than affordable rental housing.



In addition to the list of available responses, some respondents chose to fill in other comments pertaining to housing type. Their responses included:

- I sleep in my car
- Safety
- Section 8 housing
- Homeless housing
- More help for the seniors
- All are important
- Homes for the homeless
- Ease on building addition permit. Allowing container homes and tiny homes. Allowing zone change from residential to multiple to add a 2nd house to rent out that will help housing issues
- Owner lives there
- Affordable housing, income based
- Veteran
- Homeless housing
- Owner builder homes
- Housing for single parent households
- Property enhancement notice is not needed
- Grants
- A plan to make residents clean up the yards
- Single mothers
- Permanent supportive housing or transitional housing
- I don't reside in Norwalk
- Stop meddling in the market
- Owner occupied housing rehabilitation for all residents regardless of income qualification, I'm middle class and need assistance, my elder parent lives with me, need help with a home improvement to ensure home is safe for her

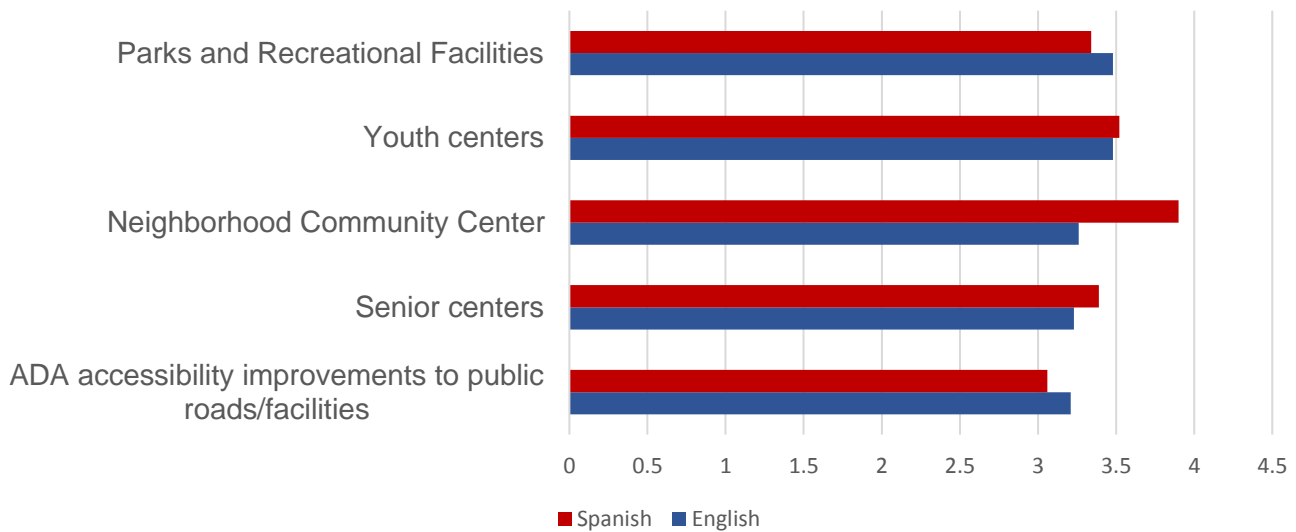
- Rent control. Landlords are taking advantage and raising up the rent multiple times a year ever year
- Would love to have cheaper rent, but with it, it will attract people from lower income

- areas that bring crime, drugs and trash that was once in their communities
- Assistance in turning one car driveway to two cars
- Rental subsidies

Community Facility Needs

What community facilities are most needed among respondents?

This question invited participants to identify what community facility needs were important to them. The 762 respondents could select “least important,” “important” or “extremely important.” Then a weighted average was calculated with higher numbers indicating a higher level of importance. For both the English-language and the Spanish-language surveys, youth centers had a strong response. The English-language respondents placed parks and recreational facilities at the top with youth centers. However, the Spanish-language respondents put neighborhood community centers at the top. Senior centers also received a high response from both.



In addition to the list of available responses, some chose to fill in other comments pertaining to community facility needs. Their responses included:

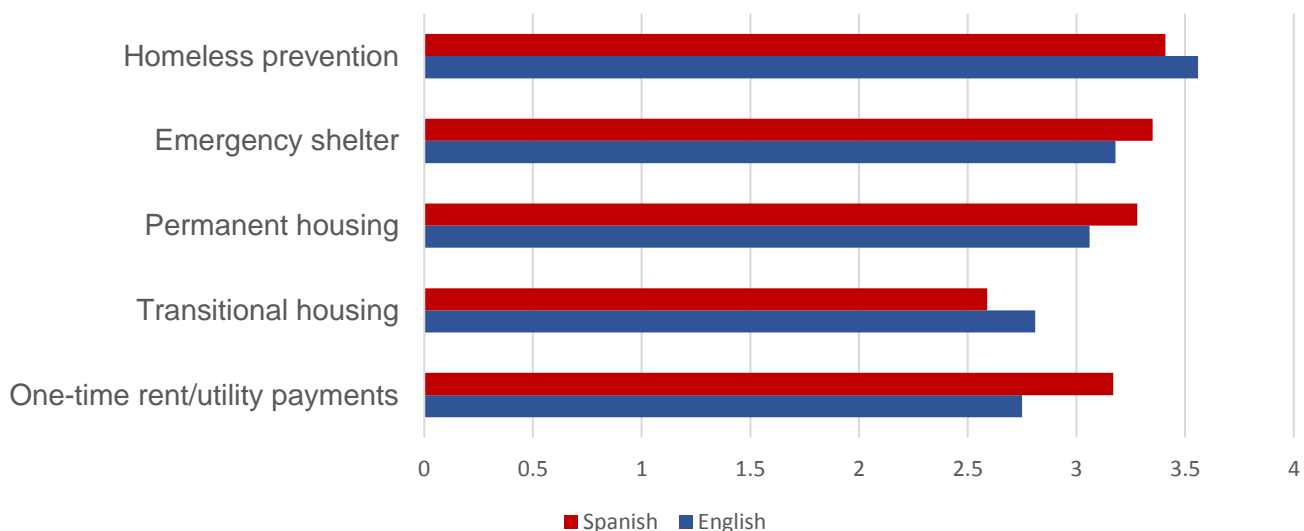
- Crime control
- Homeless
- Homeless help
- Saturday children programs
- Eliminate dogs from parks/owners are not responsible to pick up dogs drops
- Get on and off bus stop between Forester {sic} and San Antonio please
- Public exercise equipment at public parks. Security at public facilities
- Change that western dance music at senior center, why did EDD office close
- Kids summer program for middle school aged kids

- Lighting
- Police sub stations
- Walking paths nowhere to walk in this city, too much traffic
- ADA accessibility for our homes too
- Community garden

Homeless Housing Needs

What homeless needs are most important among respondents?

This question invited participants to identify what homeless housing needs were important to them. The 765 respondents could select “least important,” “important” or “extremely important” and a weighted average was calculated with higher numbers indicating a higher level of importance. Prevention is the highest priority. Emergency shelter and permanent housing also received a strong response. One notable difference in the Spanish-language results is one-time rent/utility payments were weighted more important than in the English-language results.



In addition to the list of available responses, some respondents chose to fill in other comments pertaining to homeless housing needs. Their responses included:

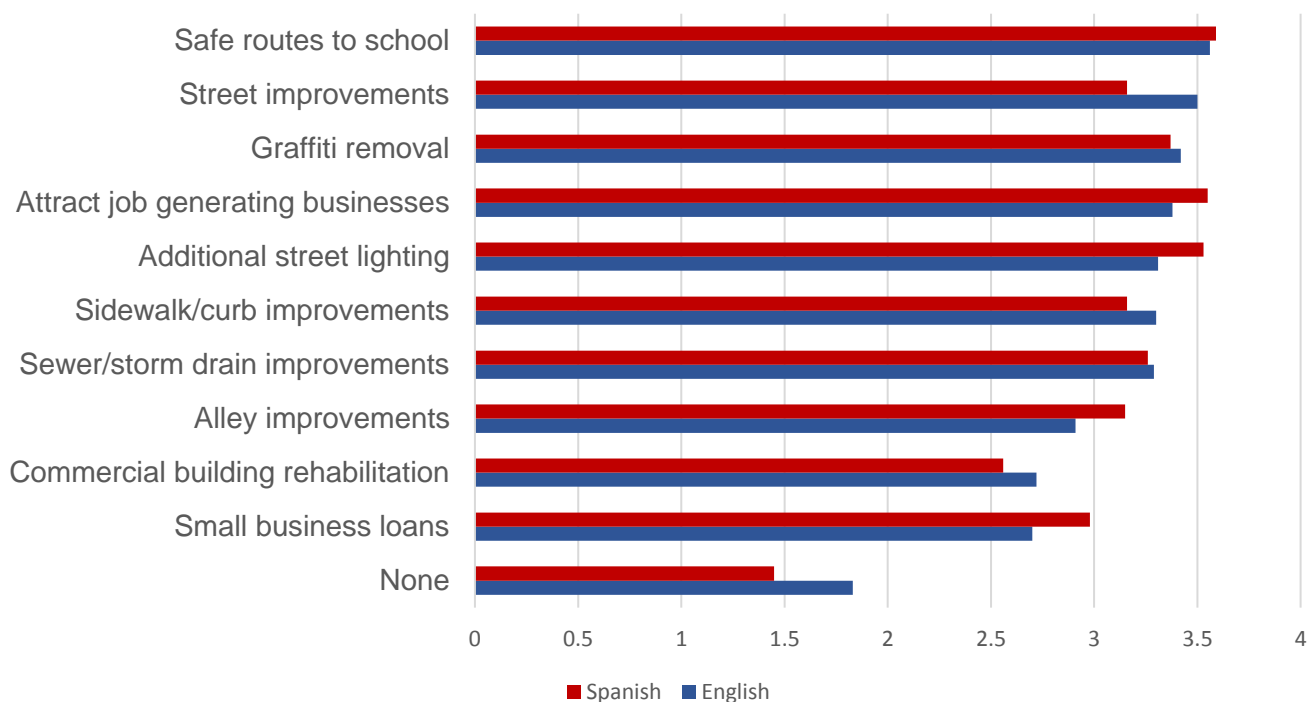
- Facility for homeless
- Increased homeless problem near freeway exit entry ways
- Drug rehab
- Food, clothing
- Enforce codes dealing with homeless. Mental illness treatment and prevention
- We need homeless to be out from neighborhood because they are violent to people and kids
- Eviction/ abatement stopping
- Jobs
- Homeless vagrancy
- No homeless shelter in Norwalk
- Drug rehab programs that provide nursing

- Emergency shelters for families including males
- Homeless encampments
- Occupational center
- Need to find a solution with homeless in our city. We need to give incentives for businesses to establish themselves in our community
- Homeless prevention is important considering high rent prices
- Need more places for homeless to go – not camping out in city places

Neighborhood Improvement Needs

What type of neighborhood improvements are most important among respondents?

This question invited participants to identify what neighborhood improvement needs were important to them. The 762 respondents could select “least important,” “important” or “extremely important.” Then a weighted average was calculated with higher numbers indicating a higher level of importance. The results indicate the highest priority needs include safe routes to school. The next highest priorities vary between surveys. Among the Spanish-language respondents, the second highest priority is job generating businesses. Among the English-language respondents, the second highest priority is street improvements. Both place a relatively high level of importance on graffiti removal and additional street lighting.



In addition to the list of available responses, some respondents chose to fill in other comments pertaining to neighborhood improvements. Their responses included:

- Police patrol
- School bus transportation
- Trash cleanup/education
- Keep alleys clean and street sweeping
- All
- Cleaning of Caltrans owned property behind the 105 freeway
- Schools parking lots, they're too small

- Prohibition of fireworks after midnight in residential areas
- Mailbox replacement and maintenance. Main post office rehabilitation
- Road pavement – there are a lot of potholes
- More police patrol of senior apartments
- Improve library
- Look city beautiful
- Need security needs on post {sic}
- Parks and recreation
- Cleaning sidewalks. For instance, Pioneer and Lindale. The store should keep it clean
- Home improvement assistance programs
- Property enhancement is not important
- People walking in the middle of the night
- Illegal dumping prevention
- Neighborhood watch programs, stop sign lighting, crosswalk lighting
- More flashing LED on stop signs
- Stop speeding on residential streets
- Better lighting on over passes like Silverbow/5wy {sic}.... More sidewalk buttons that make noise. A street/car light on Firestone Blvd. between

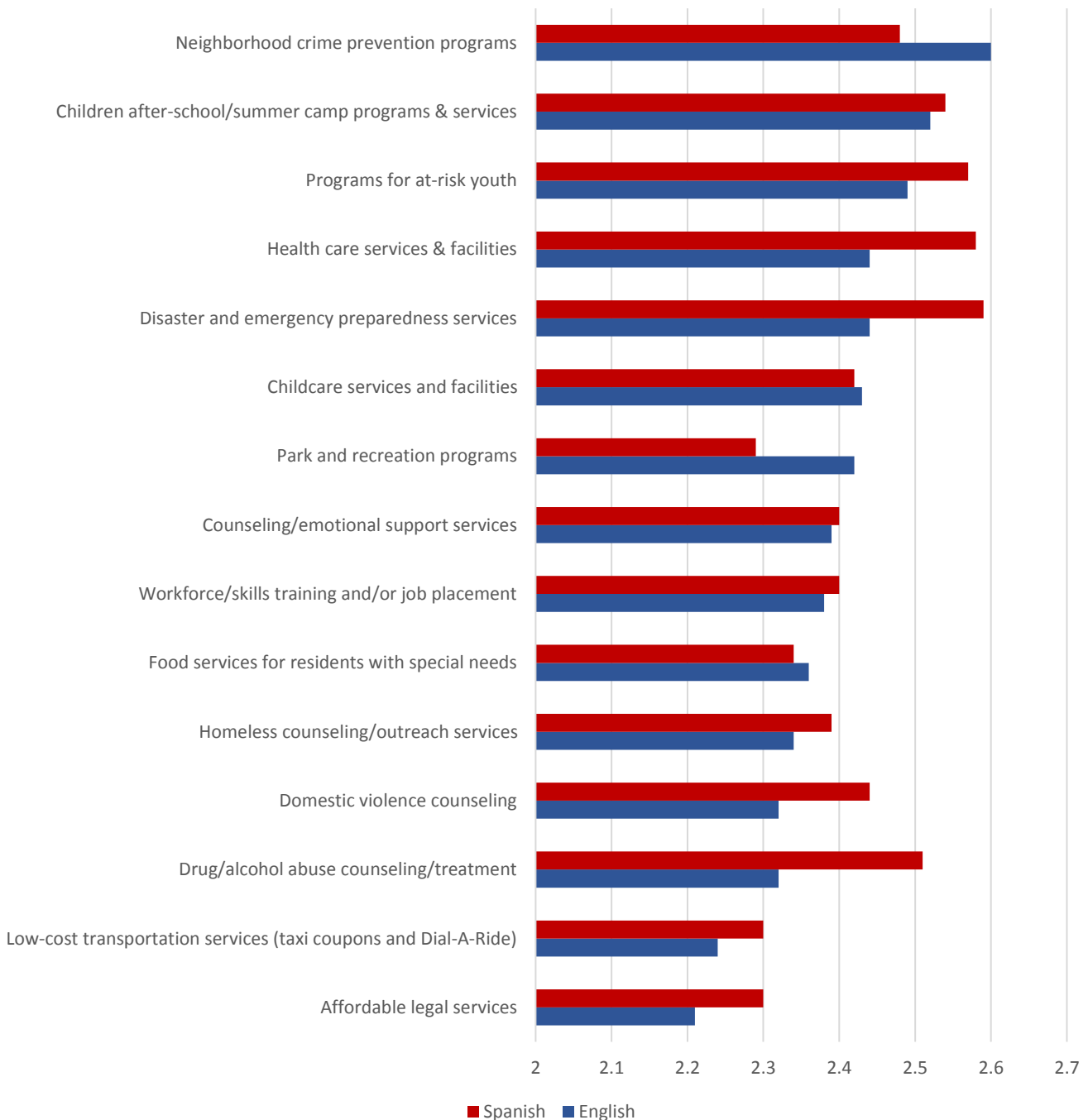
Bloomfield and San Antonio by office building with too many vehicles making illegal left or u-turns

- Something has to be done about all these empty business/shopping centers on Rosecrans Blvd.
- We need full time jobs
- More 4 way stops, too many accidents on Excelsior. We need a 4 way stop at Elaine and Excelsior. Cars speeding through here to get to/from Pioneer light
- Potholes please and draining
- Control speeding on neighborhood streets
- Bike lanes
- Emergency response team during city wide emergency/ earthquake, power outage, weather
- Some street lights aren't per say unnecessary but caused some traffic. Lights on Adoree/Norwalk to turn left on Adoree takes too long and didn't make a difference considering the wait time for the green arrow. Small business loans are important as well, there are potholes going east on Excelsior that can and have caused damage to cars.
- Speed bumps near schools

Community Services Needs

What community programs and services are most important among respondents?

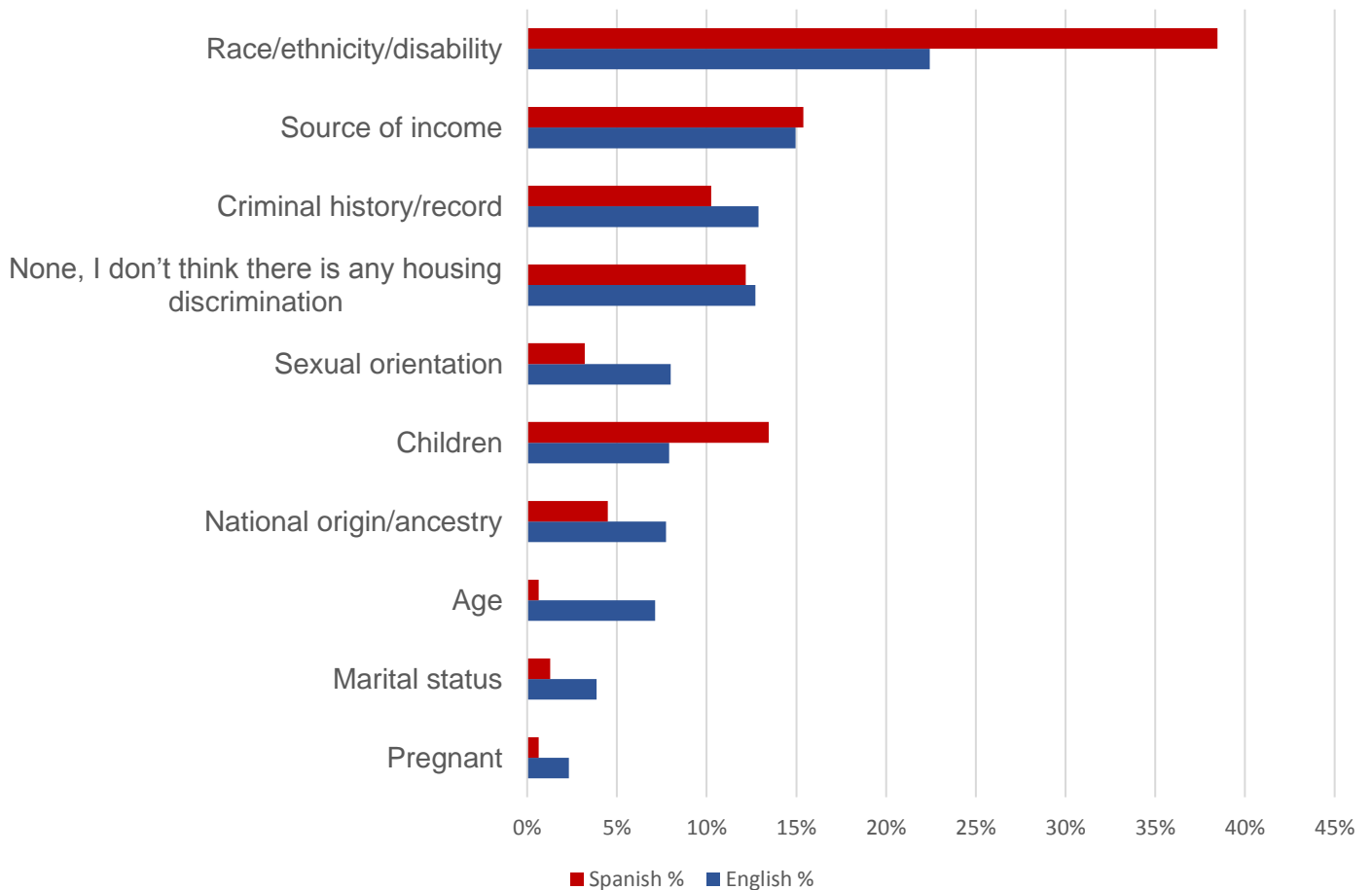
This question invited participants to identify what community services needs were important to them. The 767 respondents could select “least important,” “important” or “extremely important.” Then a weighted average was calculated with higher numbers indicating a higher level of importance. The results indicate differences between the English- and Spanish-language respondents. Disaster and emergency preparedness, health care and at-risk youth are among the top priorities for the Spanish-language respondents. For those responding in English, neighborhood crime prevention was at the top.



Fair Housing

Types of housing discrimination that respondents think are most prevalent?

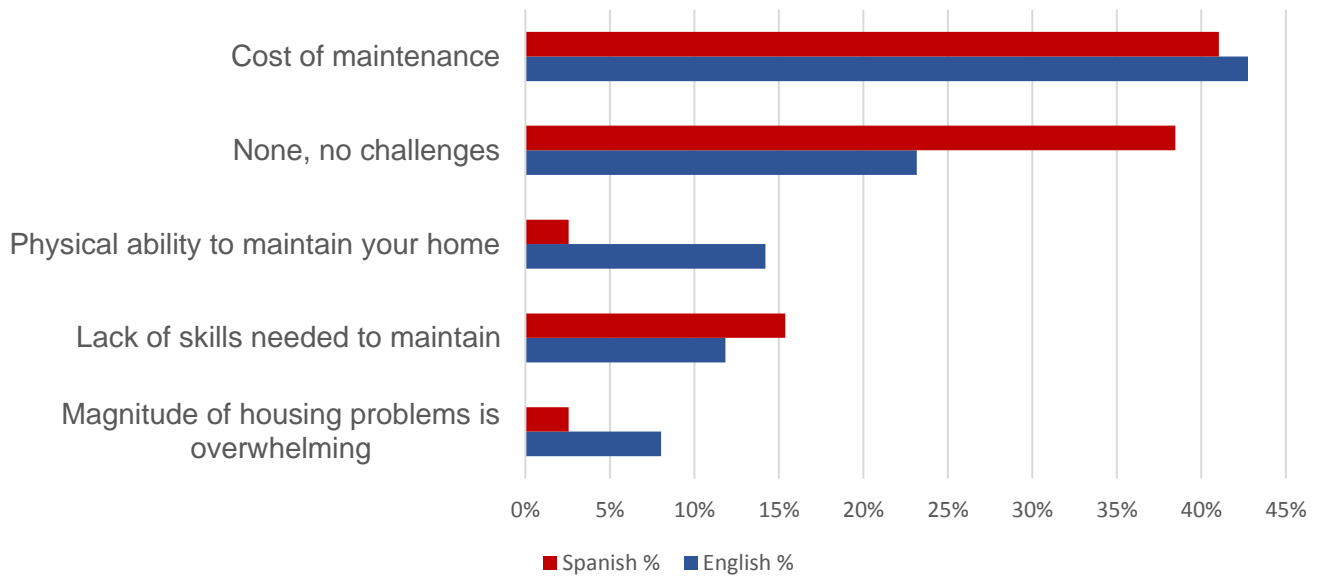
This question invited participants to identify what type of discrimination they believe is most prevalent. The 662 respondents could select any of the options listed below that they believe are most prevalent. The results indicate that respondents believe race/ethnicity/disability is believed to be the most prevalent type of housing discrimination, particularly among those responding in Spanish.



Home Maintenance Challenges

What are the most pressing challenges with maintaining homes among respondents?

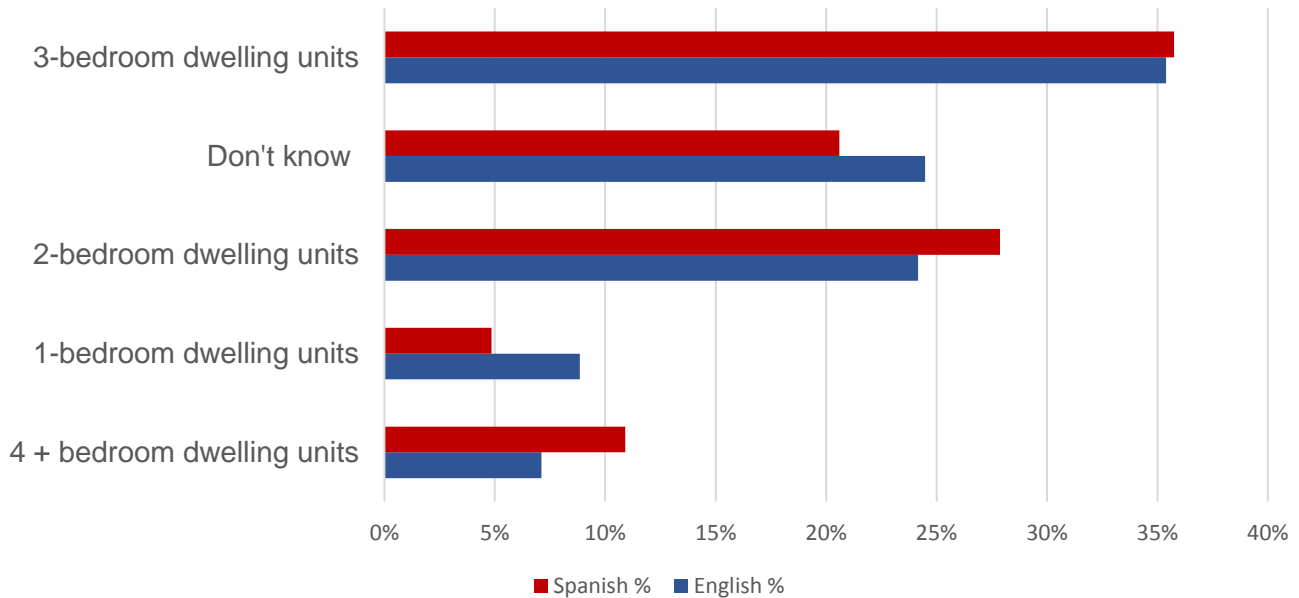
This question invited participants to identify the most pressing challenges with maintaining a home. The 703 respondents could select no more than two of the options. The results indicate that the cost of home maintenance is the most pressing and the physical ability to maintain a home the second most pressing. More than 150 people do not believe there are pressing challenges.



Size of Housing Units Needed

What size housing units are most needed in the City of Norwalk among respondents?

This question invited participants to identify the size of housing units they believe are most needed. The 728 respondents could select one of the options listed below. The results indicate that respondents believe that 3-bedroom dwelling units are the most needed of housing unit sizes.



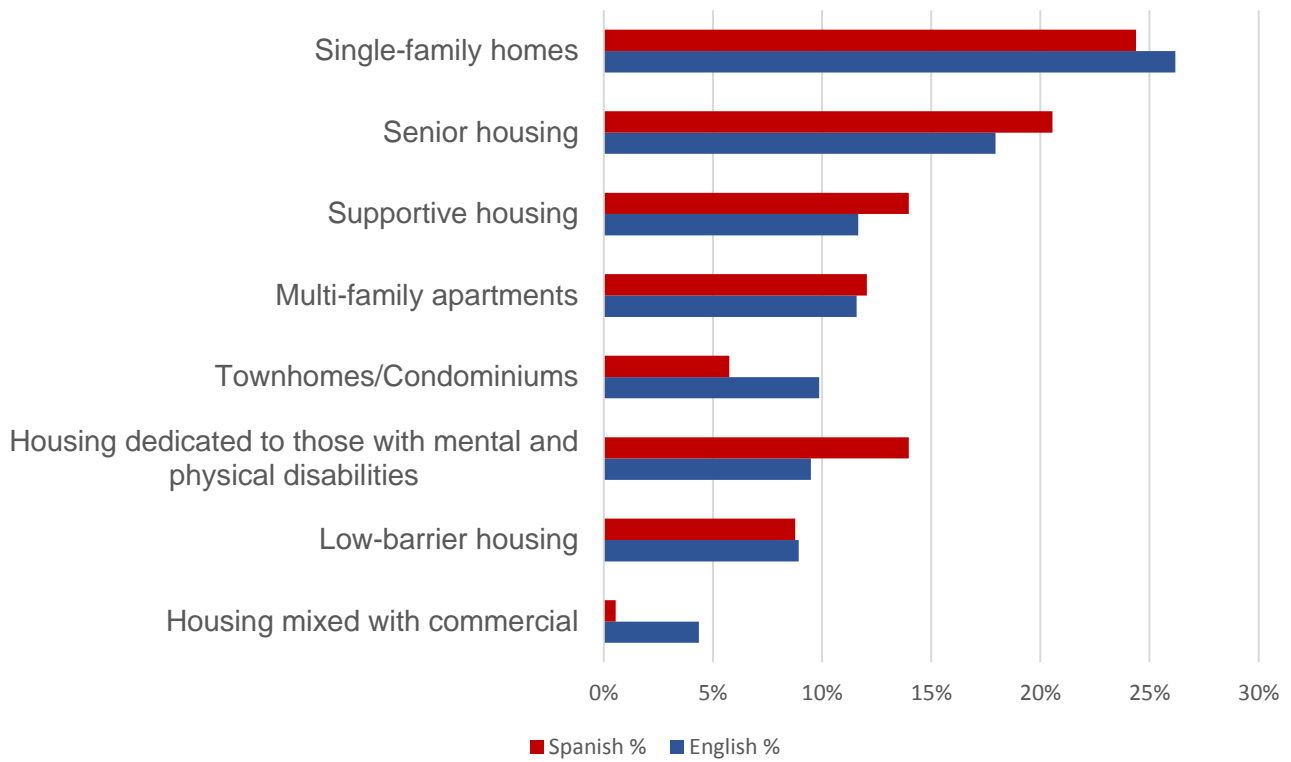
Type of Housing Needed

What types of housing is most needed in the City of Norwalk among respondents?

This question invited participants to identify the type of housing units they believe are most needed. The 710 respondents could select any of the options. The results indicate the greatest need is for single-family housing. A strong preference is also given to senior housing.

In addition to the list of available responses, some chose to fill in other comments pertaining to housing type. Their responses included:

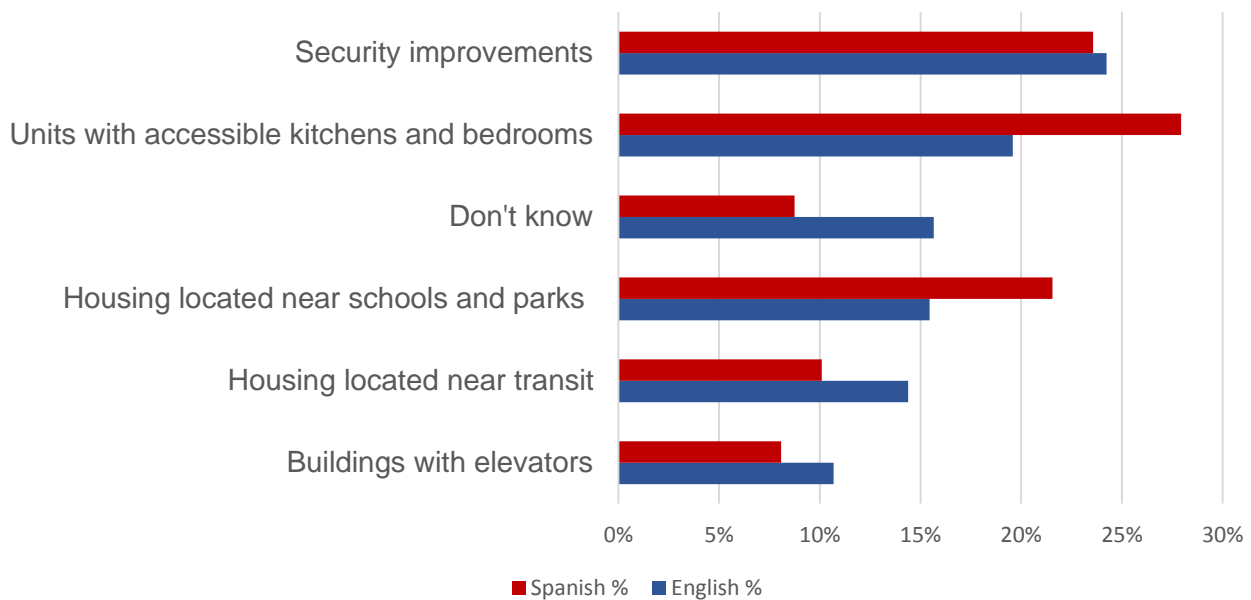
- Data would need to be looked at for supportive housing. I would like to see the success rates, otherwise it would be a waste of money and maybe creating businesses would better assist homeless people
- Studios
- Let the market decide, it isn't the government's job to dictate who builds what



Type of Housing Amenities Needed

What housing amenities are needed in Norwalk among respondents?

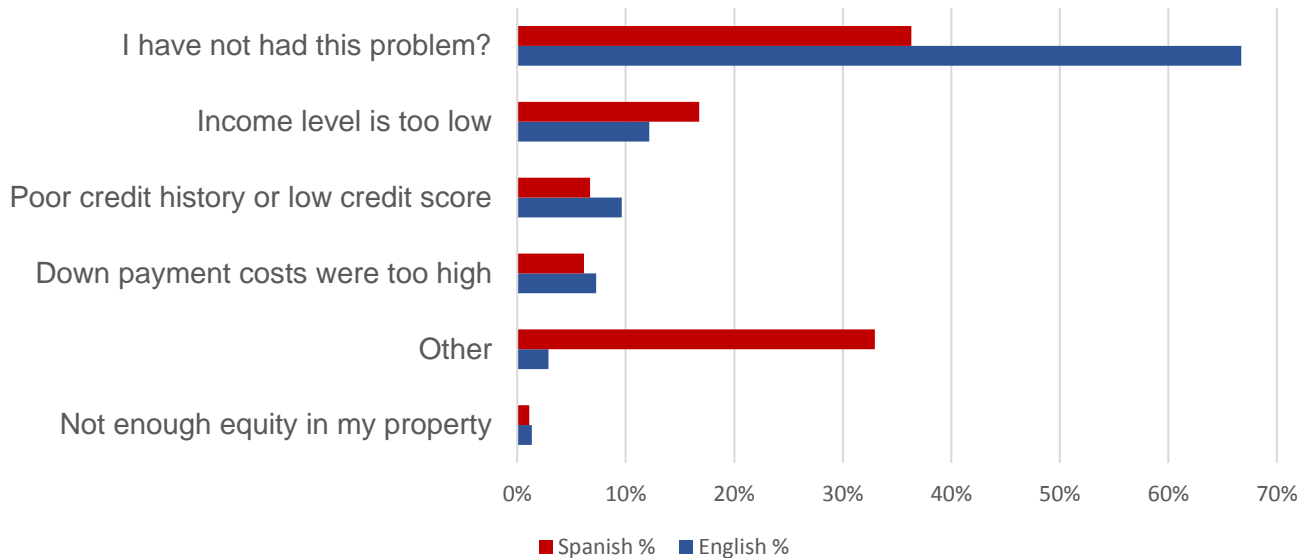
This question invited participants to identify the type of housing amenities they believe are most needed. The 720 respondents could select any of the options. The results indicate that security and accessibility and units with accessible kitchens and bedrooms are the most needed type of housing amenities.



Home Loans

Reasons given for the denial of home loans and applications among respondents

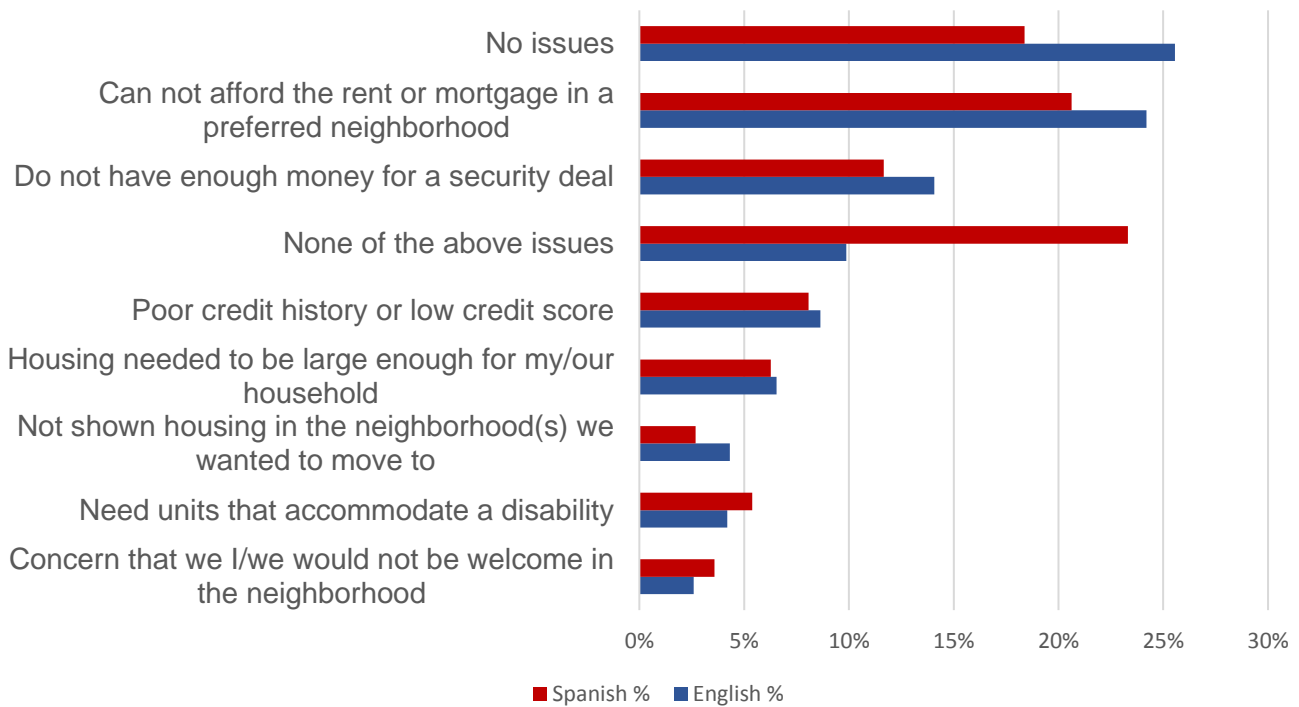
This question invited participants to identify the reasons they have been given for being denied a home loan. The 685 respondents could select any of the options. The results indicate that most respondents have not had problems securing a home. Those who have indicated income level and poor credit as the top reasons.



Issues Limiting Housing Options

Issues that have limited housing options in preferred neighborhoods or areas in Norwalk

This question invited participants to identify issues that have limited their housing options. The 702 respondents could select up to three options. For those who have had issues, affordability in their preferred neighborhood and money for security deposits are at the top of the list. Among the Spanish-language respondents, about 33% have had issues, but none of the optional responses fit their experience.



Land Use Regulations and Affordable Housing

Do respondents feel local land use regulations support the development of affordable housing? This question invited participants to indicate whether they feel that local land use regulations support the development of affordable housing. The 711 respondents could select one of the options. Most respondents have no opinion. Among those who shared an opinion, about 60% indicated that local land use regulations do not support the development of affordable housing.

