

Survey Results from the 2020 Budget Priorities Survey

Conducted by the IVCSD

Spring 2020

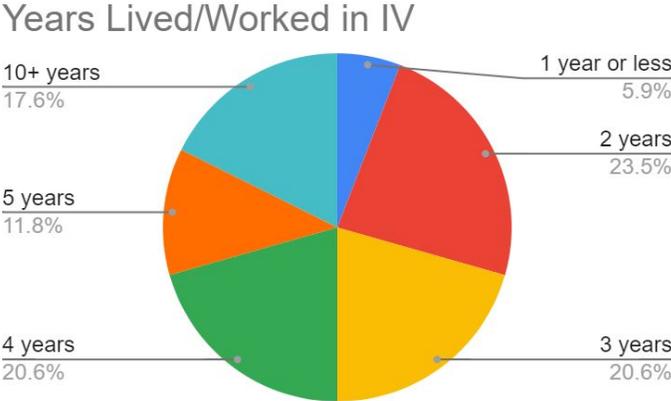
Budget Priorities Survey

The mission statement of the Isla Vista Community Service District (IVCSD) states, *“The Isla Vista Community Services District aims to improve the resources available to the community, ensure a high quality of life and level of public safety, and provide a local voice to the people of Isla Vista. The District will work to prioritize community engagement as it delivers localized public services and maximizes the resources available to the community.”*

With regards to completing its mission, the IVCSD conducts an annual Budget Survey of the Isla Vista (IV) community to gain feedback on the most pressing issues in the community, and solutions to address these issues. This survey is conducted during the months of March and April of every year. However, due to the recent coronavirus pandemic and subsequent Shelter-In-Place orders, many IV residents were forced to leave Isla Vista. Due to these changes, the survey was not well known this year, and only a small sample of the Isla Vista community responded. Thus, these results should, in no way, be considered representative of the entire IV population and its concerns.

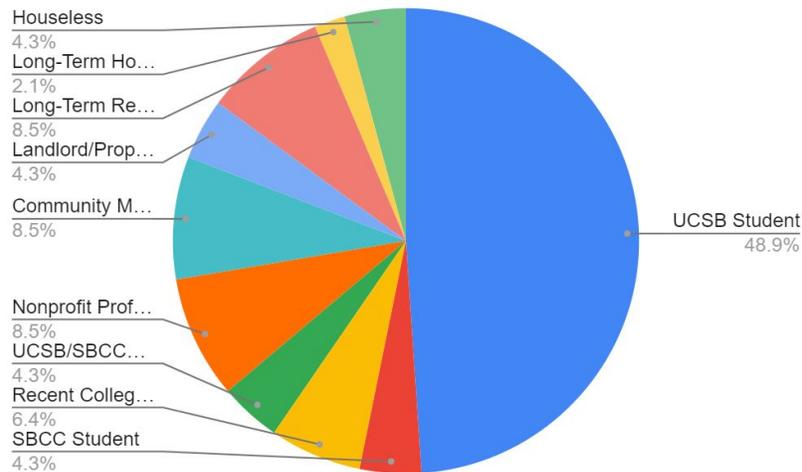
Also, many respondents may not have understood or had an answer to many of the questions posed in the survey. Most of the questions that follow have a “N/A” category to symbolize the number of responses that were left blank for each question. The creators of this report suspect that many respondents either did not understand the question, or did not know about the subjects discussed in the certain question. Therefore, future surveys should take note of this and aim to decrease the number of confusions created by the survey.

A: How long have you lived/worked in Isla Vista?



The number of years respondents stated they had lived and/or worked in Isla Vista varied from 1-5 years or 10 or more years. With most respondents having been in IV for 2-4 years, it is likely that these are college students who have lived in IV for the duration of their college experience. Those who have spent more than 4 years in IV are more likely to be permanent residents or professionals in the community. These results are reflected in the next question.

B: How would you describe yourself?

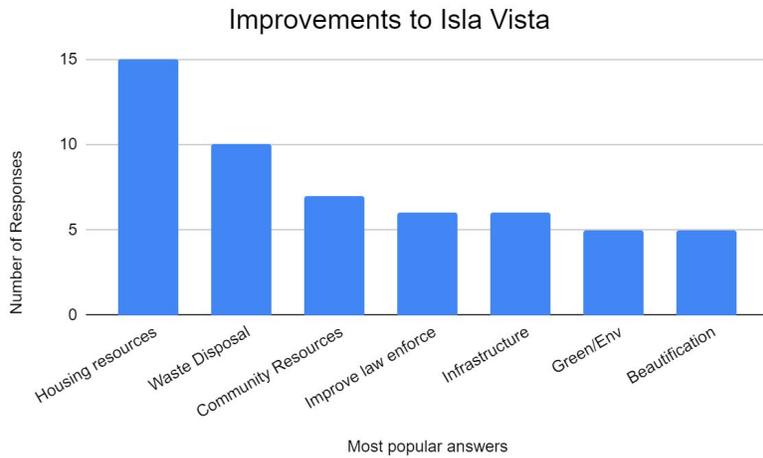


An overwhelming majority of respondents described themselves as UCSB students, along with other community members and professionals. Therefore, the concerns expressed in this report likely reflect the student and professional populations within IV.

It should be noted that some respondents designated themselves with multiple titles, slightly skewing the boundaries between labels. For example, one respondent described themselves as a long-term renter, nonprofit professional, and a community member.

In addition, two respondents who reported being houseless also designated themselves as students too (one a UCSB student and the other a SBCC student). Both respondents also described themselves as professionals (one a UCSB/SBCC professional and the other as a nonprofit professional) and one of them also listed that they were a long-term renter.

C: What are some of the ways you think quality of life could be improved for all Isla Vista residents?

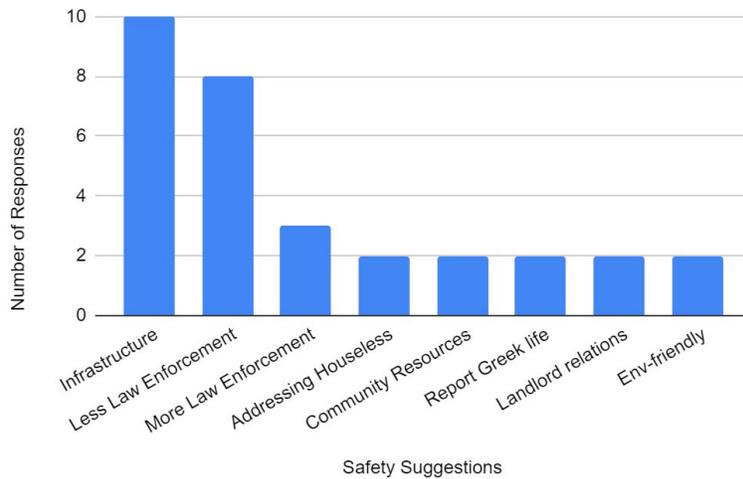


The most commonly suggested improvements to Isla Vista were to increase the number of housing resources, improve the waste disposal system, and create more shared community resources. As most of IV's residents are renters, the most popular response called for more resources to allow renters to work with their landlords to create better tenant-owner relationships. Second, many respondents noted the poor waste management system in Isla Vista leads to poor sanitation throughout the community. Third, respondents were very interested in creating community-centered events and services to help benefit the community. These suggestions included: a farmer's market, post office, skate park, and a community store to allow for reuse of furniture and other items.

Other popular suggestions included improving law enforcement's interactions with the community, improving the infrastructure of IV (specifically the roads and sidewalks), building more eco-friendly and sustainable resources, and more beautification programs for the community. Overall, respondents were eager to suggest new resources for the community, detailing a need in the community for new and improved services.

D: How can we make the Isla Vista community a safer place for all?

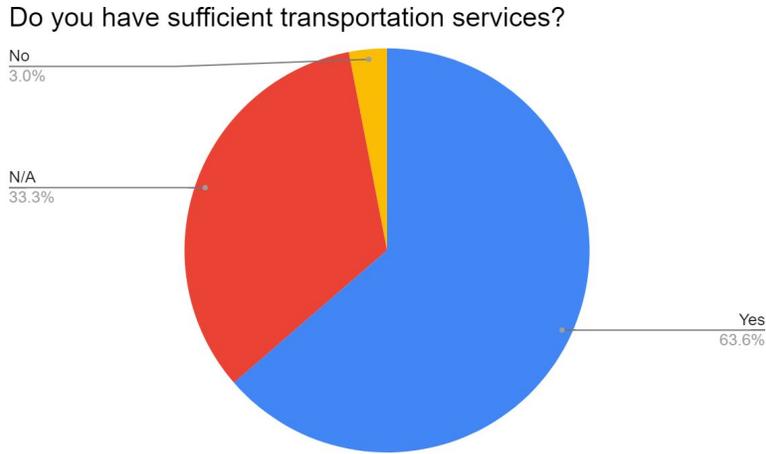
Public Safety Recommendations



To improve public safety in Isla Vista, respondents overwhelmingly suggested improvements to the community infrastructure, and decreased law enforcement presence. Lighting, sidewalks and emergency phones/lights were all popular suggestions for improving the safety of IV, especially for the respondents who expressed safety concerns about women walking home at night. Second, respondents felt that the law enforcement presence in IV was too strong, and that community officers were more effective at creating a sense of safety within the community. Ironically, the third most suggested improvement was for more law enforcement, showing a desire in the community to alter the community's relationship with law enforcement in IV.

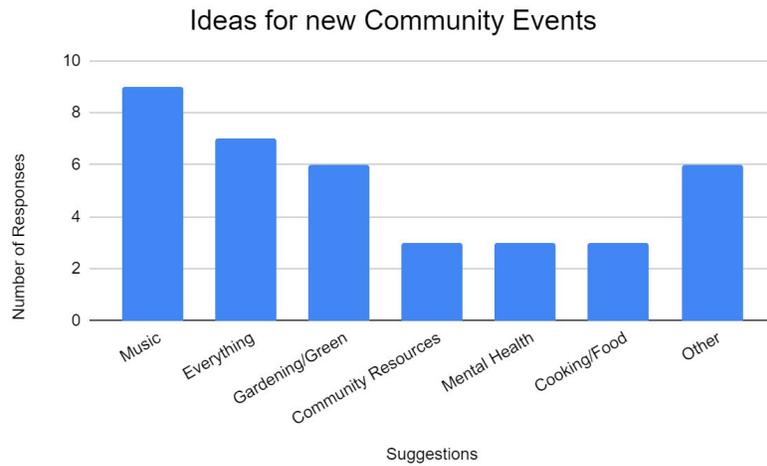
Other suggestions included community resources, addressing the houseless population, accountability for Greek organization, improved landlord relations and more environmentally-friendly resources.

E: Do you feel you have sufficient access to transportation services in Isla Vista? Outside a school commute, what are your primary transportation needs?



Around 64% of respondents felt that the transportation services in Isla Vista were adequate, with only one response reporting otherwise. However, the most commonly suggested improvements to transportation called for more buses and more infrastructure for pedestrians and bikers. Most respondents carried positive feelings towards the transportation in IV, but felt that the bus system was not perfect and that streets could be intimidating, at times, due to the high speed at which drivers drive on small lanes. With more buses, sidewalks, and designated bike lanes, respondents believed the transportation in IV would be much improved.

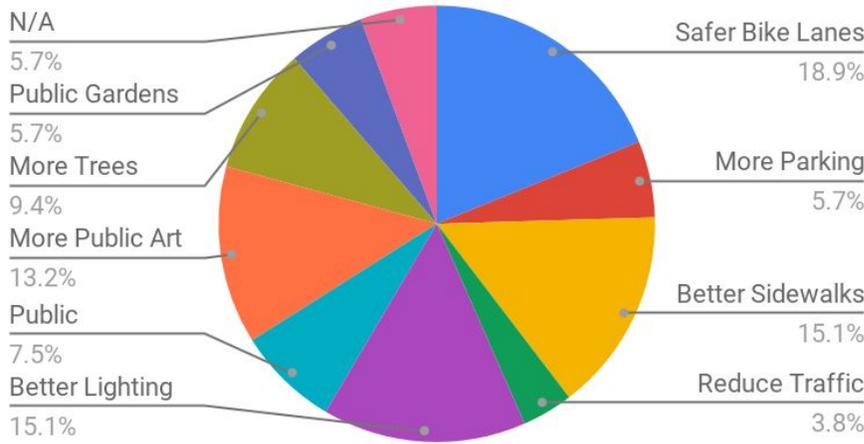
F: What kind of community events, classes, workshops, etc would you like to see more of in IV?



Music festivals were the number one suggestion for events in Isla Vista, followed by the second most being support for all types of events (referring to those listed in the question). Other popular suggestions included workshops on gardening and other environmentally-conscious learning, as well as community events to help connect the community, and workshops for mental health and cooking. In the “Other” category, suggestions for events included: educational workshops, sports competitions and a note to keep the events from disturbing the entire community with the noise levels. Overall, respondents were very welcome to the idea of more community events and receptive to almost every type of community event.

G: What are some ways you think the physical infrastructure of Isla Vista could be improved?

Infrastructure Improvements



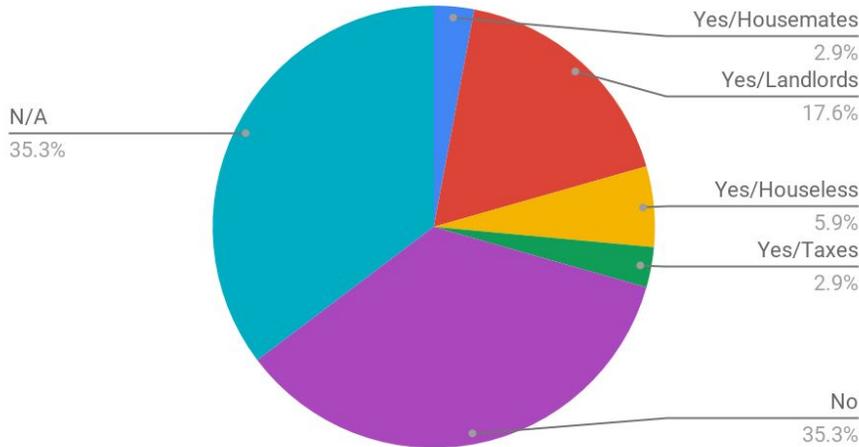
Of the 34 responses, there were a total of 53 answers that broke down into infrastructural and aesthetic improvements for the community. Most responses were focused on infrastructural needs like bike lane expansion (18.9%), lighting (15.1%), sidewalk improvement (15.1%), and increased parking spaces (5.7%). There was significant crossover in respondent answers between safer biking lanes, improving sidewalks, and expanding lighting. Between adding more parking and reducing traffic, car related issues only make up 9.5% answers. This suggests that the community is more concerned with infrastructural improvements regarding pedestrians and bicyclists.

However, respondents also raise concerns about aesthetic improvements to Isla Vista such as commissioning public art (13.2%), increasing the amount of trees (9.4%), adding public trash cans (7.5%), and promoting public gardens (5.7%). Most respondents advocating for public art and gardens want to use these improvements to create a more welcoming environment. Public gardens would also have the added benefits of providing alternative access to fruits and vegetables for low-income residents, as well as providing constructive activities for Isla Vista’s youth.

While the answers are divided between aesthetic and infrastructural improvements to Isla Vista, they share the common motivation of making the community safer and more welcoming for everyone.

H: Have you experienced a housing related dispute while living in Isla Vista? Please describe the general nature of it:

Housing Disputes in Isla Vista

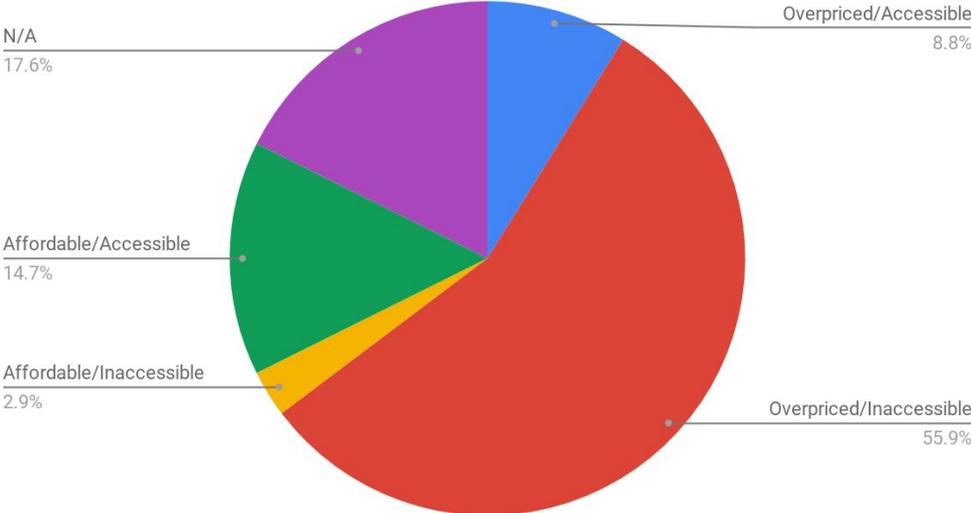


The majority of respondents either reported to having never had a housing dispute or did not choose to answer. Since housing disputes are not an ambiguous conflict, and a third of respondents are not answering this question, this leaves the answers as an unreliable representation of housing disputes in Isla Vista.

However, for respondents that have experienced a housing dispute, the majority had a dispute with their landlord. The predominant issue felt in regards to landlords is excessive retention of security deposits and minimal upkeep in relation to prices. This signals a need for change in tenant-landlord relations, specifically through clearer communication between them and identifying minimum standards for rentals. Others had issues with houselessness, their housemates and property taxes.

I: Describe the overall affordability and quality of your housing situation in Isla Vista. How easy/accessible is it to secure housing?

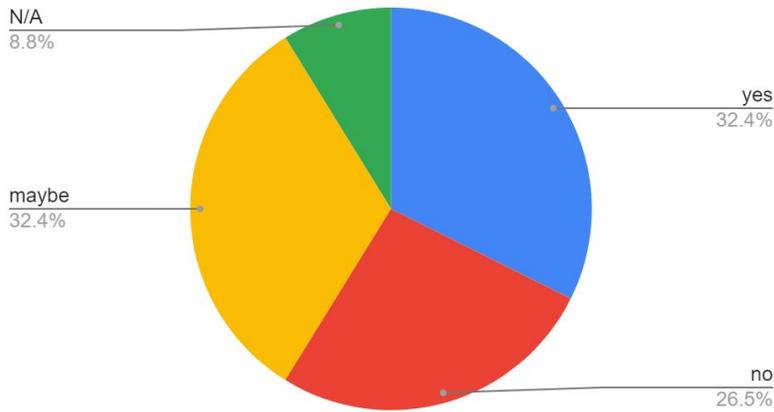
Housing Conditions



The majority of respondents felt that housing in Isla Vista was both overpriced and difficult to access secure housing. Other respondents felt that there was adequate access to housing, but disagreed on whether the cost was affordable or overpriced. Along with the previous complaints about housing and landlord situations, these responses signal a desire for improvements to the number of opportunities for housing, as well as communication between tenants and landlords within IV.

J: Would you be interested in submitting a proposal for one time projects that the IVCSD should fund next year?

Interested in Submitting a Proposal



When asked about interest in submitting project proposals, more respondents stated “yes,” rather than “no” (32.4% versus 26.5%). Also there were more respondents who answered “maybe” instead of “no” (32.4% versus 26.5%) which could be seen as potential “yes’s.” [N/A were people who did not respond to the question.] Thus, most respondents liked the idea of submitting project proposals to the CSD, regardless of if they would participate or not.

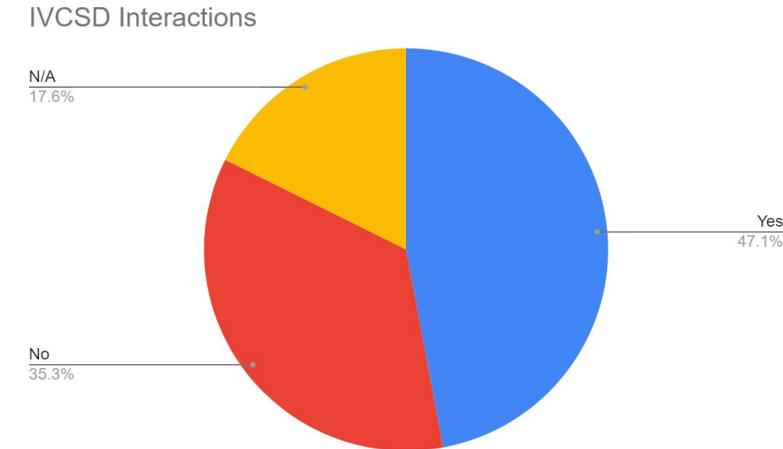
K: Anything else to add?

Topic	Number of Respondents
CSD and EcoVista Relationship	3
More Civic Engagement with the CSD	2
Reconsider 8% Utility Tax	1
Excited for IV Composting	1
Provide Campervan Resources	1
Work with Landlords to Coordinate Sidewalks	1
Rent Control	1
Parking Enforcement	1
N/A	17

Although most skipped this question (as shown by the majority of N/A), the received responses were mainly focused on the CSD's relationship with the local community and EcoVista. This shows enthusiasm for the CSD's involvement in coordinating multilateral solutions and programs to improve Isla Vista.

Other comments discussed more community resources such as resources for camper vans, persuading landlords to help fund sidewalks, rent control and parking enforcement. One comment suggested rewriting the 8% utility tax as to not harm the senior citizens in IV, citing significant budget cuts for Friendship Manor.

L: Have you ever interacted with the IVCSD before? If so, in what ways? What kind of ways can the IVCSD make itself more visible, well known, and connected to the community?



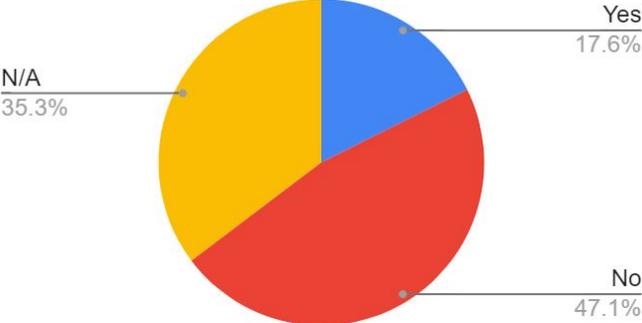
Interaction Method	Count
Knows IVCSD board/employees	4
IVSD Meetings	4
Wate Management Summit	3
IVCC/Eco Vista	2
Water Stations	1
Food Not Bombs	1

Most respondents reported having interactions with the IVCSD in the past (47.1%), while the remaining have not (35.3%) or did not provide a response (17.6%). Of those who stated having had interactions with the IVCSD in the past, the methods through which they associated with the IVCSD included: personal relationships, attending meetings and being contacted for the waste management summit.

Feedback on interaction with the IVCSD focused on seeking more promotion and community outreach. Suggestions include posting on the “Free & For Sale” Facebook page, being a part of the Gaucho FYI Presentation and having a social media presence.

M: Have you used the IVCSD safety stations on DP and Little Acorn Park? If so, how can they be improved to better serve the community?

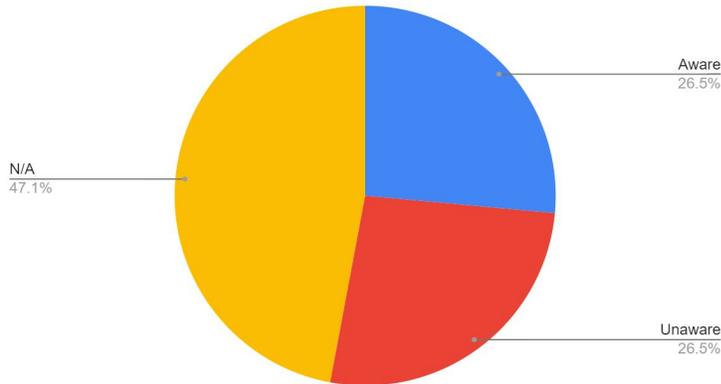
Used Safety Stations Before



As shown above, nearly half of respondents (47.1%) have never used the safety stations. Two respondents reported not knowing that the safety stations existed. Although no one had any suggestions on how the safety stations could be improved, 9 respondents expressed their support of the safety stations and added that they were a “great resource.” While the majority of respondents reported having not used the stations, most responses signalled their knowledge about the stations: whether or not they had experience using them.

N: The IVCSD currently provides funding for a specialized detective to investigate interpersonal violence crimes like sexual assault. We also host the Survivor Resource Center with Standing Together to End Sexual Assault. How well are these programs known and what else can we do to improve service delivery in this area?

IVCSD Programs



IVCSD Programs Feedback

Want more promotion	7
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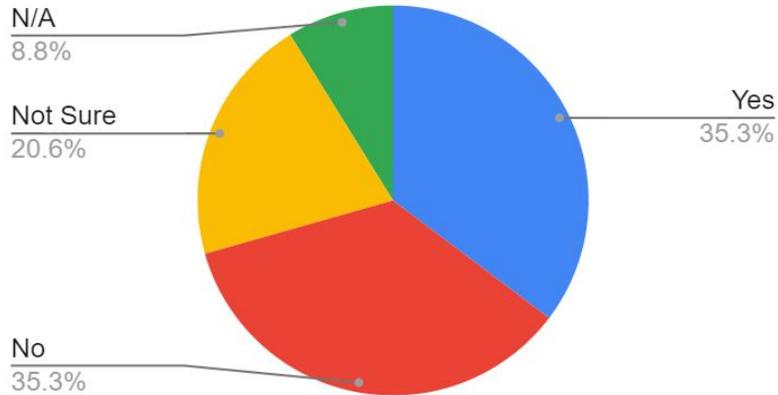
While the majority of respondents did not answer this question, there was an equal response in being both “aware” and “unaware” of the programs provided by the IVCSD. Of those who stated to be “aware” of the IVCSD programs, it should be noted that those respondents also reported some affiliation with the IVCSD.

Feedback on the IVCSD programs stressed more promotion of them to the community. Other comments shared positive reactions to IVCSD programs, despite also stating that they had not known about them prior to the survey.

Note: Respondents who did not state awareness of IVCSD programs but gave feedback on its promotion were included in “N/A”.

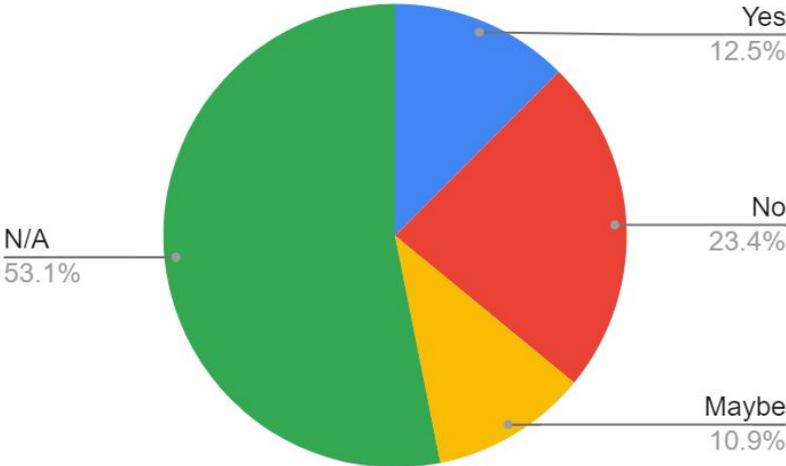
O: Have you heard of the IVCSD's housing mediation services?

Heard of Housing Medication Services



While $\frac{1}{3}$ of respondents reported knowing about the mediation services, the same amount of people also reported not knowing. Seven respondents (20.6%) were unsure and three respondents did not answer the question. So, the number of respondents who knew about the CSD's mediation services were a minority, showing a need for more communication of CSD services.

P: Have you ever been in a situation with your landlord or other tenants where a third party mediator could have helped?

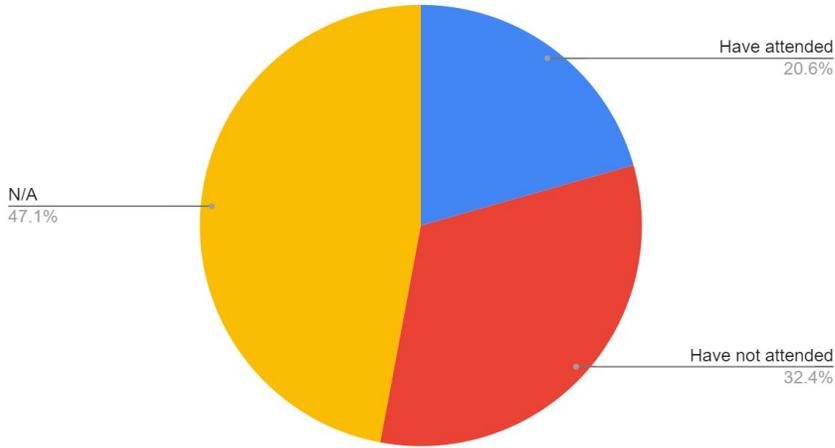


More than half of respondents (53.1%) left this question unanswered. In addition, nearly twice as many people responded that they have not had a housing dispute, compared to the number who affirmed that they have had a housing dispute.

With very few mediation services in IV, these nonresponses could be due to respondents' unfamiliarity with third party mediation. Since earlier responses highlighted a need for more landlord-tenant interactions, it is unlikely that the nonrespondents would have negative feelings towards mediation services.

Q: Have you ever attended an event at the community room or community center? If so, how can the IVCR/IVCC be improved?

IVCC Events



IVCC Events Feedback

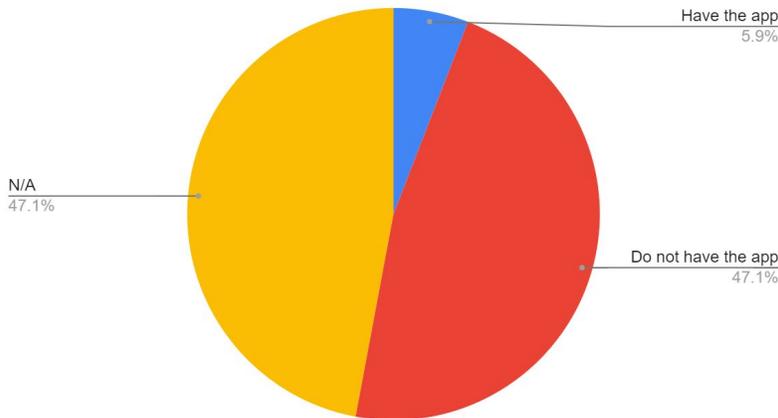
Stock food in kitchen	2
More seats	2
Schedule more frequently updated	1
Room needs to be more visually appealing/welcoming	1
More promotion	1
More cultural events	1
More art in community room	1

The majority of responses did not disclose attendance at IVCR/IVCC events. Of those who did, most reported having not attended (32.4%). Thus, it is likely that the community was unaware of these events. This suggests a need for additional marketing of IVCR/IVCC events.

Feedback suggested additional resources for IVCR/IVCC events as well as more promotion of IVCR/IVCC events, and the creation of a more welcoming atmosphere through beautifying the rooms.

R: Have you used the "SeeClickFix" App in Isla Vista to report issues? What kinds of issues can the IVCSD help solve to beautify Isla Vista?

See Click Fix App



See Click Fix App Feedback		Isla Vista Beautification Feedback	
Misguided efforts	2	Less cars on the street/more parking	2
Needs more promotion	1	More art	1
Like the app	1	Remove scooters from the beach	1
Will download app	1	Plant more native plants	1
		Public sanitizing stations	1
		Jobs for houseless community	1
		Regulate when dumpsters are on street/curb	1
		More street lighting	1

While a large number of answers were left blank (47.1%), an equal number of answers also stated that they have not downloaded the See Click Fix app (47.1%), compared to those who had (5.9%).

Feedback on the See Click Fix app gave mixed responses, ranging from more promotion of the app to claiming efforts are misguided in beautifying Isla Vista. Suggestions for beautification in Isla Vista discuss increased parking availability, public sanitization stations and removing scooters from the beach. These beautification suggestions reflect some of the previous answers stated in earlier questions.