

# **The National Citizen Survey™**

## **Englewood, CO**

Community Livability Report

2014

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The National Citizen Survey™  
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# About

The National Citizen Survey™ (The NCS) report is about the “livability” of Englewood. 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.

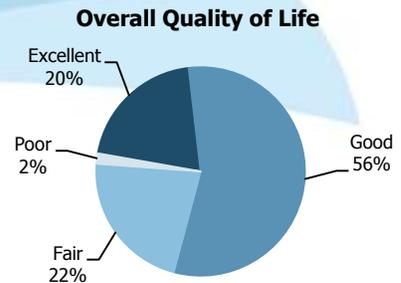
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 296 residents of the City of Englewood. The margin of error around any reported percentage is 6% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



# Quality of Life in Englewood

A majority of residents rated the quality of life in Englewood as excellent or good. This rating was similar to the national benchmark comparison (see Appendix B of the *Technical Appendices* provided under separate cover).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

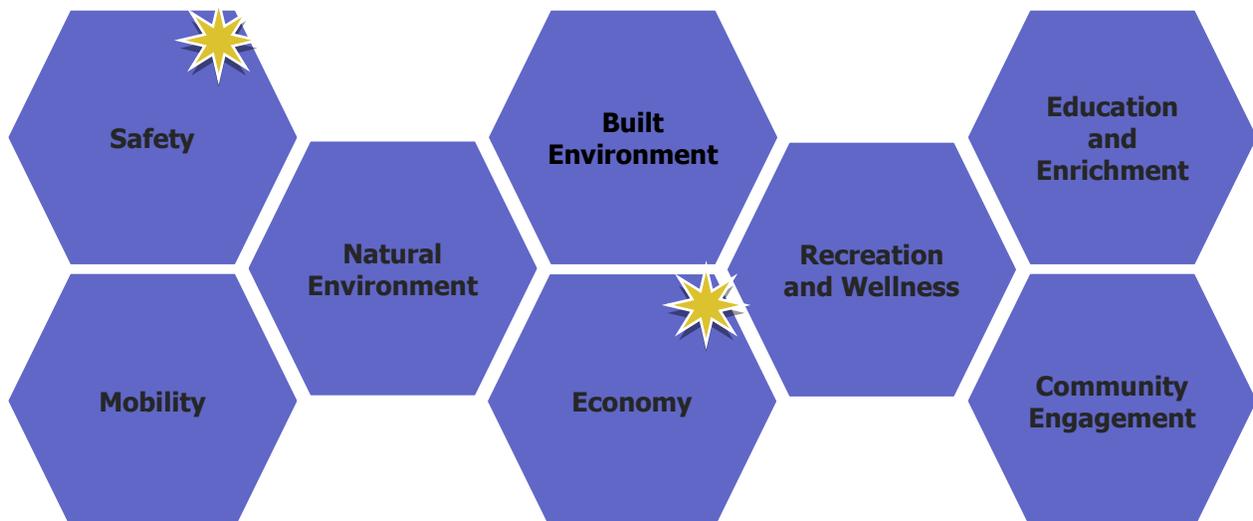
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Englewood community in the coming two years. It is noteworthy that Englewood residents gave favorable ratings to both of these facets of community as well as to the remaining six facets of community livability. Ratings for all of Englewood’s facets were positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Englewood’s unique questions.

## Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



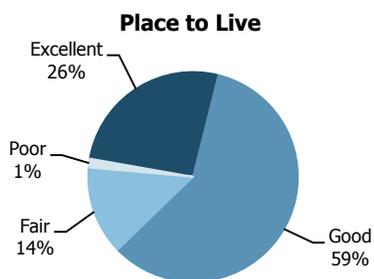
# Community Characteristics

*What makes a community livable, attractive and a place where people want to be?*

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Englewood, 85% rated the City as an excellent or good place to live. Respondents' ratings of Englewood as a place to live were similar to ratings in other communities across the nation.

In addition to rating the City as a place to live, respondents rated several aspects of community quality including Englewood as a place to raise children and as a place to retire, their neighborhood as a place to live, the overall image or reputation of Englewood and its overall appearance. About two-thirds of residents rated Englewood as a place to retire and the City's overall appearance as excellent or good. These ratings were similar to those in other communities across the nation. Less than half rated the overall image of Englewood favorably and these ratings were lower than the national benchmark.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. The areas of Mobility, Natural Environment and Recreation and Wellness tended to have the highest ratings where at least a majority of respondents rated items in these categories as excellent or good. These areas also tended to be similar to the benchmark, however, travel by public transportation received ratings that were higher than comparison communities. The overall feeling of safety in Englewood received lower ratings than in other communities across the nation.



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower

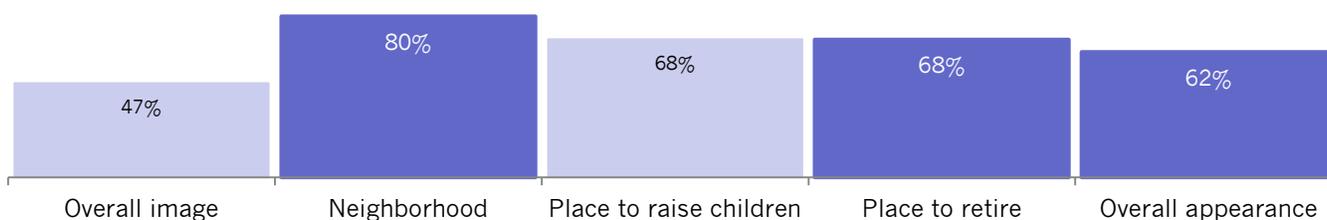
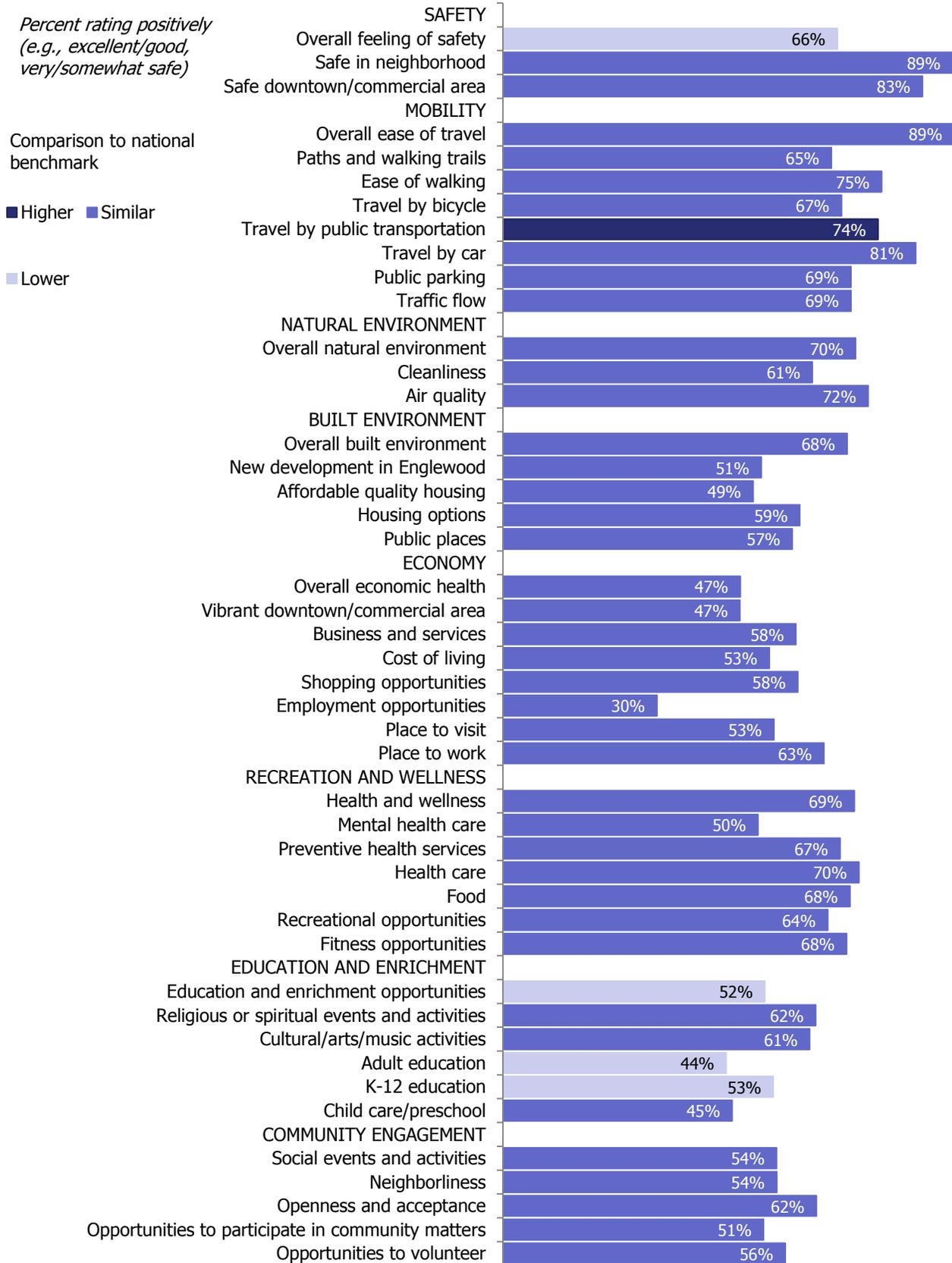


Figure 1: Aspects of Community Characteristics



# Governance

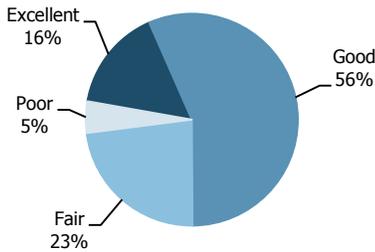
*How well does the government of Englewood meet the needs and expectations of its residents?*

The overall quality of the services provided by Englewood as well as the manner in which these services are provided are a key component of how residents rate their quality of life. About three-quarters of residents rated the overall quality of City services favorably. This was similar to other communities in the nation and more positive than ratings for services provided by the Federal Government.

Survey respondents also rated various aspects of Englewood’s leadership and governance. Residents perceived general measures of Governance positively. Nearly all measures of General Governance were rated as excellent or good by between one-third and one-half of respondents; ratings tended to be similar to those of other communities.

Respondents evaluated over 30 individual services and amenities available in Englewood. Governance ratings across the eight areas of Community Livability were mostly similar to the benchmark. Safety, one of the facets of the community that residents identified as an important focus area for the next two years, received the highest proportion of favorable ratings, with a majority of respondents rating all items as excellent or good; ratings for all Safety services matched national averages. Similarly, ratings in the facets of Recreation and Wellness and Mobility also received high marks from residents, with bus or transit services rating higher than the national average. Natural Environment services tended to have less favorable ratings than other facets and the areas of garbage collection, recycling and drinking water were lower than the national benchmark.

**Overall Quality of City Services**



*Percent rating positively (e.g., excellent/good)*

Comparison to national benchmark

■ Higher ■ Similar ■ Lower

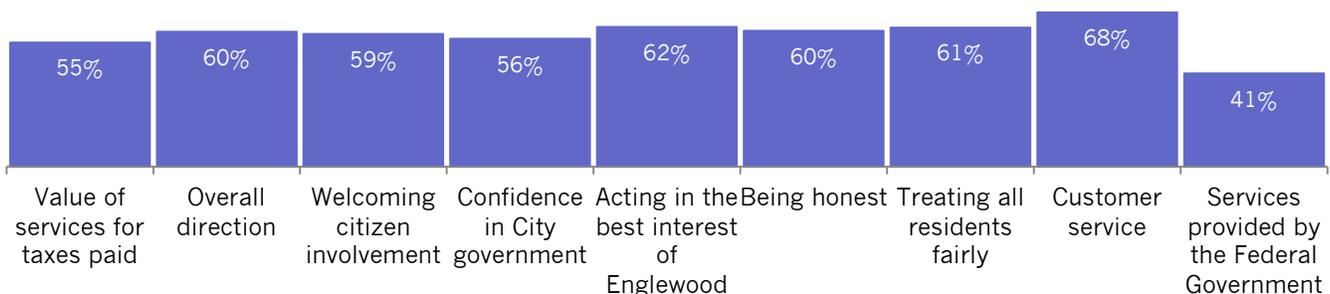
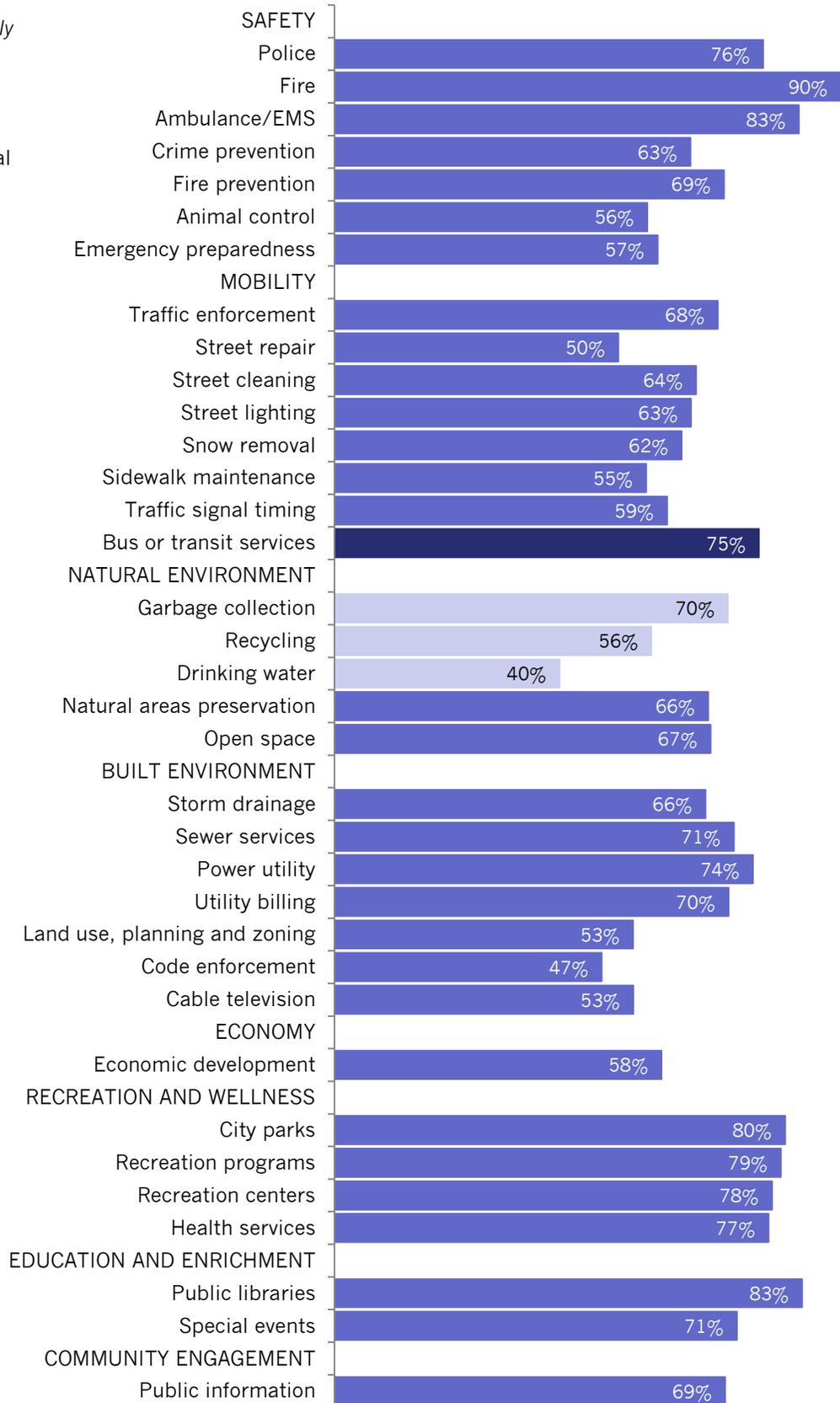


Figure 2: Aspects of Governance

Percent rating positively  
(e.g., excellent/good)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



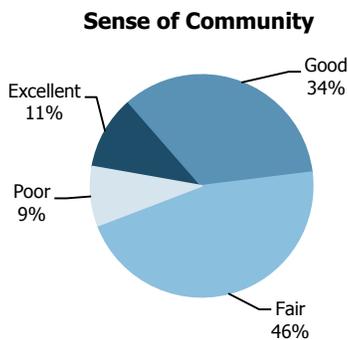
# Participation

*Are the residents of Englewood connected to the community and each other?*

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. The sense of community in Englewood received positive ratings from 45% of respondents, which was similar to other communities. A strong majority of residents would recommend living in Englewood and plan to stay in Englewood for the next five years.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Although rates differed across the range of items; many of the participation levels of Englewood residents were similar to other communities. Three-quarters or more of Englewood residents participated in each of the activities related to preserving the Natural Environment and this was on par with other communities.

Over 8 in 10 Englewood residents reported participating in many activities related to Community Engagement (e.g., talk to or visited with neighbors, done a favor for a neighbor, read or watched local news and voted in local elections), with all being rated similar to other communities. Participation ratings in the facet of Mobility were strong. At least two-thirds of respondents used public transportation instead of driving and walked or biked instead of driving, which were higher than the benchmark. Recreation and Wellness participation ratings were also favorable, with over half of all respondents participating in areas within the facet. However, some aspects within Education and Enrichment and Community Engagement received less favorable marks; less than one-quarter of residents did not participate in religious or spiritual activities, volunteer, participate in a club or attend a local public meeting.



Percent rating positively  
(e.g., very/somewhat likely,  
yes)

Comparison to national  
benchmark

■ Higher ■ Similar

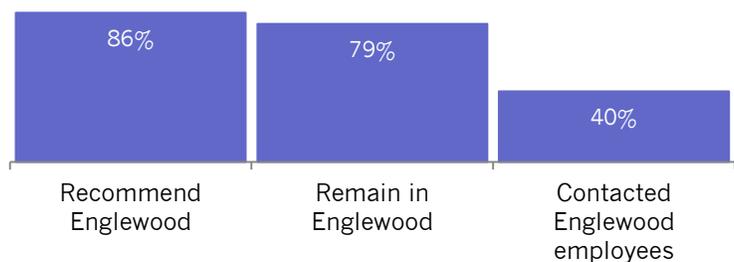
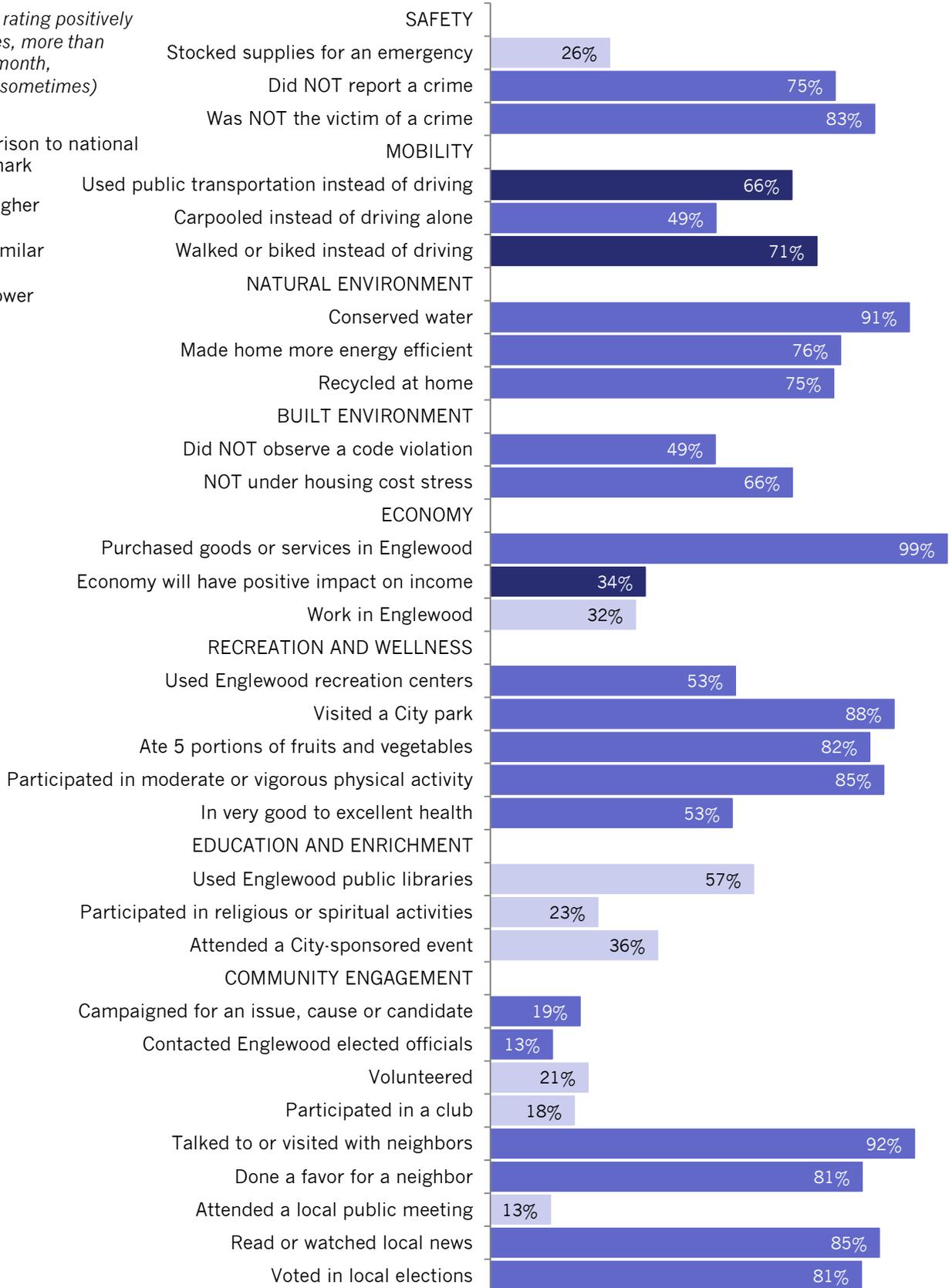


Figure 3: Aspects of Participation

Percent rating positively  
(e.g., yes, more than  
once a month,  
always/sometimes)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



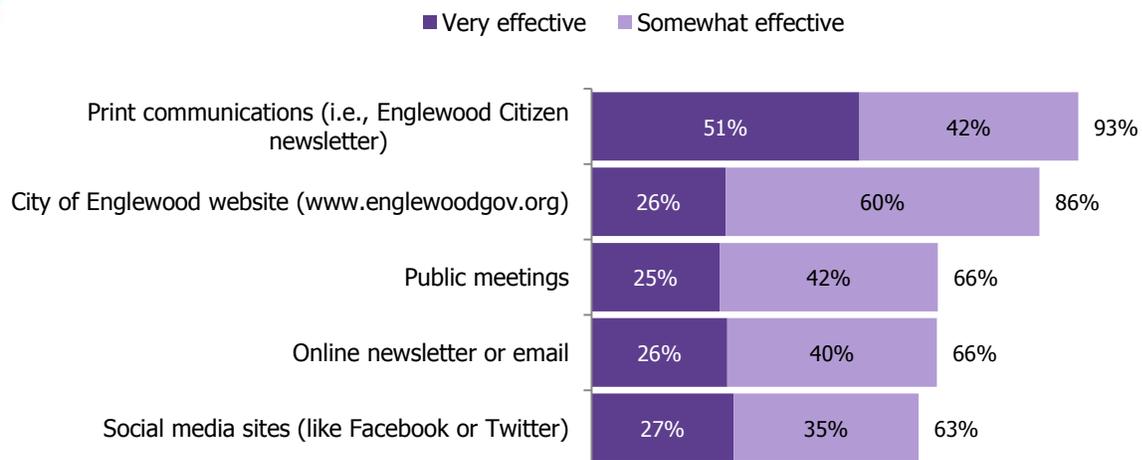
# Special Topics

The City of Englewood included three questions of special interest on The NCS. The questions targeted communication methods to share information with the community, ballot measures to improve City infrastructure and the ways residents connect to the internet in Englewood.

The City was interested in determining the best way to share information with the community. Residents indicated that print communications and the City of Englewood website were the most effective, with almost all residents using either one of those channels. Two-thirds of residents also indicated they used public meetings, online newsletters or email and social media sites to obtain City information.

Figure 4: Communication Methods

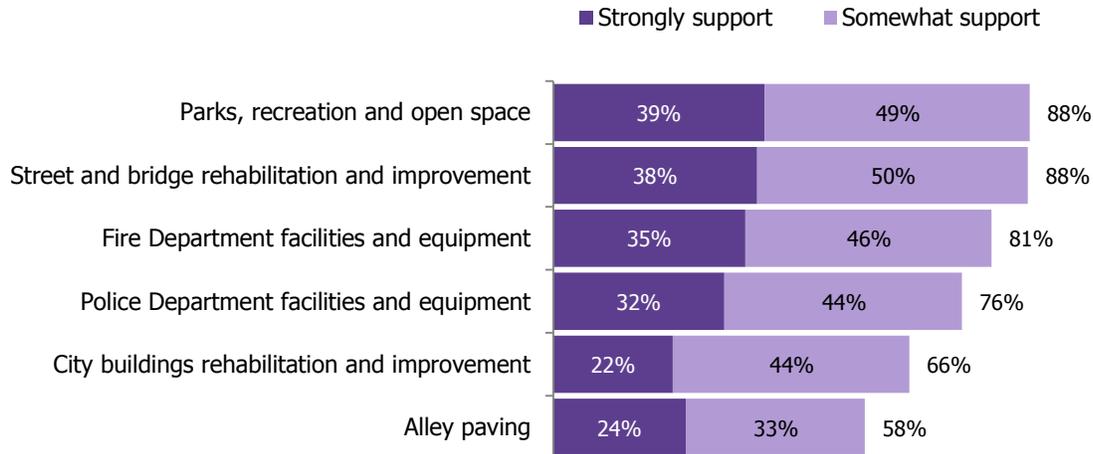
*In order to help us determine the best way to share information with the community, please rate each of the following communication methods in terms of effectiveness:*



A strong majority of residents strongly supported or somewhat supported a tax increase to fund parks, recreation and open space, street and bridge rehabilitation and improvement and fire department facilities and equipment. Alley paving received the least support with 58% of residents supporting that initiative.

Figure 5: City Infrastructure Improvements

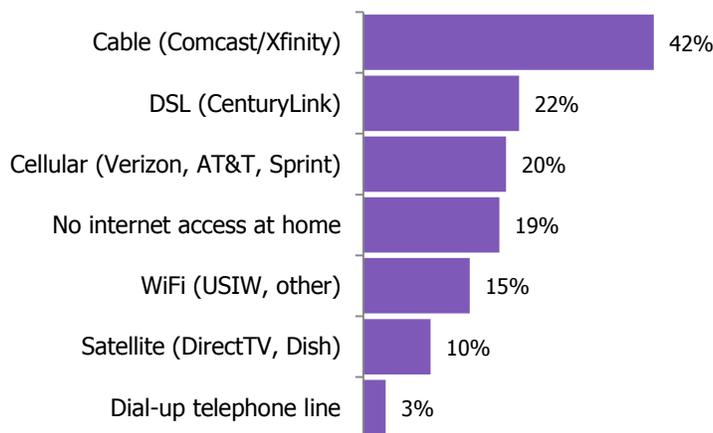
*The City of Englewood has limited funds for infrastructure improvements. To what extent would you support or oppose a ballot measure for a tax increase to fund City infrastructure improvements in the following areas:*



About 4 in 10 residents connected to the internet via Cable (Comcast/Xfinity) and about 2 in 10 connected through DSL (CenturyLink) and Cellular (Verizon, AT&T, Sprint). Only 3% of respondents indicated that they used a dial-up telephone line.

Figure 6: Connecting to the Internet

*How do you connect to the Internet at home? Please check all that apply.*



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

# Conclusions

## **Englewood residents continue to enjoy a good quality of life.**

Most survey respondents felt positively about the overall quality of life in Englewood and the city as a place to live. They also valued the quality of life in their neighborhoods, the City's overall appearance and the City as a place to retire; ratings in each of these areas were similar to other communities in the U.S. While residents of the community appreciated life in Englewood, the overall image of the city and the city as a place to raise children was not perceived as positively as other aspects of life in the community. Overall, most residents would recommend living in Englewood and planned on staying.

## **Economy and Safety are important focus areas for Englewood.**

Both Safety and Economy were rated as the most important areas for the community to focus on in the next two years. Measures in the area of Englewood's Economy generally received favorable ratings. On average, residents rated the overall economic health similarly to those in other communities. Although residents reported being less likely to work in Englewood when compared across communities, the majority of those who did felt that Englewood was an excellent or good place to work and visit. Englewood residents gave solid ratings to the City's cost of living, employment opportunities, shopping opportunities and its downtown area. Respondents felt that the economy would have a positive effect on their income, which was similar to other communities.

The majority of residents felt safe in Englewood overall and in their neighborhoods and downtown, however, overall safety was lower when compared to other communities. Similar to residents across the nation, most had not been the victim of a crime or had reported a crime. Residents gave positive ratings to safety services, including police, fire, emergency medical services and fire prevention, all of which were similar to the benchmark.

## **Residents continue to value Mobility in Englewood.**

Mobility ratings remained strong over time across Englewood, especially in the areas of using public transportation instead of driving and walking or biking instead of driving. Both of these aspects of Mobility were higher than the benchmark. Bus or transit services also remained positive and higher than the benchmark, just as they were in 2009. The majority of residents felt that Mobility services and characteristics were excellent or good and meeting their expectations.