

The National Citizen Survey™

Englewood, CO

Trends over Time

2014

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The National Citizen Survey™
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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. 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). This report discusses trends over time, comparing the 2014 ratings for the City of Englewood to its previous survey results in 2009 and 2006. Additional reports and technical appendices are available under separate cover.

Trend data for Englewood represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being “higher” or “lower” if the differences are greater than nine percentage points between the 2009 and 2014 surveys, otherwise the comparison between 2009 and 2014 are noted as being “similar.” Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Englewood for 2014 generally remained stable. Of the 90 items for which comparisons were available, 65 items were rated similarly in 2009 and 2014, eight items showed a decrease in ratings and 17 showed an increase in ratings. Notable trends over time included the following:

- Most facets of Community Characteristics remained stable between 2009 and 2014. However, within the facet of Mobility there were several increases in ratings, paths and walking trails, traffic flow and travel by car all increased.
- Ratings for Economy increased across Governance and Participation. Ratings increased for economic development and for personal economic outlook from 2009 to 2014. All other ratings within the facet of Economy remained stable.
- In the area of Governance, Englewood saw increased ratings for natural areas prevention, snow removal and health services.
- Participation ratings increased from 2009 to 2014 within the facets of Natural Environment, Built Environment and Economy.

Table 1: Community Characteristics General

| | Percent rating positively (e.g., excellent/good) | | | 2014 rating compared to 2009 | Comparison to benchmark | | |
|-------------------------|--|------|------|------------------------------|-------------------------|------------|---------|
| | 2007 | 2009 | 2014 | | 2007 | 2009 | 2014 |
| Overall quality of life | 75% | 70% | 76% | Similar | Similar | Similar | Similar |
| Overall image | 52% | 54% | 47% | Similar | Much lower | Much lower | Lower |
| Place to live | 79% | 81% | 85% | Similar | Similar | Similar | Similar |
| Neighborhood | 75% | 76% | 80% | Similar | Lower | Similar | Similar |
| Place to raise children | 59% | 64% | 68% | Similar | Much lower | Lower | Lower |
| Place to retire | 58% | 66% | 68% | Similar | Similar | Similar | Similar |
| Overall appearance | 45% | 56% | 62% | Similar | Much lower | Lower | Similar |

Table 2: Community Characteristics by Facet

| | | Percent rating positively (e.g., excellent/good, very/somewhat safe) | | | 2014 rating compared to 2009 | Comparison to benchmark | | | |
|------------------------------|----------------------------------|--|------|------|------------------------------|-------------------------|-------------|-------------|---------|
| | | 2007 | 2009 | 2014 | | 2007 | 2009 | 2014 | |
| Safety | Overall feeling of safety | NA | NA | 66% | NA | NA | NA | Lower | |
| | Safe in neighborhood | 88% | 93% | 89% | Similar | Similar | Higher | Similar | |
| | Safe downtown/commercial area | 87% | 86% | 83% | Similar | Similar | Similar | Similar | |
| Mobility | Overall ease of travel | NA | NA | 89% | NA | NA | NA | Similar | |
| | Paths and walking trails | NA | 54% | 65% | Higher | NA | Similar | Similar | |
| | Ease of walking | 63% | 73% | 75% | Similar | Similar | Much higher | Similar | |
| | Travel by bicycle | 55% | 67% | 67% | Similar | Much higher | Much higher | Similar | |
| | Travel by public transportation | 76% | 84% | 74% | Lower | Much higher | Much higher | Much higher | |
| | Travel by car | 63% | 71% | 81% | Higher | Much higher | Much higher | Similar | |
| | Public parking | NA | NA | 69% | NA | NA | NA | Similar | |
| | Traffic flow | 60% | 56% | 69% | Higher | NA | Much higher | Similar | |
| | Natural Environment | Overall natural environment | NA | 57% | 70% | Higher | NA | Much lower | Similar |
| | | Cleanliness | NA | 57% | 61% | Similar | NA | Much lower | Similar |
| Air quality | | 55% | 53% | 72% | Higher | Much lower | Much lower | Similar | |
| Overall built environment | | NA | NA | 68% | NA | NA | NA | Similar | |
| New development in Englewood | | 51% | 57% | 51% | Similar | Much lower | Similar | Similar | |
| Built Environment | Affordable quality housing | 49% | 50% | 49% | Similar | Higher | Much higher | Similar | |
| | Housing options | NA | 58% | 59% | Similar | NA | Similar | Similar | |
| | Public places | NA | NA | 57% | NA | NA | NA | Similar | |
| | Overall economic health | NA | NA | 47% | NA | NA | NA | Similar | |
| Economy | Vibrant downtown/commercial area | NA | NA | 47% | NA | NA | NA | Similar | |
| | Business and services | NA | 64% | 58% | Similar | NA | Similar | Similar | |
| | Cost of living | NA | NA | 53% | NA | NA | NA | Similar | |
| | Shopping opportunities | 45% | 53% | 58% | Similar | Similar | Similar | Similar | |
| | Employment opportunities | 29% | 30% | 30% | Similar | Similar | Similar | Similar | |
| | Place to visit | NA | NA | 53% | NA | NA | NA | Similar | |
| | Place to work | 56% | 56% | 63% | Similar | Similar | Similar | Similar | |
| | Recreation and Wellness | Health and wellness | NA | NA | 69% | NA | NA | NA | Similar |
| | | Mental health care | NA | NA | 50% | NA | NA | NA | Similar |
| | | Preventive health services | NA | 55% | 67% | Higher | NA | Similar | Similar |
| Health care | | 66% | 54% | 70% | Higher | Much | Higher | Similar | |

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| | | Percent rating positively (e.g., excellent/good, very/somewhat safe) | | | 2014 rating compared to 2009 | Comparison to benchmark | | |
|--------------------------|---|--|------|------|------------------------------|-------------------------|------------|---------|
| | | 2007 | 2009 | 2014 | | 2007 | 2009 | 2014 |
| | | | | | | higher | | |
| | Food | 69% | 62% | 68% | Similar | Similar | Similar | Similar |
| | Recreational opportunities | 65% | 64% | 64% | Similar | Similar | Similar | Similar |
| | Fitness opportunities | NA | NA | 68% | NA | NA | NA | Similar |
| Education and Enrichment | Religious or spiritual events and activities | NA | 67% | 62% | Similar | NA | Lower | Similar |
| | Cultural/arts/music activities | 54% | 51% | 61% | Higher | Similar | Similar | Similar |
| | Adult education | NA | NA | 44% | NA | NA | NA | Lower |
| | K-12 education | NA | 56% | 53% | Similar | NA | Lower | Lower |
| | Child care/preschool | 43% | 35% | 45% | Higher | Lower | Similar | Similar |
| | Social events and activities | NA | 53% | 54% | Similar | NA | Lower | Similar |
| Community Engagement | Neighborliness | NA | NA | 54% | NA | NA | NA | Similar |
| | Openness and acceptance | 62% | 64% | 62% | Similar | Similar | Similar | Similar |
| | Opportunities to participate in community matters | NA | 57% | 51% | Similar | NA | Lower | Similar |
| | Opportunities to volunteer | NA | 65% | 56% | Lower | NA | Much lower | Similar |

Table 3: Governance General

| | Percent rating positively (e.g., excellent/good) | | | 2014 rating compared to 2009 | Comparison to benchmark | | |
|---|--|------|------|------------------------------|-------------------------|---------|---------|
| | 2007 | 2009 | 2014 | | 2007 | 2009 | 2014 |
| Services provided by Englewood | 66% | 73% | 72% | Similar | Lower | Similar | Similar |
| Customer service | 69% | 77% | 68% | Lower | Similar | Similar | Similar |
| Value of services for taxes paid | 57% | 54% | 55% | Similar | Higher | Similar | Similar |
| Overall direction | 58% | 59% | 60% | Similar | Higher | Similar | Similar |
| Welcoming citizen involvement | 59% | 53% | 59% | Similar | Higher | Lower | Similar |
| Confidence in City government | NA | NA | 56% | NA | NA | NA | Similar |
| Acting in the best interest of Englewood | NA | NA | 62% | NA | NA | NA | Similar |
| Being honest | NA | NA | 60% | NA | NA | NA | Similar |
| Treating all residents fairly | NA | NA | 61% | NA | NA | NA | Similar |
| Services provided by the Federal Government | 41% | 41% | 41% | Similar | Lower | Similar | Similar |

Table 4: Governance by Facet

| | | Percent rating positively (e.g., excellent/good) | | | 2014 rating compared to 2009 | Comparison to benchmark | | |
|---------------------|----------------------------|--|------|------|------------------------------|-------------------------|-------------|------------|
| | | 2007 | 2009 | 2014 | | 2007 | 2009 | 2014 |
| Safety | Police | 74% | 77% | 76% | Similar | Similar | Similar | Similar |
| | Fire | 92% | 93% | 90% | Similar | Higher | Similar | Similar |
| | Ambulance/EMS | 87% | 91% | 83% | Lower | Higher | Higher | Similar |
| | Crime prevention | 56% | 64% | 63% | Similar | Lower | Similar | Similar |
| | Fire prevention | 66% | 73% | 69% | Similar | Lower | Similar | Similar |
| | Animal control | 60% | 55% | 56% | Similar | Similar | Similar | Similar |
| | Emergency preparedness | NA | 59% | 57% | Similar | NA | Similar | Similar |
| | Traffic enforcement | 57% | 59% | 68% | Higher | Similar | Similar | Similar |
| Mobility | Street repair | 31% | 52% | 50% | Similar | Much lower | Higher | Similar |
| | Street cleaning | 49% | 67% | 64% | Similar | Much lower | Higher | Similar |
| | Street lighting | 44% | 59% | 63% | Similar | Much lower | Similar | Similar |
| | Snow removal | 22% | 52% | 62% | Higher | Much lower | Much lower | Similar |
| | Sidewalk maintenance | 40% | 53% | 55% | Similar | Much lower | Similar | Similar |
| | Traffic signal timing | 46% | 57% | 59% | Similar | Similar | Much higher | Similar |
| | Bus or transit services | 76% | 76% | 75% | Similar | Much higher | Much higher | Higher |
| | Garbage collection | NA | 71% | 70% | Similar | NA | Lower | Lower |
| Natural Environment | Recycling | NA | 59% | 56% | Similar | NA | Much lower | Lower |
| | Drinking water | 40% | 40% | 40% | Similar | Much lower | Much lower | Much lower |
| | Natural areas preservation | NA | 57% | 66% | Higher | NA | Similar | Similar |

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| | | Percent rating positively (e.g., excellent/good) | | | 2014 rating compared to 2009 | Comparison to benchmark | | |
|--------------------------|-------------------------------|--|------|------|------------------------------|-------------------------|-------------|---------|
| | | 2007 | 2009 | 2014 | | 2007 | 2009 | 2014 |
| Built Environment | Open space | NA | NA | 67% | NA | NA | NA | Similar |
| | Storm drainage | 57% | 64% | 66% | Similar | Similar | Much higher | Similar |
| | Sewer services | 63% | 70% | 71% | Similar | Lower | Similar | Similar |
| | Power utility | NA | NA | 74% | NA | NA | NA | Similar |
| | Utility billing | NA | NA | 70% | NA | NA | NA | Similar |
| | Land use, planning and zoning | 48% | 45% | 53% | Similar | Higher | Higher | Similar |
| | Code enforcement | 42% | 40% | 47% | Similar | Similar | Similar | Similar |
| | Cable television | 58% | 69% | 53% | Lower | Higher | Much higher | Similar |
| Economy | Economic development | 41% | 43% | 58% | Higher | Similar | Similar | Similar |
| Recreation and Wellness | City parks | 77% | 84% | 80% | Similar | Higher | Higher | Similar |
| | Recreation programs | 82% | 80% | 79% | Similar | Much higher | Much higher | Similar |
| | Recreation centers | 81% | 75% | 78% | Similar | Much higher | Much higher | Similar |
| | Health services | NA | 64% | 77% | Higher | NA | Similar | Similar |
| Education and Enrichment | Special events | NA | NA | 71% | NA | NA | NA | Similar |
| | Public libraries | 82% | 84% | 83% | Similar | Higher | Similar | Similar |
| Community Engagement | Public information | 59% | 69% | 69% | Similar | Similar | Higher | Similar |

Table 5: Participation General

| | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | | | 2014 rating compared to 2009 | Comparison to benchmark | | |
|-------------------------------|---|------|------|------------------------------|-------------------------|------------|---------|
| | 2007 | 2009 | 2014 | | 2007 | 2009 | 2014 |
| Sense of community | 56% | 62% | 45% | Lower | Similar | Similar | Similar |
| Recommend Englewood | NA | 84% | 86% | Similar | NA | Similar | Similar |
| Remain in Englewood | NA | 83% | 79% | Similar | NA | Similar | Similar |
| Contacted Englewood employees | 52% | 51% | 40% | Lower | NA | Much lower | Similar |

Table 6: Participation by Facet

| | | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | | | 2014 rating compared to 2009 | Comparison to benchmark | | |
|-------------------------|--|---|------|------|------------------------------|-------------------------|------------|-------------|
| | | 2007 | 2009 | 2014 | | 2007 | 2009 | 2014 |
| Safety | Stocked supplies for an emergency | NA | NA | 26% | NA | NA | NA | Lower |
| | Did NOT report a crime | NA | NA | 75% | NA | NA | NA | Similar |
| | Was NOT the victim of a crime | 83% | 84% | 83% | Similar | NA | Similar | Similar |
| Mobility | Used public transportation instead of driving | NA | NA | 66% | NA | NA | NA | Much higher |
| | Carpooled instead of driving alone | NA | NA | 49% | NA | NA | NA | Similar |
| | Walked or biked instead of driving | NA | NA | 71% | NA | NA | NA | Higher |
| Natural Environment | Conserved water | NA | NA | 91% | NA | NA | NA | Similar |
| | Made home more energy efficient | NA | NA | 76% | NA | NA | NA | Similar |
| | Recycled at home | 59% | 63% | 75% | Higher | NA | Much lower | Similar |
| Built Environment | Did NOT observe a code violation | NA | NA | 49% | NA | NA | NA | Similar |
| | NOT under housing cost stress | NA | 55% | 66% | Higher | NA | Much lower | Similar |
| Economy | Purchased goods or services in Englewood | NA | NA | 99% | NA | NA | NA | Similar |
| | Economy will have positive impact on income | 22% | 11% | 34% | Higher | NA | Much lower | Higher |
| | Work in Englewood | NA | NA | 32% | NA | NA | NA | Lower |
| Recreation and Wellness | Used Englewood recreation centers | 45% | 51% | 53% | Similar | NA | Lower | Similar |
| | Visited a City park | 83% | 85% | 88% | Similar | NA | Similar | Similar |
| | Ate 5 portions of fruits and vegetables | NA | NA | 82% | NA | NA | NA | Similar |
| | Participated in moderate or vigorous physical activity | NA | NA | 85% | NA | NA | NA | Similar |
| | In very good to excellent health | NA | NA | 53% | NA | NA | NA | Similar |

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| | | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | | | 2014 rating compared to 2009 | Comparison to benchmark | | |
|--------------------------|---|---|------|------|------------------------------|-------------------------|------------|------------|
| | | 2007 | 2009 | 2014 | | 2007 | 2009 | 2014 |
| Education and Enrichment | Used Englewood public libraries | 67% | 75% | 57% | Lower | NA | Higher | Lower |
| | Participated in religious or spiritual activities | NA | 28% | 23% | Similar | NA | Much lower | Much lower |
| | Attended a City-sponsored event | NA | NA | 36% | NA | NA | NA | Lower |
| Community Engagement | Campaigned for an issue, cause or candidate | NA | NA | 19% | NA | NA | NA | Similar |
| | Contacted Englewood elected officials | NA | NA | 13% | NA | NA | NA | Similar |
| | Volunteered | 24% | 25% | 21% | Similar | NA | Much lower | Much lower |
| | Participated in a club | NA | 17% | 18% | Similar | NA | Much lower | Lower |
| | Talked to or visited with neighbors | NA | NA | 92% | NA | NA | NA | Similar |
| | Done a favor for a neighbor | NA | NA | 81% | NA | NA | NA | Similar |
| | Attended a local public meeting | 18% | 19% | 13% | Similar | NA | Much lower | Lower |
| | Read or watched local news | NA | NA | 85% | NA | NA | NA | Similar |
| | Voted in local elections | 71% | 80% | 81% | Similar | NA | Higher | Similar |