

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

# Englewood, CO

Trends over Time

2018



**NRC**

National Research Center Inc

2955 Valmont Road Suite 300  
Boulder, Colorado 80301  
n-r-c.com • 303-444-7863

**ICMA**

*Leaders at the Core of Better Communities*

777 North Capitol Street NE Suite 500  
Washington, DC 20002  
icma.org • 800-745-8780

# 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 2018 ratings for the City of Englewood to its previous survey results in 2007, 2009 and 2014. 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 eight percentage points between the 2014 and 2018 surveys, otherwise the comparisons between 2014 and 2018 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 2018 generally remained stable.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)				2018 rating compared to 2014	Comparison to benchmark			
	2007	2009	2014	2018		2007	2009	2014	2018
Overall quality of life	75%	70%	76%	74%	Similar	Similar	Similar	Similar	Similar
Overall image	52%	54%	47%	51%	Similar	Much lower	Much lower	Lower	Lower
Place to live	79%	81%	85%	81%	Similar	Similar	Similar	Similar	Similar
Neighborhood	75%	76%	80%	74%	Similar	Lower	Similar	Similar	Similar
Place to raise children	59%	64%	68%	56%	Lower	Much lower	Lower	Lower	Lower
Place to retire	58%	66%	68%	56%	Lower	Similar	Similar	Similar	Similar
Overall appearance	45%	56%	62%	59%	Similar	Much lower	Lower	Similar	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)				2018 rating compared to 2014	Comparison to benchmark				
		2007	2009	2014	2018		2007	2009	2014	2018	
Safety	Overall feeling of safety	NA	NA	66%	62%	Similar	NA	NA	Lower	Lower	
	Safe in neighborhood	88%	93%	89%	90%	Similar	Similar	Higher	Similar	Similar	
	Safe downtown/commercial area	87%	86%	83%	80%	Similar	Similar	Similar	Similar	Similar	
Mobility	Overall ease of travel	NA	NA	89%	87%	Similar	NA	NA	Similar	Similar	
	Paths and walking trails	NA	54%	65%	59%	Similar	NA	Similar	Similar	Similar	
	Ease of walking	63%	73%	75%	76%	Similar	Similar	Much higher	Similar	Similar	
	Travel by bicycle	55%	67%	67%	65%	Similar	Much higher	Much higher	Similar	Similar	
	Travel by public transportation	76%	84%	74%	69%	Similar	Much higher	Much higher	Much higher	Much higher	
	Travel by car	63%	71%	81%	79%	Similar	Much higher	Much higher	Similar	Similar	
	Public parking	NA	NA	69%	61%	Similar	NA	NA	Similar	Similar	
	Traffic flow	60%	56%	69%	59%	Lower	NA	Much higher	Similar	Similar	
	Natural Environment	Overall natural environment	NA	57%	70%	63%	Similar	NA	Much lower	Similar	Lower
		Cleanliness	NA	57%	61%	60%	Similar	NA	Much lower	Similar	Lower
Air quality		55%	53%	72%	61%	Lower	Much lower	Much lower	Similar	Lower	
Built Environment	Overall built environment	NA	NA	68%	60%	Similar	NA	NA	Similar	Similar	
	New development in Englewood	51%	57%	51%	50%	Similar	Much lower	Similar	Similar	Similar	

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good, very/somewhat safe)				2018 rating compared to 2014	Comparison to benchmark			
		2007	2009	2014	2018		2007	2009	2014	2018
	Affordable quality housing	49%	50%	49%	31%	Lower	Higher	Much higher	Similar	Similar
	Housing options	NA	58%	59%	48%	Lower	NA	Similar	Similar	Similar
	Public places	NA	NA	57%	49%	Similar	NA	NA	Similar	Lower
Economy	Overall economic health	NA	NA	47%	50%	Similar	NA	NA	Similar	Similar
	Vibrant downtown/commercial area	NA	NA	47%	38%	Lower	NA	NA	Similar	Similar
	Business and services	NA	64%	58%	59%	Similar	NA	Similar	Similar	Similar
	Cost of living	NA	NA	53%	41%	Lower	NA	NA	Similar	Similar
	Shopping opportunities	45%	53%	58%	52%	Similar	Similar	Similar	Similar	Similar
	Employment opportunities	29%	30%	30%	34%	Similar	Similar	Similar	Similar	Similar
	Place to visit	NA	NA	53%	45%	Lower	NA	NA	Similar	Lower
	Place to work	56%	56%	63%	56%	Similar	Similar	Similar	Similar	Similar
	Recreation and Wellness	Health and wellness	NA	NA	69%	66%	Similar	NA	NA	Similar
Mental health care		NA	NA	50%	52%	Similar	NA	NA	Similar	Similar
Preventive health services		NA	55%	67%	71%	Similar	NA	Similar	Similar	Similar
Health care		66%	54%	70%	67%	Similar	Much higher	Higher	Similar	Similar
Food		69%	62%	68%	64%	Similar	Similar	Similar	Similar	Similar
Recreational opportunities		65%	64%	64%	65%	Similar	Similar	Similar	Similar	Similar
Education and Enrichment	Fitness opportunities	NA	NA	68%	65%	Similar	NA	NA	Similar	Similar
	Education and enrichment opportunities	NA	NA	52%	45%	Similar	NA	NA	Lower	Lower
	Religious or spiritual events and activities	NA	67%	62%	68%	Similar	NA	Lower	Similar	Lower
	Cultural/arts/music activities	54%	51%	61%	52%	Lower	Similar	Similar	Similar	Similar
	Adult education	NA	NA	44%	49%	Similar	NA	NA	Lower	Similar
	K-12 education	NA	56%	53%	44%	Lower	NA	Lower	Lower	Lower
	Child care/preschool	43%	35%	45%	40%	Similar	Lower	Similar	Similar	Similar
Community Engagement	Social events and activities	NA	53%	54%	45%	Lower	NA	Lower	Similar	Similar
	Neighborliness	NA	NA	54%	52%	Similar	NA	NA	Similar	Similar
	Openness and acceptance	62%	64%	62%	58%	Similar	Similar	Similar	Similar	Similar
	Opportunities to participate in community matters	NA	57%	51%	58%	Similar	NA	Lower	Similar	Similar
	Opportunities to volunteer	NA	65%	56%	59%	Similar	NA	Much lower	Similar	Similar

The National Citizen Survey™

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)				2018 rating compared to 2014	Comparison to benchmark			
	2007	2009	2014	2018		2007	2009	2014	2018
Services provided by Englewood	66%	73%	72%	74%	Similar	Lower	Similar	Similar	Similar
Customer service	69%	77%	68%	69%	Similar	Similar	Similar	Similar	Similar
Value of services for taxes paid	57%	54%	55%	52%	Similar	Higher	Similar	Similar	Similar
Overall direction	58%	59%	60%	61%	Similar	Higher	Similar	Similar	Similar
Welcoming citizen involvement	59%	53%	59%	49%	Lower	Higher	Lower	Similar	Similar
Confidence in City government	NA	NA	56%	47%	Lower	NA	NA	Similar	Similar
Acting in the best interest of Englewood	NA	NA	62%	48%	Lower	NA	NA	Similar	Similar
Being honest	NA	NA	60%	46%	Lower	NA	NA	Similar	Similar
Treating all residents fairly	NA	NA	61%	48%	Lower	NA	NA	Similar	Similar
Services provided by the Federal Government	41%	41%	41%	38%	Similar	Lower	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)				2018 rating compared to 2014	Comparison to benchmark				
		2007	2009	2014	2018		2007	2009	2014	2018	
Safety	Police	74%	77%	76%	78%	Similar	Similar	Similar	Similar	Similar	
	Fire	92%	93%	90%	87%	Similar	Higher	Similar	Similar	Similar	
	Ambulance/EMS	87%	91%	83%	86%	Similar	Higher	Higher	Similar	Similar	
	Crime prevention	56%	64%	63%	51%	Lower	Lower	Similar	Similar	Lower	
	Fire prevention	66%	73%	69%	64%	Similar	Lower	Similar	Similar	Lower	
	Animal control	60%	55%	56%	56%	Similar	Similar	Similar	Similar	Similar	
	Emergency preparedness	NA	59%	57%	50%	Similar	NA	Similar	Similar	Similar	
	Traffic enforcement	57%	59%	68%	58%	Lower	Similar	Similar	Similar	Similar	
	Street repair	31%	52%	50%	50%	Similar	Much lower	Higher	Similar	Similar	
	Street cleaning	49%	67%	64%	63%	Similar	Much lower	Higher	Similar	Similar	
Mobility	Street lighting	44%	59%	63%	56%	Similar	Much lower	Similar	Similar	Similar	
	Snow removal	22%	52%	62%	57%	Similar	Much lower	Much lower	Similar	Similar	
	Sidewalk maintenance	40%	53%	55%	55%	Similar	Much lower	Similar	Similar	Similar	
	Traffic signal timing	46%	57%	59%	59%	Similar	Similar	Much higher	Similar	Similar	
	Bus or transit services	76%	76%	75%	77%	Similar	Much higher	Much higher	Higher	Higher	
	Natural Environment	Garbage collection	NA	71%	70%	68%	Similar	NA	Lower	Lower	Lower
		Recycling	NA	59%	56%	53%	Similar	NA	Much lower	Lower	Much lower
		Drinking water	40%	40%	40%	35%	Similar	Much lower	Much lower	Much lower	Much lower

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)				2018 rating compared to 2014	Comparison to benchmark			
		2007	2009	2014	2018		2007	2009	2014	2018
	Natural areas preservation	NA	57%	66%	47%	Lower	NA	Similar	Similar	Similar
	Open space	NA	NA	67%	48%	Lower	NA	NA	Similar	Similar
Built Environment	Storm drainage	57%	64%	66%	63%	Similar	Similar	Much higher	Similar	Similar
	Sewer services	63%	70%	71%	65%	Similar	Lower	Similar	Similar	Similar
	Power utility	NA	NA	74%	NA	NA	NA	NA	Similar	NA
	Utility billing	NA	NA	70%	58%	Lower	NA	NA	Similar	Similar
	Land use, planning and zoning	48%	45%	53%	44%	Lower	Higher	Higher	Similar	Similar
	Code enforcement	42%	40%	47%	39%	Lower	Similar	Similar	Similar	Similar
	Cable television	58%	69%	53%	61%	Higher	Higher	Much higher	Similar	Similar
Economy	Economic development	41%	43%	58%	50%	Similar	Similar	Similar	Similar	Similar
Recreation and Wellness	City parks	77%	84%	80%	75%	Similar	Higher	Higher	Similar	Similar
	Recreation programs	82%	80%	79%	74%	Similar	Much higher	Much higher	Similar	Similar
	Recreation centers	81%	75%	78%	74%	Similar	Much higher	Much higher	Similar	Similar
	Health services	NA	64%	77%	72%	Similar	NA	Similar	Similar	Similar
	Special events	NA	NA	71%	57%	Lower	NA	NA	Similar	Similar
Education and Enrichment	Public libraries	82%	84%	83%	79%	Similar	Higher	Similar	Similar	Similar
Community Engagement	Public information	59%	69%	69%	65%	Similar	Similar	Higher	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2018 rating compared to 2014	Comparison to benchmark			
	2007	2009	2014	2018		2007	2009	2014	2018
Sense of community	56%	62%	45%	50%	Similar	Similar	Similar	Similar	Similar
Recommend Englewood	NA	84%	86%	86%	Similar	NA	Similar	Similar	Similar
Remain in Englewood	NA	83%	79%	79%	Similar	NA	Similar	Similar	Similar
Contacted Englewood employees	52%	51%	40%	42%	Similar	NA	Much lower	Similar	Similar

The National Citizen Survey™

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2018 rating compared to 2014	Comparison to benchmark			
		2007	2009	2014	2018		2007	2009	2014	2018
Safety	Stocked supplies for an emergency	NA	NA	26%	30%	Similar	NA	NA	Lower	Similar
	Did NOT report a crime	NA	NA	75%	72%	Similar	NA	NA	Similar	Similar
	Was NOT the victim of a crime	83%	84%	83%	88%	Similar	NA	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	66%	65%	Similar	NA	NA	Much higher	Much higher
	Carpooled instead of driving alone	NA	NA	49%	46%	Similar	NA	NA	Similar	Similar
	Walked or biked instead of driving	NA	NA	71%	72%	Similar	NA	NA	Higher	Higher
Natural Environment	Conserved water	NA	NA	91%	85%	Similar	NA	NA	Similar	Similar
	Made home more energy efficient	NA	NA	76%	76%	Similar	NA	NA	Similar	Similar
	Recycled at home	59%	63%	75%	74%	Similar	NA	Much lower	Similar	Lower
Built Environment	Did NOT observe a code violation	NA	NA	49%	48%	Similar	NA	NA	Similar	Similar
	NOT under housing cost stress	NA	55%	66%	59%	Similar	NA	Much lower	Similar	Similar
Economy	Purchased goods or services in Englewood	NA	NA	99%	98%	Similar	NA	NA	Similar	Similar
	Economy will have positive impact on income	22%	11%	34%	34%	Similar	NA	Much lower	Higher	Similar
	Work in Englewood	NA	NA	32%	29%	Similar	NA	NA	Lower	Lower
Recreation and Wellness	Used Englewood recreation centers	45%	51%	53%	48%	Similar	NA	Lower	Similar	Lower
	Visited a City park	83%	85%	88%	80%	Similar	NA	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	82%	82%	Similar	NA	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	85%	85%	Similar	NA	NA	Similar	Similar
Education and Enrichment	In very good to excellent health	NA	NA	53%	65%	Higher	NA	NA	Similar	Similar
	Used Englewood public libraries	67%	75%	57%	60%	Similar	NA	Higher	Lower	Similar
	Participated in religious or spiritual activities	NA	28%	23%	21%	Similar	NA	Much lower	Much lower	Much lower
Community Engagement	Attended a City-sponsored event	NA	NA	36%	46%	Higher	NA	NA	Lower	Similar
	Campaigned for an issue, cause or candidate	NA	NA	19%	24%	Similar	NA	NA	Similar	Similar
	Contacted Englewood elected officials	NA	NA	13%	16%	Similar	NA	NA	Similar	Similar
	Volunteered	24%	25%	21%	21%	Similar	NA	Much lower	Much lower	Lower
	Participated in a club	NA	17%	18%	11%	Similar	NA	Much lower	Lower	Lower

The National Citizen Survey™

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2018 rating compared to 2014	Comparison to benchmark			
	2007	2009	2014	2018		2007	2009	2014	2018
Talked to or visited with neighbors	NA	NA	92%	91%	Similar	NA	NA	Similar	Similar
Done a favor for a neighbor	NA	NA	81%	80%	Similar	NA	NA	Similar	Similar
Attended a local public meeting	18%	19%	13%	20%	Similar	NA	Much lower	Lower	Similar
Watched a local public meeting	NA	NA	NA	12%	NA	NA	NA	NA	Lower
Read or watched local news	NA	NA	85%	79%	Similar	NA	NA	Similar	Similar
Voted in local elections	71%	80%	81%	85%	Similar	NA	Higher	Similar	Similar