



THE NCSTM
The National Citizen SurveyTM

Centennial, CO

Technical Appendices
2016



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Centennial:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Centennial as a place to live	47%	N=228	48%	N=229	5%	N=22	0%	N=2	100%	N=481
Your neighborhood as a place to live	50%	N=240	43%	N=207	7%	N=32	0%	N=2	100%	N=481
Centennial as a place to raise children	52%	N=225	42%	N=182	4%	N=19	2%	N=9	100%	N=435
Centennial as a place to work	32%	N=106	49%	N=160	15%	N=48	5%	N=16	100%	N=330
Centennial as a place to visit	20%	N=90	45%	N=202	29%	N=130	6%	N=26	100%	N=448
Centennial as a place to retire	27%	N=106	47%	N=188	20%	N=78	6%	N=23	100%	N=396
The overall quality of life in Centennial	36%	N=175	57%	N=272	6%	N=29	1%	N=4	100%	N=480

Table 2: Question 2

Please rate each of the following characteristics as they relate to Centennial as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Centennial	34%	N=165	56%	N=268	9%	N=45	0%	N=2	100%	N=481
Overall ease of getting to the places you usually have to visit	27%	N=129	54%	N=258	16%	N=78	3%	N=15	100%	N=480
Quality of overall natural environment in Centennial	22%	N=105	60%	N=288	15%	N=70	3%	N=14	100%	N=478
Overall "built environment" of Centennial (including overall design, buildings, parks and transportation systems)	18%	N=84	57%	N=269	21%	N=101	4%	N=19	100%	N=474
Health and wellness opportunities in Centennial	27%	N=117	55%	N=243	17%	N=73	2%	N=7	100%	N=440
Overall opportunities for education and enrichment	31%	N=134	46%	N=199	20%	N=85	2%	N=9	100%	N=427
Overall economic health of Centennial	27%	N=112	56%	N=234	15%	N=64	2%	N=10	100%	N=421
Sense of community	16%	N=77	44%	N=210	29%	N=135	11%	N=50	100%	N=471
Overall image or reputation of Centennial	26%	N=125	56%	N=264	16%	N=77	2%	N=9	100%	N=476

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Centennial to someone who asks	61%	N=293	32%	N=151	5%	N=22	2%	N=11	100%	N=478
Remain in Centennial for the next five years	66%	N=312	23%	N=111	6%	N=27	5%	N=22	100%	N=472

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	67%	N=314	29%	N=137	3%	N=15	0%	N=1	1%	N=3	100%	N=470

Table 5: Question 5

Please rate each of the following characteristics as they relate to Centennial as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	4%	N=21	43%	N=206	39%	N=188	14%	N=66	100%	N=481
Ease of travel by car in Centennial	9%	N=43	55%	N=263	30%	N=145	6%	N=28	100%	N=479

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Please rate each of the following characteristics as they relate to Centennial as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Ease of travel by public transportation in Centennial	8%	N=25	32%	N=97	33%	N=102	27%	N=82	100%	N=305
Ease of travel by bicycle in Centennial	9%	N=31	43%	N=140	35%	N=113	13%	N=43	100%	N=327
Ease of walking in Centennial	19%	N=87	46%	N=208	27%	N=124	7%	N=32	100%	N=451
Availability of paths and walking trails	29%	N=134	48%	N=221	19%	N=87	4%	N=17	100%	N=460
Air quality	21%	N=99	59%	N=274	17%	N=81	2%	N=10	100%	N=464
Cleanliness of Centennial	24%	N=113	59%	N=283	15%	N=71	3%	N=13	100%	N=479
Overall appearance of Centennial	22%	N=105	61%	N=295	14%	N=68	3%	N=13	100%	N=481
Public places where people want to spend time	19%	N=83	51%	N=230	26%	N=115	5%	N=22	100%	N=449
Variety of housing options	15%	N=65	48%	N=204	28%	N=118	9%	N=37	100%	N=423
Availability of affordable quality housing	5%	N=21	29%	N=117	44%	N=177	22%	N=89	100%	N=404
Recreational opportunities	23%	N=108	50%	N=230	24%	N=110	3%	N=16	100%	N=463

Table 6: Question 6

Please rate each of the following characteristics as they relate to Centennial as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
K-12 education	50%	N=183	42%	N=152	6%	N=22	2%	N=6	100%	N=363
Opportunities to attend cultural/arts/music activities	13%	N=54	40%	N=173	39%	N=169	8%	N=32	100%	N=428
Employment opportunities	14%	N=44	43%	N=135	36%	N=114	7%	N=22	100%	N=314
Shopping opportunities	31%	N=149	47%	N=224	20%	N=95	1%	N=7	100%	N=475
Cost of living in Centennial	6%	N=26	43%	N=205	39%	N=188	12%	N=57	100%	N=476
Overall quality of business and service establishments in Centennial	14%	N=64	64%	N=297	21%	N=97	2%	N=9	100%	N=466
Overall quality of new development in Centennial	14%	N=55	53%	N=209	28%	N=110	5%	N=21	100%	N=396
Opportunities to participate in social events and activities	12%	N=47	43%	N=177	38%	N=157	7%	N=27	100%	N=409
Opportunities to volunteer	15%	N=46	47%	N=147	31%	N=98	7%	N=22	100%	N=313
Opportunities to participate in community matters	15%	N=51	46%	N=161	33%	N=113	6%	N=22	100%	N=348
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=71	48%	N=176	25%	N=92	7%	N=25	100%	N=365
Neighborliness of residents in Centennial	20%	N=92	51%	N=235	26%	N=122	3%	N=15	100%	N=465

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Observed a code violation or other hazard in Centennial	65%	N=310	35%	N=164	100%	N=474
Campaigned or advocated for an issue, cause or candidate	87%	N=412	13%	N=62	100%	N=474
Contacted the City of Centennial (in-person, phone, email or web) for help or information	71%	N=335	29%	N=140	100%	N=475
Contacted Centennial elected officials (in-person, phone, email or web) to express your opinion	89%	N=423	11%	N=53	100%	N=476

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Centennial?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Visited a neighborhood park or City park	30%	N=145	30%	N=144	31%	N=146	9%	N=41	100%	N=476
Participated in religious or spiritual activities in Centennial	13%	N=60	17%	N=79	13%	N=61	58%	N=275	100%	N=476
Attended a City-sponsored event	2%	N=10	2%	N=9	34%	N=163	62%	N=294	100%	N=476
Carpooled with other adults or children instead of driving alone	13%	N=61	14%	N=68	17%	N=83	56%	N=266	100%	N=478
Walked or biked instead of driving	14%	N=69	19%	N=91	30%	N=143	37%	N=177	100%	N=480

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In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Centennial?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Volunteered your time to some group/activity in Centennial	7%	N=35	9%	N=42	16%	N=77	68%	N=326	100%	N=480
Participated in a club	4%	N=21	7%	N=34	12%	N=58	76%	N=361	100%	N=474
Talked to or visited with your immediate neighbors	46%	N=218	38%	N=181	14%	N=66	3%	N=13	100%	N=479
Done a favor for a neighbor	22%	N=107	23%	N=112	42%	N=203	12%	N=59	100%	N=481

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=1	2%	N=8	20%	N=98	78%	N=372	100%	N=479
Listened (online) to a local public meeting	0%	N=1	0%	N=1	8%	N=38	92%	N=439	100%	N=479

Table 10: Question 10

Please rate the quality of each of the following services in Centennial:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	8%	N=36	60%	N=258	23%	N=102	9%	N=37	100%	N=433
Street maintenance and repair	5%	N=25	35%	N=163	39%	N=183	20%	N=92	100%	N=462
Street lighting	8%	N=35	43%	N=196	38%	N=175	11%	N=52	100%	N=458
Snow removal	7%	N=31	34%	N=159	35%	N=160	24%	N=111	100%	N=460
Sidewalk maintenance	7%	N=33	37%	N=165	38%	N=166	17%	N=75	100%	N=439
Traffic signal timing	4%	N=17	46%	N=210	32%	N=146	18%	N=81	100%	N=455
City parks	28%	N=124	57%	N=250	13%	N=58	1%	N=6	100%	N=437
Land use, planning and zoning	13%	N=46	53%	N=192	26%	N=94	8%	N=28	100%	N=360
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=43	46%	N=173	32%	N=119	11%	N=40	100%	N=375
Animal control	15%	N=53	51%	N=175	27%	N=94	6%	N=21	100%	N=344
Economic development	13%	N=44	60%	N=201	22%	N=75	4%	N=15	100%	N=335
Public information services	13%	N=42	51%	N=168	30%	N=98	6%	N=21	100%	N=330
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	13%	N=32	49%	N=119	27%	N=65	10%	N=25	100%	N=240
Preservation of natural areas such as open space, farmlands and greenbelts	23%	N=95	51%	N=210	19%	N=79	6%	N=25	100%	N=408
Centennial open space	21%	N=85	53%	N=215	19%	N=77	7%	N=27	100%	N=403
City-sponsored special events	10%	N=28	48%	N=143	35%	N=104	6%	N=19	100%	N=294
Overall customer service by Centennial employees (police, receptionists, planners, etc.)	17%	N=43	53%	N=139	26%	N=69	4%	N=11	100%	N=263
Street resurfacing	5%	N=22	35%	N=149	41%	N=175	19%	N=84	100%	N=429

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Centennial	14%	N=53	62%	N=244	20%	N=80	4%	N=15	100%	N=391
The Federal Government	4%	N=16	31%	N=111	39%	N=140	26%	N=96	100%	N=363

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Table 12: Question 12

Please rate the following categories of Centennial government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Centennial	8%	N=32	50%	N=204	33%	N=137	9%	N=35	100%	N=409
The overall direction that Centennial is taking	12%	N=44	64%	N=235	19%	N=70	5%	N=19	100%	N=367
The job Centennial government does at welcoming citizen involvement	13%	N=38	46%	N=136	29%	N=88	12%	N=36	100%	N=299
Overall confidence in Centennial government	12%	N=46	54%	N=207	28%	N=106	6%	N=24	100%	N=383
Generally acting in the best interest of the community	12%	N=47	56%	N=211	26%	N=96	6%	N=23	100%	N=377
Being honest	14%	N=43	52%	N=161	30%	N=93	4%	N=13	100%	N=310
Treating all residents fairly	15%	N=48	53%	N=166	25%	N=79	7%	N=22	100%	N=315

Table 13: Question 13

Please rate how important, if at all, you think it is for the Centennial community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Centennial	53%	N=248	40%	N=187	6%	N=27	1%	N=2	100%	N=465
Overall ease of getting to the places you usually have to visit	27%	N=124	57%	N=262	16%	N=74	1%	N=4	100%	N=464
Quality of overall natural environment in Centennial	30%	N=140	50%	N=229	19%	N=87	1%	N=6	100%	N=462
Overall "built environment" of Centennial (including overall design, buildings, parks and transportation systems)	25%	N=116	45%	N=208	28%	N=129	2%	N=10	100%	N=462
Health and wellness opportunities in Centennial	19%	N=87	49%	N=225	28%	N=128	4%	N=20	100%	N=460
Overall opportunities for education and enrichment	29%	N=135	42%	N=194	25%	N=114	4%	N=16	100%	N=460
Overall economic health of Centennial	38%	N=178	52%	N=241	9%	N=41	1%	N=4	100%	N=464
Sense of community	26%	N=119	45%	N=208	27%	N=125	3%	N=13	100%	N=464

Table 14: Question 14

Please rate the quality of each of the following services not provided by the City of Centennial:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	26%	N=105	56%	N=221	15%	N=60	3%	N=13	100%	N=398
Fire services	38%	N=144	52%	N=197	10%	N=39	0%	N=1	100%	N=381
Crime prevention	15%	N=53	56%	N=195	22%	N=78	7%	N=25	100%	N=351
Fire prevention and education	22%	N=67	50%	N=150	23%	N=68	5%	N=14	100%	N=299
Ambulance or emergency medical services	31%	N=101	55%	N=178	13%	N=42	1%	N=3	100%	N=325
Bus or transit services	10%	N=33	36%	N=116	36%	N=114	17%	N=56	100%	N=318
Storm drainage	13%	N=50	45%	N=175	31%	N=121	11%	N=43	100%	N=388
Drinking water	31%	N=134	48%	N=209	14%	N=62	6%	N=28	100%	N=433
Sewer services	20%	N=80	55%	N=221	20%	N=80	4%	N=17	100%	N=399
Recreation centers or facilities	32%	N=131	46%	N=187	18%	N=72	4%	N=15	100%	N=405
Public library services	48%	N=205	40%	N=168	11%	N=47	1%	N=3	100%	N=422

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Table 15: Question 15

Thinking about the next 10 years, how important, if at all, is each of the following potential projects in Centennial? Please first circle the number which best fits your opinion for each item. Then, check the ONE circle for the item you think is the most important future project for Centennial.	Essential		Very important		Somewhat important		Not at all important		Total	
Acquiring additional open space	16%	N=71	33%	N=148	40%	N=179	11%	N=52	100%	N=450
Building new trails	17%	N=77	37%	N=168	38%	N=173	8%	N=34	100%	N=452
Building new sports fields	5%	N=24	23%	N=101	49%	N=215	22%	N=98	100%	N=438
Centennial identity signs at major points of entry	4%	N=18	16%	N=75	45%	N=205	35%	N=160	100%	N=459
Increasing events at Centennial Center Park	3%	N=13	24%	N=106	52%	N=232	21%	N=91	100%	N=442
Creating programs for seniors	9%	N=39	32%	N=139	45%	N=196	15%	N=65	100%	N=439
Reducing traffic congestion on City streets	34%	N=157	43%	N=196	21%	N=97	2%	N=10	100%	N=461
Increasing snow plowing	23%	N=107	41%	N=189	29%	N=131	7%	N=31	100%	N=458
Sidewalk snow removal	23%	N=104	39%	N=175	29%	N=129	10%	N=44	100%	N=452
Revitalization/renovation to aging neighborhoods or homes	17%	N=78	40%	N=180	36%	N=164	7%	N=34	100%	N=455
Redevelopment/revitalization of aging neighborhood shopping centers	19%	N=85	45%	N=204	31%	N=143	5%	N=24	100%	N=457
Development of more mixed-use development similar to The Streets at Southglenn	19%	N=84	27%	N=123	38%	N=174	16%	N=71	100%	N=452

Table 16: Question 15A

Most important priority for Centennial	Percent	Number
Acquiring additional open space	8%	N=26
Building new trails	8%	N=27
Building new sports fields	2%	N=7
Centennial identity signs at major points of entry	1%	N=3
Increasing events at Centennial Center Park	1%	N=4
Creating programs for seniors	4%	N=14
Reducing traffic congestion on City streets	40%	N=138
Increasing snow plowing	11%	N=38
Sidewalk snow removal	3%	N=11
Revitalization/ renovation to aging neighborhoods or homes	6%	N=20
Redevelopment/ revitalization of aging neighborhood shopping centers	10%	N=34
Development of more mixed-use developments similar to The Streets at Southglenn	6%	N=21
Total	100%	N=343

Table 17: Question 16

How safe or unsafe do you feel children are while attending school in Centennial?	Percent	Number
Very safe	46%	N=209
Somewhat safe	39%	N=178
Neither safe nor unsafe	12%	N=55
Somewhat unsafe	2%	N=11
Very unsafe	0%	N=0
Total	100%	N=453

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Table 18: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	9%	N=44	9%	N=42	13%	N=63	10%	N=46	59%	N=282	100%	N=477
Purchase goods or services from a business located in Centennial	1%	N=4	1%	N=4	23%	N=110	58%	N=276	17%	N=83	100%	N=477
Participate in moderate or vigorous physical activity	3%	N=13	8%	N=40	29%	N=137	36%	N=174	24%	N=115	100%	N=478
Read or watch local news (via television, paper, computer, etc.)	3%	N=13	8%	N=39	18%	N=88	29%	N=139	42%	N=200	100%	N=479
Vote in local elections	4%	N=21	5%	N=23	15%	N=73	16%	N=75	60%	N=285	100%	N=476

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	25%	N=119
Very good	49%	N=235
Good	23%	N=109
Fair	3%	N=16
Poor	0%	N=1
Total	100%	N=480

Table 20: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	7%	N=35
Somewhat positive	26%	N=124
Neutral	49%	N=234
Somewhat negative	15%	N=70
Very negative	3%	N=14
Total	100%	N=477

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	65%	N=307
Working part time for pay	10%	N=46
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	4%	N=20
Fully retired	20%	N=93
Total	100%	N=475

Table 22: Question D5

Do you work inside the boundaries of Centennial?	Percent	Number
Yes, outside the home	21%	N=96
Yes, from home	11%	N=52
No	68%	N=316
Total	100%	N=464

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Table 23: Question D6

How many years have you lived in Centennial?	Percent	Number
Less than 2 years	13%	N=60
2 to 5 years	22%	N=107
6 to 10 years	15%	N=70
11 to 20 years	21%	N=99
More than 20 years	30%	N=143
Total	100%	N=480

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	78%	N=375
Building with two or more homes (duplex, townhome, apartment or condominium)	21%	N=101
Mobile home	1%	N=3
Other	0%	N=1
Total	100%	N=480

Table 25: Question D8

Is this house or apartment...	Percent	Number
Rented	17%	N=81
Owned	83%	N=399
Total	100%	N=480

Table 26: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=13
\$300 to \$599 per month	8%	N=38
\$600 to \$999 per month	9%	N=39
\$1,000 to \$1,499 per month	27%	N=126
\$1,500 to \$2,499 per month	42%	N=192
\$2,500 or more per month	11%	N=50
Total	100%	N=458

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	54%	N=261
Yes	46%	N=219
Total	100%	N=479

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Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=349
Yes	27%	N=129
Total	100%	N=479

Table 29: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	4%	N=16
\$25,000 to \$49,999	15%	N=68
\$50,000 to \$99,999	31%	N=141
\$100,000 to \$149,999	23%	N=105
\$150,000 or more	26%	N=119
Total	100%	N=449

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=453
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=17
Total	100%	N=471

Table 31: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=6
Asian, Asian Indian or Pacific Islander	5%	N=23
Black or African American	2%	N=9
White	91%	N=426
Other	5%	N=24

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

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	22%	N=102
35 to 44 years	21%	N=98
45 to 54 years	21%	N=97
55 to 64 years	15%	N=69
65 to 74 years	15%	N=71
75 years or older	7%	N=32
Total	100%	N=469

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Table 33: Question D16

What is your gender?	Percent	Number
Female	52%	N=242
Male	48%	N=225
Total	100%	N=467

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	63%	N=297
Land line	19%	N=92
Both	18%	N=84
Total	100%	N=473

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 35: Question 1

Please rate each of the following aspects of quality of life in Centennial:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Centennial as a place to live	47%	N=228	47%	N=229	5%	N=22	0%	N=2	0%	N=2	100%	N=483
Your neighborhood as a place to live	50%	N=240	43%	N=207	7%	N=32	0%	N=2	0%	N=1	100%	N=482
Centennial as a place to raise children	47%	N=225	38%	N=182	4%	N=19	2%	N=9	10%	N=47	100%	N=482
Centennial as a place to work	22%	N=106	33%	N=160	10%	N=48	3%	N=16	31%	N=151	100%	N=481
Centennial as a place to visit	19%	N=90	42%	N=202	27%	N=130	5%	N=26	7%	N=32	100%	N=479
Centennial as a place to retire	22%	N=106	39%	N=188	16%	N=78	5%	N=23	17%	N=82	100%	N=478
The overall quality of life in Centennial	36%	N=175	57%	N=272	6%	N=29	1%	N=4	0%	N=1	100%	N=481

Table 36: Question 2

Please rate each of the following characteristics as they relate to Centennial as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Centennial	34%	N=165	56%	N=268	9%	N=45	0%	N=2	0%	N=2	100%	N=482
Overall ease of getting to the places you usually have to visit	27%	N=129	54%	N=258	16%	N=78	3%	N=15	0%	N=1	100%	N=482
Quality of overall natural environment in Centennial	22%	N=105	60%	N=288	15%	N=70	3%	N=14	1%	N=5	100%	N=482
Overall "built environment" of Centennial (including overall design, buildings, parks and transportation systems)	17%	N=84	56%	N=269	21%	N=101	4%	N=19	2%	N=8	100%	N=482
Health and wellness opportunities in Centennial	24%	N=117	51%	N=243	15%	N=73	2%	N=7	8%	N=40	100%	N=480
Overall opportunities for education and enrichment	28%	N=134	41%	N=199	18%	N=85	2%	N=9	11%	N=52	100%	N=480
Overall economic health of Centennial	23%	N=112	49%	N=234	13%	N=64	2%	N=10	12%	N=58	100%	N=479
Sense of community	16%	N=77	44%	N=210	28%	N=135	10%	N=50	2%	N=9	100%	N=480
Overall image or reputation of Centennial	26%	N=125	55%	N=264	16%	N=77	2%	N=9	1%	N=6	100%	N=482

Table 37: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Centennial to someone who asks	61%	N=293	31%	N=151	5%	N=22	2%	N=11	0%	N=2	100%	N=480
Remain in Centennial for the next five years	65%	N=312	23%	N=111	6%	N=27	5%	N=22	2%	N=8	100%	N=480

Table 38: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	67%	N=314	29%	N=137	3%	N=15	0%	N=1	1%	N=3	0%	N=1	100%	N=471

Table 39: Question 5

Please rate each of the following characteristics as they relate to Centennial as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	4%	N=21	43%	N=206	39%	N=188	14%	N=66	0%	N=1	100%	N=482
Ease of travel by car in Centennial	9%	N=43	55%	N=263	30%	N=145	6%	N=28	0%	N=2	100%	N=482
Ease of travel by public transportation in Centennial	5%	N=25	20%	N=97	21%	N=102	17%	N=82	36%	N=172	100%	N=477

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Please rate each of the following characteristics as they relate to Centennial as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of travel by bicycle in Centennial	6%	N=31	29%	N=140	24%	N=113	9%	N=43	31%	N=149	100%	N=475
Ease of walking in Centennial	18%	N=87	44%	N=208	26%	N=124	7%	N=32	5%	N=24	100%	N=475
Availability of paths and walking trails	28%	N=134	46%	N=221	18%	N=87	4%	N=17	4%	N=19	100%	N=479
Air quality	21%	N=99	57%	N=274	17%	N=81	2%	N=10	4%	N=17	100%	N=481
Cleanliness of Centennial	23%	N=113	59%	N=283	15%	N=71	3%	N=13	0%	N=1	100%	N=480
Overall appearance of Centennial	22%	N=105	61%	N=295	14%	N=68	3%	N=13	0%	N=1	100%	N=482
Public places where people want to spend time	17%	N=83	48%	N=230	24%	N=115	4%	N=22	7%	N=33	100%	N=482
Variety of housing options	14%	N=65	43%	N=204	25%	N=118	8%	N=37	12%	N=56	100%	N=479
Availability of affordable quality housing	4%	N=21	24%	N=117	37%	N=177	19%	N=89	15%	N=74	100%	N=478
Recreational opportunities	22%	N=108	48%	N=230	23%	N=110	3%	N=16	4%	N=18	100%	N=481

Table 40: Question 6

Please rate each of the following characteristics as they relate to Centennial as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
K-12 education	38%	N=183	32%	N=152	5%	N=22	1%	N=6	24%	N=117	100%	N=480
Opportunities to attend cultural/arts/music activities	11%	N=54	36%	N=173	35%	N=169	7%	N=32	11%	N=51	100%	N=479
Employment opportunities	9%	N=44	28%	N=135	24%	N=114	5%	N=22	34%	N=164	100%	N=478
Shopping opportunities	31%	N=149	47%	N=224	20%	N=95	1%	N=7	0%	N=2	100%	N=477
Cost of living in Centennial	5%	N=26	43%	N=205	39%	N=188	12%	N=57	1%	N=4	100%	N=479
Overall quality of business and service establishments in Centennial	13%	N=64	62%	N=297	20%	N=97	2%	N=9	2%	N=11	100%	N=477
Overall quality of new development in Centennial	12%	N=55	44%	N=209	23%	N=110	5%	N=21	17%	N=79	100%	N=475
Opportunities to participate in social events and activities	10%	N=47	37%	N=177	33%	N=157	6%	N=27	14%	N=68	100%	N=477
Opportunities to volunteer	10%	N=46	31%	N=147	20%	N=98	5%	N=22	35%	N=166	100%	N=479
Opportunities to participate in community matters	11%	N=51	34%	N=161	24%	N=113	5%	N=22	27%	N=127	100%	N=475
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=71	37%	N=176	19%	N=92	5%	N=25	24%	N=112	100%	N=477
Neighborliness of residents in Centennial	19%	N=92	49%	N=235	25%	N=122	3%	N=15	3%	N=16	100%	N=480

Table 41: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Observed a code violation or other hazard in Centennial	65%	N=310	35%	N=164	100%	N=474
Campaigned or advocated for an issue, cause or candidate	87%	N=412	13%	N=62	100%	N=474
Contacted the City of Centennial (in-person, phone, email or web) for help or information	71%	N=335	29%	N=140	100%	N=475
Contacted Centennial elected officials (in-person, phone, email or web) to express your opinion	89%	N=423	11%	N=53	100%	N=476

Table 42: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Centennial?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Visited a neighborhood park or City park	30%	N=145	30%	N=144	31%	N=146	9%	N=41	100%	N=476
Participated in religious or spiritual activities in Centennial	13%	N=60	17%	N=79	13%	N=61	58%	N=275	100%	N=476
Attended a City-sponsored event	2%	N=10	2%	N=9	34%	N=163	62%	N=294	100%	N=476
Carpooled with other adults or children instead of driving alone	13%	N=61	14%	N=68	17%	N=83	56%	N=266	100%	N=478
Walked or biked instead of driving	14%	N=69	19%	N=91	30%	N=143	37%	N=177	100%	N=480

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In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Centennial?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Volunteered your time to some group/activity in Centennial	7%	N=35	9%	N=42	16%	N=77	68%	N=326	100%	N=480
Participated in a club	4%	N=21	7%	N=34	12%	N=58	76%	N=361	100%	N=474
Talked to or visited with your immediate neighbors	46%	N=218	38%	N=181	14%	N=66	3%	N=13	100%	N=479
Done a favor for a neighbor	22%	N=107	23%	N=112	42%	N=203	12%	N=59	100%	N=481

Table 43: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=1	2%	N=8	20%	N=98	78%	N=372	100%	N=479
Listened (online) to a local public meeting	0%	N=1	0%	N=1	8%	N=38	92%	N=439	100%	N=479

Table 44: Question 10

Please rate the quality of each of the following services in Centennial:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic enforcement	8%	N=36	56%	N=258	22%	N=102	8%	N=37	7%	N=31	100%	N=464
Street maintenance and repair	5%	N=25	35%	N=163	39%	N=183	20%	N=92	1%	N=5	100%	N=467
Street lighting	8%	N=35	42%	N=196	38%	N=175	11%	N=52	1%	N=7	100%	N=465
Snow removal	7%	N=31	34%	N=159	34%	N=160	24%	N=111	1%	N=6	100%	N=466
Sidewalk maintenance	7%	N=33	35%	N=165	36%	N=166	16%	N=75	6%	N=26	100%	N=465
Traffic signal timing	4%	N=17	45%	N=210	31%	N=146	17%	N=81	3%	N=12	100%	N=467
City parks	27%	N=124	54%	N=250	12%	N=58	1%	N=6	6%	N=29	100%	N=466
Land use, planning and zoning	10%	N=46	42%	N=192	20%	N=94	6%	N=28	22%	N=101	100%	N=461
Code enforcement (weeds, abandoned buildings, etc.)	9%	N=43	37%	N=173	26%	N=119	9%	N=40	20%	N=91	100%	N=466
Animal control	11%	N=53	38%	N=175	20%	N=94	5%	N=21	26%	N=122	100%	N=466
Economic development	9%	N=44	44%	N=201	16%	N=75	3%	N=15	27%	N=125	100%	N=460
Public information services	9%	N=42	37%	N=168	21%	N=98	5%	N=21	28%	N=129	100%	N=458
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	N=32	26%	N=119	14%	N=65	5%	N=25	48%	N=219	100%	N=459
Preservation of natural areas such as open space, farmlands and greenbelts	20%	N=95	45%	N=210	17%	N=79	5%	N=25	12%	N=55	100%	N=463
Centennial open space	18%	N=85	46%	N=215	17%	N=77	6%	N=27	13%	N=62	100%	N=465
City-sponsored special events	6%	N=28	31%	N=143	22%	N=104	4%	N=19	37%	N=169	100%	N=463
Overall customer service by Centennial employees (police, receptionists, planners, etc.)	9%	N=43	30%	N=139	15%	N=69	2%	N=11	43%	N=202	100%	N=464
Street resurfacing	5%	N=22	32%	N=149	38%	N=175	18%	N=84	7%	N=35	100%	N=464

Table 45: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Centennial	11%	N=53	53%	N=244	17%	N=80	3%	N=15	15%	N=71	100%	N=462
The Federal Government	3%	N=16	24%	N=111	30%	N=140	21%	N=96	22%	N=100	100%	N=463

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Table 46: Question 12

Please rate the following categories of Centennial government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Centennial	7%	N=32	44%	N=204	29%	N=137	8%	N=35	12%	N=56	100%	N=465
The overall direction that Centennial is taking	9%	N=44	50%	N=235	15%	N=70	4%	N=19	21%	N=99	100%	N=466
The job Centennial government does at welcoming citizen involvement	8%	N=38	29%	N=136	19%	N=88	8%	N=36	36%	N=166	100%	N=465
Overall confidence in Centennial government	10%	N=46	45%	N=207	23%	N=106	5%	N=24	17%	N=80	100%	N=463
Generally acting in the best interest of the community	10%	N=47	45%	N=211	21%	N=96	5%	N=23	19%	N=89	100%	N=466
Being honest	9%	N=43	35%	N=161	20%	N=93	3%	N=13	33%	N=154	100%	N=464
Treating all residents fairly	10%	N=48	36%	N=166	17%	N=79	5%	N=22	32%	N=149	100%	N=464

Table 47: Question 13

Please rate how important, if at all, you think it is for the Centennial community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Centennial	53%	N=248	40%	N=187	6%	N=27	1%	N=2	100%	N=465
Overall ease of getting to the places you usually have to visit	27%	N=124	57%	N=262	16%	N=74	1%	N=4	100%	N=464
Quality of overall natural environment in Centennial	30%	N=140	50%	N=229	19%	N=87	1%	N=6	100%	N=462
Overall "built environment" of Centennial (including overall design, buildings, parks and transportation systems)	25%	N=116	45%	N=208	28%	N=129	2%	N=10	100%	N=462
Health and wellness opportunities in Centennial	19%	N=87	49%	N=225	28%	N=128	4%	N=20	100%	N=460
Overall opportunities for education and enrichment	29%	N=135	42%	N=194	25%	N=114	4%	N=16	100%	N=460
Overall economic health of Centennial	38%	N=178	52%	N=241	9%	N=41	1%	N=4	100%	N=464
Sense of community	26%	N=119	45%	N=208	27%	N=125	3%	N=13	100%	N=464

Table 48: Question 14

Please rate the quality of each of the following services not provided by the City of Centennial:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	22%	N=105	47%	N=221	13%	N=60	3%	N=13	16%	N=76	100%	N=473
Fire services	30%	N=144	42%	N=197	8%	N=39	0%	N=1	19%	N=91	100%	N=473
Crime prevention	11%	N=53	41%	N=195	17%	N=78	5%	N=25	25%	N=119	100%	N=471
Fire prevention and education	14%	N=67	32%	N=150	14%	N=68	3%	N=14	36%	N=168	100%	N=467
Ambulance or emergency medical services	21%	N=101	38%	N=178	9%	N=42	1%	N=3	31%	N=146	100%	N=471
Bus or transit services	7%	N=33	25%	N=116	24%	N=114	12%	N=56	32%	N=152	100%	N=470
Storm drainage	11%	N=50	37%	N=175	26%	N=121	9%	N=43	17%	N=80	100%	N=468
Drinking water	29%	N=134	44%	N=209	13%	N=62	6%	N=28	8%	N=38	100%	N=471
Sewer services	17%	N=80	47%	N=221	17%	N=80	4%	N=17	15%	N=69	100%	N=467
Recreation centers or facilities	28%	N=131	40%	N=187	15%	N=72	3%	N=15	14%	N=64	100%	N=469
Public library services	43%	N=205	36%	N=168	10%	N=47	1%	N=3	10%	N=49	100%	N=471

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Table 49: Question 15

Thinking about the next 10 years, how important, if at all, is each of the following potential projects in Centennial? Please first circle the number which best fits your opinion for each item. Then, check the ONE circle for the item you think is the most important future project for Centennial.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Acquiring additional open space	15%	N=71	32%	N=148	38%	N=179	11%	N=52	4%	N=17	100%	N=468
Building new trails	16%	N=77	36%	N=168	37%	N=173	7%	N=34	4%	N=17	100%	N=470
Building new sports fields	5%	N=24	22%	N=101	46%	N=215	21%	N=98	6%	N=27	100%	N=466
Centennial identity signs at major points of entry	4%	N=18	16%	N=75	44%	N=205	34%	N=160	2%	N=10	100%	N=468
Increasing events at Centennial Center Park	3%	N=13	23%	N=106	49%	N=232	19%	N=91	6%	N=28	100%	N=470
Creating programs for seniors	8%	N=39	29%	N=139	42%	N=196	14%	N=65	7%	N=33	100%	N=472
Reducing traffic congestion on City streets	34%	N=157	42%	N=196	21%	N=97	2%	N=10	1%	N=5	100%	N=466
Increasing snow plowing	23%	N=107	41%	N=189	28%	N=131	7%	N=31	2%	N=9	100%	N=468
Sidewalk snow removal	22%	N=104	38%	N=175	28%	N=129	9%	N=44	3%	N=15	100%	N=467
Revitalization/renovation to aging neighborhoods or homes	17%	N=78	39%	N=180	35%	N=164	7%	N=34	2%	N=11	100%	N=466
Redevelopment/revitalization of aging neighborhood shopping centers	18%	N=85	44%	N=204	31%	N=143	5%	N=24	2%	N=8	100%	N=465
Development of more mixed-use development similar to The Streets at Southglenn	18%	N=84	26%	N=123	37%	N=174	15%	N=71	5%	N=23	100%	N=475

Table 50: Question 15A

Most important priority for Centennial	Percent	Number
Acquiring additional open space	8%	N=26
Building new trails	8%	N=27
Building new sports fields	2%	N=7
Centennial identity signs at major points of entry	1%	N=3
Increasing events at Centennial Center Park	1%	N=4
Creating programs for seniors	4%	N=14
Reducing traffic congestion on City streets	40%	N=138
Increasing snow plowing	11%	N=38
Sidewalk snow removal	3%	N=11
Revitalization/ renovation to aging neighborhoods or homes	6%	N=20
Redevelopment/ revitalization of aging neighborhood shopping centers	10%	N=34
Development of more mixed-use developments similar to The Streets at Southglenn	6%	N=21
Total	100%	N=343

Table 51: Question 16

How safe or unsafe do you feel children are while attending school in Centennial?	Percent	Number
Very safe	46%	N=209
Somewhat safe	39%	N=178
Neither safe nor unsafe	12%	N=55
Somewhat unsafe	2%	N=11
Very unsafe	0%	N=0
Total	100%	N=453

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Table 52: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	9%	N=44	9%	N=42	13%	N=63	10%	N=46	59%	N=282	100%	N=477
Purchase goods or services from a business located in Centennial	1%	N=4	1%	N=4	23%	N=110	58%	N=276	17%	N=83	100%	N=477
Participate in moderate or vigorous physical activity	3%	N=13	8%	N=40	29%	N=137	36%	N=174	24%	N=115	100%	N=478
Read or watch local news (via television, paper, computer, etc.)	3%	N=13	8%	N=39	18%	N=88	29%	N=139	42%	N=200	100%	N=479
Vote in local elections	4%	N=21	5%	N=23	15%	N=73	16%	N=75	60%	N=285	100%	N=476

Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	25%	N=119
Very good	49%	N=235
Good	23%	N=109
Fair	3%	N=16
Poor	0%	N=1
Total	100%	N=480

Table 54: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	7%	N=35
Somewhat positive	26%	N=124
Neutral	49%	N=234
Somewhat negative	15%	N=70
Very negative	3%	N=14
Total	100%	N=477

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	65%	N=307
Working part time for pay	10%	N=46
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	4%	N=20
Fully retired	20%	N=93
Total	100%	N=475

Table 56: Question D5

Do you work inside the boundaries of Centennial?	Percent	Number
Yes, outside the home	21%	N=96
Yes, from home	11%	N=52
No	68%	N=316
Total	100%	N=464

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Table 57: Question D6

How many years have you lived in Centennial?	Percent	Number
Less than 2 years	13%	N=60
2 to 5 years	22%	N=107
6 to 10 years	15%	N=70
11 to 20 years	21%	N=99
More than 20 years	30%	N=143
Total	100%	N=480

Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	78%	N=375
Building with two or more homes (duplex, townhome, apartment or condominium)	21%	N=101
Mobile home	1%	N=3
Other	0%	N=1
Total	100%	N=480

Table 59: Question D8

Is this house or apartment...	Percent	Number
Rented	17%	N=81
Owned	83%	N=399
Total	100%	N=480

Table 60: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=13
\$300 to \$599 per month	8%	N=38
\$600 to \$999 per month	9%	N=39
\$1,000 to \$1,499 per month	27%	N=126
\$1,500 to \$2,499 per month	42%	N=192
\$2,500 or more per month	11%	N=50
Total	100%	N=458

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	54%	N=261
Yes	46%	N=219
Total	100%	N=479

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Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=349
Yes	27%	N=129
Total	100%	N=479

Table 63: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	4%	N=16
\$25,000 to \$49,999	15%	N=68
\$50,000 to \$99,999	31%	N=141
\$100,000 to \$149,999	23%	N=105
\$150,000 or more	26%	N=119
Total	100%	N=449

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=453
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=17
Total	100%	N=471

Table 65: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=6
Asian, Asian Indian or Pacific Islander	5%	N=23
Black or African American	2%	N=9
White	91%	N=426
Other	5%	N=24

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

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	22%	N=102
35 to 44 years	21%	N=98
45 to 54 years	21%	N=97
55 to 64 years	15%	N=69
65 to 74 years	15%	N=71
75 years or older	7%	N=32
Total	100%	N=469

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Table 67: Question D16

What is your gender?	Percent	Number
Female	52%	N=242
Male	48%	N=225
Total	100%	N=467

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	63%	N=297
Land line	19%	N=92
Both	18%	N=84
Total	100%	N=473

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Centennial chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (all Front Range jurisdictions in the database).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Centennial’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Centennial’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Centennial’s rating to the benchmark.

In that final column, Centennial’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Centennial residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Centennial	93%	121	410	Similar
Overall image or reputation of Centennial	82%	116	309	Similar
Centennial as a place to live	95%	110	353	Similar
Your neighborhood as a place to live	93%	39	275	Similar
Centennial as a place to raise children	93%	81	344	Higher
Centennial as a place to retire	74%	103	327	Similar
Overall appearance of Centennial	83%	119	322	Similar

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Centennial	90%	94	243	Similar
	In your neighborhood during the day	96%	144	316	Similar
Mobility	Overall ease of getting to the places you usually have to visit	81%	63	159	Similar
	Availability of paths and walking trails	77%	64	277	Similar
	Ease of walking in Centennial	65%	129	259	Similar
	Ease of travel by bicycle in Centennial	52%	143	263	Similar
	Ease of travel by public transportation in Centennial	40%	80	140	Similar
	Ease of travel by car in Centennial	64%	166	266	Similar
	Traffic flow on major streets	47%	186	312	Similar
Natural Environment	Quality of overall natural environment in Centennial	82%	118	246	Similar
	Cleanliness of Centennial	83%	102	241	Similar
	Air quality	80%	100	223	Similar
Built Environment	Overall "built environment" of Centennial (including overall design, buildings, parks and transportation systems)	75%	41	152	Similar
	Overall quality of new development in Centennial	67%	67	254	Similar
	Availability of affordable quality housing	34%	196	268	Similar
	Variety of housing options	64%	93	246	Similar
	Public places where people want to spend time	70%	61	146	Similar
	Overall economic health of Centennial	82%	36	157	Higher
Economy	Overall quality of business and service establishments in Centennial	77%	62	239	Similar
	Cost of living in Centennial	49%	74	152	Similar
	Shopping opportunities	79%	33	264	Higher
	Employment opportunities	57%	29	278	Higher
	Centennial as a place to visit	65%	85	165	Similar
	Centennial as a place to work	81%	60	318	Higher
	Health and wellness opportunities in Centennial	82%	47	154	Similar
	Recreational opportunities	73%	101	270	Similar
	Overall opportunities for education and enrichment	78%	49	152	Similar
	Opportunities to attend cultural/arts/music activities	53%	136	263	Similar
Education and Enrichment	K-12 education	92%	23	235	Higher
	Opportunities to participate in social events and activities	55%	138	228	Similar
Community Engagement	Neighborhoodliness of Centennial	70%	36	147	Similar

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	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Openness and acceptance of the community toward people of diverse backgrounds	68%	85	257	Similar
Opportunities to participate in community matters	61%	127	240	Similar
Opportunities to volunteer	62%	177	233	Similar

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Centennial	76%	232	397	Similar
Overall customer service by Centennial employees (police, receptionists, planners, etc.)	70%	245	332	Similar
Value of services for the taxes paid to Centennial	58%	163	360	Similar
Overall direction that Centennial is taking	76%	56	291	Similar
Job Centennial government does at welcoming citizen involvement	59%	103	278	Similar
Overall confidence in Centennial government	66%	34	153	Similar
Generally acting in the best interest of the community	68%	37	152	Similar
Being honest	66%	46	148	Similar
Treating all residents fairly	68%	32	152	Similar
Services provided by the Federal Government	35%	170	218	Similar

Table 72: Governance by Facet

	Percent positive	Rank	Number of communities in comparison
Safety	Animal control	67%	133
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	63%	148
	Traffic enforcement	68%	207
Mobility	Street repair	41%	257
	Street lighting	50%	213
	Snow removal	41%	244
	Sidewalk maintenance	45%	207
	Traffic signal timing	50%	146
	Preservation of natural areas such as open space, farmlands and greenbelts	75%	48
Natural Environment	Centennial open space	74%	35
	Land use, planning and zoning	66%	37
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	58%	121
	Economic development	73%	38
Economy			255
Recreation and Wellness	City parks	85%	142
Education and Enrichment	City-sponsored special events	58%	120
Community Engagement	Public information services	64%	168

Table 73: Governance by Facet

	Comparison to benchmark
Safety	Animal control
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)
	Traffic enforcement
Mobility	Street repair
	Street lighting

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		Comparison to benchmark
	Snow removal	Lower
	Sidewalk maintenance	Similar
	Traffic signal timing	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	Similar
	Centennial open space	Similar
Built Environment	Land use, planning and zoning	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	Similar
Economy	Economic development	Higher
Recreation and Wellness	City parks	Similar
Education and Enrichment	City-sponsored special events	Similar
Community Engagement	Public information services	Similar

Table 74: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	61%	171	274	Similar
Recommend living in Centennial to someone who asks	93%	74	249	Similar
Remain in Centennial for the next five years	89%	51	244	Similar
Contacted Centennial (in-person, phone, email or web) for help or information	29%	271	279	Lower

Table 75: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Mobility	Carpooled with other adults or children instead of driving alone	44%	58	142	Similar
	Walked or biked instead of driving	63%	45	147	Similar
Natural Environment	Recycle at home	82%	152	227	Similar
Built Environment	Did NOT observe a code violation or other hazard in Centennial	65%	28	141	Higher
	NOT experiencing housing costs stress	72%	75	223	Similar
Economy	Purchase goods or services from a business located in Centennial	98%	28	144	Similar
	Economy will have positive impact on income	33%	46	225	Similar
	Work inside boundaries of Centennial	32%	95	144	Lower
Recreation and Wellness	Visited a neighborhood park or City park	91%	39	244	Similar
	Participate in moderate or vigorous physical activity	89%	27	143	Similar
	In very good to excellent health	74%	25	143	Similar
Education and Enrichment	Participated in religious or spiritual activities in Centennial	42%	117	177	Similar
	Attended City-sponsored event	38%	131	145	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	13%	123	134	Similar
	Contacted Centennial elected officials (in-person, phone, email or web) to express your opinion	11%	126	143	Similar
	Volunteered your time to some group/activity in Centennial	32%	172	233	Similar
	Participated in a club	24%	137	210	Similar
	Talked to or visited with your immediate neighbors	97%	6	144	Similar

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	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Done a favor for a neighbor	88%	25	139	Similar
Attended a local public meeting	22%	99	232	Similar
Read or watch local news (via television, paper, computer, etc.)	89%	40	144	Similar
Vote in local elections	91%	14	225	Higher

Table 76: Services Not Provided by Centennial

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police/Sheriff services	82%	217	395	Similar
Fire services	89%	231	322	Similar
Ambulance or emergency medical services	86%	245	309	Similar
Crime prevention	71%	192	319	Similar
Fire prevention and education	73%	186	255	Similar
Bus or transit services	47%	128	195	Similar
Storm drainage	58%	224	326	Similar
Drinking water	79%	103	304	Similar
Sewer services	76%	180	288	Similar
Recreation centers or facilities	78%	71	255	Similar
Public library services	88%	73	312	Similar

Communities included in national comparisons

The communities included in Centennial’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO.....	441,603	Bainbridge Island city, WA.....	23,025
Airway Heights city, WA.....	6,114	Baltimore city, MD.....	620,961
Albany city, OR.....	50,158	Bartonville town, TX.....	1,469
Albemarle County, VA.....	98,970	Battle Creek city, MI.....	52,347
Albert Lea city, MN.....	18,016	Bay City city, MI.....	34,932
Alexandria city, VA.....	139,966	Baytown city, TX.....	71,802
Algonquin village, IL.....	30,046	Bedford city, TX.....	46,979
Aliso Viejo city, CA.....	47,823	Bedford town, MA.....	13,320
Altoona city, IA.....	14,541	Bellevue city, WA.....	122,363
American Canyon city, CA.....	19,454	Bellingham city, WA.....	80,885
Ames city, IA.....	58,965	Beltrami County, MN.....	44,442
Andover CDP, MA.....	8,762	Benbrook city, TX.....	21,234
Ankeny city, IA.....	45,582	Bend city, OR.....	76,639
Ann Arbor city, MI.....	113,934	Benicia city, CA.....	26,997
Annapolis city, MD.....	38,394	Bettendorf city, IA.....	33,217
Apache Junction city, AZ.....	35,840	Billings city, MT.....	104,170
Apple Valley town, CA.....	69,135	Blaine city, MN.....	57,186
Arapahoe County, CO.....	572,003	Bloomfield Hills city, MI.....	3,869
Arkansas City city, AR.....	366	Bloomington city, MN.....	82,893
Arlington city, TX.....	365,438	Blue Springs city, MO.....	52,575
Arlington County, VA.....	207,627	Boise City city, ID.....	205,671
Arvada city, CO.....	106,433	Boone County, KY.....	118,811
Asheville city, NC.....	83,393	Boulder city, CO.....	97,385
Ashland city, OR.....	20,078	Bowling Green city, KY.....	58,067
Ashland town, VA.....	7,225	Bozeman city, MT.....	37,280
Aspen city, CO.....	6,658	Brentwood city, MO.....	8,055
Athens-Clarke County unified government (balance),	115,452	Brentwood city, TN.....	37,060
Auburn city, AL.....	53,380	Brighton city, CO.....	33,352
Auburn city, WA.....	70,180	Bristol city, TN.....	26,702
Augusta CCD, GA.....	134,777	Broken Arrow city, OK.....	98,850
Aurora city, CO.....	325,078	Brookfield city, WI.....	37,920
Austin city, TX.....	790,390	Brookline CDP, MA.....	58,732

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Broomfield city, CO	55,889	Dayton city, OH	141,527
Brownsburg town, IN	21,285	Decatur city, GA.....	19,335
Bryan city, TX	76,201	Del Mar city, CA.....	4,161
Burien city, WA.....	33,313	Delray Beach city, FL.....	60,522
Burleson city, TX.....	36,690	Denison city, TX.....	22,682
Cabarrus County, NC.....	178,011	Denton city, TX.....	113,383
Cambridge city, MA.....	105,162	Denver city, CO.....	600,158
Canton city, SD.....	3,057	Derby city, KS.....	22,158
Cape Coral city, FL.....	154,305	Des Peres city, MO.....	8,373
Cape Girardeau city, MO.....	37,941	Destin city, FL.....	12,305
Carlisle borough, PA.....	18,682	Dorchester County, MD.....	32,618
Carlsbad city, CA.....	105,328	Dothan city, AL.....	65,496
Carroll city, IA.....	10,103	Douglas County, CO.....	285,465
Cartersville city, GA.....	19,731	Dover city, NH.....	29,987
Cary town, NC.....	135,234	Dublin city, CA.....	46,036
Casa Grande city, AZ.....	48,571	Duluth city, MN.....	86,265
Casper city, WY.....	55,316	Duncanville city, TX.....	38,524
Castine town, ME.....	1,366	Durham city, NC.....	228,330
Castle Pines North city, CO.....	10,360	Eagle town, CO.....	6,508
Castle Rock town, CO.....	48,231	East Baton Rouge Parish, LA.....	440,171
Cedar Rapids city, IA.....	126,326	East Grand Forks city, MN.....	8,601
Centennial city, CO.....	100,377	East Lansing city, MI.....	48,579
Centralia city, IL.....	13,032	Eau Claire city, WI.....	65,883
Chambersburg borough, PA.....	20,268	Eden Prairie city, MN.....	60,797
Chandler city, AZ.....	236,123	Edgerton city, KS.....	1,671
Chanhassen city, MN.....	22,952	Edgewater city, CO.....	5,170
Chapel Hill town, NC.....	57,233	Edina city, MN.....	47,941
Charlotte city, NC.....	731,424	Edmond city, OK.....	81,405
Charlotte County, FL.....	159,978	Edmonds city, WA.....	39,709
Charlottesville city, VA.....	43,475	El Cerrito city, CA.....	23,549
Chattanooga city, TN.....	167,674	El Dorado County, CA.....	181,058
Chesterfield County, VA.....	316,236	El Paso city, TX.....	649,121
Chippewa Falls city, WI.....	13,661	Elk Grove city, CA.....	153,015
Citrus Heights city, CA.....	83,301	Elk River city, MN.....	22,974
Clackamas County, OR.....	375,992	Elko New Market city, MN.....	4,110
Clarendon Hills village, IL.....	8,427	Elmhurst city, IL.....	44,121
Clayton city, MO.....	15,939	Encinitas city, CA.....	59,518
Clearwater city, FL.....	107,685	Englewood city, CO.....	30,255
Cleveland Heights city, OH.....	46,121	Erie town, CO.....	18,135
Clinton city, SC.....	8,490	Escambia County, FL.....	297,619
Clive city, IA.....	15,447	Estes Park town, CO.....	5,858
Clovis city, CA.....	95,631	Fairview town, TX.....	7,248
College Park city, MD.....	30,413	Farmington Hills city, MI.....	79,740
College Station city, TX.....	93,857	Fayetteville city, NC.....	200,564
Colleyville city, TX.....	22,807	Fishers town, IN.....	76,794
Collinsville city, IL.....	25,579	Flower Mound town, TX.....	64,669
Columbia city, MO.....	108,500	Forest Grove city, OR.....	21,083
Columbia city, SC.....	129,272	Fort Collins city, CO.....	143,986
Columbia Falls city, MT.....	4,688	Fort Smith city, AR.....	86,209
Columbus city, WI.....	4,991	Fort Worth city, TX.....	741,206
Commerce City city, CO.....	45,913	Fountain Hills town, AZ.....	22,489
Concord city, CA.....	122,067	Franklin city, TN.....	62,487
Concord town, MA.....	17,668	Fredericksburg city, VA.....	24,286
Cookeville city, TN.....	30,435	Fremont city, CA.....	214,089
Coon Rapids city, MN.....	61,476	Friendswood city, TX.....	35,805
Copperas Cove city, TX.....	32,032	Fruita city, CO.....	12,646
Coronado city, CA.....	18,912	Gahanna city, OH.....	33,248
Corvallis city, OR.....	54,462	Gaithersburg city, MD.....	59,933
Creve Coeur city, MO.....	17,833	Galveston city, TX.....	47,743
Cross Roads town, TX.....	1,563	Gardner city, KS.....	19,123
Crystal Lake city, IL.....	40,743	Geneva city, NY.....	13,261
Dacono city, CO.....	4,152	Georgetown city, TX.....	47,400
Dade City city, FL.....	6,437	Gilbert town, AZ.....	208,453
Dakota County, MN.....	398,552	Gillette city, WY.....	29,087
Dallas city, OR.....	14,583	Glendora city, CA.....	50,073
Dallas city, TX.....	1,197,816	Glenview village, IL.....	44,692
Danville city, KY.....	16,218	Globe city, AZ.....	7,532
Dardenne Prairie city, MO.....	11,494	Golden city, CO.....	18,867
Davenport city, IA.....	99,685	Golden Valley city, MN.....	20,371
Davidson town, NC.....	10,944	Goodyear city, AZ.....	65,275

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Grafton village, WI.....	11,459	La Plata town, MD.....	8,753
Grand Blanc city, MI.....	8,276	La Porte city, TX.....	33,800
Grand Island city, NE.....	48,520	La Vista city, NE.....	15,758
Grass Valley city, CA.....	12,860	Lafayette city, CO.....	24,453
Greeley city, CO.....	92,889	Laguna Beach city, CA.....	22,723
Green Valley CDP, AZ.....	21,391	Laguna Hills city, CA.....	30,344
Greenville city, NC.....	84,554	Laguna Niguel city, CA.....	62,979
Greenwich town, CT.....	61,171	Lake Oswego city, OR.....	36,619
Greenwood Village city, CO.....	13,925	Lake Stevens city, WA.....	28,069
Greer city, SC.....	25,515	Lake Worth city, FL.....	34,910
Guilford County, NC.....	488,406	Lake Zurich village, IL.....	19,631
Gunnison County, CO.....	15,324	Lakeville city, MN.....	55,954
Gurnee village, IL.....	31,295	Lakewood city, CO.....	142,980
Hailey city, ID.....	7,960	Lakewood city, WA.....	58,163
Haines Borough, AK.....	2,508	Lane County, OR.....	351,715
Hallandale Beach city, FL.....	37,113	Larimer County, CO.....	299,630
Hamilton city, OH.....	62,477	Las Cruces city, NM.....	97,618
Hanover County, VA.....	99,863	Las Vegas city, NV.....	583,756
Harrisonburg city, VA.....	48,914	Lawrence city, KS.....	87,643
Harrisonville city, MO.....	10,019	League City city, TX.....	83,560
Hayward city, CA.....	144,186	Lee's Summit city, MO.....	91,364
Henderson city, NV.....	257,729	Lehi city, UT.....	47,407
Herndon town, VA.....	23,292	Lenexa city, KS.....	48,190
High Point city, NC.....	104,371	Lewis County, NY.....	27,087
Highland Park city, IL.....	29,763	Lewisville city, TX.....	95,290
Highlands Ranch CDP, CO.....	96,713	Libertyville village, IL.....	20,315
Hillsborough town, NC.....	6,087	Lincoln city, NE.....	258,379
Holland city, MI.....	33,051	Lindsborg city, KS.....	3,458
Honolulu County, HI.....	953,207	Littleton city, CO.....	41,737
Hooksett town, NH.....	13,451	Livermore city, CA.....	80,968
Hopkins city, MN.....	17,591	Lombard village, IL.....	43,165
Hopkinton town, MA.....	14,925	Lone Tree city, CO.....	10,218
Hoquiam city, WA.....	8,726	Long Grove village, IL.....	8,043
Horry County, SC.....	269,291	Longmont city, CO.....	86,270
Hudson city, OH.....	22,262	Longview city, TX.....	80,455
Hudson town, CO.....	2,356	Los Alamos County, NM.....	17,950
Hudsonville city, MI.....	7,116	Louisville city, CO.....	18,376
Huntersville town, NC.....	46,773	Lynchburg city, VA.....	75,568
Hurst city, TX.....	37,337	Lynnwood city, WA.....	35,836
Hutchinson city, MN.....	14,178	Macomb County, MI.....	840,978
Hutto city, TX.....	14,698	Madison city, WI.....	233,209
Hyattsville city, MD.....	17,557	Manhattan Beach city, CA.....	35,135
Independence city, MO.....	116,830	Mankato city, MN.....	39,309
Indian Trail town, NC.....	33,518	Maple Grove city, MN.....	61,567
Indianola city, IA.....	14,782	Maple Valley city, WA.....	22,684
Iowa City city, IA.....	67,862	Maricopa County, AZ.....	3,817,117
Issaquah city, WA.....	30,434	Martinez city, CA.....	35,824
Jackson County, MI.....	160,248	Maryland Heights city, MO.....	27,472
James City County, VA.....	67,009	Matthews town, NC.....	27,198
Jefferson City city, MO.....	43,079	McAllen city, TX.....	129,877
Jefferson County, CO.....	534,543	McDonough city, GA.....	22,084
Jefferson County, NY.....	116,229	McKinney city, TX.....	131,117
Jerome city, ID.....	10,890	McMinnville city, OR.....	32,187
Johnson City city, TN.....	63,152	Medford city, OR.....	74,907
Johnston city, IA.....	17,278	Menlo Park city, CA.....	32,026
Jupiter town, FL.....	55,156	Mercer Island city, WA.....	22,699
Kalamazoo city, MI.....	74,262	Meridian charter township, MI.....	39,688
Kansas City city, KS.....	145,786	Meridian city, ID.....	75,092
Kansas City city, MO.....	459,787	Merriam city, KS.....	11,003
Keizer city, OR.....	36,478	Mesa County, CO.....	146,723
Kenmore city, WA.....	20,460	Miami Beach city, FL.....	87,779
Kennedale city, TX.....	6,763	Miami city, FL.....	399,457
Kennett Square borough, PA.....	6,072	Middleton city, WI.....	17,442
Kettering city, OH.....	56,163	Midland city, MI.....	41,863
Key West city, FL.....	24,649	Milford city, DE.....	9,559
King County, WA.....	1,931,249	Milton city, GA.....	32,661
Kirkland city, WA.....	48,787	Minneapolis city, MN.....	382,578
Kirkwood city, MO.....	27,540	Mission Viejo city, CA.....	93,305
Knoxville city, IA.....	7,313	Modesto city, CA.....	201,165
La Mesa city, CA.....	57,065	Monterey city, CA.....	27,810

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Montgomery County, VA.....	94,392	Pocatello city, ID.....	54,255
Monticello city, UT	1,972	Polk County, IA.....	430,640
Monument town, CO	5,530	Pompano Beach city, FL	99,845
Mooreville town, NC.....	32,711	Port Huron city, MI.....	30,184
Morristown city, TN.....	29,137	Port Orange city, FL	56,048
Morrisville town, NC.....	18,576	Portland city, OR.....	583,776
Moscow city, ID	23,800	Post Falls city, ID	27,574
Mountain Village town, CO.....	1,320	Prince William County, VA.....	402,002
Mountlake Terrace city, WA	19,909	Prior Lake city, MN	22,796
Muscatine city, IA	22,886	Provo city, UT	112,488
Naperville city, IL	141,853	Pueblo city, CO	106,595
Needham CDP, MA.....	28,886	Purcellville town, VA.....	7,727
New Braunfels city, TX	57,740	Queen Creek town, AZ	26,361
New Brighton city, MN.....	21,456	Radnor township, PA.....	31,531
New Hanover County, NC	202,667	Ramsey city, MN	23,668
New Orleans city, LA	343,829	Rapid City city, SD	67,956
New Smyrna Beach city, FL	22,464	Raymore city, MO	19,206
Newberg city, OR.....	22,068	Redmond city, WA	54,144
Newport Beach city, CA.....	85,186	Rehoboth Beach city, DE	1,327
Newport News city, VA.....	180,719	Reno city, NV.....	225,221
Newton city, IA	15,254	Reston CDP, VA	58,404
Noblesville city, IN	51,969	Richmond city, CA.....	103,701
Nogales city, AZ.....	20,837	Richmond Heights city, MO.....	8,603
Norfolk city, VA.....	242,803	Rifle city, CO.....	9,172
North Richland Hills city, TX.....	63,343	Rio Rancho city, NM	87,521
Northglenn city, CO.....	35,789	River Falls city, WI	15,000
Novato city, CA	51,904	Riverdale city, UT.....	8,426
Novi city, MI	55,224	Riverside city, CA	303,871
O'Fallon city, IL.....	28,281	Riverside city, MO	2,937
O'Fallon city, MO.....	79,329	Rochester Hills city, MI.....	70,995
Oak Park village, IL	51,878	Rock Hill city, SC.....	66,154
Oakland city, CA	390,724	Rockford city, IL	152,871
Oakland Park city, FL	41,363	Rockville city, MD.....	61,209
Oakley city, CA	35,432	Rogers city, MN	8,597
Ogdensburg city, NY	11,128	Rolla city, MO	19,559
Oklahoma City city, OK.....	579,999	Roselle village, IL	22,763
Olathe city, KS.....	125,872	Rosemount city, MN	21,874
Old Town city, ME.....	7,840	Rosenberg city, TX.....	30,618
Olmsted County, MN	144,248	Roseville city, MN.....	33,660
Olympia city, WA	46,478	Roswell city, GA	88,346
Orland Park village, IL.....	56,767	Round Rock city, TX.....	99,887
Oshkosh city, WI.....	66,083	Royal Oak city, MI.....	57,236
Oshemo charter township, MI.....	21,705	Saco city, ME.....	18,482
Otsego County, MI	24,164	Sahuarita town, AZ	25,259
Overland Park city, KS.....	173,372	Sammamish city, WA	45,780
Oviedo city, FL.....	33,342	San Anselmo town, CA	12,336
Paducah city, KY.....	25,024	San Antonio city, TX.....	1,327,407
Palm Coast city, FL.....	75,180	San Carlos city, CA	28,406
Palo Alto city, CA	64,403	San Diego city, CA	1,307,402
Papillion city, NE.....	18,894	San Francisco city, CA	805,235
Park City city, UT	7,558	San Jose city, CA	945,942
Parker town, CO	45,297	San Juan County, NM.....	130,044
Parkland city, FL	23,962	San Marcos city, CA	83,781
Pasadena city, CA	137,122	San Marcos city, TX.....	44,894
Pasco city, WA.....	59,781	San Rafael city, CA.....	57,713
Pasco County, FL	464,697	Sandy Springs city, GA	93,853
Pearland city, TX.....	91,252	Sanford city, FL.....	53,570
Peoria city, AZ	154,065	Sangamon County, IL.....	197,465
Peoria city, IL	115,007	Santa Clarita city, CA.....	176,320
Peoria County, IL	186,494	Santa Fe County, NM	144,170
Petoskey city, MI	5,670	Santa Monica city, CA.....	89,736
Pflugerville city, TX	46,936	Sarasota County, FL	379,448
Phoenix city, AZ.....	1,445,632	Savage city, MN.....	26,911
Pinal County, AZ	375,770	Scarborough CDP, ME	4,403
Pinehurst village, NC	13,124	Schaumburg village, IL.....	74,227
Piqua city, OH.....	20,522	Scott County, MN	129,928
Pitkin County, CO.....	17,148	Scottsdale city, AZ	217,385
Plano city, TX	259,841	Seaside city, CA	33,025
Platte City city, MO.....	4,691	SeaTac city, WA.....	26,909
Plymouth city, MN.....	70,576	Sevierville city, TN	14,807

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Shawnee city, KS	62,209	Tracy city, CA	82,922
Sheboygan city, WI	49,288	Tualatin city, OR	26,054
Shoreview city, MN	25,043	Tulsa city, OK	391,906
Shorewood city, MN	7,307	Twin Falls city, ID	44,125
Shorewood village, IL	15,615	Tyler city, TX	96,900
Shorewood village, WI	13,162	Umatilla city, OR	6,906
Sierra Vista city, AZ	43,888	Upper Arlington city, OH	33,771
Sioux Center city, IA	7,048	Urbandale city, IA	39,463
Sioux Falls city, SD	153,888	Vail town, CO	5,305
Skokie village, IL	64,784	Vancouver city, WA	161,791
Snellville city, GA	18,242	Vestavia Hills city, AL	34,033
Snowmass Village town, CO	2,826	Victoria city, MN	7,345
South Kingstown town, RI	30,639	Virginia Beach city, VA	437,994
South Lake Tahoe city, CA	21,403	Wake Forest town, NC	30,117
South Portland city, ME	25,002	Walnut Creek city, CA	64,173
Southborough town, MA	9,767	Washington County, MN	238,136
Southlake city, TX	26,575	Washington town, NH	1,123
Sparks city, NV	90,264	Washoe County, NV	421,407
Spokane Valley city, WA	89,755	Watauga city, TX	23,497
Spring Hill city, KS	5,437	Wauwatosa city, WI	46,396
Springboro city, OH	17,409	Waverly city, IA	9,874
Springfield city, MO	159,498	Weddington town, NC	9,459
Springfield city, OR	59,403	Wentzville city, MO	29,070
Springville city, UT	29,466	West Carrollton city, OH	13,143
St. Augustine city, FL	12,975	West Chester borough, PA	18,461
St. Charles city, IL	32,974	West Des Moines city, IA	56,609
St. Cloud city, FL	35,183	West Richland city, WA	11,811
St. Cloud city, MN	65,842	Western Springs village, IL	12,975
St. Joseph city, MO	76,780	Westerville city, OH	36,120
St. Louis County, MN	200,226	Westlake town, TX	992
St. Louis Park city, MN	45,250	Westminster city, CO	106,114
Stallings town, NC	13,831	Weston town, MA	11,261
State College borough, PA	42,034	Wheat Ridge city, CO	30,166
Steamboat Springs city, CO	12,088	White House city, TN	10,255
Sterling Heights city, MI	129,699	Wichita city, KS	382,368
Sugar Grove village, IL	8,997	Williamsburg city, VA	14,068
Sugar Land city, TX	78,817	Wilmington city, NC	106,476
Summit city, NJ	21,457	Wilsonville city, OR	19,509
Summit County, UT	36,324	Winchester city, VA	26,203
Sunnyvale city, CA	140,081	Windsor town, CO	18,644
Surprise city, AZ	117,517	Windsor town, CT	29,044
Suwanee city, GA	15,355	Winnetka village, IL	12,187
Tacoma city, WA	198,397	Winston-Salem city, NC	229,617
Takoma Park city, MD	16,715	Winter Garden city, FL	34,568
Tamarac city, FL	60,427	Woodbury city, MN	61,961
Temecula city, CA	100,097	Woodland city, CA	55,468
Tempe city, AZ	161,719	Woodland city, WA	5,509
Temple city, TX	66,102	Wrentham town, MA	10,955
The Woodlands CDP, TX	93,847	Yakima city, WA	91,067
Thornton city, CO	118,772	York County, VA	65,464
Thousand Oaks city, CA	126,683	Yorktown town, IN	9,405
Tigard city, OR	48,035	Yountville city, CA	2,933

Front Range Benchmark Comparisons

Table 77: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Centennial	93%	15	32	Similar
Overall image or reputation of Centennial	82%	9	22	Similar
Centennial as a place to live	95%	11	26	Similar
Your neighborhood as a place to live	93%	6	25	Similar
Centennial as a place to raise children	93%	10	27	Similar
Centennial as a place to retire	74%	10	28	Similar
Overall appearance of Centennial	83%	10	21	Similar

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Table 78: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Centennial	90%	7	15	Similar
	In your neighborhood during the day	96%	11	21	Similar
Mobility	Overall ease of getting to the places you usually have to visit	81%	4	10	Similar
	Availability of paths and walking trails	77%	6	16	Similar
	Ease of walking in Centennial	65%	15	21	Similar
	Ease of travel by bicycle in Centennial	52%	21	22	Lower
	Ease of travel by public transportation in Centennial	40%	9	11	Lower
	Ease of travel by car in Centennial	64%	16	22	Similar
	Traffic flow on major streets	47%	14	20	Similar
Natural Environment	Quality of overall natural environment in Centennial	82%	10	17	Similar
	Cleanliness of Centennial	83%	6	13	Similar
	Air quality	80%	6	16	Similar
Built Environment	Overall "built environment" of Centennial (including overall design, buildings, parks and transportation systems)	75%	3	9	Similar
	Overall quality of new development in Centennial	67%	4	15	Similar
	Availability of affordable quality housing	34%	12	17	Similar
	Variety of housing options	64%	7	15	Similar
	Public places where people want to spend time	70%	3	6	Similar
Economy	Overall economic health of Centennial	82%	3	9	Higher
	Overall quality of business and service establishments in Centennial	77%	4	15	Similar
	Cost of living in Centennial	49%	3	8	Similar
	Shopping opportunities	79%	4	21	Higher
	Employment opportunities	57%	3	24	Higher
	Centennial as a place to visit	65%	4	10	Similar
	Centennial as a place to work	81%	5	28	Higher
	Health and wellness opportunities in Centennial	82%	5	10	Similar
Recreation and Wellness	Recreational opportunities	73%	12	21	Similar
	Overall opportunities for education and enrichment	78%	3	8	Higher
Education and Enrichment	Opportunities to attend cultural/arts/music activities	53%	12	17	Similar
	K-12 education	92%	2	15	Much higher
	Opportunities to participate in social events and activities	55%	8	13	Similar
Community Engagement	Neighborliness of Centennial	70%	2	7	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	68%	9	19	Similar
	Opportunities to participate in community matters	61%	9	15	Similar
	Opportunities to volunteer	62%	8	13	Similar

Table 79: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Centennial	76%	16	27	Similar
Overall customer service by Centennial employees (police, receptionists, planners, etc.)	70%	21	27	Similar
Value of services for the taxes paid to Centennial	58%	9	21	Similar
Overall direction that Centennial is taking	76%	7	27	Similar
Job Centennial government does at welcoming citizen involvement	59%	12	23	Similar

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	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall confidence in Centennial government	66%	3	10	Similar
Generally acting in the best interest of the community	68%	3	9	Similar
Being honest	66%	3	9	Similar
Treating all residents fairly	68%	2	8	Similar
Services provided by the Federal Government	35%	9	11	Similar

Table 80: Governance by Facet

		Percent positive	Rank	Number of communities in comparison
Safety	Animal control	67%	8	20
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	63%	8	17
Mobility	Traffic enforcement	68%	17	23
	Street repair	41%	24	27
	Street lighting	50%	14	15
	Snow removal	41%	24	26
	Sidewalk maintenance	45%	12	15
	Traffic signal timing	50%	9	13
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	75%	4	12
	Centennial open space	74%	8	12
Built Environment	Land use, planning and zoning	66%	4	18
	Code enforcement (weeds, abandoned buildings, etc.)	58%	8	22
Economy	Economic development	73%	3	16
Recreation and Wellness	City parks	85%	14	21
Education and Enrichment	City-sponsored special events	58%	6	7
Community Engagement	Public information services	64%	10	13

Table 81: Governance by Facet

		Comparison to benchmark
Safety	Animal control	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Similar
Mobility	Traffic enforcement	Similar
	Street repair	Similar
	Street lighting	Similar
	Snow removal	Lower
	Sidewalk maintenance	Similar
	Traffic signal timing	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	Similar
	Centennial open space	Similar
Built Environment	Land use, planning and zoning	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	Similar
Economy	Economic development	Higher
Recreation and Wellness	City parks	Similar
Education and Enrichment	City-sponsored special events	Similar
Community Engagement	Public information services	Similar

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Table 82: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	61%	16	22	Similar
Recommend living in Centennial to someone who asks	93%	7	17	Higher
Remain in Centennial for the next five years	89%	5	17	Similar
Contacted Centennial (in-person, phone, email or web) for help or information	29%	21	21	Lower

Table 83: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Mobility	Carpooled with other adults or children instead of driving alone	44%	5	8	Similar
	Walked or biked instead of driving	63%	5	8	Similar
Natural Environment	Recycle at home	82%	6	10	Similar
Built Environment	Did NOT observe a code violation or other hazard in Centennial	65%	1	6	Higher
	NOT experiencing housing costs stress	72%	3	10	Similar
Economy	Purchase goods or services from a business located in Centennial	98%	2	6	Similar
	Economy will have positive impact on income	33%	6	12	Similar
	Work inside boundaries of Centennial	32%	3	6	Similar
Recreation and Wellness	Visited a neighborhood park or City park	91%	10	14	Similar
	Participate in moderate or vigorous physical activity	89%	4	6	Similar
	In very good to excellent health	74%	3	6	Similar
Education and Enrichment	Participated in religious or spiritual activities in Centennial	42%	5	8	Similar
	Attended City-sponsored event	38%	6	8	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	13%	6	6	Lower
	Contacted Centennial elected officials (in-person, phone, email or web) to express your opinion	11%	8	8	Lower
	Volunteered your time to some group/activity in Centennial	32%	8	12	Similar
	Participated in a club	24%	3	8	Similar
	Talked to or visited with your immediate neighbors	97%	1	6	Similar
	Done a favor for a neighbor	88%	1	6	Similar
	Attended a local public meeting	22%	8	13	Similar
	Read or watch local news (via television, paper, computer, etc.)	89%	1	6	Similar
	Vote in local elections	91%	2	9	Similar

Table 84: Services Not Provided by Centennial

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police/Sheriff services	82%	13	25	Similar
Fire services	89%	10	16	Similar
Ambulance or emergency medical services	86%	9	14	Similar
Crime prevention	71%	12	19	Similar
Fire prevention and education	73%	8	14	Similar
Bus or transit services	47%	8	11	Similar
Storm drainage	58%	15	19	Similar

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	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Drinking water	79%	10	16	Similar
Sewer services	76%	11	17	Similar
Recreation centers or facilities	78%	11	18	Similar
Public library services	88%	4	21	Similar

Communities included in Front Range comparisons

The communities included in Centennial's custom comparisons are listed below along with their population according to the 2010 Census.

Arapahoe County, CO.....	572,003	Greenwood Village city, CO.....	13,925
Arvada city, CO.....	106,433	Highlands Ranch CDP, CO.....	96,713
Aurora city, CO.....	325,078	Jefferson County, CO.....	534,543
Boulder city, CO.....	97,385	Lafayette city, CO.....	24,453
Brighton city, CO.....	33,352	Lakewood city, CO.....	142,980
Broomfield city, CO.....	55,889	Larimer County, CO.....	299,630
Castle Pines North city, CO.....	10,360	Littleton city, CO.....	41,737
Castle Rock town, CO.....	48,231	Lone Tree city, CO.....	10,218
Centennial city, CO.....	100,377	Longmont city, CO.....	86,270
Commerce City city, CO.....	45,913	Louisville city, CO.....	18,376
Denver city, CO.....	600,158	Monument town, CO.....	5,530
Douglas County, CO.....	285,465	Northglenn city, CO.....	35,789
Edgewater city, CO.....	5,170	Parker town, CO.....	45,297
Englewood city, CO.....	30,255	Pueblo city, CO.....	106,595
Erie town, CO.....	18,135	Thornton city, CO.....	118,772
Fort Collins city, CO.....	143,986	Westminster city, CO.....	106,114
Golden city, CO.....	18,867	Windsor town, CO.....	18,644
Greeley city, CO.....	92,889		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Centennial funded this research. Please contact Kelly Ohaver of the City of Centennial at kohaver@centennialco.gov if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

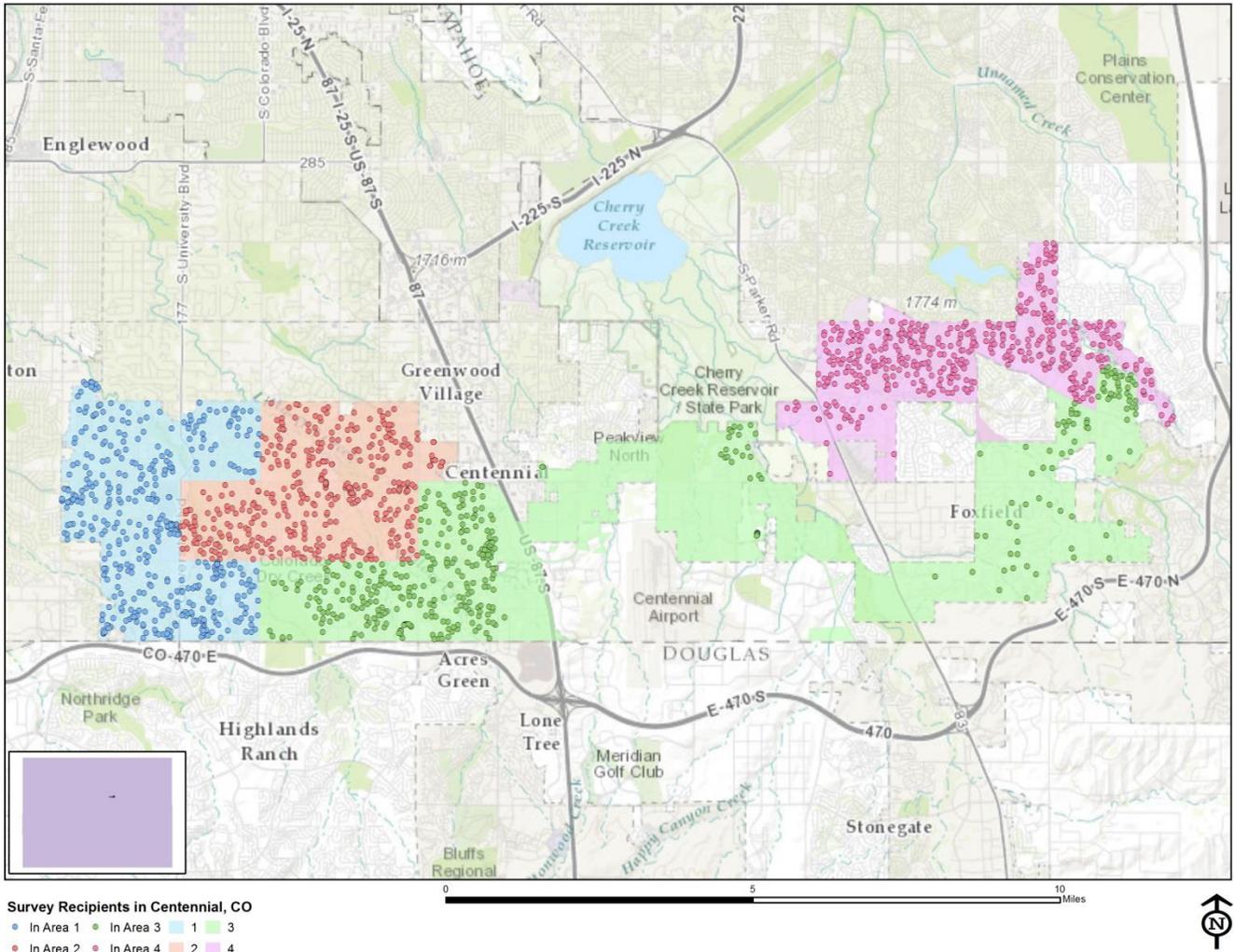
Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Centennial were eligible to participate in the survey. A list of all households within the zip codes serving Centennial was purchased based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Centennial households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Centennial boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the four Council Districts.

To choose the 1,850 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on February 12, 2016. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Completed surveys were collected over the following six weeks.

About 2% of the 1,850 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,818 households that received the survey, 484 completed the survey, providing an overall response rate of 27%. Of the 484 completed surveys, 36 were completed online. Additionally, responses were tracked by Council District; response rates by District ranged from 24% to 30%.

Table 85: Survey Response Rates by Council District

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Council District 1	487	6	481	145	30%
Council District 2	493	17	476	130	27%
Council District 3	407	4	403	99	25%
Council District 4	463	5	458	110	24%
Overall	1,850	32	1,818	484	27%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City of Centennial survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (484 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Centennial. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, sex and age. The results of the weighting scheme are presented in the following table.

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

Table 86: Centennial, CO 2016 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	17%	9%	17%
Own home	83%	91%	83%
Detached unit	79%	81%	78%
Attached unit	21%	19%	22%
Race and Ethnicity			
White	89%	91%	88%
Not white	11%	9%	12%
Not Hispanic	94%	97%	96%
Hispanic	6%	3%	4%
Sex and Age			
Female	52%	56%	52%
Male	48%	44%	48%
18-34 years of age	22%	8%	22%
35-54 years of age	42%	34%	42%
55+ years of age	36%	58%	37%
Females 18-34	11%	5%	12%
Females 35-54	22%	21%	23%
Females 55+	19%	30%	17%
Males 18-34	11%	3%	10%
Males 35-54	20%	13%	18%
Males 55+	17%	27%	19%
Area			
Council District 1	26%	30%	28%
Council District 2	27%	27%	28%
Council District 3	22%	20%	20%
Council District 4	25%	23%	24%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Appendix D: Survey Materials

Dear Centennial Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,



Cathy Noon
Mayor

Dear Centennial Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,



Cathy Noon
Mayor

Dear Centennial Resident,

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Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

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Thank you for helping create a better City!

Sincerely,



Cathy Noon
Mayor



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Mayor Cathy Noon

Council Members

District 1
Candace Moon
Kathy Turley

District 2
Carrie Penalosa
Doris Truhlar

District 3
Mark Gotto
Ken Lucas

District 4
Stephanie Piko
C.J. Whelan

February 2016

Dear City of Centennial Resident:

Please help us shape the future of Centennial! You have been selected at random to participate in the 2016 Centennial Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Centennial make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/centennial2016.htm

If you have any questions about the survey please call 303-754-3454.

Thank you for your time and participation!

Sincerely,

Cathy Noon

Mayor



Mayor Cathy Noon

Council Members

District 1
Candace Moon
Kathy Turley

District 2
Carrie Penalosa
Doris Truhlar

District 3
Mark Gotto
Ken Lucas

District 4
Stephanie Piko
C.J. Whelan

February 2016

Dear City of Centennial Resident:

Here's a second chance if you haven't already responded to the 2016 Centennial Citizen Survey!
(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)

Please help us shape the future of Centennial! You have been selected at random to participate in the 2016 Centennial Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Centennial make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/centennial2016.htm

If you have any questions about the survey please call 303-754-3454.

Thank you for your time and participation!

Sincerely,

Cathy Noon

Mayor

The City of Centennial 2016 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Centennial:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Centennial as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Centennial as a place to raise children.....	1	2	3	4	5
Centennial as a place to work.....	1	2	3	4	5
Centennial as a place to visit.....	1	2	3	4	5
Centennial as a place to retire.....	1	2	3	4	5
The overall quality of life in Centennial.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Centennial as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Centennial.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Centennial.....	1	2	3	4	5
Overall "built environment" of Centennial (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Centennial.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Centennial.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Centennial.....	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Centennial to someone who asks.....	1	2	3	4	5
Remain in Centennial for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Centennial as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets.....	1	2	3	4	5
Ease of travel by car in Centennial.....	1	2	3	4	5
Ease of travel by public transportation in Centennial.....	1	2	3	4	5
Ease of travel by bicycle in Centennial.....	1	2	3	4	5
Ease of walking in Centennial.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Cleanliness of Centennial.....	1	2	3	4	5
Overall appearance of Centennial.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Centennial as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
K-12 education	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Centennial	1	2	3	4	5
Overall quality of business and service establishments in Centennial.....	1	2	3	4	5
Overall quality of new development in Centennial	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Centennial.....	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Observed a code violation or other hazard in Centennial (weeds, abandoned buildings, etc.).....	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted the City of Centennial (in-person, phone, email or web) for help or information	1	2
Contacted Centennial elected officials (in-person, phone, email or web) to express your opinion	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Centennial?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Visited a neighborhood park or City park	1	2	3	4
Participated in religious or spiritual activities in Centennial.....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Centennial.....	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or listened to a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Listened</u> (online) to a local public meeting.....	1	2	3	4

The City of Centennial 2016 Citizen Survey

10. Please rate the quality of each of the following services in Centennial:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic enforcement	1	2	3	4	5
Street maintenance and repair	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Public information services	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space and greenbelts	1	2	3	4	5
Centennial open space.....	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by Centennial employees (receptionists, planners, etc.) ...	1	2	3	4	5
Street resurfacing	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Centennial	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate the following categories of Centennial government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Centennial.....	1	2	3	4	5
The overall direction that Centennial is taking.....	1	2	3	4	5
The job Centennial government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Centennial government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Centennial community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Centennial	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Centennial.....	1	2	3	4
Overall “built environment” of Centennial (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Centennial	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Centennial	1	2	3	4
Sense of community.....	1	2	3	4

14. Please rate the quality of each of the following services not provided by the City of Centennial:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Public library services.....	1	2	3	4	5

15. Thinking about the next 10 years, how important, if at all, is each of the following potential projects in Centennial? Please first circle the number which best fits your opinion for each item. Then, check the ONE circle for the item you think is the most important future project for Centennial.

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>	<i>Most important</i>
Acquiring additional open space.....	1	2	3	4	5	<input type="radio"/>
Building new trails.....	1	2	3	4	5	<input type="radio"/>
Building new sports fields.....	1	2	3	4	5	<input type="radio"/>
Centennial identity signs at major points of entry.....	1	2	3	4	5	<input type="radio"/>
Increasing events at Centennial Center Park.....	1	2	3	4	5	<input type="radio"/>
Creating programs for seniors.....	1	2	3	4	5	<input type="radio"/>
Reducing traffic congestion on City streets.....	1	2	3	4	5	<input type="radio"/>
Increasing snow plowing.....	1	2	3	4	5	<input type="radio"/>
Sidewalk snow removal.....	1	2	3	4	5	<input type="radio"/>
Revitalization/renovation to aging neighborhoods or homes.....	1	2	3	4	5	<input type="radio"/>
Redevelopment/revitalization of aging neighborhood shopping centers.....	1	2	3	4	5	<input type="radio"/>
Development of more mixed-use developments similar to The Streets at Southglenn.....	1	2	3	4	5	<input type="radio"/>

16. How safe or unsafe do you feel children are while attending school in Centennial?

- Very safe
- Somewhat safe
- Neither safe nor unsafe
- Somewhat unsafe
- Very unsafe

The City of Centennial 2016 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Centennial.....	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Centennial?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Centennial?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Other

D8. Is this house or apartment...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your gender?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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