

Patrick Fleming, City of Centennial

# 2023 Community Survey Results

February 20, 2024



# Agenda

- **Community Survey Background**
- **Overview of Survey Results**
- **Major Takeaways**
- **Next Steps**



**THE NCS<sup>TM</sup>**

THE NATIONAL COMMUNITY SURVEY<sup>TM</sup>

Brandon Barnett  
Senior Survey Associate



# Role of Resident Surveys in Local Governance



**Monitor trends in  
resident opinion**



**Measure  
government  
performance**



**Inform budget, land  
use, strategic  
planning decisions**



**Benchmarking  
with other  
communities**



# Facets of Community Livability

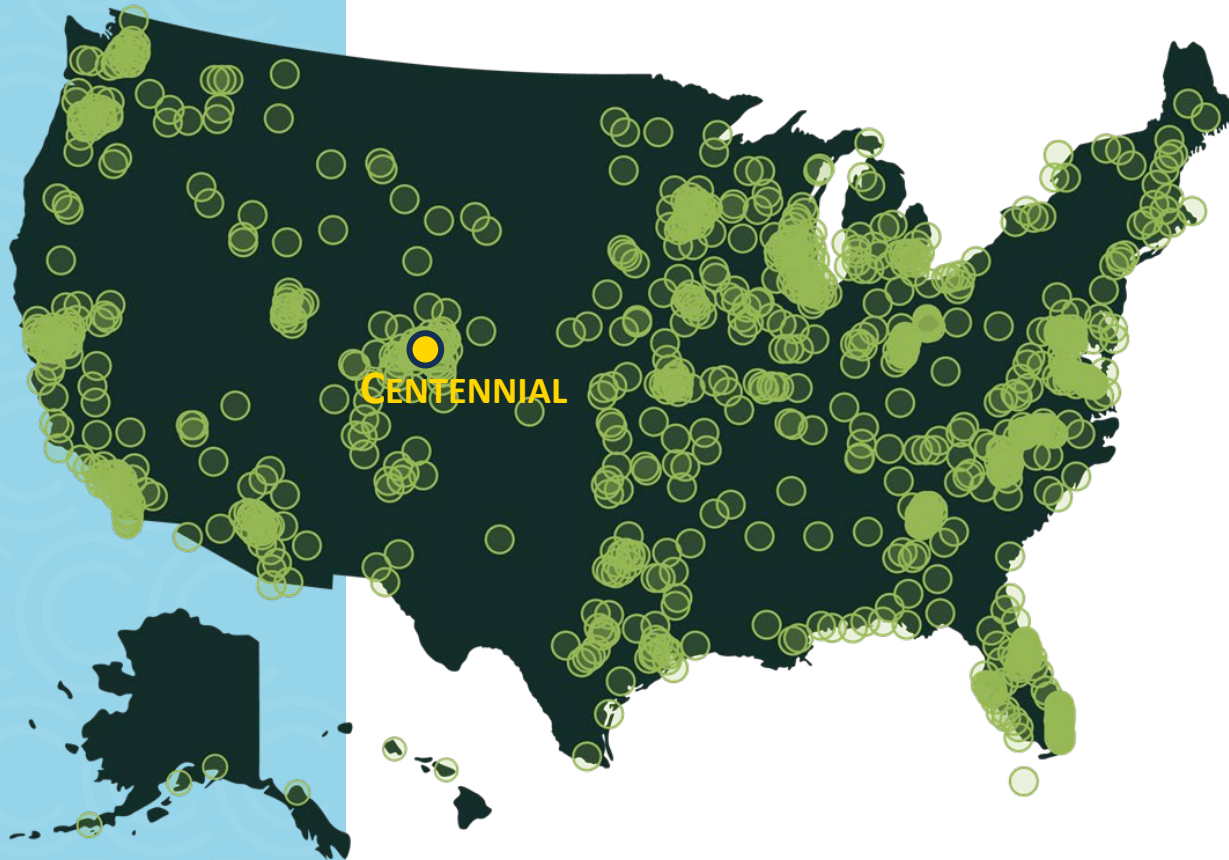


# The National Community Survey™ in Centennial

- Fourth time conducting The NCS (2010, 2016, 2021)
- Survey conducted from June 12, 2023 – July 24, 2023
- Mailing approach employed:
  - Probability-based sample of 3,000 randomly selected households
  - 414 total responses received
  - 15% overall response rate
  - Non-probability, open-participation survey: 44 responses
- Results statistically weighted to reflect Centennial overall
- 95% confidence interval with a +/- 5% margin of error



# Polco's Benchmarking Database



More than 500 comparison communities across the nation, representing the opinions of more than 50 million residents.



# Using the Results to Inform Decision-Making

2016: 41 percent of those surveyed rated the City's snow removal services favorably

## City Response:

- Council increased the number of plows available during snow events, reducing time required to plow priority 2 streets
- Reduced snow fall threshold for plowing priority 3 streets
- Introduced requirement for businesses to remove snow from sidewalks





# Overall Community Quality



About

## 9 in 10

residents gave **excellent** or **good** ratings to:

- Centennial as a place to live
- Centennial as a place to raise children
- The overall quality of life in Centennial
- The overall image or reputation of Centennial

The overall quality of life in Centennial, 2023



### 9 in 10 residents also:

- Recommend living in the city to someone who asked
- Plan to remain in Centennial for the next 5 years

# Law Enforcement

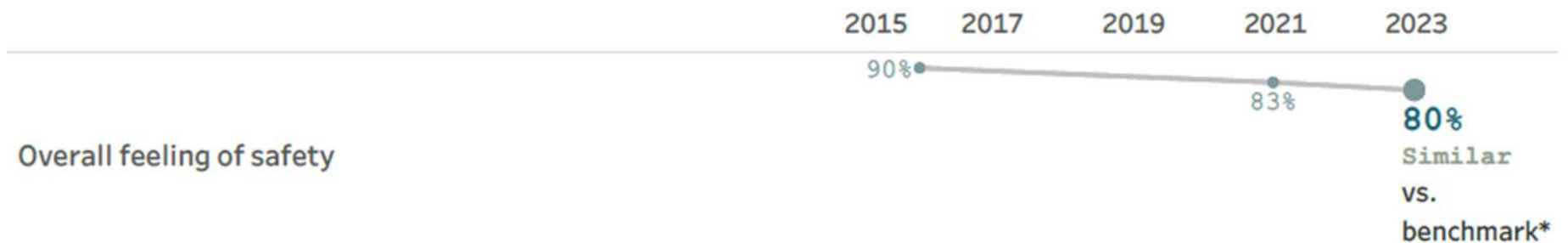
Please rate how important, if at all, you think it is for the Centennial community to focus on each of the following in the coming two years.

PERCENT ESSENTIAL OR VERY IMPORTANT

Overall feeling of safety

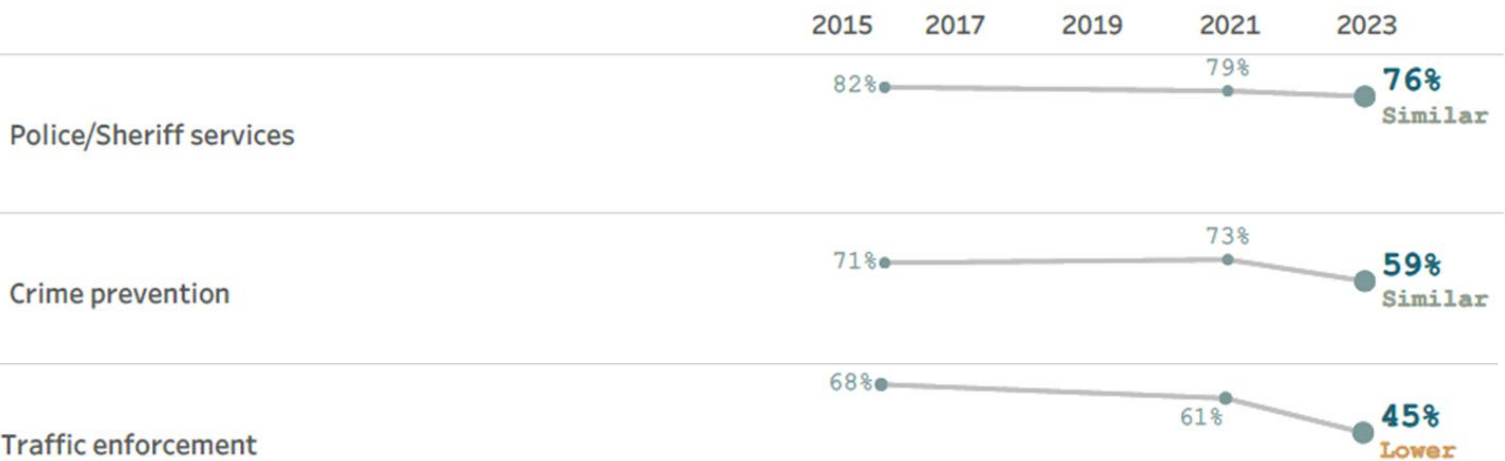
93%

Please rate each of the following characteristics as they relate to Centennial as a whole.  
(% excellent or good)

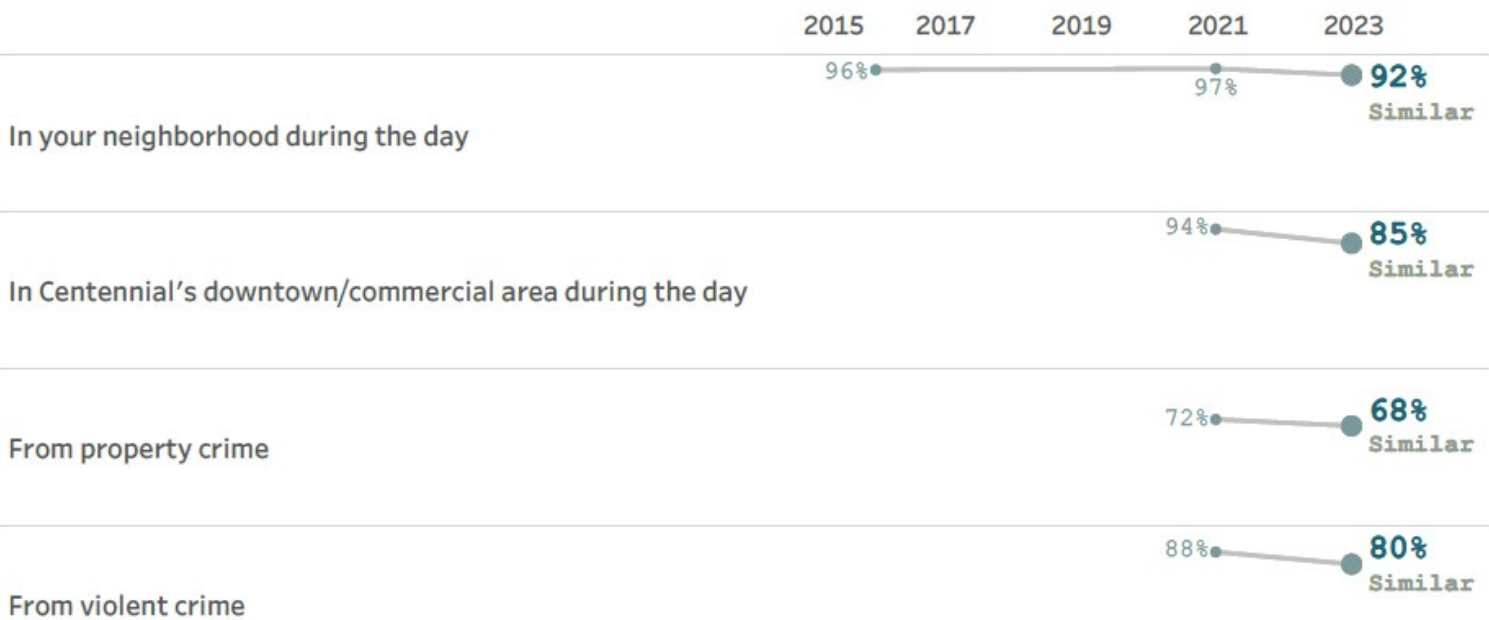


# Law Enforcement

Please rate the quality of each of the following services in Centennial.  
(% excellent or good)

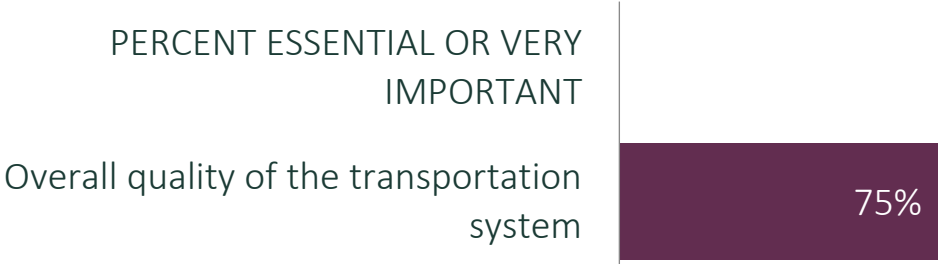


Please rate how safe or unsafe you feel:  
(% very or somewhat safe)

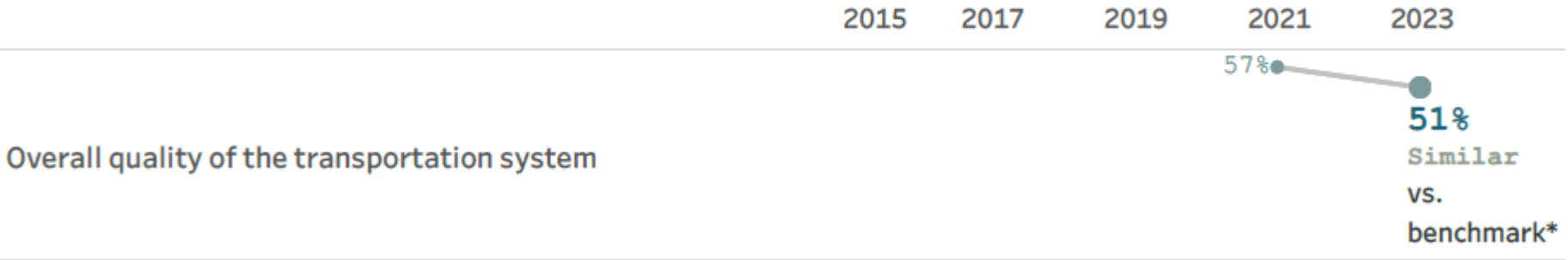


# Public Works

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.



Please rate each of the following characteristics as they relate to Centennial as a whole.  
(% excellent or good)





# Public Works

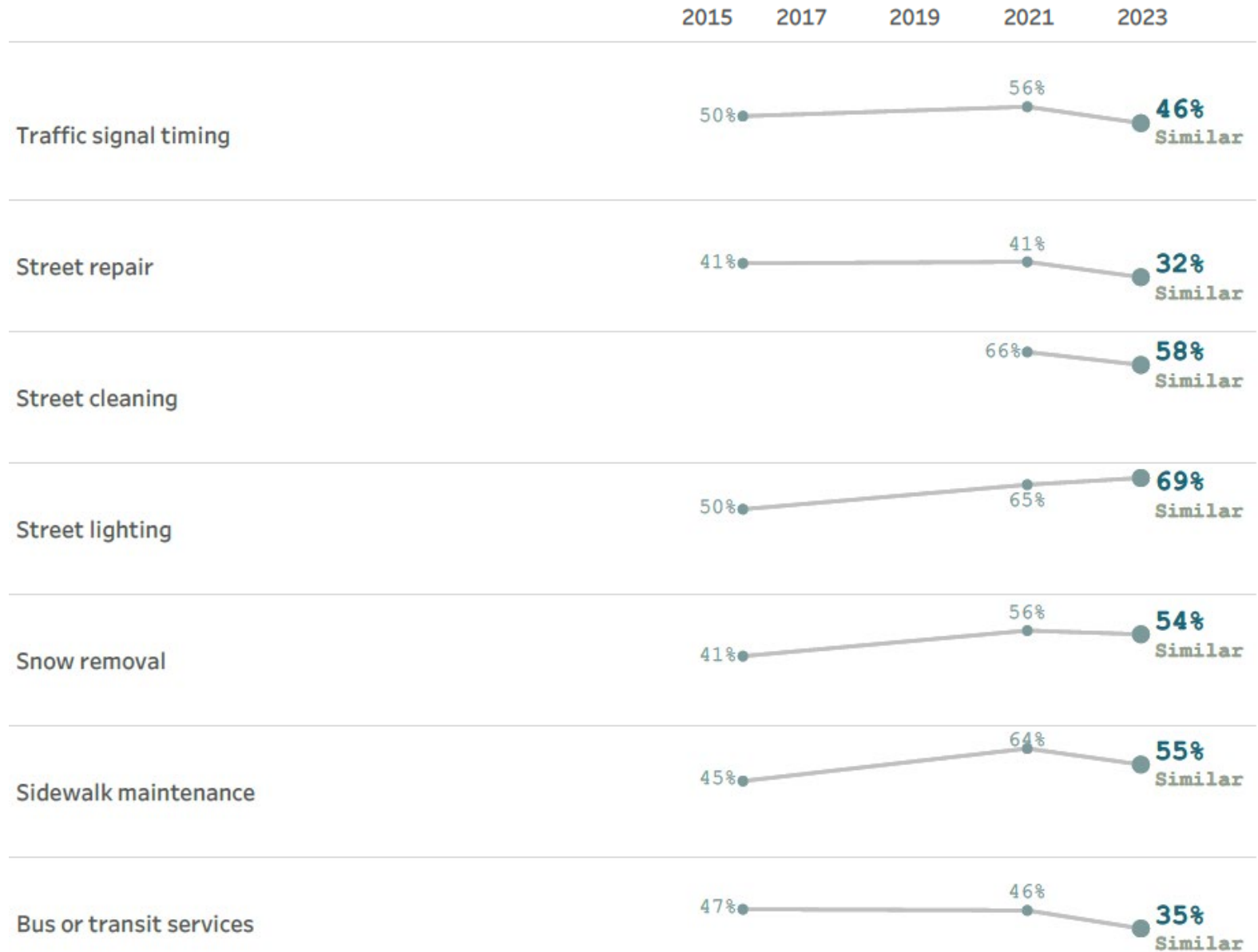
Please also rate each of the following in the Centennial community.

(% excellent or good)



# Public Works

Please rate the quality of each of the following services in Centennial.  
(% excellent or good)

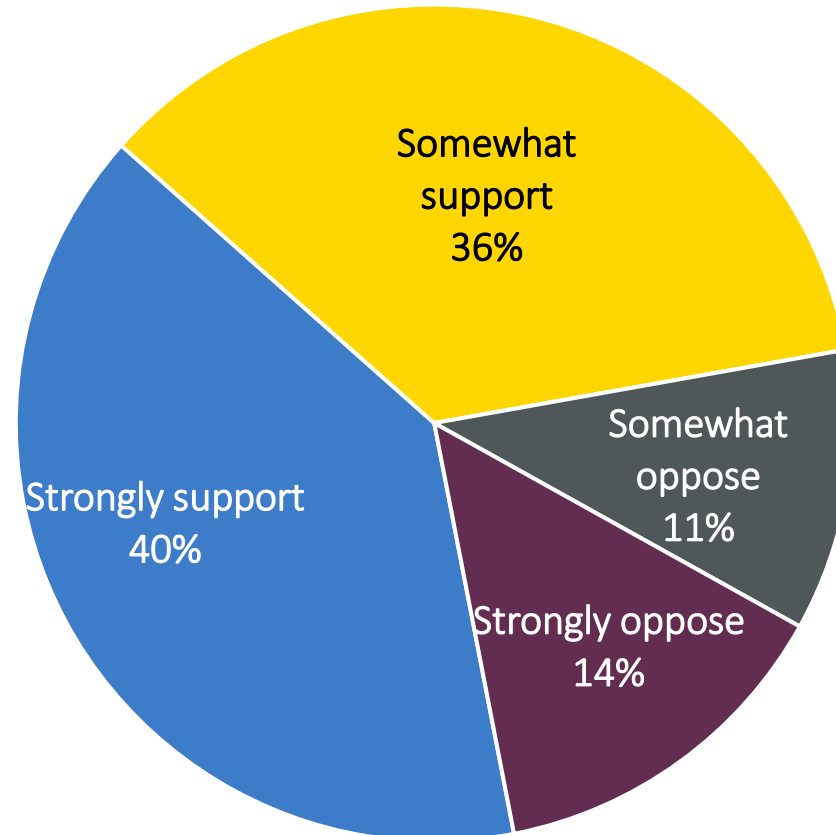


# Snow Removal



The City of Centennial does not currently require residential sidewalk snow removal.

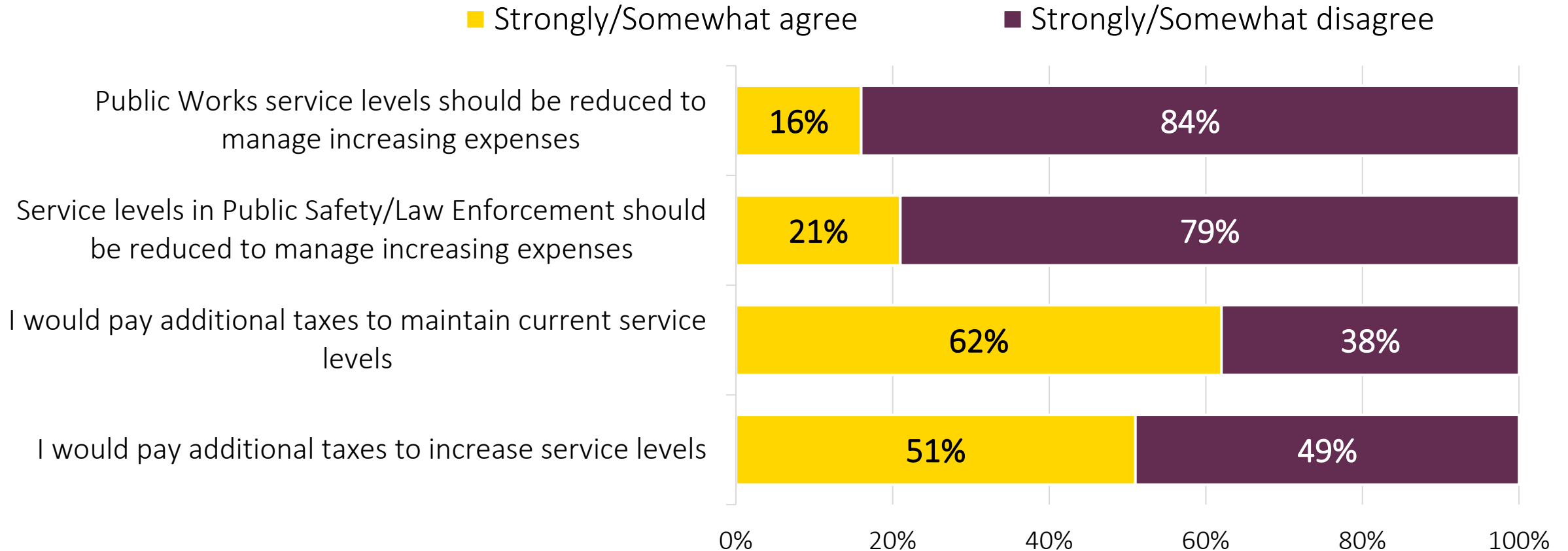
How much would you support or oppose requiring residential property owners to remove snow from adjoining sidewalks?



# Rising Cost of Key City Services



Considering rising costs to provide key city services like Public Works and Public Safety, please rate how much, if at all, you agree with the following statements:

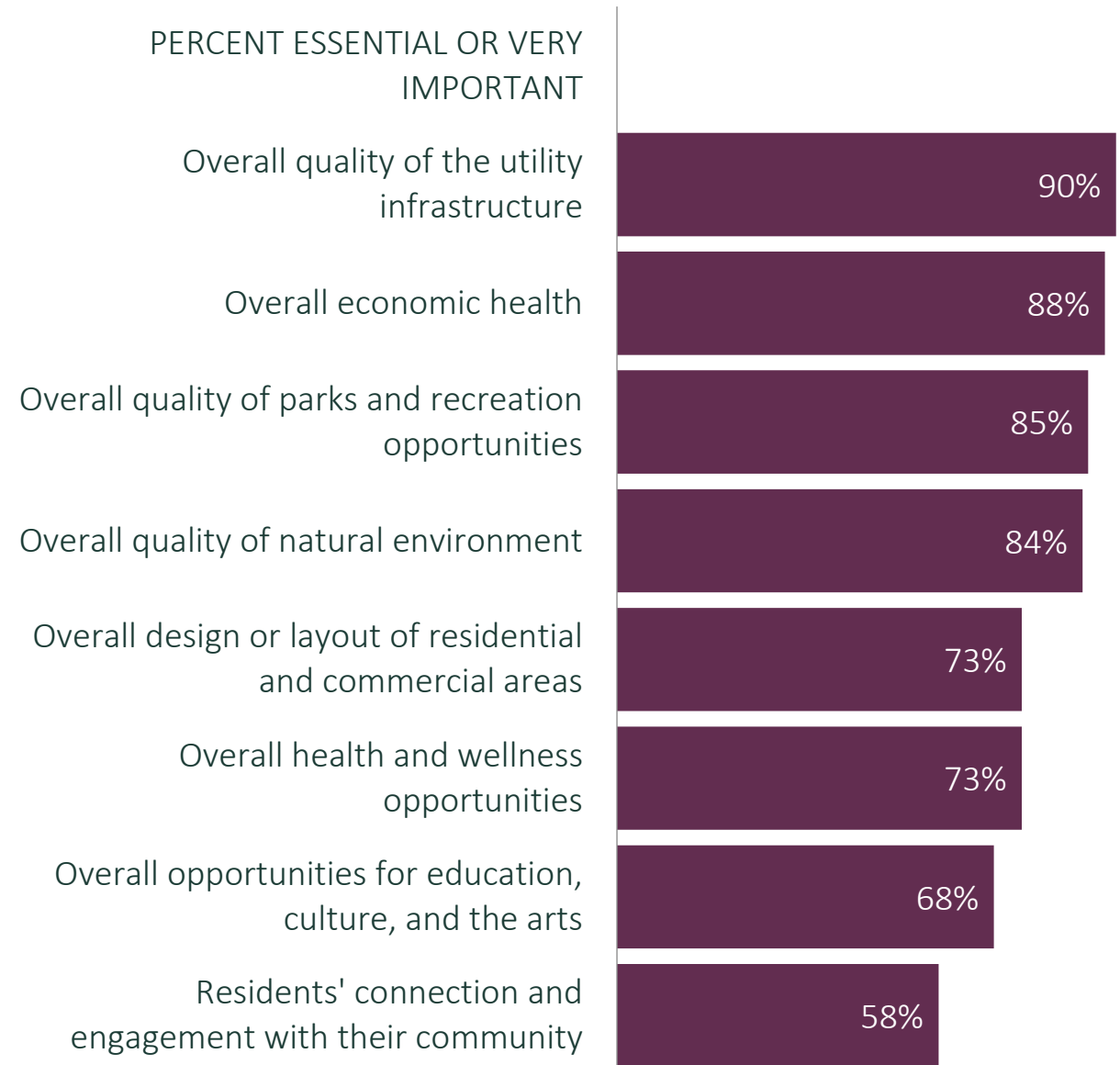






# Community Livability: Importance

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.





# Community Livability: Quality

Please rate each of the following in the Centennial community:





# Community Livability: Quality

Please rate each of the following in the Centennial community:

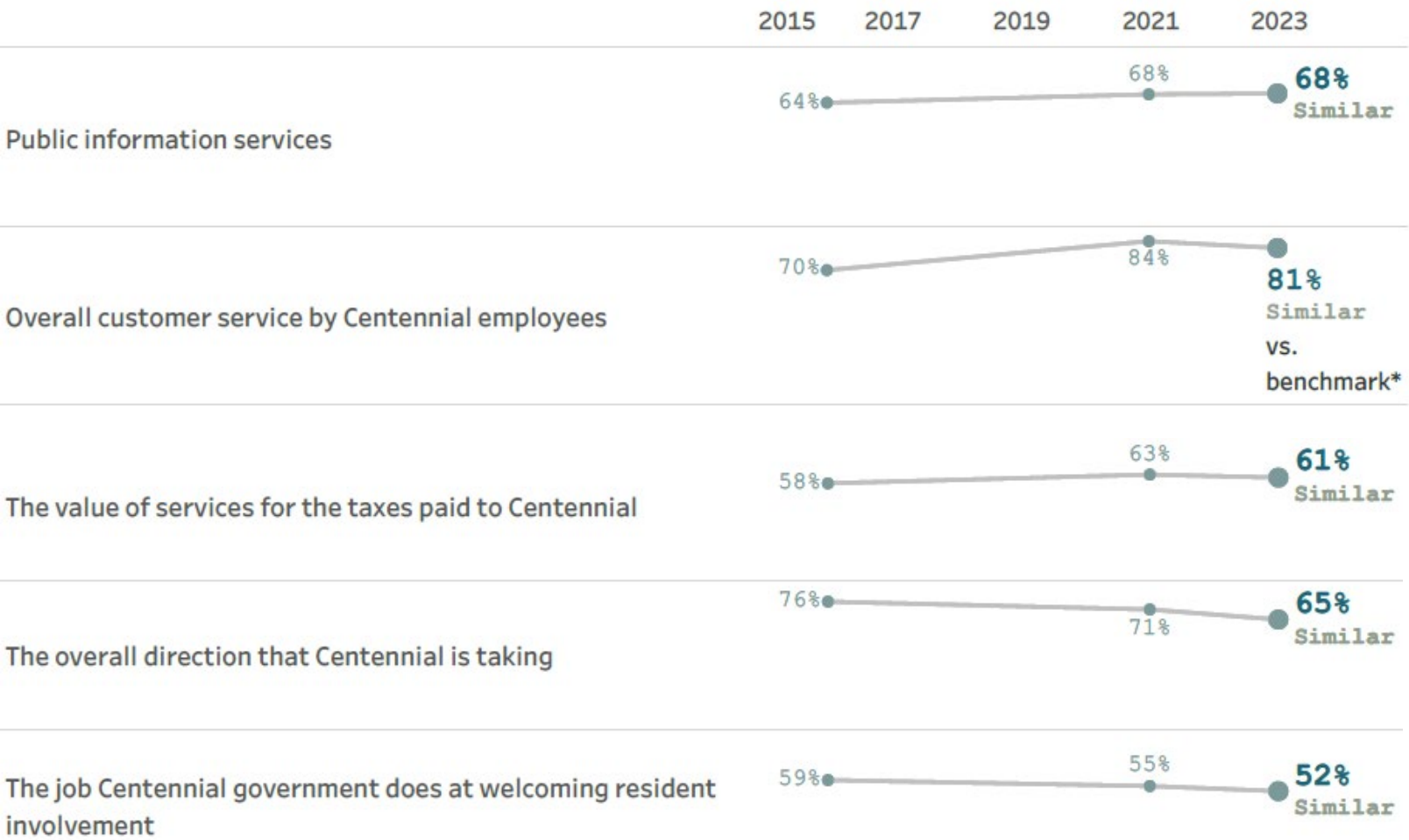
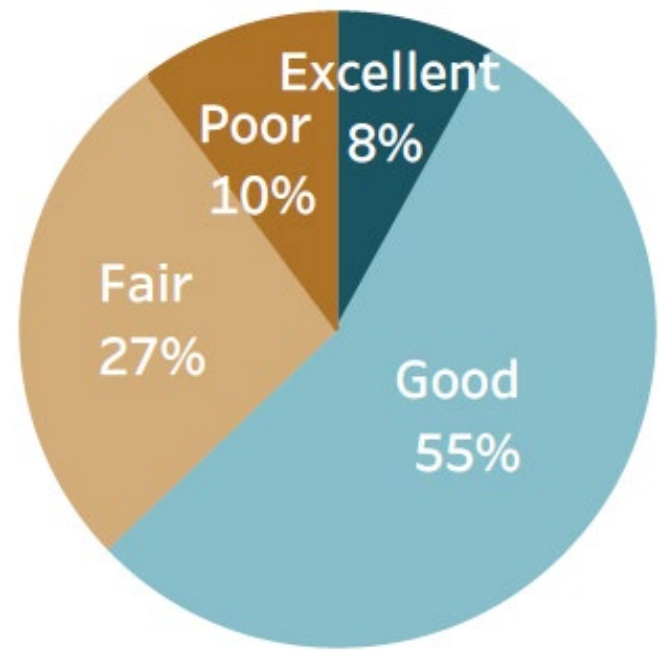


# Governance in Centennial



Please rate each of the following in the Centennial community:

Overall confidence in Centennial government, 2023

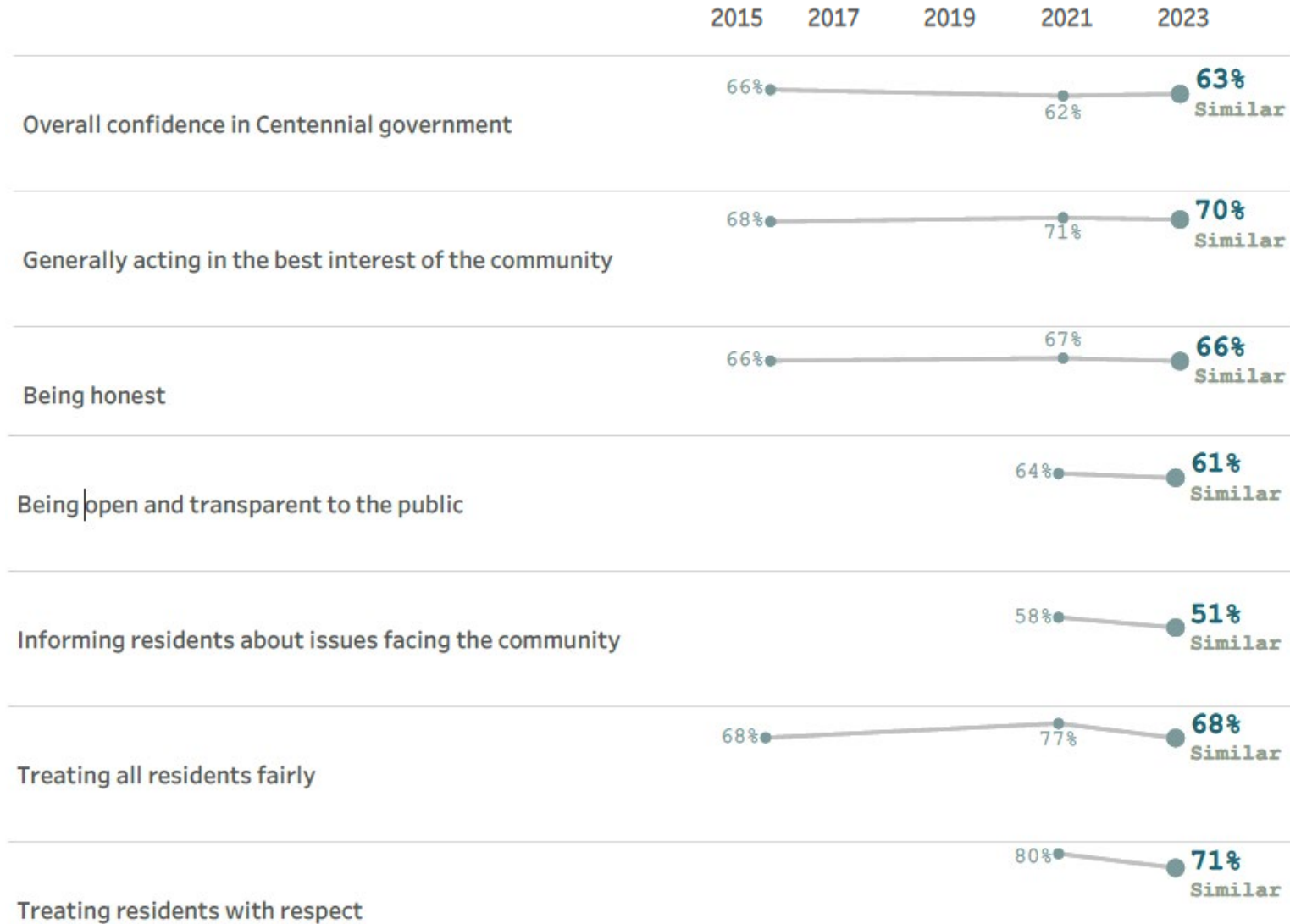




# Governance in Centennial



*Please rate each of the following in the Centennial community:*



# The Economy in Centennial



Overall economic health of Centennial, 2023



Please rate each of the following in the Centennial community:

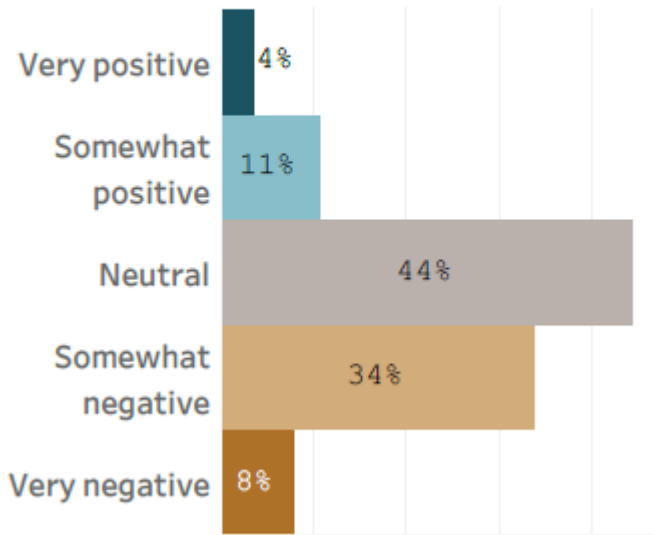


# The Economy in Centennial



Please rate each of the following in the Centennial community:

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:



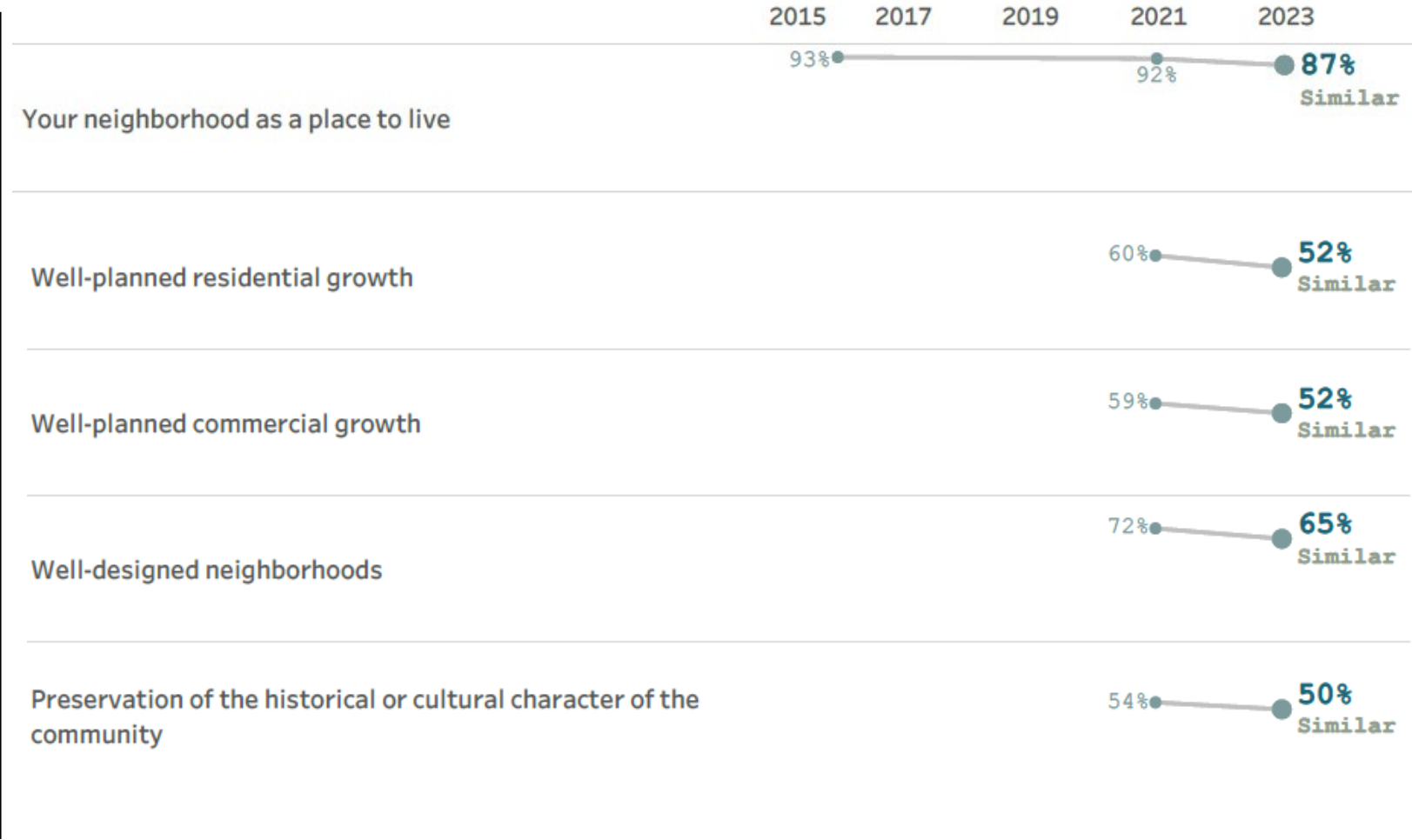
# Community Design in Centennial



Overall design or layout of Centennial’s residential and commercial areas, 2023



Please rate the quality of each of the following in Centennial:

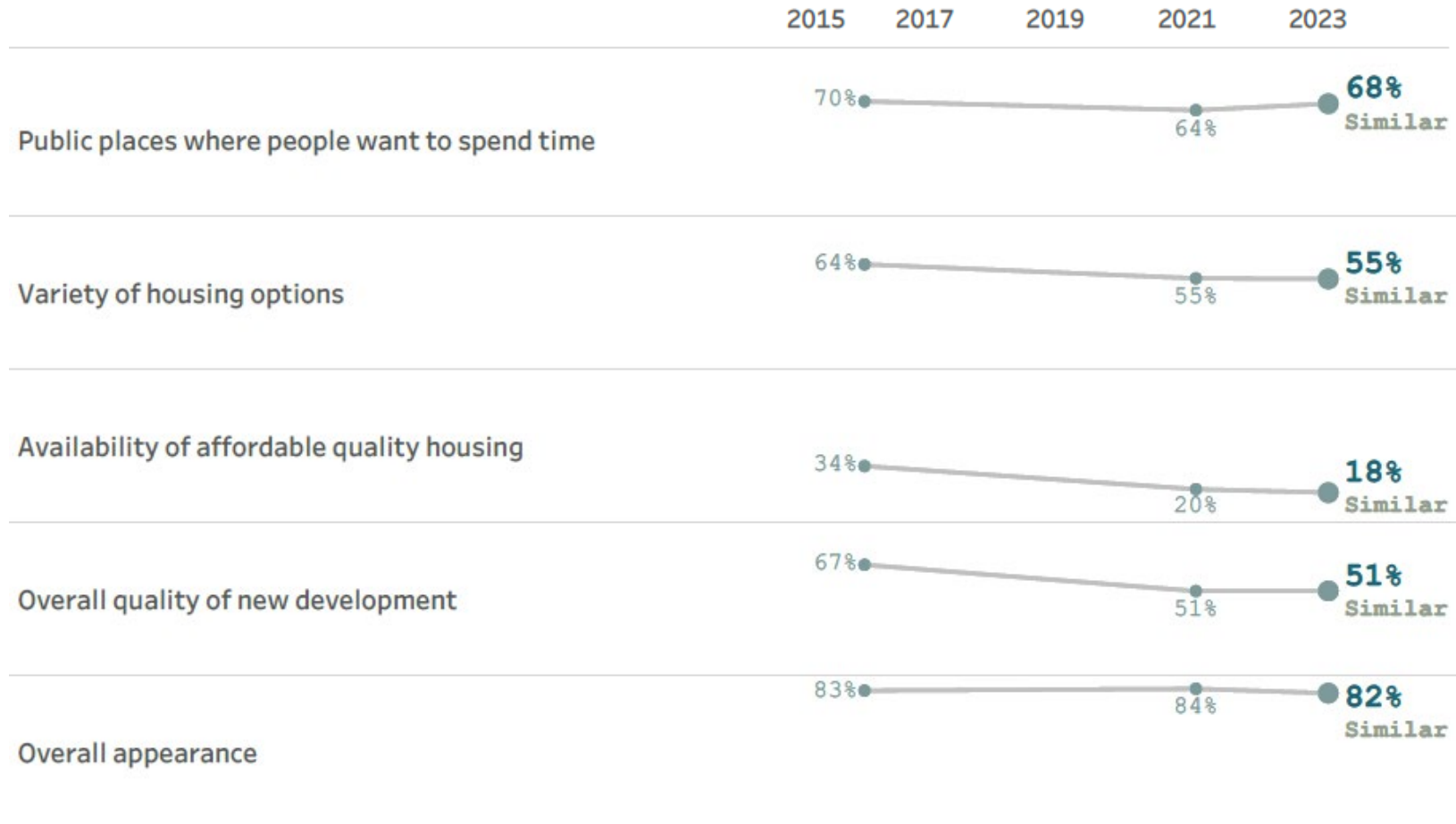




# Community Design in Centennial



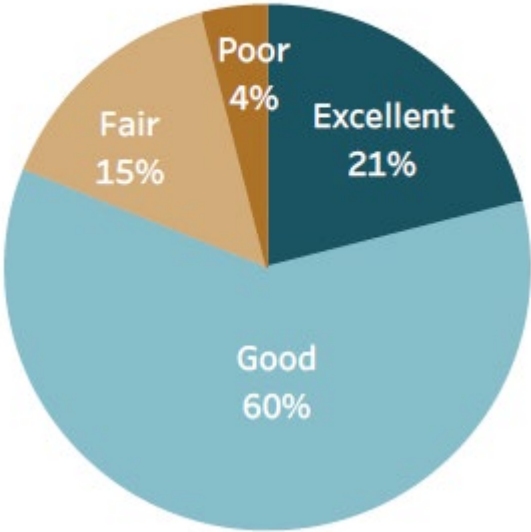
Please rate the quality of each of the following services in Centennial:



# Natural Environment



Overall quality of natural environment in Centennial, 2023



Please rate each of the following in Centennial:



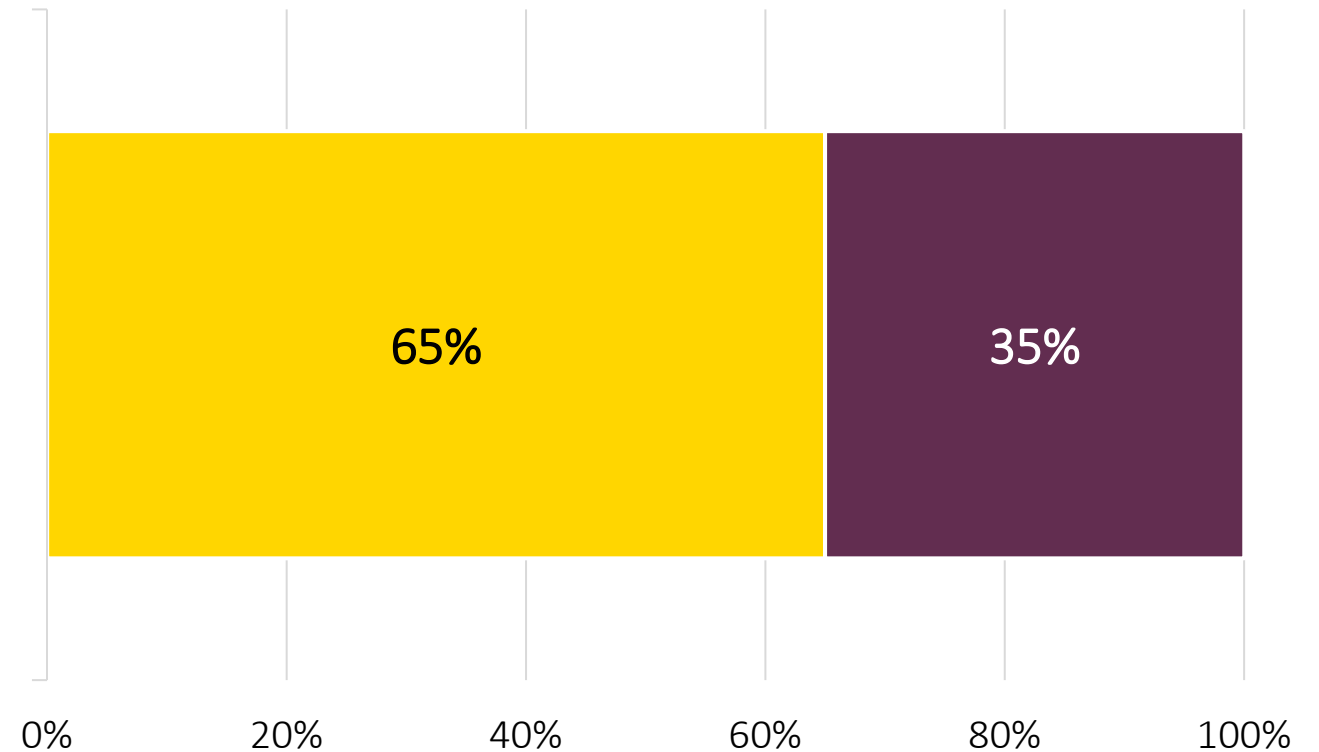
# Water Quantity



■ Major/Moderate Problem

■ Slight Problem/Not a Problem

In the future, how much of a problem do you think water quantity (having enough water) will be in the area where you live?

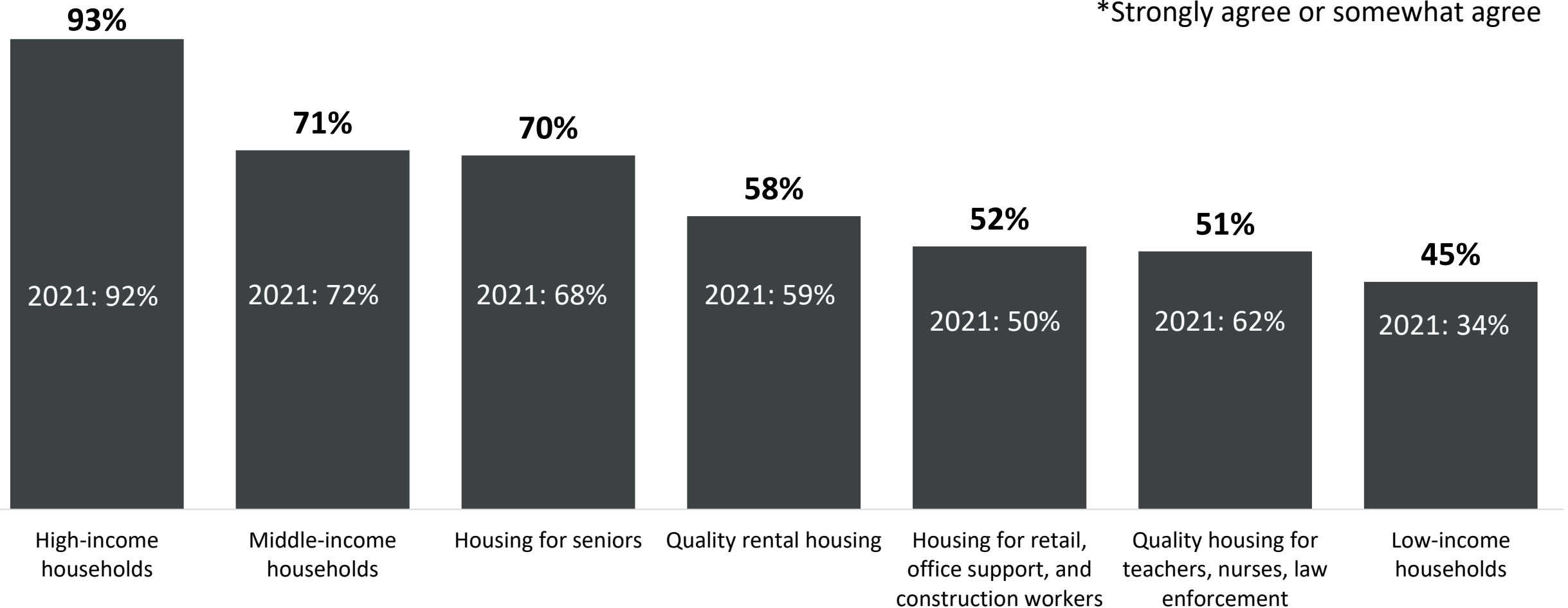


# Meeting Housing Needs



Thinking about housing needs, please indicate how much you agree or disagree that Centennial has enough available housing to meet needs in the following categories:

\*Strongly agree or somewhat agree



# Homelessness



■ Strongly/Somewhat agree      ■ Strongly/Somewhat disagree

Homelessness is an issue for Centennial businesses

72%

28%

Homelessness is an issue in my neighborhood

38%

62%

0%      20%      40%      60%      80%      100%

# Major Takeaways / Topics for Future Discussion

- Centennial residents continue to enjoy a high quality of life and would recommend the City as a place to live.
- Cost of living, affordable housing, and homelessness have been identified as challenges for the City.
- Residents appear willing to support a residential sidewalk snow removal requirement.
- Residents may be willing to pay higher taxes to maintain current service levels for public works and law enforcement.





# Next Steps

- Departments will continue working to address the identified areas for improvement; incorporate them into 2024 workplans
- 2024 Strategic Planning
- 2025-2026 Budget Requests





# Centennial

C O L O R A D O