

THE NCSTM
The National Citizen SurveyTM

Centennial, CO

Dashboard Summary of Findings
2016



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Centennial’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Centennial’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Generally, ratings ~~about~~ for the dimensions of community livability in Centennial across all facets were strong and tended to be similar to other communities across the nation. Aspects of the Economy were higher than comparison communities within the pillars of Community Characteristics and Governance, as well as the facet of Built Environment within the pillar of Participation. This information can be helpful identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	6	35	0	1	24	1	2	21	3
General	1	6	0	0	3	0	0	2	1
Safety	0	2	0	0	2	0	0	0	0
Mobility	0	7	0	0	5	1	0	2	0
Natural Environment	0	3	0	0	2	0	0	1	0
Built Environment	0	5	0	0	2	0	1	1	0
Economy	4	3	0	1	0	0	0	2	1
Recreation and Wellness	0	2	0	0	1	0	0	3	0
Education and Enrichment	1	2	0	0	1	0	0	1	1
Community Engagement	0	5	0	0	8	0	1	9	0

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↑	↔	83%	Customer service	↔	↔	70%	Recommend Centennial	*	↔	93%
	Overall quality of life	↔	↔	93%	Services provided by Centennial	↔	↔	76%	Remain in Centennial	*	↔	89%
	Place to retire	↑	↔	74%	Services provided by the Federal Government	*	↔	35%	Contacted Centennial employees	↔	↓	29%
	Place to raise children	↔	↑	93%								
	Place to live	↔	↔	95%								
	Neighborhood	↔	↔	93%								
	Overall image	↑	↔	82%								
Safety	Overall feeling of safety	*	↔	90%	Emergency preparedness	*	↔	63%				
	Safe in neighborhood	*	↔	96%	Animal control	↑	↔	67%				
Mobility	Traffic flow	*	↔	47%	Traffic enforcement	↔	↔	68%	Carpooled instead of driving alone	*	↔	44%
	Travel by car	↔	↔	64%	Street repair	↔	↔	41%	Walked or biked instead of driving	*	↔	63%
	Travel by bicycle	↔	↔	52%	Street lighting	↓	↔	50%				
	Ease of walking	↑	↔	65%	Snow removal	↔	↓	41%				
	Travel by public transportation	↓	↔	40%	Sidewalk maintenance	*	↔	45%				
	Overall ease travel	*	↔	81%	Traffic signal timing	*	↔	50%				
	Paths and walking trails	↑	↔	77%								
Natural Environment	Overall natural environment	↑	↔	82%	Open space	*	↔	74%	Recycled at home	*	↔	82%
	Air quality	↔	↔	80%	Natural areas preservation	*	↔	75%				
	Cleanliness	*	↔	83%								
Built Environment	New development in Centennial	↓	↔	67%	Land use, planning and zoning	↑	↔	66%	NOT experiencing housing cost stress	*	↔	28%
	Affordable quality housing	*	↔	34%	Code enforcement	↑	↔	58%	Did NOT observe a code violation	*	↑	65%
	Housing options	↓	↔	64%								
	Overall built environment	*	↔	75%								
	Public places	*	↔	70%								

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	*	↑	82%	Economic development	*	↑	73%	Economy will have positive impact on income	*	↔	33%
	Shopping opportunities	↔	↑	79%					Purchased goods or services in Centennial	*	↔	98%
	Employment opportunities	↑	↑	57%					Work in Centennial	*	↓	32%
	Place to visit	*	↔	65%								
	Cost of living	*	↔	49%								
	Place to work	↑	↑	81%								
Recreation and Wellness	Business and services	↔	↔	77%								
	Recreational opportunities	↔	↔	73%	City parks	*	↔	85%	In very good to excellent health	*	↔	74%
	Health and wellness	*	↔	82%					Visited a City park	*	↔	91%
Education and Enrichment									Participated in moderate or vigorous physical activity	*	↔	89%
	K-12 education	↔	↑	92%	Special events	*	↔	58%	Participated in religious or spiritual activities in Centennial	*	↔	42%
	Cultural/arts/music activities	↑	↔	53%					Attended a City-sponsored event	*	↓	38%
Community Engagement	Overall education and enrichment	*	↔	78%								
	Opportunities to participate in community matters	*	↔	61%	Public information	*	↔	64%	Sense of community	↑	↔	61%
	Opportunities to volunteer	↔	↔	62%	Overall direction	↑	↔	76%	Voted in local elections	*	↑	91%
	Openness and acceptance	↔	↔	68%	Value of services for taxes paid	*	↔	58%	Talked to or visited with neighbors	*	↔	97%
	Social events and activities	*	↔	55%	Welcoming citizen involvement	*	↔	59%	Attended a local public meeting	*	↔	22%
	Neighborliness	*	↔	70%	Confidence in City government	*	↔	66%	Volunteered	*	↔	32%
					Acting in the best interest of Centennial	*	↔	68%	Participated in a club	*	↔	24%
					Being honest	*	↔	66%	Campaigned for an issue, cause or candidate	*	↔	13%
					Treating all residents fairly	*	↔	68%	Contacted Centennial elected officials	*	↔	11%
								Read or watched local news	*	↔	89%	
								Done a favor for a neighbor	*	↔	88%	

Legend

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